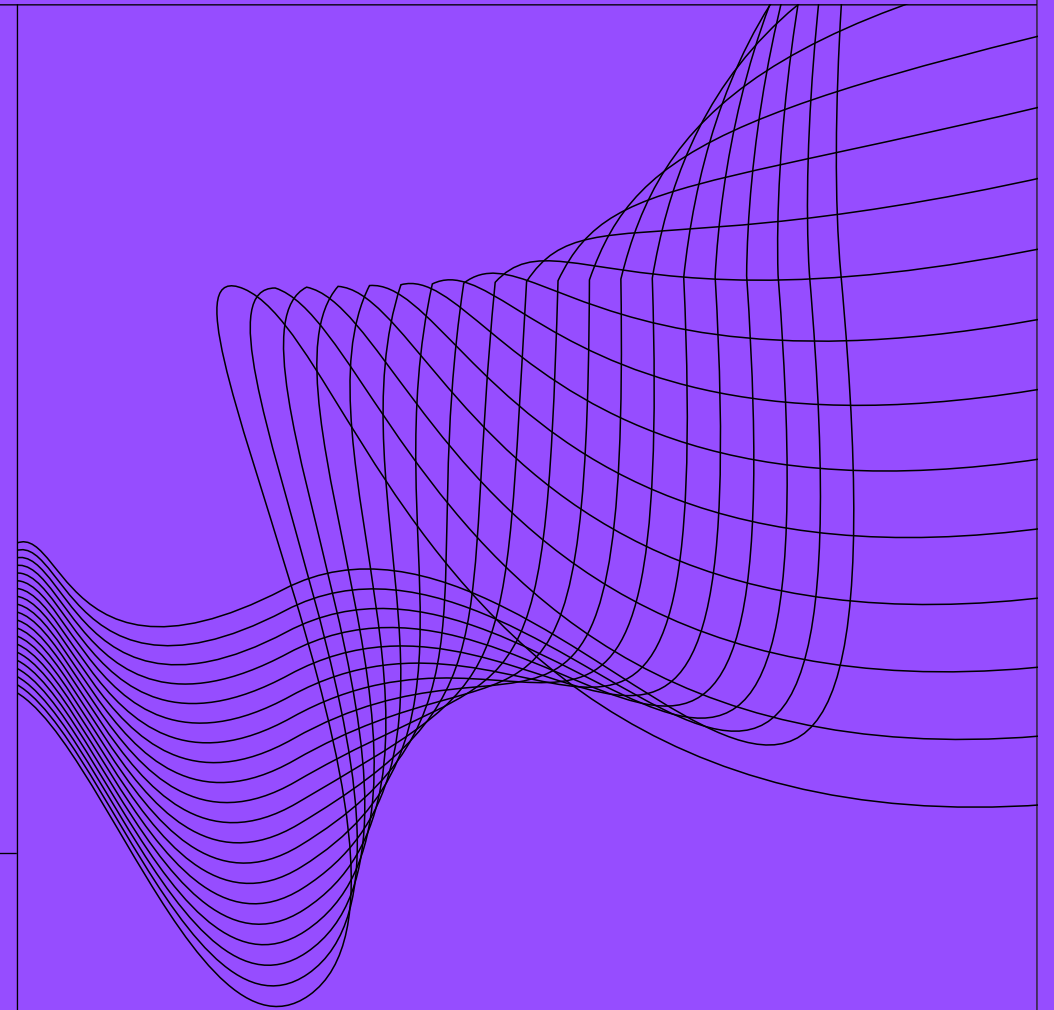
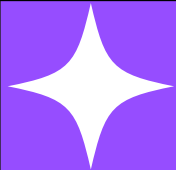


# Aurora<sup>✦</sup>

## Our 2022 Environmental, Social and Governance Impact Report

September 2022





# Contents

## Introduction

- 3 Welcome
- 4 About Us
- 5 Our Mission and Values
- 6 Annual Highlights
- 7 Our ESG Commitments
- 8 Advancing the SDGs

## Environment

- 12 Aurora embarks on Net Zero journey
- 13 Getting to Net zero
- 14 Aurora's Scope 3 categories – a breakdown
- 15 Setting reduction targets
- 16 Offsetting our Carbon
- 18 Our Energy
- 19 Transport
- 21 Waste
- 23 Sustainable Services

## Social

- 25 Our commitment to Social Value
- 26 Our Contribution
- 27 Focus on social factors in the workplace
- 31 “Diversity is a fact, Inclusion is an act”
- 33 Supporting our Communities
- 34 Supply Chain Management

## Governance

- 36 Aurora's internal and external board have held 45 meetings during the reporting period
- 37 Key Policies
- 37 Health and Safety
- 37 Data Privacy and Cybersecurity
- 38 Whistleblowing
- 38 Business Continuity
- 38 Anti-Bribery and Corruption
- 39 Modern Slavery



# Welcome

In line with the commitment to transparent reporting on ESG progress, Aurora is delighted to present the second ESG Impact report. Last year, we conducted a full assessment of our ESG activities for the first time, laying out a roadmap to become a more sustainable business. Since then, our dedicated team has been busy navigating the way forward – overhauling our environmental, people and governance practices to bring about real, impactful change.

2022 has been a big year for the business. Returning to work in the post-pandemic world of the 'new normal', customer demand has been higher than ever. This is the first report under our new name 'Aurora', having retired the name Corona Corporate Solutions and relaunching with new values, differentiation and new propositions. While we've made some exciting changes, our core ethos

of quality customer service remains the same, as does our commitment to environment, social and governance criteria.

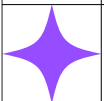
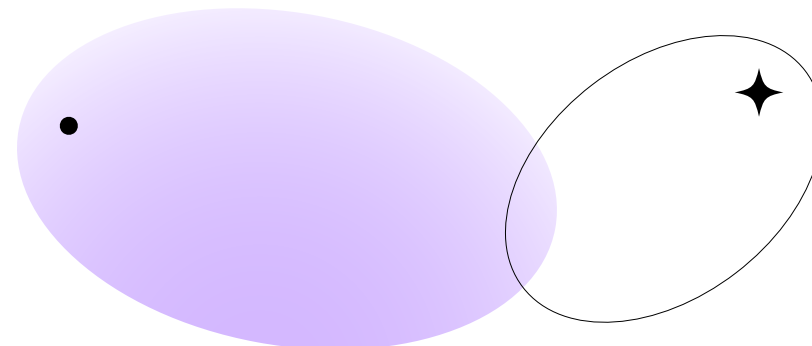
Our ESG Committee has continued to drive Aurora's ESG programme across all aspects of the business and we're pleased to have made some huge strides. In August 2022, we decided to take our carbon reduction journey to the next level, publishing Aurora's first net-zero report. This shone a spotlight on Aurora's GHG emissions from our wider operations and we established a reduction glide path to reduce these emissions year on year. We've also continued to invest in carbon reduction projects around the world to retain our status as a carbon-neutral company.

We continue to look at how we can further enrich our people practices, boosting investment in

training and wellbeing initiatives with a view to improve employee engagement. Our business practices remain underpinned by strong corporate governance and we're targeting four ISO accreditations, including ISO 9001 (Quality Management System), 45001 (Occupational Health and Safety), 14001 (Environmental Management System) and 27001 (Information Security Management) to further bolster our governance practices.

A big thank you to our staff, suppliers, and partners for their continued support and hard work. We're extremely proud of the breadth and ambition of work undertaken in the last year and we want to continue to challenge ourselves in 2023, scaling up our ESG plans to meet new goals and objectives.

## We are laying out a roadmap to become a more sustainable business



# About Us

Aurora is one of the UK's fastest-growing providers of print management, office solutions and telecoms. We offer a wide range of bespoke, flexible services to make our customers' lives easier – from office solutions to remote homeworking support, our team of dedicated specialists is on hand to help. Our digital print management services, cutting-edge photocopiers, printers, and scanners cover every printing need from end to end. We also offer enhanced document management, office supplies as well as telecom and IT services.

We operate on a national scale, providing local action. Our specialist employees span five locations in the UK, including Hertford, Ipswich, Coventry, Blackburn, and Victoria in London. We pride ourselves on getting things done at pace, with a 4hr average response rate and 92% first-time fixes.

We also have strong manufacturer accreditations, partnering with market leaders such as Lexmark, Kyocera, Cisco, Canon, O2, Microsoft and Samsung, and we are a Gold Certified partner of Gamma.

## Printing Division



**92%**  
First-Time Fix



**99.9%**  
Operational Uptime



**4hr**  
Average Response

## ICT Division



**100%**  
First-Time Fix



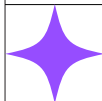
**99.9%**  
Operational Uptime



**2 ¾hr**  
Average Response



**64.7**  
NPS Score



# Our Mission and Values



## 01 We Put Customers First

We put customers at the heart of everything we do. Our work is focused to fully understand our customers' needs ensuring we help them at the right time in the right way.



## 02 We Are One Team

We build strong and supportive relationships internally and externally. We treat people as we expect to be treated and we support each other in times of celebration and equally in times of need.



## 03 We Lead

We take the initiative to lead our customers in providing innovative solutions at the forefront of market thinking and development. We will always be the customer's trusted adviser.



## 04 We Grow Together

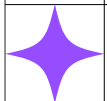
We are a company of teams and individuals that work alongside our customers, continually learning and evolving to achieve our mutual goals



## 05 We Care

We appreciate our place within the community and in the wider society. We strive to operate ethically and we contribute to a sustainable future.

