



SUSTAINABILITY FACT SHEET

Responsible and efficient packaging

We use recycled materials within our packaging where possible, including the use of cardboard rather than wooden pallets and the use of pulp moulds to package smaller products rather than organically derived polystyrene foam.

For our B2B customers, we use our Pre-delivery Inspection process, whereby all packaging is removed from the devices at our Logistics Centres. Devices are then configured and tested before being covered in a re-usable, protective, air tight jacket for onward transit, ensuring minimal packaging is used, whilst still enabling safe delivery of the product.

When it comes to toner packaging, we use a packaging and cushioning material called AIR SHELL, which uses air pressure to improve cushioning. Use of this material served to reduce the size of product packaging by 30%. This, in turn, served to improve loading efficiency and reduce CO² emissions during transportation by 20%.

For Inkjet Cartridge packaging, we use blister (thermoformed plastic) packaging made of 70% recycled materials for retail outlets (to prevent pilfering) and cardboard packaging with 80% recycled content for non-retail outlet sales.