



CONTRACT
CANDLES & DIFFUSERS



**Crafting Candles for
a Brighter Tomorrow**
Sustainability Annual Report 2022

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Our Story

Founded in 1997, Contract Candles and Diffusers (CC&D) are a family run candle and diffuser manufacturer. The origins of the company were as a contract packer working with leading British brands, transitioning into the manufacturing of luxury hand poured scented candles and diffusers in our beautiful factories in the South of England. We are committed to developing close relationships with our customers, employees, and future generations. As a UK based candle manufacturer we are passionate about delivering hand crafted British excellence and pride ourselves on quality and attention to detail.

We work closely with our clients and strive for agility. The quest for continual improvement through research and development and promoting new products to meet our clients ever changing needs is driven through traditional hard working family values with two generations of family steering the business. We are proud of our heritage and our role in delivering excellence to the luxury home fragrance sector.

We care for the environment and strive to incorporate environmental good practises into our processes and workplace. We recognise that we have a responsibility to do business in a manner that protects and improves the environment for our future generations. . We value the business that has been created and understand that it is the people within that business who make it what it is.

The business now spans eleven locations across West Sussex with a range of office, factory and warehouse locations.



A Message From Our Managing Directors



Dear Reader,

As we come to the end of 2022 we want to reflect on a year where we have achieved many objectives across many areas of our business, however we have to note the highlight of this year being the celebration of our 25th anniversary. CC&D has been built through strong relationships with both our suppliers and clients and this is a key part of our success but also a key part of our sustainability strategy. We want to continue to build on our existing relationships and create new ones to ensure our business is here for another 25 years, along with the businesses of our clients and suppliers. In essence, sustainability is at the very heart of everything we do, to ensure we are here for many generations to come.

Some of our most notable achievements in 2022 include receiving the South East Manufacturer of the Year Award, 30% increase in turnover and the global launch of an all-natural candle for a great new client. Alongside all of this, our reinvigorated sustainability committee has brought key issues to the forefront of our business and re-energised our approach to sustainability.

This renewed focus on sustainability has enabled us to achieve some of our main goals rapidly this year, generating a full sustainability strategy and policy, switching to renewable energy providers and moving forward on solar panels and other objectives.

This one year action plan to kickstart the sustainable changes has already altered the culture within CC&D and sustainability is no longer the responsibility of our compliance team but now a companywide awareness and goal, with Tibor our sustainability mascot leading the charge in the factories with three different languages in his arsenal!

We are also looking to the future and where our journey will take us next year and beyond. Our five year action plan has provided a structure to our larger goals within the business. We would like to use 2023 to take stock of all we have achieved, solidify our growth and processes in an ever-changing world, making us the most agile, efficient and sustainable company we can be.

One final thought from us is to say thank you to all our employees that ensure we continue to succeed, day in and day out. Without you we would not be here today and your support for our sustainability mission has meant we have exceeded all expectations, so thank you!

Two handwritten signatures in black ink. The first signature is 'Lewis Hamilton' and the second is 'Lee Dormer'.

Lewis Hamilton and Lee Dormer



25

YEARS

ANNIVERSARY

This year CC&D celebrated our 25th anniversary, as part of this celebration our design team created a timeline to show our progress over the years.



1997



THE START OF OUR JOURNEY

Contract Candles & Diffusers (formally known as J&H Contract Services) started as a contract packer for M&S and BHS. The first candles ever produced were here at Holmbush Industrial Estate in Midhurst. Some of our first clients were Marks & Spencers, Neal's Yard Toiletries and Penhaligon's - still a client of ours today.

STARTED WORKING WITH JO MALONE MBE

Jo has always been a big part of our business. From the early days of pouring her candles, to the later years collaborating with Jo and Inditex on a collection for Zara Beauty. We have always had a beautiful working relationship with Jo & her team now at Jo Loves and long may that continue.



1998

1999



ESTEE LAUDER BUYS JO MALONE LONDON

The beginning of a strong, working partnership with a global leader in prestige beauty. Home fragrance has flourished over the years and we have added several other Estee brands to our client base and hope this will continue to grow.

FIRST CANDLES POURED FOR THE WHITE COMPANY

A client that has grown significantly with us and we are proud to be one of their largest suppliers today, manufacturing all of their candles including the iconic botanical candles!



1999

Proud to deliver British-made
bespoke luxury

2002



MOVED TO SURNEY ORCHARD

Moving from 2 small units at Holmbush, to a site four times the size, Surney Orchard is a beautiful rural location just outside the village of Fernhurst. The senior team consisted of Allan, Fiona, Ken & Matt - the OG's of CC&D!

RELOCATED TO LOWER LODGE, VANN ROAD

5 years later Surney Orchard was to be changed to residential, so the hunt for a new factory began. Allan & Fiona approached Robert Windle at Cowdray Estate who showed them Lower Lodge - in Allan's words "Robert showed me around and told me to 'have a bit of vision'. We walked around in wellies through all the cow sh*t and 17 years later, we are still here!" The move was completed using our own van and a tractor and trailer. Lower Lodge today remains our prestigious, rural, factory.



2007

2010



FIRST DIFFUSERS WERE POURED

Molton Brown was our first diffuser customer, and we are still pouring them today, together with all of their candles. Diffusers currently make up 18% of our turnover.

PURCHASED OAKLEAF CANDLES

A small candle manufacturer based in Suffolk, was bought to help with our growth and for business risk mitigation purposes, Oakleaf soon integrated into the CC&D business and passed an Estee Lauder supplier audit within 6 months of the purchase



2015

Experts in luxury scented candles & diffusers

2016



PURCHASED CHICHESTER SITE 1

As part of our continued growth, we moved part of our business to Chichester, West Sussex. Starting as one site and quickly growing to 7 sites, with over 300+ employees.

LEE & LEWIS APPOINTED JOINT MDS

Lewis Hamilton & Lee Dormer (previously Operations Director & Commercial Director) took on the joint role of Managing Directors. Over the next two years, CC&D sales grew by 108% showing true resilience through the Covid-19 pandemic



2021



ACQUIRED SILVERPOINT IN PORTSMOUTH

40,000 sq. ft packing & warehouse facility in Portsmouth with over 1,500 pallet spaces. Silverpoint currently has 2 packing lines, providing a stand alone pack off facility.

FIONA & KEN TAKE ON PRESIDENTIAL ROLES AT ECMA & BCF

Fiona & Ken have taken on roles as 'President' of two prestigious candle federations. Fiona is the newly appointed President of the European Candle Makers Association (ECMA) and Ken of the British Candlemakers Federation (BCF), both for a 2 year period.