**We put our customers  
first every time.**



# Our Annual Highlights

## Environmental Impact

- 1.** Published our first Net-Zero report- laying out our carbon reduction glidepath, with annual targets to achieve net-zero
- 2.** Conducted an assessment of the greenhouse gas emissions associated with Aurora's wider operations
- 3.** Achieved carbon-neutral status for the second year in a row
- 4.** Installed webfleet software in January 2022, which calculated CO2 emissions from our vehicles, as well as mileage

## Social Impact

- 1.** Over 280 hours of external training provided
- 2.** £2,000 invested in wellbeing programmes
- 3.** Conducted a gender pay gap report and set out an action plan to close gaps
- 4.** £4,158 donated to charity and newly formed charity committee

## Governance Impact

- 1.** Launched ESG data collection and reporting solution to optimise the ESG programme and develop sustainable business strategies
- 2.** ESG Committee formed
- 3.** ESG policy in place



# Our ESG Commitments

## Aurora's Objectives for 2023

### 'E' Objectives

- Procure 100% renewable electricity
- Begin capturing monthly waste data to accurately track consumption and set recycling and waste reduction targets
- Assess the impact of energy reduction initiatives against monthly consumption data
- Appoint green champions to drive Aurora's waste and energy initiatives

### 'S' Objectives

- Develop a Supplier Code of Conduct and integrate ESG criteria
- Establish an employee-led DE&I working group and DE&I charter
- Develop a formal wellbeing strategy and appoint wellbeing champions
- Ensure all employees are paid the Real Living Wage or above
- Conduct a gap analysis of company activities against the government's Social Value Model

### 'G' Objectives

- Develop a Board Diversity Policy with a succession plan and recruitment goals to increase Board Diversity long-term
- Develop Aurora's cyber security programme in line with ISO 27001 standards
- Create a company risk register and embed relevant material ESG risks







## ESG Integration Objectives

- Work with an external partner to verify energy and waste data
- Establish a strategy to enhance the sustainability of Aurora's services and promote this to clients
- Undertake a stakeholder materiality assessment to identify, refine and assess the numerous potential environmental, social and governance issues that could affect our business, and/or our stakeholders, which ultimately will inform our strategy, targets and reporting



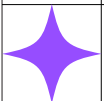
# Advancing the SDGs



-  3 – Good Health and Wellbeing
-  7 – Affordable and clean energy
-  8 – Decent work & economic growth
-  9 – Industry, innovation and infrastructure
-  11 – Sustainable cities and communities
-  13 – Climate Action

The UN Sustainable Development Goals (SDGs) are a set of interlinked goals adopted in 2015 by the United Nations (UN) as part of the 2030 Agenda for Sustainable Development. The UN SDGs were established to address the most pressing global

challenges of our time – from combatting climate change to stamping out poverty. Last year Aurora pledged our alignment with six of the seventeen goals, and we’ve since been monitoring and reporting on our progress.





### 3 GOOD HEALTH AND WELL-BEING



#### GOAL 3: Ensure healthy lives and promote wellbeing at all ages

**Target 3.4:** By 2030, reduce by one third premature mortality from non-communicable diseases through prevention and treatment and promote mental health and wellbeing

- Aurora employees have access to support services through our Employee Assistance Programme (EAP)
- £2,000 invested in wellbeing programmes during the last year
- Employees can access wellbeing resources and information through Perkbox
- Mental health and wellbeing conversations amongst team members are promoted through monthly check-ins
- Levels of employee engagement are assessed through an employee engagement survey as well as Aurora's employee engagement platform

### 7 AFFORDABLE AND CLEAN ENERGY



#### GOAL 7: Affordable and clean energy

**Target 7.2:** By 2030, increase substantially the share of renewable energy in the global energy mix

- Aurora currently procures 70% of the company's electricity needs from renewable sources and plans to switch to 100% renewable energy in April 2023

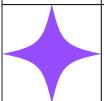
### 8 DECENT WORK AND ECONOMIC GROWTH



#### GOAL 8: Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all

**Target 8.5:** By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value

- Increased female workforce by 10% between 2020 and 2021
- Apprenticeship scheme
- Conducted a gender pay gap report and set out an action plan to close any gaps
- 98% of our employees are paid above Real Living Wage annual salary reviews conducted to ensure employees are paid at a competitive rate



## 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



### GOAL 9: Build resilient infrastructure, promote inclusive and sustainable industrialisation and foster innovation

**Target 9.4:** By 2030, upgrade infrastructure and retrofit industries to make them sustainable, with increased resource-use efficiency and greater adoption of clean and environmentally sound technologies and industrial processes, with all countries taking action in accordance with their respective capabilities.

- Enabling clients to become more sustainable by providing services designed to support remote working, such as office supplies, cloud-based communication and Gamma Mobile

## 11 SUSTAINABLE CITIES AND COMMUNITIES



### GOAL 11: Make cities and human settlements inclusive, safe, resilient and sustainable

**Target 11.6:** By 2030, reduce the adverse per-capita environmental impact of cities, including by paying special attention to air quality and municipal and other waste management

- Toner ink is recycled and the supply chain recycles over 95% of all cartridges by reusing or refilling them
- Supplying machines and data print services like Papercut reduces clients' paper waste by up to 25%
- Providing end-of-life services for our products – including the recycling of machines, telecoms and IT parts, reducing landfill and helping communities to benefit from recycled equipment

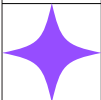
## 13 CLIMATE ACTION



### GOAL 13: Take urgent action to combat climate change and its impacts

**Target 13.3:** Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning.

- Established an ESG Committee in 2021 to drive Aurora's ESG agenda and raise awareness to reduce environmental impacts and carbon emissions
- Published our first net zero report – laying out Aurora's carbon reduction glide path, with annual targets to achieve net zero
- Numerous environmental initiatives underway, with actions and progress tracked regularly





# The environment in 2022



# Aurora embarks on Net Zero journey

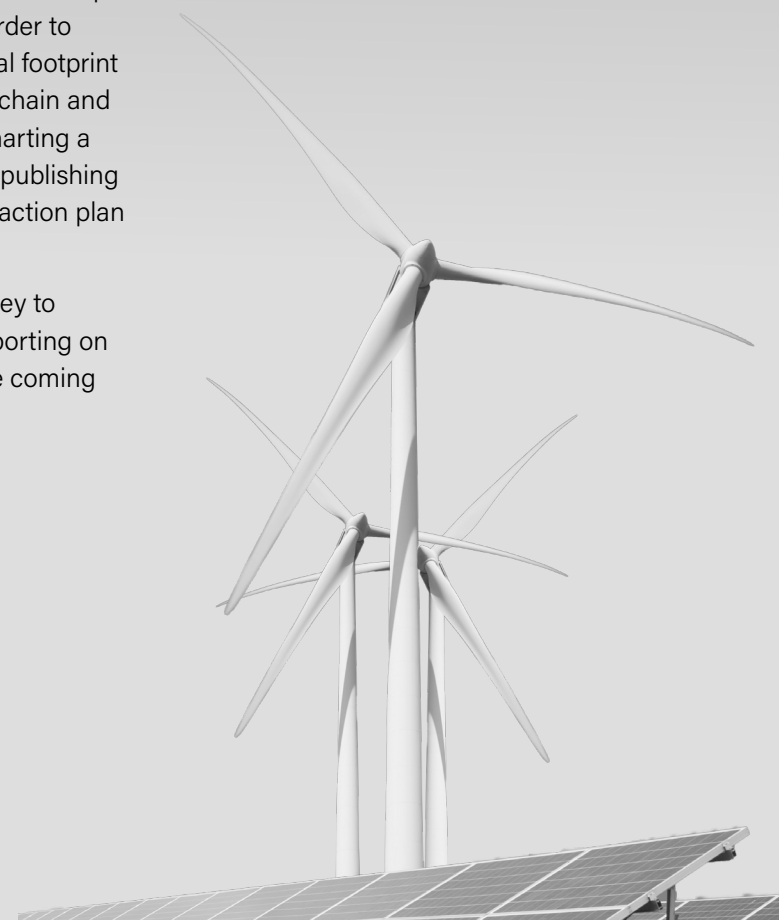
Our world's dependence on fossil fuels is pushing the planet to its limits. CO<sub>2</sub> and other greenhouse gases generated from burning fossil fuels trap heat from the planet's surface, causing temperatures to rise to dangerous levels. Despite the dangers, carbon dioxide in the world's atmosphere is at the highest level seen in over 4 million years<sup>1</sup>. And we're already seeing the impact. 2022 has witnessed record-breaking temperatures, with the UK hitting 40°C for the first time this summer, in addition to widespread droughts and fires across Europe and beyond.

Aurora recognises the imminent threat of climate change to both people and planet, which is why we are taking urgent action to manage our impact. To preserve the biodiversity of the planet and protect future generations means taking swift action to decarbonise across all sectors. Last year, Aurora calculated our operational emissions for Scope 1 (direct) and Scope 2 (indirect) emissions for the first time as we published our first Streamlined Energy and Carbon Reduction report. In 2022, we want to go bigger, embarking on a journey to hit Net Zero emissions by 2035 and help keep global temperatures from rising above 1.5°C.

Achieving this goal begins with measuring a comprehensive carbon footprint and identifying areas to drive carbon reduction across the business. Throughout August 2022, we engaged external carbon experts to calculate our full Scope 1, Scope 2, and Scope 3 emissions, in order to understand not only our own operational footprint but also the emissions from our supply chain and value chain. This allowed us to begin charting a course for Net Zero by 2035, as well as publishing our Net Zero report and developing an action plan to reduce our emissions.

