

Community Policy

As a family firm and a well-established member of the Bourne community, Warners is committed to being a good neighbour.

We pledge to be responsive and sensitive at all times to the concerns and welfare of those with whom we share the land and environment.

We will work hard to build interdependence and a positive open relationship with all those who care about this community's well-being.

We will be honest and open in all of our dealings with the community.

Any decisions that have an impact on the community will always be communicated in a timely and accurate manner.



WARNERS
MIDLANDS PLC

*80 years
in Bourne*

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Welcome



As one of the UK's leading independent magazine printers and a major employer in the region, Warners has significant responsibilities to its workforce, the environment and the local community – and we take these responsibilities very seriously.

This brochure sets out the many ways in which we care for our environment, the well-being of our employees and the health and prosperity of our neighbours.

The community of Bourne is vital to everyone at Warners – it's where we live and work, and where our children go to school. I was born in the town and still live on the doorstep. All of my fellow directors were born here, and most of our 300-plus employees live in Bourne or within five miles of the town.

Over 80 years, Warners has built up a close bond with Bourne, its people and the county at large. We hope that our strong commitment to the community will enable this relationship to endure long into the future. Please take a moment to read this brochure and let us know what you think.

Philip Warner,
Managing Director





What we do...

Warners Midlands Plc is a thriving independent, family-owned printing firm, established in Bourne in 1927.

The company has grown to become one of the UK's leading magazine and brochure printers. We are currently entrusted with the printing of more than 400 niche national and international magazine titles, along with a huge variety of catalogues and brochures.

By continually investing in new equipment we provide our customers with access to the latest, technologically advanced printing processes, ensuring that we always deliver outstanding quality, alongside speed, efficiency and environmental sensitivity.

We believe it is our individual attention to detail that makes our service unique. The traditional, personal service values that we are proud to maintain stem from our family-run foundations. These values are the hallmark of the highly praised Warners approach to customer service.



Warners prints the cover of the hugely influential *The Economist* newspaper every week – read by four million people worldwide.



Our automated stitching line was the first of its kind in the UK – and only the second in the world.



Warners is the seventh largest combined printing and publishing business in the UK.



Caring for our environment

Bourne is our home, as well as our workplace. We take great care to look after the environment in and around our site for the benefit of all our neighbours and friends in the community.

Natural habitats

Our main works site and car park cover an area of almost 34,000m², of which 7,300m² – or 21 per cent of the site's area – is given over to trees, shrubs, grass and planting. This not only creates a pleasant environment on site for our employees and our nearest neighbours, but also attracts birds, butterflies and other wildlife to the area. Furthermore, we have allowed a small spinney within our grounds to grow wild, providing a natural habitat for indigenous flora and fauna.

Tree planting

We remain dedicated to enhancing the natural environment of our site. When four trees had to be felled to make way for our new press hall, eight replacement trees were planted in the area, with a further five along the site boundary. In the car park, 24 large trees have been planted in recent years, as well as 105 smaller species and almost 700 mixed hedging plants around the perimeter.

Healthier way to work

We are keen to improve the local environment by minimising the number of cars driving to and from our site. Our Bikes for Work scheme encourages employees to cycle to work by offering interest-free loans for the purchase of a bicycle. Those who live too far away to cycle are encouraged to car share, and we help by matching up people who live in the same area.

Noise management

As good neighbours, we do all we can to minimise noise that may disturb those living nearby. Restrictions on vehicle movements mean that lorries are not allowed to load or unload in noise-sensitive areas between 9pm and 7am, and we have an agreement with our waste contactors that they will only empty our skips during normal office hours in the week and only in the mornings at weekends.



Did you know?
Accountability

Our environmental performance figures are rigorously audited every six months by the world-renowned Lloyd's Register of Quality Assurance.

Our environmental performance

Warners recognises that everyone in our community has a responsibility for making the environment safer, healthier and greener. That's why we work very closely with our suppliers and customers to continuously improve our environmental performance.