2020

2022

Passionate about providing outstanding quality and service

Developing the Sustainability Strategy

Sustainability is a much-touted word at the moment and as a topic has escalated to the top of many people's agendas. In its most recent context sustainability is defined by the ability to ensure the welfare of the planet is maintained and preserved for the enjoyment of future generations by the current generation.

There are many facets to sustainability. The most frequently used is environmental sustainability which commonly references carbon footprint. A carbon footprint is a very tangible measure of how much carbon a company or an individual emits into the environment. Sustainability however has a number of other targets. The UN has identified 17 sustainable goals. These are outlined below.

These go way beyond just considering climate change and reducing carbon emissions. Globally there are strict timeframes for the reduction of greenhouse gases. The other sustainable goals are perhaps less well publicised but are as important as some of the environmental goals. They extend to Social and Welfare goals.



Our Sustainability Journey

CC&D started their sustainability journey several years ago, but due to significant business growth and the challenges of the pandemic, progress developing a comprehensive cohesive strategy slowed. However, the foundations were set to develop this first sustainability strategy for the organisation. A sustainability committee has been formed and together the group identified three core pillars around social, environmental and governance.

CC&D are committed to achieving sustainability goals using the Ecovadis rating system to track progress and carrying out a carbon assessment across scope 1, 2 and 3 to assess our environmental impact. Alongside the Ecovadis assessment, we looked in 2022 to implement an EMS – Environmental Management System to ISO 14001. We already have a QMS – Quality Management System to ISO 9001.

This strategy sets out the step to holistic approach to sustainability and aligns with the steps taken in the development of any management system. Further roll out of the EMS to ISO 14001 standard will align to the environmental component of this strategy.

The following steps have been taken in the development of the strategy:

1. Identify the scope of the strategy
2. Assess actions and map to sustainability issues
3. Prioritise the issues in a significance matrix
4. Identify stakeholders and their influence and impact on sustainability goals
5. Set objectives, targets and KPIs
6. Identify action plan

Scope of the strategy

The strategy covers all the operational business activities of CC&D. It also looks at the raw materials being used in manufacturing, both social and environmental impacts, the transportation of these materials to the factories and the on-going impact of products and services to customers and on to their clients. It recognises that some of these impacts can only be mitigated through influence and the strategy includes these indirect as well as direct impacts.

Activities and key sustainability issues

The first step in the development of the strategy was a mapping exercise of sustainability issues onto the business activities identified within the scope of the strategy. These issues are then prioritised and used to formulate a set of objectives, targets, KPIs and the action plan.



The table below shows the sustainability issues that result from the identified business activities:

Business activities	Sustainability issues resulting from activities
General Business Operations	
Financial management and business planning	Future business growth, corporate reputation
Contracts with clients	Corruption and bribery, future business growth and corporate reputation
Employment provider	Fair wages, health and safety, wellbeing and corporate reputation
Recruitment management	Engagement, Diversity, Inclusion and Equity, wellbeing
Offices, work spaces and equipment	Attracting and retaining employees, health and safety, wellbeing
Managing buildings and facilities - energy, water, waste	Resource consumption, clean energy, carbon emissions, waste production, health and safety, wellbeing,
Heating/ Air conditioning	Carbon emissions, wellbeing
General waste production and disposal	Recyclability of materials, waste management
Procurement of products and services	Carbon emissions, ethical sourcing, pollution to land, air, water, human rights, fair wages for suppliers, recyclability of materials
Employee travel and transportation	Carbon emissions, employee wellbeing
Transportation of goods and equipment	Carbon emissions, pollution to air
Client hospitality	Carbon emissions, client health and safety
Internal communications	Engagement, achievement of goals
Employee training and development	Engagement, achievement of goals
External communications	Client retention and new clients attracted, enhancing the brand
Employee events	Resource consumption, procurement, waste management
Manufacturing	
Procurement of products and services - suppliers	Suppliers sustainability performance and engagement - embodied carbon, ethics, health and safety, pollution, clean energy/ energy efficiency, on-time, employee wellbeing, human rights
Products used in manufacturing	Paraffin usage, crude oil derivatives, soy overconsumption, embodied carbon/ environmental impact
Storage and use of chemicals and fragrances	Health and safety of employees
Factory Management and facilities - energy, water, waste	Resource consumption, clean energy, carbon emissions, waste production, health and Safety, wellbeing
Employment in factories/ seasonal workers	Ethical, human rights, diversity, equity and inclusion, local communities, fair wages
Waste production	Ground and water pollution responsible disposal, landfill, toxic chemical, water contamination
Packaging of products	Production of single use materials, non-recyclability of packaging, recycled content in packaging/ embodied carbon, carbon emissions, glass recycling
Production line process	Carbon emissions, wellbeing, health and safety, quality of products
Dying process	Toxic chemical, contamination, leakages
Product instructions to end user	Longevity of product, impact of waste
Customers - products in-use and end-of-life	
Transportation to retailers/clients/customers	Carbon emissions, air quality
Customer/client returns	Disregarded/issues with products, cleaning, postage transportation, waste management, customer engagement in product use

Prioritising Our Impacts

We have developed a process to prioritise our impacts to ensure that we address the most significant and do not simply choose to tackle the easy ones. We consider the severity of the impact, the likelihood of it to occur, the significance to our stakeholders; clients, employees, customers, and the wider industry as well as legal compliance issues. This prioritisation is reviewed as required and feeds into the development of our objectives and targets. Please see appendix A for the prioritised list of issues and identified risk and opportunities.

Through identifying the significant issues and through our internal sustainability working group, we have identified three spheres of sustainability which we feel we can impact on and we have aligned 10 of the UN Sustainable goals to those spheres of activity; These are:

13 CLIMATE ACTION



7 AFFORDABLE AND CLEAN ENERGY



1. Our Environment

We have two manufacturing businesses within the group, a retail outlet and a facilities management company. These businesses to a varying degree generate a significant carbon footprint. We are committing to reduce that footprint and support the change to clean energy solutions.



8 DECENT WORK AND ECONOMIC GROWTH



9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



12 RESPONSIBLE CONSUMPTION AND PRODUCTION



17 PARTNERSHIPS FOR THE GOALS



2. Our Business

As a group we have many suppliers from all over the globe. As a responsible manufacturer we need to take ownership of the sustainability of our supplier's actions. We are also looking into the positive impact our businesses can have on their local communities.



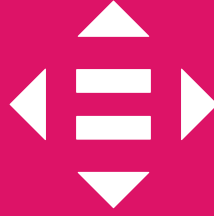
3 GOOD HEALTH AND WELL-BEING



5 GENDER EQUALITY



10 REDUCED INEQUALITIES



11 SUSTAINABLE CITIES AND COMMUNITIES



3. Our People (Social)

We are looking to create a safe, inclusive and satisfying working environment with opportunities for everyone to thrive.