This is a big step for Aurora in our journey to decarbonise and we look forward to reporting on our progress towards Net-Zero over the coming years.

<sup>1</sup><https://www.noaa.gov/news-release/carbon-dioxide-now-more-than-50-higher-than-pre-industrial-levels>



# Getting to Net Zero

## Our Carbon Footprint

**Gross Emissions: 6278.9 tCO<sub>2</sub>e**

**Net Emissions Total: 5952.4 tCO<sub>2</sub>e**

The net zero report was prepared following the GHG Protocol standards for calculating Scope 1, 2, and 3. The GHG protocol outlines three categories of emissions sources (referred to as Scopes).

### Scope 1: Direct emissions

This includes emissions generated from on-site natural gas, as well as vehicles that are leased or owned

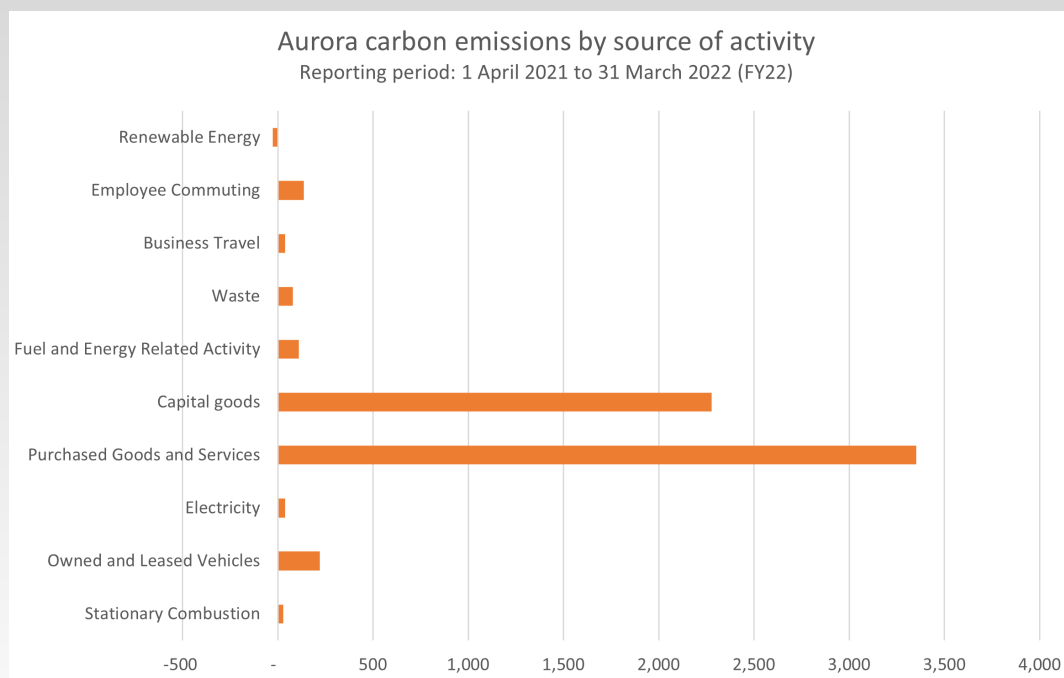
### Scope 2: Indirect emissions

This represents emissions generated offsite. This includes our purchased electricity

### Scope 3: Other indirect emissions

Scope 3 emissions are those generated from upstream or downstream business activities including purchased goods and services, capital goods, fuel and energy-related activity, waste, employee commuting and business travel

	tCO <sub>2</sub> e for period 1 April 2021 to 31 March 2022
Scope 1	2,474
Scope 2	37.8
Scope 3	5,993.7
<b>Gross Emissions</b>	<b>6,278.9</b>
<b>Less Renewable Energy</b>	<b>(26.5)</b>
<b>Less Carbon Offset</b>	<b>(300)</b>
<b>Net Emissions Total</b>	<b>5,952.4</b>



# Aurora's Scope 3 categories – a breakdown

## Category 1:

### **Purchased Goods and Services**

This includes services as well as the production and transportation of products purchased or acquired by Aurora in the reporting year. Analysis used spend data to estimate the emissions by multiplying the amount spent on different types of goods and services by publicly available emission factors\*.

\* An emission factor is a representative value that gives the relationship between the amount of a pollutant produced and the amount of raw materials processed or burnt.

## Category 2:

### **Capital Goods**

To calculate the production and transportation of capital goods purchased or acquired by Aurora in the reporting year, we again estimated the emissions associated with purchased capital goods using publicly available emission factors.

## Category 3:

### **Fuel- and energy-related emissions**

We also looked at the extraction, production, and transportation of fuels and energy purchased or acquired by Aurora in 2021 (not already accounted for in Scope 1 or 2). This included our electricity use and natural gas and also took into account our

transport emissions for owned and leased vehicles, business travel and employee commuting.

## Category 4:

### **Upstream transportation & distribution**

We looked at the warehousing and transport of goods conducted by our tier one suppliers.

## Category 5:

### **Waste generated in operations**

Using waste volume data and the disposal method (e.g. recycling, incineration, landfill), we calculated the emissions generated from the disposal and treatment of our waste.

## Category 6:

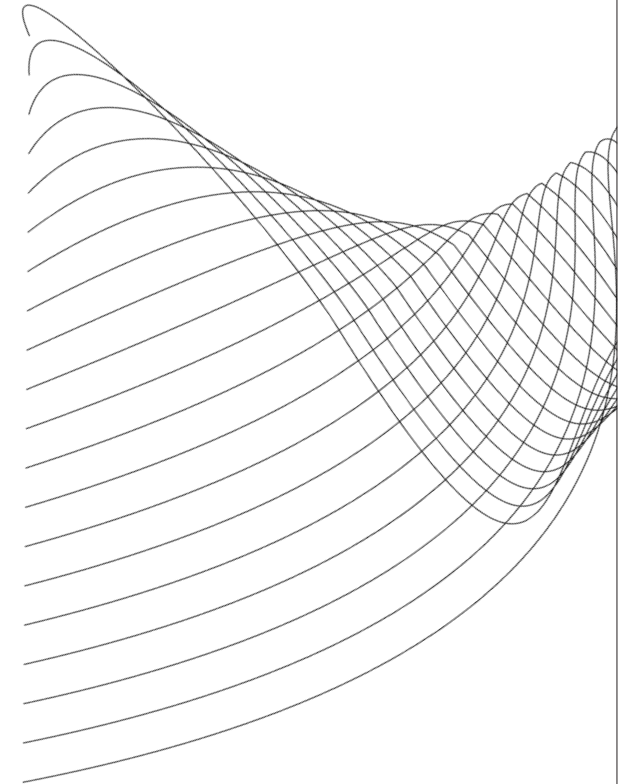
### **Business travel**

Looking at the number of miles for land travel, we calculated our business travel emissions generated by our employees.

## Category 7:

### **Employee Commuting**

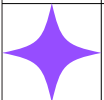
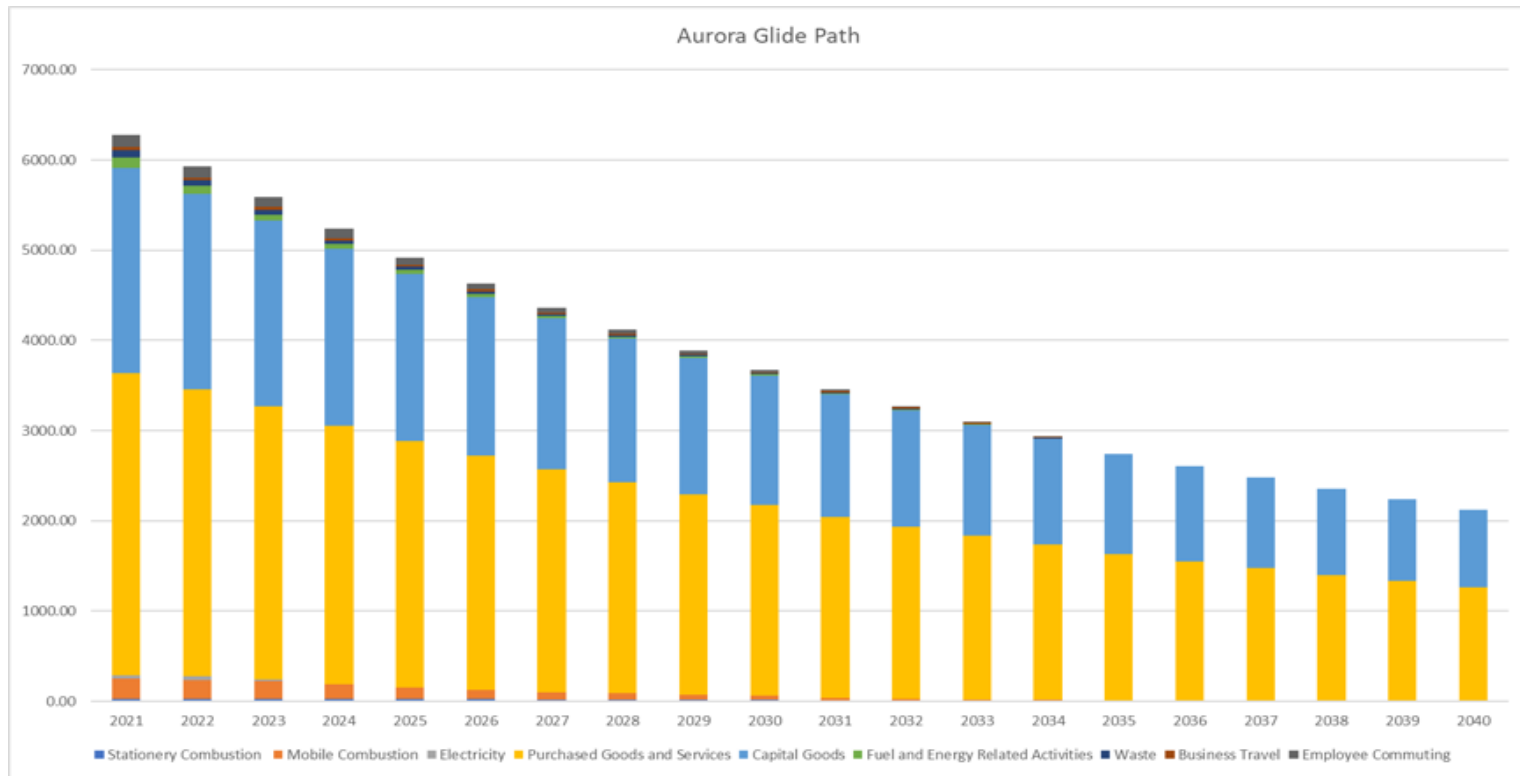
Our employee commuting survey looked at mileage, frequency of travel and fuel as well as vehicle types.