Having achieved accreditation to ISO14001 – an international environmental-management standard – we are continually assessed on our performance against tough environmental targets.

Recycling and waste management

Minimising the amount of waste we send to landfill sites is one of our top priorities. Already we recycle 5,000 tonnes of paper every year. All aluminium printing plates, waste ink tubs and cartridges, waste batteries and fluorescent tubes are sent for recycling. We reuse or recycle all packaging materials sent to us and send all waste chemicals for reuse.

Energy use

Reducing our gas and electricity consumption plays a major part in improving our environmental performance. By implementing a range of energy-saving initiatives, we have exceeded the biennial targets set by Government. In 2004, against a target of a 3 per cent reduction in energy usage, we achieved a 22 per cent reduction. That means we prevented 1,100 tonnes of CO₂ being released into the atmosphere. In 2006 the target was 9 per cent, and we achieved a 13 per cent reduction.

Emissions

The solvents and chemicals that are used as standard in the printing industry can cause ozone-depleting volatile organic compounds (VOCs) to be released to the air if not treated. Warners employs an array of energy-efficient, state-of-the art VOC-abatement systems to contain or neutralise these solvent gases. Additionally, we are actively working to eliminate their use entirely.

Sustainable procurement

We strive to buy our raw materials, principally paper, from sustainable, managed sources, so that we reduce the environmental impact of our consumption on communities around the world.



Our workforce

Warners – the firm and the family – are deeply rooted in the Bourne community. All of our company directors were born in the town, and 95 per cent of our workforce live within ten miles of our site. In fact, 70 per cent live within just five miles. This means that the working, social and family lives of all our employees are intrinsically connected with the Bourne community.

Long-standing loyalty

Warners has provided employment for generations of families in Bourne, and the firm benefits from the commitment and loyalty of such a dedicated workforce. Our print company employs more than 300 people from the area, and almost half of those have been with us for ten years or more. Three of our current employees have been with us for more than 40 years. ▶▶▶

Three generations at work

When Denys Greenfield started work as Stationery



Manager at Warners in 1972, little did he know he was initiating a family tradition. His eldest son Ian became an apprentice in the Graphics department in 1979 at the age of 16, soon followed by younger brother Kevin in 1981. Ian now works as Nights Production Manager and Kevin as Finishing Manager. Ian's daughter Becky has become the third generation of Greenfields to work at Warners, taking up part-time roles during her college holidays.

Ian says: "Warners is constantly changing, which makes it an interesting and challenging place to work. I have worked in many areas of the business, and no two days – and now nights – are ever the same. Whenever I am asked where I work, I can say with complete honesty that I am proud to work for Warners and all it stands for."

Our workforce *continued*

As a family-run enterprise, we are delighted that working at Warners has become a tradition for many families in the town. Ten families have two or more generations working with us – these are the Chappell, Ewles, Greenfield, Hollinshead, Oliphant, Relf, Thurston, Wheat, Willerton and, of course, Warner families.

Support for the next generation

With so many families from Bourne working for us, we believe strongly in supporting schools and colleges in the area. Our support ranges from providing paper and art materials for lessons to hosting students on work-experience placements. Each year we attend Industry Days at Bourne Grammar School and Robert Manning College to raise awareness of the company and what a career in the printing industry involves.

Skills and training

Careers at Warners demand a wide range of skills, from printing and engineering to graphic design and accountancy. We support our people with training to help them gain further qualifications. NVQs are offered in conjunction with Leicester College, which named Warners its Training Employer of the Year for 2007, and we provide training to help people progress within the company.

Works Council

We believe in encouraging input from our employees to help drive our business forward. Representatives from each department sit on our Works Council, which meets four times a year with Philip Warner. The meetings raise issues of importance to the workforce, ensuring that employees' views are heard in a structured forum.

Did you know? **Awards Night**

When our new factory opened in April 2006, we decided to combine an opening evening with a presentation of the money raised by Warners employees for our two nominated charities.