Our Sustainability Commitment

Founded in 1997, Contract Candles and Diffusers (CC&D) are a family run business committed to our customers, employees and future generations. We are passionate about service and quality. Our mission is to continue to use our knowledge and experience to produce the finest products for leading luxury brands while recognising our responsibilities to future generations. Our sustainability commitment covers all our operational activities and the products we manufacture.

Sustainability for CC&D is underpinned by our values, ensuring our processes not only deliver high quality beautiful products and client satisfaction but a lasting positive impact on people and the planet. These values commit us to authenticity, inclusivity and stewardship across our business, our people and the planet.

Our sustainability objectives commit us to:

- being a recognised leading sustainability business, adding value to clients and their customers through our sustainability commitment
- creating a safe, inclusive, satisfying working environment for all employees
- ensuring our operations and products leave a lasting positive impact on the environment

We will embed our sustainability commitments across our business achieving recognised high standards of sustainability. We are committed to compliance with all applicable legislation and regulations and adopting voluntary codes of best practice and will continue to improve our management processes to achieve this.

We will work with our employees, contractors, clients and suppliers to ensure that this policy, its aims and objectives underpin our culture moving forward.

The Year In Brief:

Our sustainability mission has started. We have engaged with Sustainability Consultants, Think Beyond who have helped us to put together this sustainability strategy and action plan.

We have generated an Issues Specific Matrix which outlines our priority issues and identified objectives. While the matrix will list our priorities in our five year action plan and will define our path moving forwards over a longer term, it is important to note that we started our journey with a kick off action plan for 2022. The 2022 plan is very much about engagement and a series of 'small wins' to get us along the road. We have taken you through some of these 'small wins' in this next section as key case studies for our progress:



2022 Actions

Policies

In order to get the culture shift in CC&D to a more sustainable mindset we started at the very beginning which meant updating our policies to ensure they reflected this mindset. As well as our sustainability commitment we now have a raft of policies that create the bedrock for us to build upon as an organisation, covering everything from our water management to bribery and ethics.

Please see the full list of reviewed or new policies below:

- Sustainable Procurement
- Water Management
- Labour and Human Rights Policy
- Diversity, Equality and Inclusion Policy
- Anti-corruption and Bribery Policy
- Preventing Hidden Labour Exploitation Policy
- Environmental Policy
- Ethical Policy
- Customer Health and Safety Policy
- IT and Communications System Policy
- Learning and Development Policy
- Corporate Social Responsibility Statement
- Fragrance – Health, Safety and The Environment Policy
- Product End of Life Policy
- Mental Health and Wellbeing Policy
- Anti-Slavery and Human Trafficking Policy
- Recruitment and Selection Policy

**NEW EMPLOYEE
HANDBOOK
LAUNCHED,
BENCHMARKED
AGAINST BEST
PRACTICE!**

Pallet Wrap And Poly Bags

All poly bags used internally and for decorated glass delivered to us have now been switched to 30% recycled content.

Our pallet wrap for all our warehouses has been changed from a 24-micron film reduced to 17-micron film which saved:

- 7.3 Tonnes per annum of Co2
- 3.2 Tonnes per annum of Plastic (263,250 plastic bottles)

We are now also trialling a further reduction to 12 micron with 30% recycled content which could potentially save:

- 20.4 Tonnes per annum of Co2
- 8.9 Tonnes per annum of plastic (737,429 plastic bottles)

**2022
PLASTIC
REDUCTION
3.2 TONNES
PER ANNUM**



(263,250 PLASTIC BOTTLES)



**2022 CO2
SAVED:
7.3 TONNES
PER ANNUM**

Beach Clean

CC&D embarked on our very first beach clean. It was a fantastic day for all our employees who volunteered their time to head down to Selsey East Beach located in West Sussex. In cooperation with Chichester District Council, we scoured the beach and surrounding areas for litter. With our 35 Team Members who volunteered their time, we managed to collect 7 very full bags of litter. That equates to one clean beach and some incredibly happy residents that were grateful for our efforts.

This was a wonderful day for our team, whilst enjoying an afternoon in the sun, we all embraced the shared effort to make a real difference for our local community and environment. This is only the beginning, more clean-up events to follow in line with our sustainability mission.

35 EMPLOYEES
7 VERY FULL
BAGS OF LITTER





For many years CC&D employees have made monthly donations to our local foodbank, however this year CC&D wanted to further our commitment and become more involved in the process.

Working with our local foodbank in October we have now set up a corporate volunteering scheme, so every other Thursday two members of the CC&D team will volunteer at the Foodbank helping to collect donations and sort and date the items.

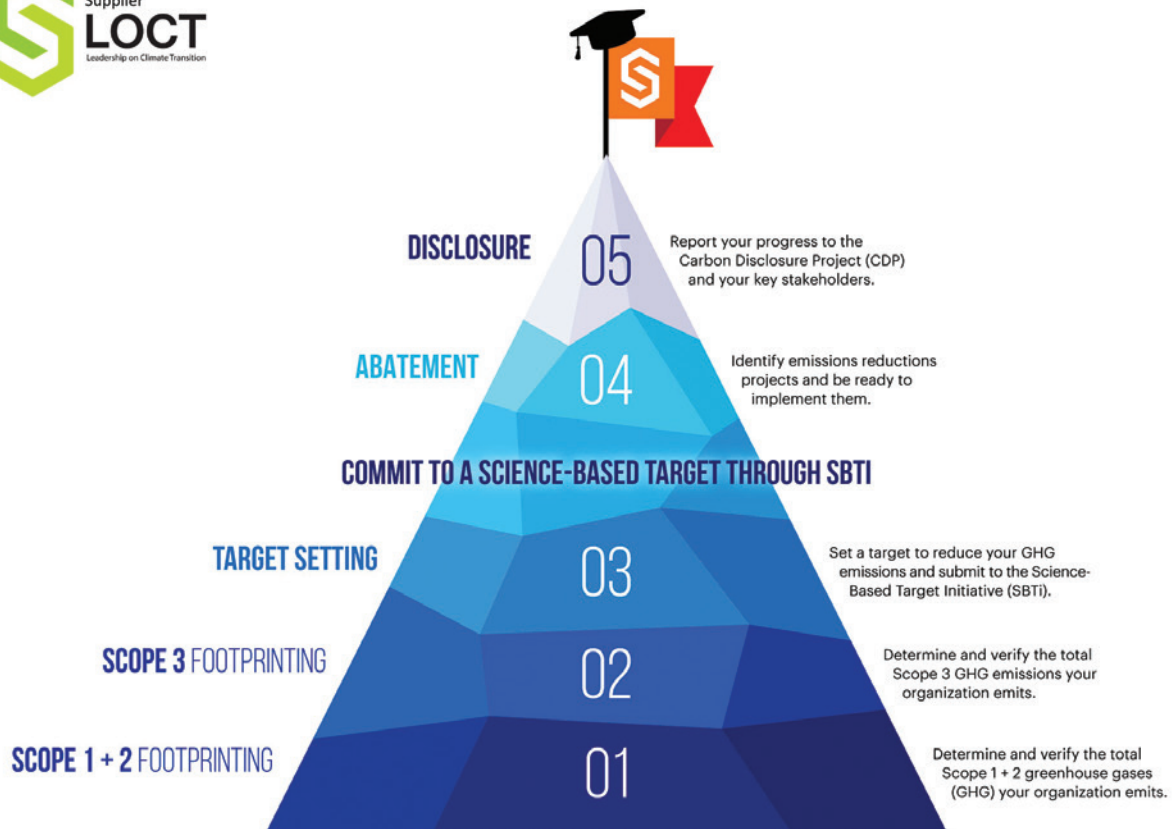
Those who have volunteered so far described the experience as a very humbling and simply a great and sadly necessary thing to be a part of in the current climate. This commitment is carrying on into 2023 for all our employees to have the opportunity to take part.