# Setting reduction targets

Using 2021 as our baseline year, Aurora has laid out a carbon reduction glide path to reduce our emissions year on year. Purchased goods and services and capital goods were our highest emission areas, so this will be a key area of focus for us in the coming years. In addition to all of our

carbon reduction initiatives outlined in this impact report across energy, waste, transport and supply chain, we will also be investing in projects to offset our residual emissions that cannot be reduced outright at this time.



# Offsetting our Carbon

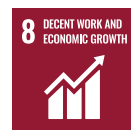
Aurora's carbon reduction strategy is centred around reducing the emissions we are directly responsible for in the first instance. However, some emissions output is unavoidable, which is why we invest in restoration and regeneration projects that align with Aurora's net zero ambitions. We attained carbon negative status for our energy emissions this year by offsetting more carbon than we emit - offsetting 300 tCO<sub>2</sub>e with two independently verified projects.

## Brascarbon Methane Recovery Project, Brazil

The Brascarbon Methane Recovery project is based in São Paulo state, Brazil. Mass animal agriculture is one of the biggest contributors to global emissions. Projects like the Brascarbon Methane Recovery project are helping to counter this by capturing biogas produced by decomposing manure at animal feed operations. The program utilises the manure previously treated in anaerobic open lagoons to produce biogas, which is then measured and destroyed through a flaring system. This not only significantly reduces GHG emissions, but it also provides jobs and economic opportunities for the local population.



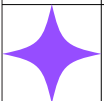
Ensures an adequate level of protection for human health through proper handling of animal waste.



Provides jobs and economic opportunities for the local population.



Reduces emissions – achieved a 43,033 tCO<sub>2</sub>e reduction in emissions during the monitoring period.





## Katingan Peatland Restoration, Borneo Indonesia

The Katingan Peatland Restoration and Conservation Project (Katingan Project) is an ecosystem restoration initiative in Borneo Indonesia. The aim of the project is to restore and preserve the ecosystem, alongside supporting local communities. A development programme runs across 34 villages and includes tree nurseries, an agro-ecology school and microfinance loans for the community.

The project protects and restores more than 140,000 hectares of peatland ecosystems by supporting local sustainable business through agriculture, agro-forestry, eco-tourism and aquaculture. Previously, the land was cleared, drained, and the peat burned for the flooring industry. Now, carbon finance funding helps residents to generate sustainable income from non-timber forest products such as rattan, honey, coconut and jelutong, along with fire prevention, eco-tourism, canal management and sustainable fisheries.



Financial empowerment increases social mobility for women and involves them in decision making processes.



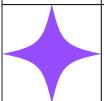
Conservation activities improve the supply, consistency and quality of drinking water available.



Helps with development – a community development programme runs across 34 villages and includes tree nurseries, an agro-ecology school and micro-finance loans.



Reduces emissions – achieved a 43,033 tCO<sub>2</sub>e reduction in emissions during the monitoring period.



# Our Energy

Aurora's energy at a glance:

Electricity purchased for own use or consumption: 178,062 kWh

Renewable electricity generated from owned or controlled sources: 124,644 kWh

Aurora depends on energy to power the business – powering the lighting, heating, and air-conditioning for our offices. We recognise that the most impactful change we can make is to ensure that our electricity comes from renewable or low-carbon sources. While most of the electricity we procure is already renewable (70%), we will be making the switch to 100% renewable electricity when our contracts are renewed in 2023.

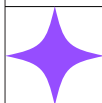
In line with the environmental mandatory reporting requirements in the UK, we also conducted our second Streamlined Energy and Carbon Reporting (SECR) to calculate our net carbon energy emissions for 2021. The SECR assesses our energy consumption, emissions, and intensity metrics, along with any efficiency improvements. We were pleased to see the significant impacts of our energy reduction initiatives in 2022, with a 10% decrease in our gross emissions this year.

To drive down our emissions even further, we will also be ramping up our energy reporting in 2022 by assessing the impact of energy reduction initiatives against monthly consumption data. This will be driven by our green champions across each site.

	Base Year (FY 2021)	FY 2022	tCO <sub>2</sub> e Change
	tCO <sub>2</sub> e	tCO <sub>2</sub> e	
<b>Scope 1</b>			
Natural Gas	34.4	27.8	-6.6
<b>Scope 2</b>			
Electricity	38.7	37.8	-0.9
Renewable Elec.	(29.4)	(26.5)	-2.9
<b>Total Emissions</b>	<b>73.1</b>	<b>65.6</b>	<b>-7.5</b>
<b>Net Emissions</b>	<b>43.7</b>	<b>39.1</b>	<b>-4.6</b>



**“Aurora have reduced our gross energy emissions by 10% since last year”**



# Transport

Number of vehicles owned/leased: 74  
 Number of diesel vans owned/leased: 1  
 Number of diesel cars owned/leased: 9  
 Number of petrol/hybrid cars owned/leased : 64

Fuel	Litres	tCO <sub>2</sub> e	tCO <sub>2</sub>	tCH <sub>4</sub>	tNO <sub>2</sub>
Diesel	85,473	215	211	0.02	3
Petrol	2211	5	5	0.02	0.01
<b>Total</b>	<b>87,684</b>	<b>220</b>	<b>216</b>	<b>0.04</b>	<b>3</b>

## Owned and Leased Vehicles

While we're transitioning to remote working where possible, we still depend heavily on transport to deliver our onsite services. The majority of Aurora's fleet is for engineer drivers, who are responsible for the installation, service, repair and removal of machines. The second portion of our fleet is for our account managers, who need to be on the road to build face-to-face customer relationships.

We own and lease 74 vehicles in total, comprising 64 hybrid cars, nine diesel cars and one diesel van. Our cars are 86% hybrid models which use 30% less fuel than conventional fuel-powered vehicles – a more environmentally sound alternative.

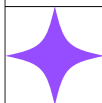
We also recognise the inevitable transition to electric vehicles as we look to align with the UK government's net zero targets. A new report issued by the UK advisory Committee on Climate Change stated that if the UK is to reach a goal of net emissions by 2050, it must consider moving its current target of 100% new electric vehicle sales to 2030.<sup>2</sup> With this in mind, we conducted a costed investigation into transitioning our engineer fleet to electric vehicles. While this is something we would like to pursue in future, we do not have the infrastructure to transition currently. In 2023, we will continue to monitor the market to assess the viability to transition to an EV fleet in the next few years.

## Employee commuting

We conducted an employee commuting survey to ascertain the impact of our employees' journey to work. This drilled down into our employees' commuting habits, such as mode of transport, fuel type and mileage to calculate our extended carbon footprint. 80% of respondents had a commuting carbon footprint. Extrapolating the data, our total commuting footprint stands at 137.8 tonnes of tCO<sub>2</sub>e. We've begun looking at ways to support our employees to drive down the emissions impact of their commute to work, such as our cycle-to-work scheme. Within our commuting survey, we also asked



<sup>2</sup> <https://www.theccc.org.uk/wp-content/uploads/2020/12/The-UKs-transition-to-electric-vehicles.pdf>



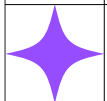
employees for feedback on what would persuade them to transition to an electric vehicle and reduce their carbon footprint. This gives us an idea of the incentives we may be able to provide in future to support our employees' sustainability practices. While 46% of employees would not consider switching to electric vehicles in the next year, 23% said that they would consider switching in future. When asked what would incentivise them to make the move in future, the number one incentive would be a cheaper price (62%), followed by increased/more convenient charging points (50%). Aurora implementing a salary sacrifice scheme was the third-highest scoring answer, with 46% of respondents saying this would increase the likelihood of purchasing an electric vehicle.

### **Putting driver safety at the forefront**

Protecting the safety of our drivers is critical. All new drivers must undertake a risk assessment upon joining the company and our expectations for responsible driving behaviour is outlined in our fleet policy – from completing monthly safety checks to obeying the rules of the road. Not only does this serve to protect our drivers on the road, but good driving practices also help to reduce emissions, for example, by reducing unnecessary acceleration.

