



**CONTRACT**  
CANDLES & DIFFUSERS



**CC&D Sustainability Strategy**

# 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 Ecovardis rating system to track progress and carrying out a carbon assessment across scope 1, 2 and 3 to assess our environmental impact. Alongside the Ecovardis 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                                                                                                                                     |
| <b>Manufacturing</b>                                     |                                                                                                                                                                                         |
| 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                                                                                                                                                   |
| <b>Customers - products in-use and end-of-life</b>       |                                                                                                                                                                                         |
| 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

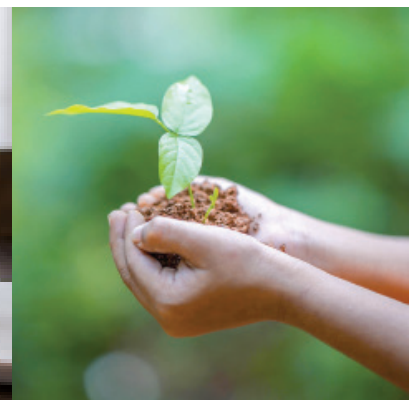
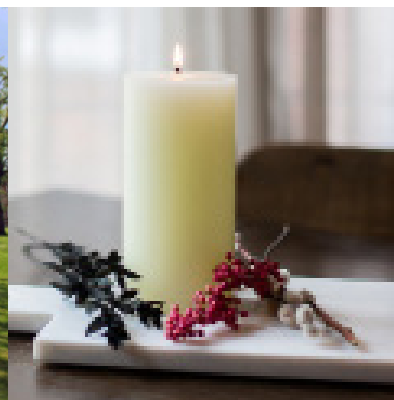
We have developed a process to prioritise our impacts to ensure that we address the most significant and do not simply choose to tackle the easy ones. We consider the severity of the impact, the likelihood of it to occur, the significance to our stakeholders; clients, employees, customers, and the wider 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:



## 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.



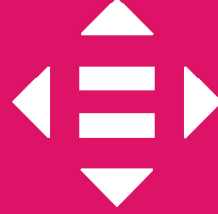
**3** GOOD HEALTH  
AND WELL-BEING



**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.



Managing Director