2022 OCT-DEC
84 EMPLOYEE
HOURS
DONATED TO
THE FOODBANK

Supplier Leadership On Climate Transition

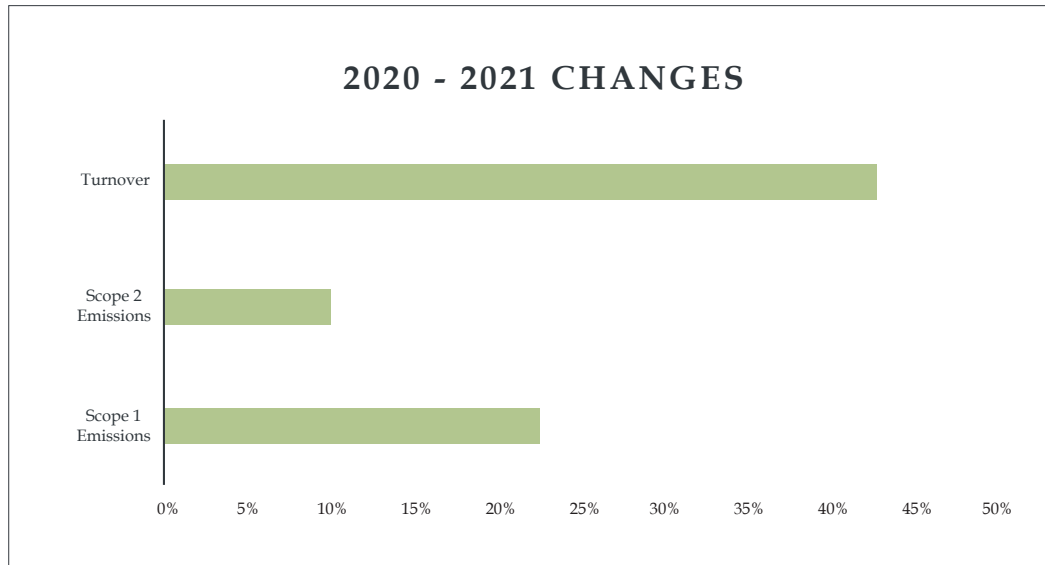
As part of engagement with our clients on sustainability and our aim to reduce our carbon emission by 10% this year, we have joined a development course, supported by Estee Lauder, which aims to support suppliers in creating a in house carbon footprint tracker for scope 1 and scope 2. Then looking upstream at their supply chains carbon through scope 3 emissions and finally developing science based targets and helping to achieve these. Five members of CC&D employees have completed the first season of the course and are now progressing through the second stage of the journey.



Scope 1, 2 Calculations

Whilst carrying out our work for the Supplier Leadership on Climate Transition we have used this opportunity to establish our scope 1 and 2 emissions and track these for both 2020 and 2021. Whilst we see an increase in our scope 1 emissions when we compare this to a 43% growth in the turnover of the business, it shows the start of our sustainability journey as we worked to mitigate the increase in business on our emissions. We also see the start of the impact switching to renewable energy sources can make on our scope 2 emission, with a smaller than anticipated increase. We are excited to see our 2022 figures and the work we are doing coming into effect.

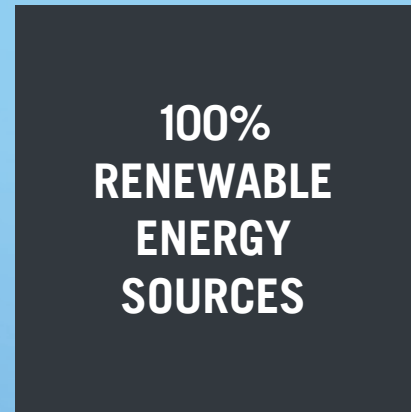
Emissions	2020	2021	Increase of tCO ₂ e	% Increase
Scope 1 Emissions	19.06	23.37	4.31	23%
Scope 2 Emissions	260.15	282.53	22.38	9%



Clean Energy, Solar Panels and Engie

In order to reach our goal in 2022 to reduce our carbon emissions by 10% we have taken large steps in moving to clean energy. This year we have moved our electricity supply to Engie who provide 100% renewable energy sources, this alone has helped us reach our reduction target.

As well as this CC&D have taken the steps to add solar panels to two of our factory sites. With planning permission having been granted for solar panels on our Chichester 3 location and our Fernhurst site. We are now waiting for our panels to arrive and be installed so we can continue with our clean energy journey.



Computer Screens

One of the areas we have been reviewing is our IT usage and the impact of having two screens per user rather than three. Having carried out some analysis of the usage of the 3rd monitors we know that only 11% of employees use their third monitor for more than 15 minutes a day!

Some interesting facts:

- In a year, every monitor we have releases the same amount of carbon dioxide than one tree can absorb in a year.
- For every monitor we don't use or don't purchase, we are saving around one ton of carbon dioxide during its lifecycle.
- Too much carbon dioxide in the atmosphere leads to air pollution which disrupts the earth's climate which leads to global temperatures rising.

As a result of this research, we have made a company decision to reduce the number of monitors per employee from three down to two, which took place in July this year.

**48 TREES
WORTH OF
CARBON SAVED
PER YEAR**

Tibor

In order to further the engagement of not only CC&D office employees but factory employees as well the Sustainability Committee have enlisted the support of Tibor our new sustainability mascot.