Working together, playing together

The community of employees at Warners is united at work by the huge range of events organised for them throughout the year. From social and sporting events to excursions, holidays and awards ceremonies, there's so much for our employees and their families to enjoy.

Strengthening bonds

Whether it's a quiz night at the local football club, a three-day trip to New York or a family outing to London Zoo, these events bring us all closer together, strengthening bonds between families throughout the community, and building stronger teams among our employees back at work.

Social committee

Many of these events are organised by the Sports and Social Committee, with employees making a small weekly contribution towards a monthly cash draw with a chance of winning one of five £100 prizes. In addition, a special Christmas draw offers a top prize of up to £1,500, as well as large cash prizes for 14 other lucky winners.

Philip Warner matches employee contributions to the fund pound-for-pound. The fund enables the committee to offer trips and excursions at subsidised rates.

Out and about

The events organised by the committee are extremely popular, with recent favourites including trips to Dublin, the Isle of Man, Blackpool, Euro Disney, Legoland and London's theatres. Another highlight of the year is the ever-popular summer party.

Employees from our shopfloor have also set up the Warners Golf Society, which holds competitions four times a year, as well as other events. Customers and suppliers are invited to the summer competition, with prizes sponsored by our suppliers.

Rewards for achievement

To demonstrate our gratitude for the exceptional efforts of our employees, we hold a major awards evening every three years. At a prestigious ceremony, individuals are recognised for their outstanding achievements in all areas of the business.



Warners and Bourne

Warners has operated its business from Bourne for more than 80 years. Our printing business now occupies a ten-acre site that has been an industrial and hospital site for more than 100 years. We like being in Bourne, and Bourne benefits from having a successful, thriving local company at its heart.

How Bourne benefits Warners

Bourne is good for Warners for many reasons. Its central location in the UK makes us easily accessible to customers and suppliers, with excellent transport links to the rest of the country and good access to London. Bourne is an attractive town with good schools, offering a high standard of living. Such a high-quality environment helps us to attract the very best employees to Warners and to the region.

For the people who work at Warners, our location close to the town centre enhances their working life. They can easily walk into the town during lunch breaks to do some shopping, have a bite to eat or just take a stroll in the park. It also means that for the majority of our employees, work is only a walk or short cycle ride away from home.

How Warners benefits Bourne

With an annual turnover of more than £30m, Warners brings wealth and investment into the area and provides employment for more than 300 people. New job opportunities are frequently created, and we are keen to recruit people from the area's extensive talent pool. Our sister company Warners Group Publications Plc also resides on the Maltings site and employees another 200 people.

The supermarkets, cafes, shops and other businesses of Bourne benefit from the 500-plus potential customers we bring to the town centre every day, helping to support local enterprise and sustain employment in the town.

Take a look at page 21 to find out how our support also benefits many local events, good causes and schools in the area.

Did you know?

If you are interested in joining the fire service, you can visit your local fire station to find out more.



Employee volunteering

At Warners, we encourage employees to pursue voluntary activities that benefit the wider community. Our positive approach to volunteering provides our people with opportunities to attend training courses and other events to fulfil their voluntary roles.

Chris Templeman – retained firefighter (left)

Warners warehouseman Chris Templeman became a cadet fireman at the age of 16, following in his father's footsteps. He has now been a retained firefighter for 37 years, answering emergency calls from Bourne and the surrounding area. It's an essential role too, since retained crews make up three quarters of all firefighters in Lincolnshire.

Chris says: "I'm grateful to Warners for allowing me to be on call during my working hours, which means I can respond to emergencies 24 hours a day."

Chris is called out on average three to four times a week, and tackles everything from road accidents and house fires to cats stuck in trees and people stranded by floods. He keeps his skills up to date in weekly training sessions and drills with the 13-strong Bourne crew. He is also a volunteer co-responder, attending to medical emergencies before the ambulance crews arrive.