### **Capturing our carbon on the road**

77% of our vehicles are installed with telematics, helping us to track driver mileage and plan the most efficient routes. In January 2022, we transitioned to a new service provider, installing a telematics system that allows us to capture carbon emissions along with miles driven. While this is still a new initiative, we look forward to continuing to capture this data and further optimise our routes and deliveries to reduce our time on the road as well as our resulting emissions.



# Waste

As a responsible business, we are constantly working to enhance and refine our waste management practices. Aurora generated a total of 243 tonnes of waste in the reporting year. This is an increase from the previous year (197 tonnes); however, this is to be expected as we returned to business as usual following the pandemic. The majority of our waste went to landfill (59%), while the rest went to incineration (30%) and to be recycled (11%).

## Tackling landfill emissions

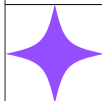
The waste management sector was estimated to be accountable for around 4% of emissions in the UK in 2020.<sup>3</sup> Consequently, this year we wanted to dig deeper into the emissions impact of our waste. As part of our net zero report, we included waste as a Scope 3 category, looking into the carbon emissions of each of our office waste streams (general, plastic, cardboard and shredding). Total carbon emissions (tCO<sub>2</sub>e) for our waste (2021) was 79.4 tonnes. The overwhelming majority of this came from landfill (78.71 tonnes), highlighting the importance of ramping up our waste to landfill diversion rate.

The vast majority of waste management emissions are from landfill sites. We currently divert 41% of our waste from landfill and want to increase this figure significantly in 2023. To action this, we have appointed a waste broker to support our waste management programme, which will give us enhanced monthly reporting to help us track more accurate consumption. Using this as a baseline, we will be able to set more accurate recycling and reduction targets. Our waste broker will be helping us to dispose of our waste more responsibly, by identifying more innovative, environmentally responsible and cost-effective waste management solutions.

We also work with several brokers who purchase and collect our used photocopiers, printers and handsets. All brokers are vetted to establish their environmental credentials and we develop partnerships with clients and suppliers who prioritise sustainability. We have an ongoing partnership with Trade Copiers, a leading broker of used photocopiers, printers and multifunction devices. They purchase machines that are no longer required by us, which are then cleaned up, tested and resold. 90% of the used machines are exported, avoiding landfill in the UK.



<sup>3</sup> [https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/1051408/2020-final-greenhouse-gas-emissions-statistical-release.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1051408/2020-final-greenhouse-gas-emissions-statistical-release.pdf)



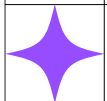
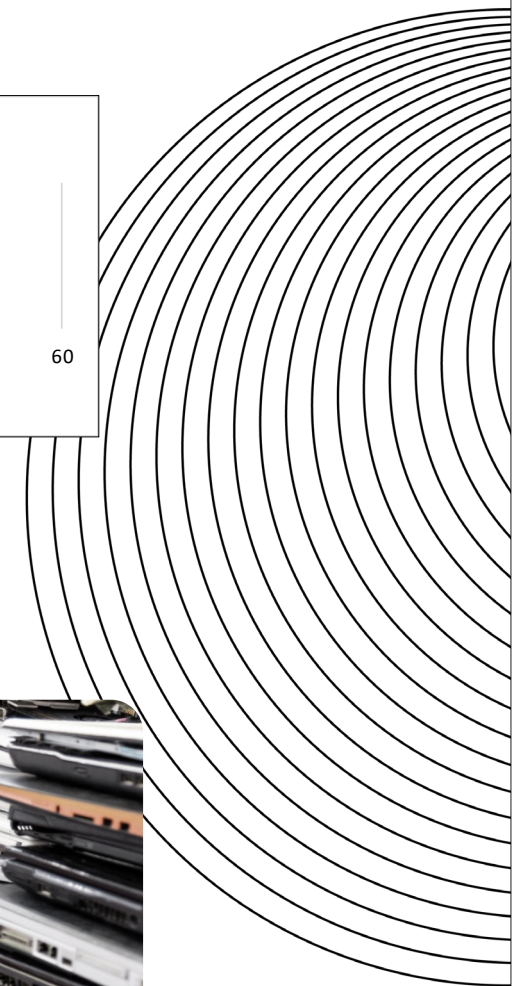
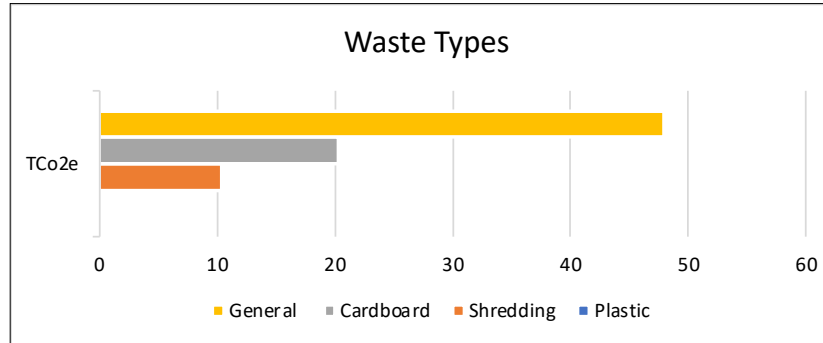
WASTE TYPE	tCO <sub>2</sub> e
Plastic	0.09
Shredding	10.4
Cardboard	20.3
General	47.9

## Disposing of our e-waste responsibly

E-waste, or electrical waste, is one of the fastest-growing waste streams on the planet. In addition, only a tiny fraction of e-waste is recycled (20%).<sup>4</sup> The rest ends up in landfill, incineration or being illegally traded. Not only does this clog up our planet, electrical waste harbours hundreds of toxic chemicals that are released into our soil, water, and air.

To promote more circular e-waste practices, we try to recycle our tech where we can. We recycle our old IT equipment, such as screens and laptops with Re-Tek, who clean up old machines to resell where possible. Where this is not an option, they ensure that materials are recycled or destroyed securely. For our telecoms division, we are partnered with EGO Technology, who recycle our internal or external phone handsets/mobile phones. All devices undergo stringent testing and are redeployed as entry-level or maintenance handsets.

<sup>4</sup> <https://www.unep.org/news-and-stories/press-release/un-report-time-seize-opportunity-tackle-challenge-e-waste>



# Sustainable Services

## Our Customers

We're a customer-centric business; our approach is to help customers in the right way at the right time. From solicitors to salons, Aurora is proud to serve a wide-ranging customer base.

While we're confident about the quality of our services, we want to be always pushing the envelope to make our customer experience even better and actively seek out regular customer feedback to achieve this. Via our online Customer Experience platform, we invite customers to rate Aurora on a scale of 1 to 10 as a process of benchmarking ourselves against the industry average. This provides us with a net promoter score (NPS), which we use internally to track improvements over time. Since launching the platform in November 2020, we have seen a striking increase in our NPS – from below 0 to an average of 49%.

We also have a case management module built into our Customer Experience platform to log and respond to issues by providing the correct support. This is managed by our customer-care team, who oversee resolutions end-to-end and check-in with customers periodically.

## Aurora's carbon handprint

Reducing a business's carbon footprint is essential to decreasing its burden on the climate. However, companies also have a central role to play in helping others lessen their carbon footprint. A carbon handprint describes a product's or service's positive climate impacts, and we've been busy looking into ways to support our clients and provide them with sustainable solutions. From helping to reduce paper waste and recycle consumables, to promoting a more remote way of working, here's how we're helping our clients minimise their impact:

### Remote Working

Our services are designed to support remote working, using cloud-based communication and Gamma Mobile. In the last year, we've launched a new service to assist customers with homeworkers. Our Unified Coms solution provides a range of services to support employees working from home, including instant messaging, web and video conferencing, fixed-mobile convergence, desktop and data sharing and call control.

### Ink and Toner Recycling

In the UK, a staggering 65 million printer cartridges are sold annually. Stacked end-to-end, this would create a wall of ink cartridges 129 times longer

than the great wall of China. In addition, some of the materials used to manufacture cartridges can take up to 1,000 years to decompose, releasing harmful chemicals into the soil and polluting surrounding areas.<sup>5</sup>

Currently, it's estimated that only 15% of cartridges are recycled or reused. We're helping to drive that figure up, working with Ink and Toner Recycling Ltd to help clients reduce the environmental impact of their waste printer cartridges. We also give customers the option of refillable, reusable cartridges.

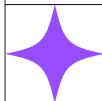
### Papercut Initiative

Our Papercut initiative provides document solutions to help customer reduce their paper waste by up to 25%. This encourages more environmentally sound behaviours, such as allocating customers usage quotas – a set number of documents for copying, printing and duplex printing. Printers are also automatically set to double-sided to lessen the amount of paper used.

We are committed to using FSC<sup>®</sup> certified paper and encourage our clients to use it too.

And there's more to come. Aurora will be stepping up our sustainable solutions in 2023, enhancing the sustainability of our services and promoting this to clients.

<sup>5</sup> <https://www.therecyclingfactory.com/facts#:~:text=Over%2065%20million%20printer%20cartridges,of%20a%20new%20toner%20cartridge.>





# Social





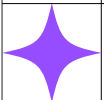
## Our commitment to Social Value

Aurora is driven by the principles of togetherness, transparency, trust, and empowerment. We recognise that in all we do, we should ensure that our environment, our community and our society is in a better place as a result of our actions. This is often referred to as Social Value.

Social Value is the value we attach to actions and programmes that goes beyond their commercial value. It speaks to the additional value that these actions and programmes contribute to the wellbeing of the community, society and the social environment in which they take place.