Tibor is a multi-lingual sustainability champion who is offering a £50 voucher for any sustainability suggestion that gets implemented into the business, no matter how large or small. He will be appearing across the business in factories and SharePoint to gather as many suggestions as possible and will be playing a large part in our sustainability engagement moving forwards.





Employee Voice

The Employee Voice Scheme has been introduced by the HR team to CC&D.

It is a means by which employees can express their opinions and have meaningful input into work-related decision-making.

It helps to enable a genuine two-way exchange between CC&D and its employees. CC&D want to show employees that they are listened to, and where appropriate, management act upon their requests or issues.

This will happen six times a year, with a varied agenda and minutes are taken to ensure feedback can be acted upon.

Wellness Activities

As part of the focus on mental health and employee wellbeing, a new initiative has been arranged by the sustainability committee.

Every two months two departments that might not connect on a daily basis are selected to take part in a wellness activity of their choosing from a select list, this can be anything from yoga to an Alpaca walk. This aims to improve their collaboration as teams but also take some time away from the office.

The first wellness activity took place between Business Relationship and Supply Chain with an Escape Room being selected as the activity, luckily both teams escaped and could return to work! Next up the R&D and Design team are heading into the forest canopy to take part in Go Ape!



ISO 14001

A major part of the 2022 action plan was for CC&D to achieve ISO 14001 Environmental Management accreditation. Following a positive stage 1 audit in August, our regulatory and facilities team undertook the full five day audit in October. The result of this is that we are now 14001 certified and the teams can now celebrate all the hard work this took to achieve.



United Nations Global Compact

In 2022 CC&D took the large step to join the United Nations Global Compact scheme. Not only cementing our commitment to sustainable business but also giving us access to a large volume of support and resources from the United Nations. This also aligns our sustainability strategy even further with the United Nations Sustainable Development Goals.



CDP and Ecovadis Journey

In order to track our sustainability journey and have our progress evaluated by an independent source CC&D submit each year to both CDP and Ecovadis. The Ecovadis rating also offers us a source of feedback with corrective actions for the next year which form part of our action plan. So far we have progressed with Ecovadis from ungraded to a silver medal, with our latest submission being currently assessed we are hoping to have the results in March 2023. This years CDP submission has increased our score from C- to C. Giving the sustainability committee a boost and confidence that we are heading in the right direction.

2021



2022



Ecovadis Journey:



CC&D Mission Statement

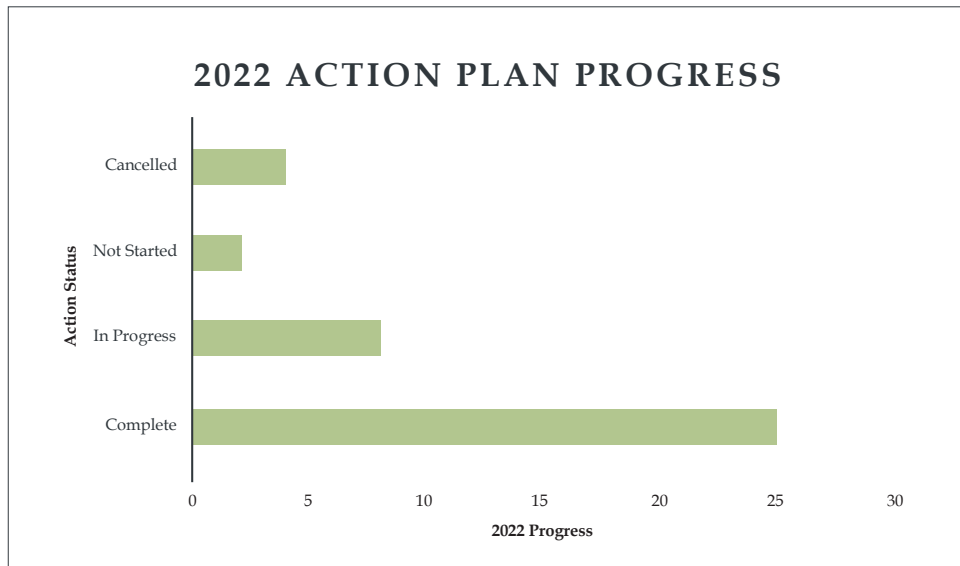
During 2022 CC&D have taken the opportunity and renewed focus on sustainability to review our mission statement and update this in line with our sustainability goals.

'Built on traditional hard-working family values, we are committed to our customers, employees and future generations. We are passionate about service, quality and sustainability.'

'Our mission is to continue to use our knowledge and experience to produce the finest products for leading luxury brands without compromising the opportunity for future generations.'

2022 Action Plan

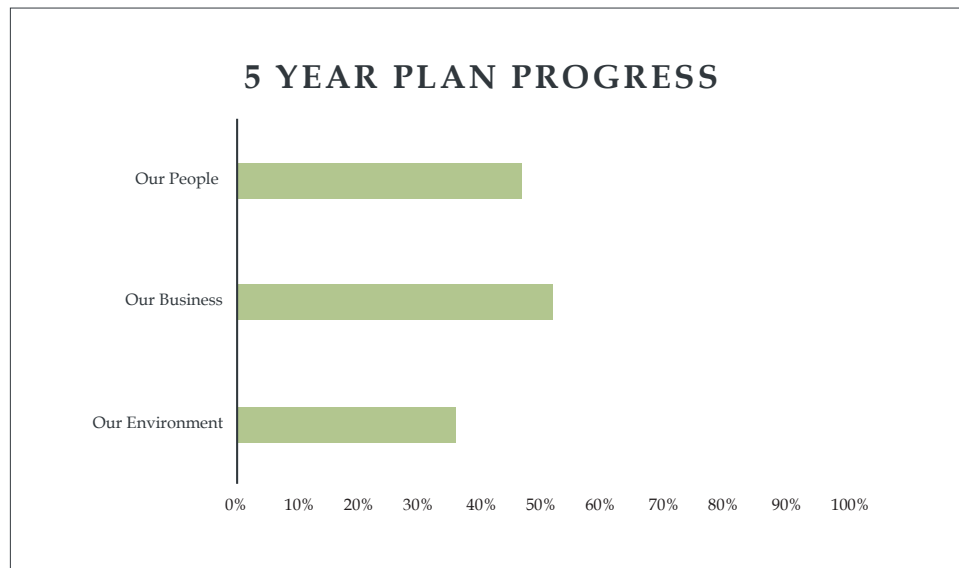
Whilst we have selected a few key case studies to highlight in this report we had a 39 strong action plan to achieve in 2022. The full action plan is available in appendix B.