Chris adds: "Being a local man, it's sometimes hard when you're called out to an accident where you know the person in trouble, but it can also be very rewarding when you are thanked for what you've done or when you save someone's house."

First aid volunteers

Our volunteers also include Trevor Hollinshead, a senior first aider and senior fire marshal who has worked at Warners for 41 years. His advanced skills are put to use at major events across the county, as well as at work. Trevor is the Centre Organiser for the Red Cross in Bourne and is a qualified first aid trainer, helping to coach first aiders at Warners. His deputy, Anne Handley, is another highly skilled first aid volunteer working for the Red Cross at many large events.



Our charitable commitment

As a successful business, we are delighted to be able to support local causes that are close to our heart. This support is manifested in many ways, from financial donations to sponsorship of local events.

Donations and sponsorship

In all our charitable activities, our aim is to support causes that directly benefit Bourne, its people and their families. At the end of each financial year, our company makes large donations to some of these local causes. Because many employees at Warners have children attending local schools and colleges, these are the focus for much of our charitable activity. In recent years, donations have also been made to Lincolnshire Air Ambulance, Sue Ryder Care and Willoughby School for children with disabilities.

Around £10,000 each year is divided up between a large number of small local charities and events. We sponsor kids' football teams and Scout jamborees, support Toft Lions, Three Counties Dog Rescue, charity balls, cricket days, golf fundraisers and much more.

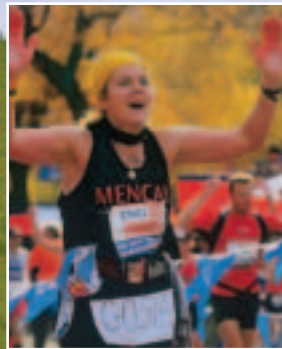
Employee generosity

Our employees are keen to do their bit too. Many of them make monthly donations direct from their wage packets to Marie Curie Cancer Care and Barnardo's. Each month we hold a non-uniform day, with employees paying a pound and the proceeds going to Children in Need or Jeans for Genes.

We have many keen fundraisers at Warners, who take part in various sporting events and charity days. In 2007, Gosia Wilkie from our mailing department took part in both the London and New York marathons, raising money for Mencap.

Services for free

We carry out around £15,000-worth of free design and print work each year for local causes and charities. We also make our high-quality conference facilities available for free to community organisations. One long-standing beneficiary is the Lincolnshire Police Force, which uses our facilities for officer training days.



Gosia Wilkie 2006 New York Marathon, raising money for MENCAP.



Charity football match.



Tomorrow

After eight decades operating from Bourne, Warners has become part of the fabric of the town – and we're here to stay. The firm has grown significantly since its humble beginnings, and that growth is continuing today.

We recently invested £10m in a new printworks, including a state-of-the art web-offset printing press – one of only three or four of its type in the world. This gives us the capability to enter new markets for printing much larger brochures and catalogues. In fact, the new equipment has already enabled us to complete our biggest ever print run – exceeding our previous print-run record by more than five times.

The new press hall we have created gives us the capacity for further expansion, fulfilling our requirements for at least the next 10 to 15 years. The purchase of bungalows adjacent to our plant on Manor Lane will enable us to expand our sister publishing business in future, maximising our space on site.

Such investment and innovation demonstrates that we are already building for the future, with the support of our loyal employees. And a thriving Warners is good news for other businesses in Bourne, and the community at large. This is the start of an exciting new era for us, with our reputation growing nationwide and our enhanced equipment giving us new capabilities.

But key to our ongoing prosperity and growth are our employees, who are the people of Bourne. It's not by chance that almost half of our workforce have been with us for ten years or more, or that generations of Bourne families keep coming to work here. It's because Warners is a workplace to be proud of, where dedication is recognised and rewarded, where employees are encouraged to excel and where strong family traditions make everyone feel welcome and valued.

At Warners, we remain wholeheartedly determined to support the community that supports us, in every way we can – today, tomorrow, and into the future.