By considering Social Value in our business decisions – including the way we employ staff, engage with communities, and buy products and services – we can cultivate a more sustainable and inclusive society, demonstrating that business done well can be a force for good. While frequently difficult to measure or describe, its presence is often self-evident to those involved, and its impact can make a significant difference to the health and wellbeing of individuals, the community, and society as a whole.

**Aurora is driven by the principles of togetherness, transparency, trust, and empowerment.**



# Our Contribution

## Community

We recognise that our work impacts on the communities we operate in and seek to engage with them to identify how we can give support through the operation of our contracts. By challenging inequality, we will create opportunities for those furthest from the workforce, we will invest in our communities by seeking to employ locally wherever possible, and we will seek broader representation in traditionally under-represented members of the community. We will also support charitable efforts through the donation of used office furniture and equipment to organisations in need, and by the provision of services and volunteers to local charities.

## Education

We understand that businesses can play an active role in supporting the development of young people in the education system. We will support local schools by participating in job fairs, career days, offering student placements/work experience.

## The Environment

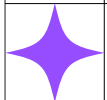
As a printing services provider, we handle significant amounts of equipment, telecoms, and consumables. We will preserve our environment by reducing the waste we produce and improve the percentage of waste that is diverted from landfill, year on year. We operate consumables recycling programmes which help to ensure that these (e.g. toner cartridges) are recycled or re-used and do not end up in landfill.

## Health and Wellbeing at work

We understand the importance of good work to employee health and wellbeing and will ensure that employees have safe environments to work in, free from harassment and bullying. We will also ensure staff mental health is supported, and that workloads are managed to avoid excessive stress and burnout. We will ensure our recruiting and development practices are inclusive and accessible.

## Supply Chain

Wherever possible, we will support a direct spend with diverse and local suppliers, to boost local employment, build resilient and diverse local suppliers, and raise local employment levels.



# Focus on social factors in the workplace

## Workforce Development

As an expanding business, it's essential that we continue to develop, retain, and attract talent in line with our growth. We've invested significantly in our training programme this year to ensure all employees have access to the tools they need to thrive with us. All employees receive a thorough induction in addition to regular appraisals and check-ins with management, where any training needs are identified.

We also want to give high-potential employees the confidence to step up into leadership positions. Following feedback from our employee engagement survey, we organised a two-day comprehensive management training course. Delivered by an external provider, this was tailored according to their level of experience and training needs, and we're proud to have made 20 internal promotions this year – including 14 promotions into management positions.



**280**

Hours of external training completed



**39%**

Number of employees who have received training: 90 (39%)



**£20,866**

Financial spend on training



**20**

Number of internal promotions into a higher management position during the reporting period



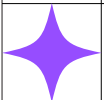
**14**

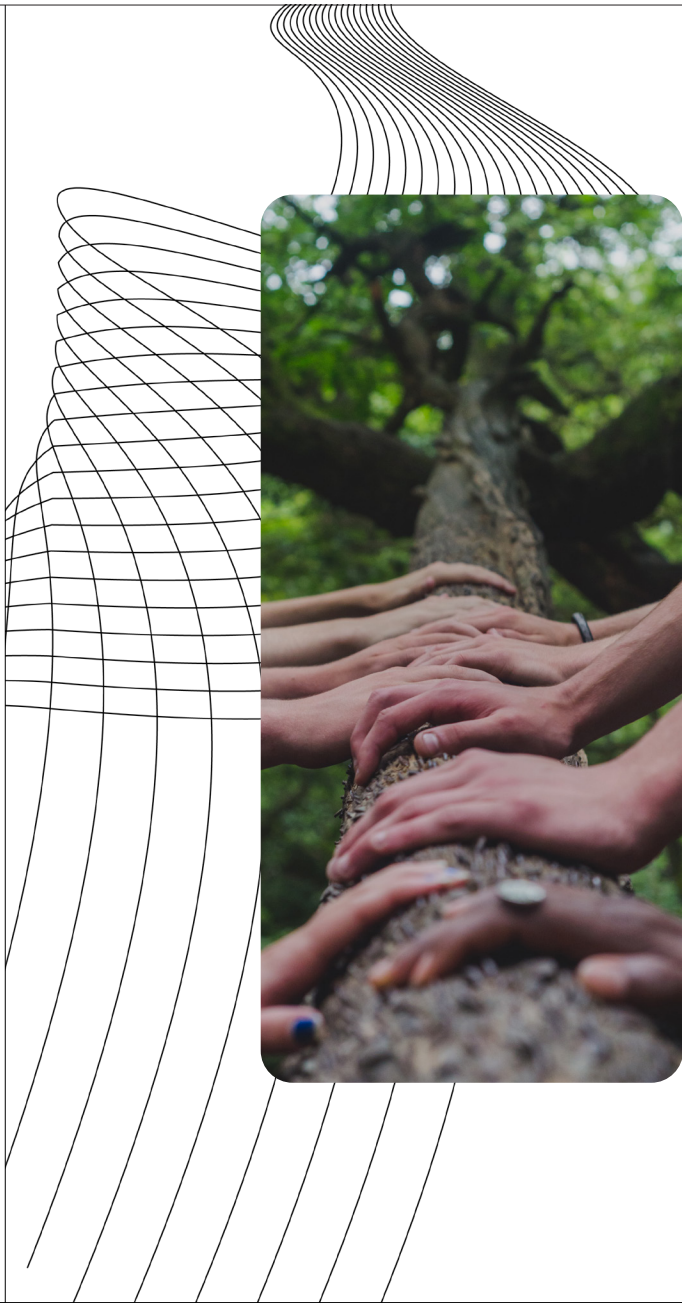
Total number of promotions or management placements in the reporting period



**6%**

Percentage of internal promotions in the reporting period:





## Wellbeing

Aurora is committed to protecting the health and wellbeing of our workforce. According to the Mental Health Foundation (UK), around 14.7% of people in the workplace experience mental health problems. In addition, it's estimated that 12.7% of all sickness-absence days in the UK can be attributed to mental health conditions.<sup>6</sup>

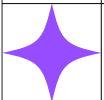
Aurora is aligned to SDG3, which commits to ensuring healthy lives and promoting wellbeing at all ages. Our Employee Assistance Programme provides employees with access to 24/7 support, including counselling for personal, legal, and financial challenges. We offer numerous wellbeing benefits to promote mental and physical health – from access to Perkbox's wellbeing platform to our Cycle to Work scheme. We also embed wellbeing into our organisational practices – it is integrated into our appraisal system, with management regularly checking in with their team. We understand that not every employee will have the same work needs and we accommodate flexible working where we can to support different situations.

### All Aurora Employees receive:

- 25 days annual leave, in addition to a day off on their birthday
- Life assurance (4 x annual salary)
- Pension scheme
- Employee Assistance Programme with Health Assured
- Perkbox (staff discounts, perks, wellbeing platform)
- Cycle to Work scheme
- Season ticket loan
- Employee Referral scheme (£500)

Understanding what employees' needs are requires taking a step back to listen to what they have to say. This year, we launched Culture Amp as our employee engagement platform, an online platform where employees can feedback to us on areas for improvement. We also conducted our first employee engagement survey, which received a positive response rate of 74%.

<sup>6</sup> [https://www.mentalhealth.org.uk/explore-mental-health/mental-health-statistics/mental-health-work-statistics#:~:text=Women%20in%20full%2Dtime%20employment,\(19.8%25%20vs%2010.9%25\),&text=Evidence%20suggests%20that%2012.7%25%20of,attributed%20to%20mental%20health%20conditions.](https://www.mentalhealth.org.uk/explore-mental-health/mental-health-statistics/mental-health-work-statistics#:~:text=Women%20in%20full%2Dtime%20employment,(19.8%25%20vs%2010.9%25),&text=Evidence%20suggests%20that%2012.7%25%20of,attributed%20to%20mental%20health%20conditions.)



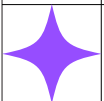


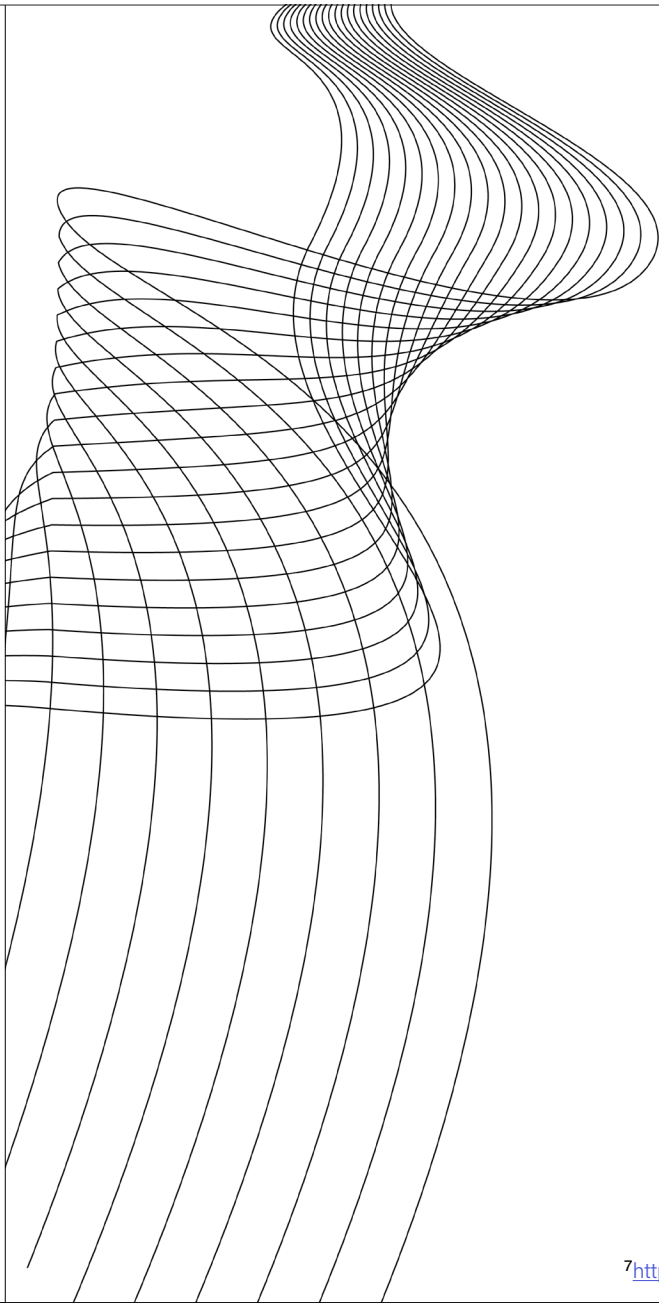
Following the results of the survey, summary results were shared transparently with all staff and action points were agreed upon with each line manager to address any issues highlighted. Our HR department ran additional employee focus groups to dig deeper into the results, getting more detailed feedback and suggestions on how we can do things better. Company-wide actions were then put in place to address the lowest-scoring areas of employee engagement, which were quickly implemented across the company.