2022 and Beyond

The 2022 plan has ignited our sustainability mission and will feed into our longer term five year action plan which has been developed to prioritise and address the issues identified in our risk matrix. As we progress over the following years we will use this report to update you on our progress and hold ourselves accountable for achieving these goals. With our culture shifted to a sustainable mindset in 2022, our main focus for 2023 onwards will be to build on this momentum with Science Based Targets for Contract Candles and Diffusers.

We have begun the process of mapping our achievements against the five year plan and we can see the great strides we have made in year one below. Our full five year action plan can be seen in appendix C.



Appendix A – Prioritized Issue Matrix

Sustainability Issues	Risk	Opportunity	Ref No.	Rank
Carbon emissions	Lack of achievement of Carbon Neutrality goal, increasing carbon emissions, travel, transport and supply chain. Crude oil procurement. Lack of understanding/ consideration of embedded carbon in selection of products/ services	Carbon emissions are reduced and mitigated for through local carbon positive projects	E01	17
Waste disposal - landfill, toxic chemical, water contamination, waste leakage into environment	Legal compliance issue - waste	Reduce cost, compliance, best practice	E09	17
Fair-trade, human rights, ethical trading and procurement	Publicity of failure to attain, supply chain management, low score audits	Regular audits and reports , where can be improved, alignment with sustainability practices	S09	17
Advocates/ champions for sustainability message	Few champions of the sustainability message or wrong message is delivered	Event build sustainability champions and engages and inspires wider audience	S01	16
Diversity and Inclusion	Legal compliance issue - employee diversity	Diverse workforce	S04	16
Ethical sourcing	Poor image and PR around lack of fair-trade, human rights, ethical trading and procurement	Showcasing best practice	S06	16
Equality		Event planning presents equal opportunities for local businesses and communities to engage	S08	16
Inspire change across clients and suppliers	Missed opportunity to drive wider change and raise awareness - vulnerable communities and minority groups remain at risk	Events drives wider change through inspiring and empowering partners, venues and suppliers to integrate sustainability across their business activities	B04	15
Human Rights	Failure to protect human rights, reputational and business management	Place strong values on human rights, ensure best practice and stakeholder rights	B08	15
Scalability of sustainability message	Limited reach around sustainability message and inability to communicate	Wider influence and reach through clients/ suppliers - shows leadership, builds engagement and potential new clients	B12	15
Clean energy	No action taken on clean energy solutions and adds to local air quality issues	Clean energy solutions selected - reducing particulate emissions, improving air quality around factories	E02	15
Resource consumption - Energy, water, materials (efficiency)	Continued operational cost and footprint	Drive resource/energy efficiency, scale impact through best practice down to the supply chain	E05	15
Health and Safety	Visible wasteful behaviour impacting on public image Seen as providing minimal workplace benefits to employees, Long working hours/ high travel requirement compromising - work life balance and health, Legal compliance issue - modern slavery act, child labour	Employee retention and high productivity; good conditions for workers	S13	15
Client engagement with sustainability	Clients do not engage either due to "wrong" clients or lack of initiatives to engage on	Clients are aligned with the sustainability programme and find multiple ways to engage and activate.	S16	15
Corporate reputation	Misalignment of clients, missed targets and threat of "green-washing"	Clients are aligned and message is scaled through their activations	B06	14
Brand/ image	"Scoring own goals" with poor practice	Instil and encourage best practice that can be used elsewhere	B07	14
Pollution - air, water, land	Legal compliance issue - GHG/ Air/ ozone depleting substances. Increase impact on GHG/ carbon emissions/ global warming. Toxicity of fumes. Legal compliance issue - pollution water/ land	Showcasing best practice - improving air quality	E04	14
Recyclability of materials	Excessive cost resulting from non-reusable or recyclable materials. PR issue from 'single use items'. Paraffin especially	Implement sustainable procurement code and showcase best practice - create reuse programme. R&D into alternatives	E06	14
Production of single use materials	Single use plastic waste, consumer waste from packaging - recyclability	No virgin plastic, recycled materials, reduce single use items	E07	14
Corruption and bribery	Risk of corruption/ bribery	Best practice and transparent reporting eliminates risk of actual/ perceived corruption	B01	13
Quality of products	Poor quality, worse environmental effects through low quality resources, loss of clients and customers	Quality ensured, attract clients/customers, responsibly sourced products, higher end	B09	13
Client retention and new clients attracted	Negative publicity from association with particular client leading to loss of income	Positive publicity from association with particular client	B10	13
Consumer wellbeing	Impacts of products, potential hazards	Assess and monitor usage, toxicity, fumes and open flames cautions and signage	S10	13
Communications/ engagement with stakeholders	Existing client-base remain engage but new business development opportunities are lacking	New clients are engaged and secured building business resilience. Existing clients are proud to be associated	S15	13
Research and Development expansion	Lack of research reflects poorly on drive to become more sustainable and find solutions	Research to reduce negative impacts on environment and local communities	B11	12
Supplier/ procurement impact	Waste, pollution, efficiency and costs	Sustainable improvements and influence on, contracted with same sustainability efforts to create conscious value chain	E08	12
Employee Wellbeing	Lack of care for wellbeing, engagement, encouraging environment, mental health awareness	Education, skill building, supportive culture, reviews and check ins	S11	12
Supply chain management - sustainability performance and engagement	Suppliers fail to deliver on sustainability requirements, negative perception and economic/ logistical inefficiencies through supply chain	Supplier support and scale the sustainability impact, procurement process focusing on local suppliers, driving efficiencies and local community economic benefits	B03	11
Achievement of goals	Reputational damage through not achieving set goals, employee failure, management issues	Set achievable goals that incentivise employees and customers	B05	11
Employment opportunities	Lack of progress, development, reputationally internally, retention of employees and attracting new	Developing skilled workers internally and attracting potential employees with sights of progression	S03	11
Employees, contractors, volunteers, satisfaction and retention	Seen as providing minimal workplace benefits to employees - satisfaction and benefits	Employee retention, employee benefits and high productivity	S05	11
Stakeholder engagement and support	Loss of support and increased complaints from stakeholder and local community	Continued support form existing stakeholder and find new support	S07	11
Employee engagement with sustainability	Sustainability message and practices diluted	Education, workshops, included in job descriptions, internal auditing	S12	11
Skill Development/ mentoring	Lack of skill and loss of existing skill/knowledge	Increase knowledge sharing/ development (Apprentices, work experience, etc.)	S14	11
Attracting new employees and future business growth	Negative publicity about business management, investor interest and importance on sustainability	Increased employment opportunities from reputation, investment in sustainability to attract investors, new employees and retain employees in a company that cares	B02	10
Life cycle of products	No end of life plan for products leads to excessive waste and cost	Life cycle planning for event materials and equipment adds local value/ benefit	E03	10
Local Community Impact	Disruption of community services leading to complaints, ill feeling and lack of support for events	Leadership through stakeholder consideration and engagement . Economic impact on local community	S02	10