Off the back of the survey, we introduced our monthly High Performers Awards, where managers from each division nominate a high-performing employee. Each winner receives a £100 voucher, along with public recognition for their achievements. We also introduced our Long Service Awards, celebrating employees with 5+ years with Aurora to a formal dinner hosted by the Board.

To enhance collaboration between departments, we also introduced regular workshops for managers. This provides a space for team leaders to get together to discuss challenges and jointly find solutions to problems.

We keep employees posted on company updates through regular communications, including our CEO's weekly update to all staff. To build on this, we also plan on distributing a monthly company newsletter in Autumn 22. Physically bringing people together is also key to boosting engagement and connecting colleagues. While this has not been possible in recent years, post-pandemic, we have slowly begun to re-introduce local team events and socials for staff and are excited to host an Aurora Conference next year.





## Enhancing wellbeing and productivity

**474,008**

Total number of hours worked in 2022

**1,523**

Total number of absence hours in 2022:  
1523 (0.32%)\*.

**176**

Number of employees with one year or more in service:  
176 out of 223

\*This is significantly lower than the UK's average sickness rate of 2.2%.<sup>7</sup>

## Aurora's Workforce

**237**

employees  
(233 permanent,  
4 contracted)

**168**

male employees  
(71%)

**69**

female employees  
(29%)

## Ages

**23**

Permanent employees under the age of 25:  
23 (10%)

**179**

Permanent employees between 26 and 55:  
179 (77%)

**31**

Permanent employees over 56:  
31 (13%)

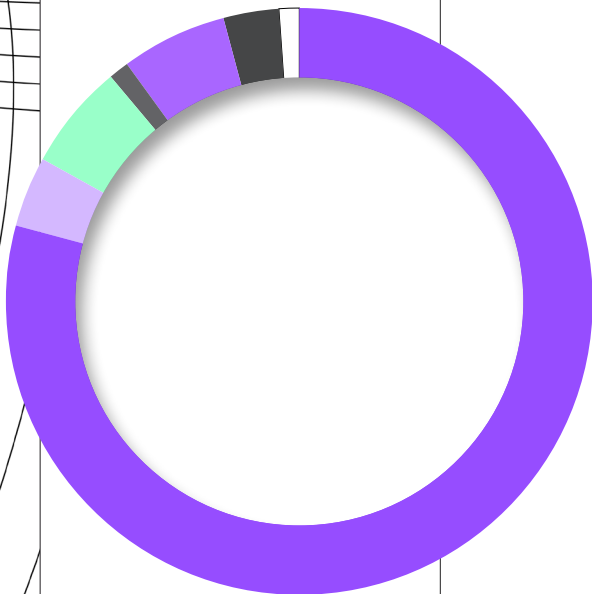
<sup>7</sup><https://www.ons.gov.uk/employmentandlabourmarket/peopleinwork/labourproductivity/articles/sicknessabsenceinthelabourmarket/2021>



# “Diversity is a fact, Inclusion is an act”

## Diversity Data

- White British employees: 57 (80%)
- Other white employees: 3 (4%)
- Black Caribbean employees: 4 (6%)
- Black Caribbean and white Employees: 1 (1%)
- Indian employees: 4 (6%)
- Pakistani employees: 2 (3%)
- Other ethnic groups: 1 (1%)
- Undisclosed: 165



Aurora strives to cultivate an inclusive, diverse, and equal workforce, where everyone is given the opportunity to reach their full potential. Not only does a diverse workforce bring with it an array of obvious benefits – such as enhanced cultural awareness – but creating a positive, inclusive working environment is also shown to boost productivity and employee retention rates. Perhaps unsurprisingly, in a survey by PWC, organisations are now investing at unprecedented rates in D&I programmes, with 75% stating that it is now a value or priority area.<sup>8</sup>

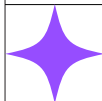
Our equal opportunities and diversity policy outlines Aurora’s zero-tolerance approach to discrimination and harassment, as well as a commitment to promote positive equality, diversity and inclusion practices. We aim to embed DE&I throughout our recruitment, promotion and other selections, e.g. using inclusive wording in job advertisements to encourage a diverse pool of potential candidates. All employees must sign off on our equal opportunities and diversity policy, and we expect every member of staff to adhere to and support our DE&I pledge.

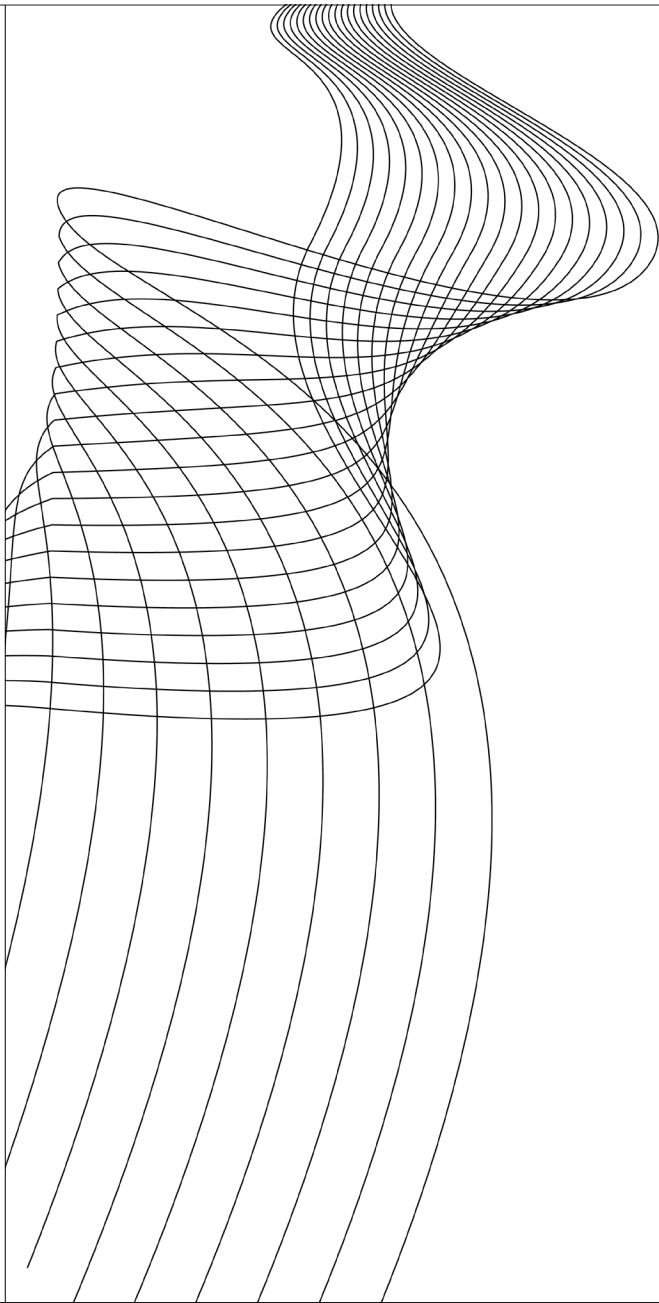
To galvanise our DE&I programme, we have set ourselves the goal of establishing an employee-led DE&I council and charter in 2023, involving a diverse range of employees. This is with the aim of creating a dedicated focus group for DE&I, to help drive real organisational change and accelerate diversity goals.

We also undertake an annual review of our employee demographic data to establish areas for improvement. Of the workforce demographic data we acquired, ethnicity demographics were similarly representative of the UK population (The UK is made up of 86% white groups, 7.5% Asian ethnic groups and 3.3% Black ethnic groups). We will continue to monitor our diversity data in 2022 to ensure that our workforce demographic is not just representative of the UK, but also of the communities in which we operate.

We will also continue to look at ways to encourage and retain underrepresented age groups in the workforce. For example, looking at how we can retain highly skilled staff in the over 56 age group by ensuring that they receive up-to-date training on new technologies. We will also encourage younger employees (under the age of 25) into the workforce through our apprenticeship scheme.