Appendix B - 2022 Action Plan

Action	Status
Basic computer skill courses	Not Started
Gender and diversity reporting across the company structure	Not Started
Work with the Factory Trainer to identify high skilled factory employees ready for progression - highlight internal vacancies - talent pool	In progress
Client document suite to promote sustainable products and packaging	In progress
Add a sustainability page to the website	In progress
PV Solar Panels Chichester Unit 3	In progress
Business Relationship team to carry out a project on wastage to ascertain whether the number of candles that are being thrown away are within the 5% tolerance. The aim is to address wastage and whether we can pass on some of this responsibility to our clients - whether at a cost or for free	In progress
PV Solar Panels Fernhurst	In progress
Review of Computer use and Purchasing Policies	In progress
Achieve Ecovadis Gold rating	In progress
English lesson for employees	Complete
Management level mental health first aid training	Complete
Sustainability area on SharePoint for all documents and information for all to access	Complete
Monthly two department wellness activity (for mental health, wellness and cross department interaction)	Complete
Pallet Wrap 17 microns Roll Out	Complete
Report Back Corrective Actions of Audits to Group	Complete
Sustainable Social Media Content Plan	Complete
Reduce internal post plastic and non-recyclable material	
Review company Mission Statement and add something relating to 'sustainability' in it	Complete
Recycling/sustainability suggestion box for everyone in the company to have access to. Incentives offered for any ideas that are implemented	Complete
Employee engagement activities - Beach clean	Complete
Polish lesson for employees	Complete
Sustainability policy	Complete
Electric Vehicles/Charging Points	Complete
Create in House Carbon Footprint Calculator	Complete
Complete Ecovadis corrective actions	Complete
Business employees to use two computer screens rather than three unless business critical	Complete
Yearly Charity scheme and ongoing foodbank	Complete
Volunteering day for local charity	
Department fundraising activities	Complete
Target to Reduce Carbon Footprint by 10% by Dec 2022	Complete
Achieve ISO 14001 Certification	Complete
Wellness areas - lunch away from desk	Complete
News updates on canteen tables in leaflet holders - noticeboards instead	Complete
Roll out of new sharepoint site with news banner	Complete
Medicash	Complete
Planning For Local Tree Planting Scheme	Cancelled
Canteen screens showing sharepoint news	Cancelled
Sharepoint app for non computer users	Cancelled
Communications officer	Cancelled

Appendix C - 5 Year Strategy

Focus Area	Priority Issue Ref	Target	Timeline	KPI	Action Plan	Audit	Priority Issue References	2022 Progress	2023 Target
SOCIAL/ PEOPLE - Objective - create a safe, inclusive, satisfying working environment for all employees									
Diversity and inclusion	S04,S08	Achieve a balance of diversity across all areas of the business	2025	% employees across agreed diversity metrics	Understand employee diversity metrics - establish diversity baseline aligned to local geography - carry out employee survey - Recruitment strategy/ actions ensure that workforce is diverse - ethnicity, accessibility, age, gender, etc		25,29	0%	Confirm diversity benchmark and set target
	S04,S08	Accessibility audits completed with zero non-conformances	2023	0 non-conformances from access audits	Accessibility audit undertaken and agreed level of accessibility met as minimum legal requirements - areas to be upgraded for access identified - site is accessible ensuring employment is available to a range of disabilities (visible or otherwise)		25,29	0%	Complete accessibility audit
Employment	S11	100% employees paid living wage	2022	100% employees paid living wage	Ensure wage structure is appropriate and targets living wages across employees		32	100%	Maintain
	B02	New employees attracted through sustainable reputation	2023	Sustainable message included on all JD's and adverts	JD's updated to include sustainable practices. Job adverts to include sustainability goals		2	50%	Include in Job Adverts
	S11	Employee handbook contains statements/ policies covering non-discrimination, anti-harassment, working hours, grievance process, disciplinary procedures	2022	Benchmark employee handbook to best practice e.g., B-Corp	Employee handbook review, update any policies or procedures if needed, review grievance process and employee reporting/ engagement through satisfaction survey established how engaged workers feel		32	100%	Launch new handbook
Training and development	S03	100% recruitment includes internal candidates	2025	50% positions recruited from internal employees	Collate data if not available - comparison with like companies and sustainable companies - where do you sit in this?		24	90%	Measure how many internal posts / promotion are appointed
	S03,S05,S14	100% employees completed training required for their role	2022	100% of employees completed Tier 1 and Tier 2 training	Internal training plan - e.g., DSE, health and safety, operational training for all levels across the company		24, 26, 35	100%	Maintain
	S03,S05,S14	100% of office employees given the opportunity to further their career / learning with professional development training	2024	25% employees taking up formal professional training	Professional development and internal training plan - e.g., diversity, equity and inclusion, health and safety, operational training for all levels across the company		24, 26, 35	20%	L&D to measure
Engagement	S12	100% of employees engaged and supporting the sustainability goals	2023	20 employees suggestions per year	Introduce a employee incentive scheme for sustainable innovations and ideas in all business areas. Sustainable engagement activities for all employees to participate in.		33	50%	Measure
	S07	Positive engagement with local community	2025	0 complaints from local community 2 neighbourhood engagement activities per year	Work with CDC to ensure we are fully compliant with all waste and air quality matters. Updates on improvement provided to local residents.		28	0%	2 Events =100%
Welfare	S11,S13	Zero health and safety reportable (RIDDOR) incidents	2022	0 RIDDOR incidents reported	Establish accident reporting notice on Health and Safety board. Utilise the Employee Voice and factory H&S representatives to support near miss reporting process.		32, 34	100%	Maintain
	S11,S13,S05	Increase in employee satisfaction year on year / Outperform industry benchmarks on satisfaction	2023	Employee satisfaction %	Carry out employee satisfaction survey, identify industry benchmarks on satisfaction - actions in place to improve employee welfare facilities if needed		26, 32, 34	0%	Benchmark and set target

Appendix C - 5 Year Strategy

Focus Area	Priority Issue Ref	Target	Timeline	KPI	Action Plan	Audit	Priority Issue References	2022 Progress	2023 Target
GOVERNANCE/ BUSINESS - Objective: be a recognised leading sustainability business adding value to clients and their customers through sustainability commitment									
Leadership	B05,B07,B10	Transparent sustainability strategy - publish and maintain sustainability policy and strategy and achievements (annual report)	2022	Published policy and strategy and annual report	Review corporate mission, establish and publish sustainability policy, agree strategy, objectives, targets Create KPI dashboard tracking against metrics - produce annual sustainability report celebrating achievements available to new and existing clients and customers		5, 7, 10	80%	Publish all elements on website
	B07,S01	ESG reporting to CC&D board/ senior executives	2024	Annual board report on sustainability progress	Establish ESG/ sustainability management and reporting structure and sufficient resources to implement plans and delivery on targets. Establish effective sustainability working group		7, 22	60%	Maintain committee and formalise board reporting
	B07,S01	Operate to recognised (international) sustainability operational standards	2023	Achievement and retention of identified standards	Review sustainability frameworks and standards and align to relevant ones e.g., Ecovadis Gold, ISO 14001, Race to Zero, UNGC		7	75%	Maintain ISO14001, UNGC, Race to Zero. Achieve Ecovadis Gold.
Quality	B09	Minimal NCR's from internal, supplier and customer sources. Quality ensured to attract/retain clients, with responsibly sourced high end products.	2023	agreed # of NCRs for internal, supplier and customer	Create NCR reporting tool to track customer, internal and supplier NCR's. Agree threshold # to track NCR performance.		9	0%	Agree central reporting method, and thresholds
Clients and customers	B04,B06, B11,S15, S16	100% clients provided with sustainability metric around their products	2025	Sustainability product information provided to % clients	Develop sustainability assessment/ metrics for products and provide to clients to help inform their choice of products used in both the product and packaging Provide this to existing and new clients, work on plans to improve sustainability of products through R&D and identification of new products LCA of products, end of life and advocacy to end users Client webinar to support end of product guidance	CDP	36, 37, 4, 6, 11	0%	Establish CC&D carbon footprint and publish sustainability component catalogue with inclusion of packaging / cello etc information
	B02,B10	Attract new clients / business growth through sustainable reputation	2025	Annual published report	Include sustainability into client presentations and new enquiries. Web page dedicated to sustainability message. Publication of annual sustainability report Public reporting on ecovadis and cdp score		2, 10	25%	Web page, publish report and LinkedIn content plan
	B04,B06, B12,S15, S16	Messaging to 100% of clients about sustainability information	2025	100% of clients provided with EOL candle information	Work with clients to identify sustainability message - around in use, end of life and manufacturing to inform customers about sustainability credentials and help minimise in life and EOL impact. Client Sustainability Webinar.	CDP	36, 37, 4, 6, 12	0%	Create end of life candle document
	B03,B08, B12,S06, S09	100% suppliers (over agreed £ threshold) sign and deliver to CC&D sustainable procurement/ sourcing code of conduct	2024	# suppliers signed Code of Conduct	Establish sustainable sourcing/ procurement code covering ethics, fair wages, human rights and environmental impact, including carbon commitments. CC&D suppliers sign CC&D Sustainability Code of Conduct.	CDP	27, 30, 3, 8, 12		Confirm current percentage and set target
Procurement	B03,B08, B12,S06, S09	Products used in manufacturing are well understood	2024/ 2025	# suppliers not in alignment with Code	Establish supplier questionnaire and circulate to existing and new suppliers. Audit of suppliers, contracts, sustainability status, delivery against code. Sign up to Sedex Members Ethical Trade Audit	CDP	27, 30, 3, 8, 12	60%	Roll out Sedex membership and evaluate number of suppliers on Sedex and audited, confirm target moving forwards.
	S05	70% employees recruited from within 25 miles of factory/ site (TBA)	2025	70% employees recruited from within 25 miles of main work place	Recruitment focuses on local market / track recruitment metrics		26	100%	Maintain
	B01	Best practice and transparent reporting on corruption and bribery	2024	100% gift register entries	Update Anti-bribery policy update to include conflict of interest and fraud. Create Gift Register. Complete corruption risk assessment.		1	75%	90% of gifts registered by all levels of employee
	S02	Support for local Charities	2022	2 charities supported	Develop charitable support programme, fundraising and donating to selected charities, engage employees in selection of charities - provide in kind support for charities if appropriate		23	100%	Maintain foodbank support, yearly christmas donation

Appendix C – 5 Year Strategy

Focus Area	Priority Issue Ref	Target	Timeline	KPI	Action Plan	Audit	Priority Issue References	2022 Progress	2023 Target
ENVIRONMENT - Objective - Create products whose environmental impact is minimised and our operations create a positive impact on the environment									
Carbon emissions	E01	Report on carbon emissions across all scopes	2023	kg carbon across scopes	2019/2020 footprints complete – establish own tracking and dashboard. Carry out 2021/ 2022 assessment including all scope 3 emissions - agree scope of responsibility and engagement with supply chain.	CDP	13	60%	Finalise scope 3 emissions
	E01	50% total carbon reduction across Scope 1,2 and key operational activities	2030	kg reductions in carbon	Develop carbon reduction plan, agree timeline, resources and implementation. Include metrics around all resource consumption (energy/water/waste/ travel), supplier upstream/ downstream transportation, employees commuting and others. Target 50% by 2030.	CDP	13	10%	Develop carbon reduction plan and report current progress
	E01	Net zero carbon	2040	kg carbon compensation	Develop carbon compensation plan to mitigate remaining carbon emissions	CDP	13	0%	
	E02,E05	Clean Energy	2023	Renewable energy % and air filtration	Install PV solution at Fernhurst and Chichester sites. Make alterations to manufacturing equipment to maximise energy efficiency and capture benefits from renewable energy. Install carbon air filtration in Chi to improve emitted air quality.	CDP	14,17,	50%	Install PV
Toxicity/ life cycle	E04,S10, S11	Zero carcinogens in products	2025	0% products containing CMR's	Understand toxicology and carbon impact of raw materials in manufacturing, eliminate any with carcinogens, work with clients to remove any remaining products		16, 31, 32	70%	Send out to client and fragrance houses the new policy
	E03	100% products achieve life cycle improvement against benchmark	2023	# products below life cycle impact benchmark	Create an LCA of products and establish means to benchmark improvements against.		15	0%	Create a life cycle analysis of products to benchmark and generate target
Waste management	E09,E06	Minimise waste impact from operations	2022	Tonnes waste from sites, % recycled, % haz waste, etc	Track all waste and create waste management plan to reduce impact - manage waste through sourcing code and processes. Changing materials to recycled or recyclable where possible. Work with R&D and NPD on new developments.		21, 18	70%	Create a waste reduction plan. Develop re-fill candle method.
Packaging	E08	Minimise environmental impact from packaging	2024	100% of CC&D controlled elements to contain recyclable materials	Review impact of packaging and create a packaging reduction plan/ code - reduce overall quantity of material, design for reusability, increase recyclable materials, recyclability of packaging Encourage customers providing packaging to follow packaging code		20	30%	60%



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