<sup>8</sup> <https://www.pwc.com/gx/en/services/people/organisation/global-diversity-and-inclusion-survey.html>





## Gender

While Aurora falls below the threshold to be legally obliged to report on gender pay, to demonstrate our commitment to equality and transparency we voluntarily conducted a gender pay gap report for FY21. This assessed the difference in average pay between male and female employees across:

1. Percentage of men and women in each hourly pay quarter
2. Mean (average) gender pay gap using hourly pay
3. Median gender pay gap using hourly pay
4. Percentage of men and women receiving bonus pay
5. Mean (average) gender pay gap using bonus pay
6. Median gender pay gap using bonus pay

The industry is male-dominated and therefore increasing the number of women into the workplace is an ongoing challenge for Aurora. We currently employ more men than women (71% male, 29% female). In addition, there is a higher proportion of men in senior roles and a higher proportion of women in junior roles.

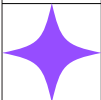
Following publication of the report, we set out an action plan to close our gender pay gap and identified three focus areas to encourage, support and platform women in the workplace: culture, recruitment and

diversity. We will embed this into our culture by continuing to offer flexible working opportunities while gathering and monitoring data on gender diversity. We will also continue to focus on gender-balanced shortlists as part of our recruitment process and ensure that we use gender-inclusive wording. Aurora will ensure a consistent and fair approach to reviewing employee performance, rewarding and recognising employees as well as supporting our employees in their learning and development.

### Paying a decent wage

- Number of employees paid over National Living Wage (£9.50) in 2022: 235
- Number of employees paid over Real Living Wage (£9.90) in 2022: 233
- Number of employees paid over London Living Wage (£11.05) in 2022: 222

We want to ensure that all employees are paid a decent wage. We conduct annual salary reviews and currently 233 out of 237 employees are paid above the Real Living Wage, an independent calculation that ensures everyone earns a wage that adequately meets living costs and everyday needs. While we're close to the threshold, in 2023 we will have made the commitment to ensure that all employees are paid the Real Living Wage or above.





# Supporting our Communities

## We Care

We appreciate our place within the community and in the wider society

We strive to operate ethically and we contribute to a sustainable future.

## Total Charity Contributions: £4,158

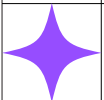
'We Care' is one of Aurora's core values, laying down our company commitment to operate ethically, contributing positively to our local communities and the wider society. Led by our newly formed charity committee, we engaged with all our employees to identify meaningful causes closest to people's hearts. From this engagement, we have selected two fantastic charities to support this year: Veterans Aid and Isabel Hospice.

Isabel Hospice provides vital support for patients and their families living with life-limiting illnesses and conditions across eastern Hertfordshire. Ex-service community charity Veterans Aid provides immediate practical support to former UK servicemen and women in crisis. Since its formation, Veterans Aid has helped to reduce and eradicate homelessness amongst veterans through intervention and practical support.

## Isabel Hospice Children's Bereavement Service

Last Christmas, our team got stuck-in raising funds for the hospice's Children's Bereavement service, which provides counselling for children as well as support for their parents and carers.

In place of the usual Secret Santa, we decided to fundraise for the Isabel Hospice, setting up a 'just giving' page and donating toys. Aurora matched donations with our generous staff, helping to raise the grand total of £4158! We're proud to have helped make a brighter Christmas for those within the hospice's care and to provide families with access to crucial support. We also continue to give non-monetary donations, placing collection boxes in all our offices for employees to donate old clothes and other items.





# Supply Chain Management

**Total number of suppliers: 829**

**Total number of new suppliers onboarded in the reporting period: 12**

**Total Spend with SMEs: £650,9469.24**

Responsible supply chain management is an intrinsic part of any company's ESG programme. 80% of a business's emissions are found in its supply chain and poor oversight of ESG areas leaves businesses vulnerable to an expanse of detrimental ESG risks. We understand that our ESG impact extends beyond our own business operations and have begun to put in place robust practices to enhance our supply chain management.

To enhance our supply chain traceability, this year we moved to a new ERP system, NetSuite, which allows us greater oversight of stock holding, pricing and any potential issues in production and delivery. We also launched a new supplier portal to increase direct supplier interaction. This not only enhances our efficiency, but also allows us to check for responsible production.

We vet all new suppliers through our supplier questionnaire in which a set of ESG compliance questions are embedded. From suppliers' environmental management practices to modern slavery to how they are enhancing the sustainability of their own products and services. This is a condition of doing business with us and we do not onboard any new suppliers without completing this assessment. We prioritise suppliers with environmental credentials and are proud to partner with those who are pioneering ESG practices.

To further build upon our responsible supply chain practices, this year we have set ourselves the objective to develop a Supplier Code of Conduct, outlining our ESG expectations of suppliers. This will ensure that the suppliers we engage with are formally committed to the same ESG principles as Aurora and adhere to the same set of standards as we do.





# Governance



# Aurora's internal and external board have held 45 meetings during the reporting period

Aurora's Board is responsible for creating our business plan and driving the strategic direction of the company. This covers all aspects of our operations – from market engagement, sales and customer delivery to shaping our company culture and people strategy. The Board is accountable for delivery against the plan, ensuring responsible governance and mitigating risk. To ensure the Board is continually meeting stakeholder and shareholder interests, they hold regular forums to provide updates, seeking feedback and participation across these groups.

New members of the Board are currently appointed by our shareholders. We recognise the value and importance of enhancing board diversity, which is why we have set ourselves the target of developing a Board Diversity Policy in 2023, along with a succession plan and clear recruitment goals to increase our board diversity long-term.

## Our ESG Committee

Led by QHSE Manager, Jo Karikos, Aurora's ESG Committee is responsible for spearheading our ESG programme. The committee's function is to continue to drive momentum on the ESG programme, monitoring and tracking our ESG progress and communicating effectively with shareholders. The committee meets regularly to discuss ESG progress and update the board. They also provide monthly and quarterly updates to the external board to keep them informed on Aurora's ESG progress.

### Committee Members:

**Gary Bishop (chair)**

**Jo Karikos (lead)**

**Agnes Wojtczak (stakeholder)**

**Storm Gower Jackson (stakeholder)**

**Dan Cloke (stakeholder)**

**Richard Pole (stakeholder)**

**Peter Smith (stakeholder)**

**Oliver Quarry (stakeholder)**



Andy Moffitt (CEO)



Gary Bishop (ICT Director)  
Chair ESG Committee



Jo Karikos (QHSE Manager)  
Lead of ESG Committee



# Key Policies

Aurora has comprehensive processes and controls in place to ensure we uphold the highest ethical standards and act in the best interests of the business. We have 44 policies in place which undergo monthly, quarterly and annual reviews. Training on key policies is provided to all employees on induction, in addition to refresher training if any policies are updated.

## Health and Safety

- Number of hours of safety training per employee: 1
- Number of reportable injuries, accidents and incidents (RIDDOR): 0
- Number of all work-related accidents and incidents: 1
- Number of near misses reported: 1

We have robust health and safety controls in place to ensure good practices and safe working procedures, and are currently working towards the ISO 45001 Occupational Health and Safety accreditation. All Aurora employees – including temporary or agency workers – are subject to full health and safety training on their first day. We also conduct additional formal job-specific training such as Manual Handling, Work at Height and COSHH training. In addition, in October 2022 we

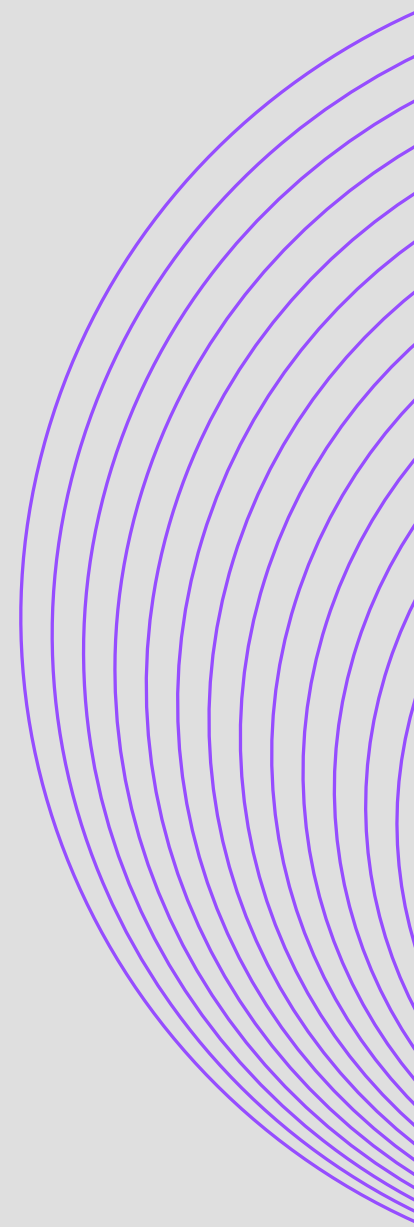
are launching regular safety training briefs – also known as ‘toolbox talks’ – which provide health and safety information and highlight any issues.

All work activities and work areas that pose foreseeable, significant risks are subject to risk assessments, which are reviewed (at least) annually and are supported by external health and safety audits. Accident, incident and near miss data is collected and reported to the Board on a monthly basis.

## Data Privacy and Cybersecurity

Aurora is highly attuned to the importance of protecting personal data risks and we have robust measures in place to adhere to GDPR regulations. We have a comprehensive data protection policy, and our internal committee meets regularly to monitor departmental compliance and ensure that the policy continues to meet the highest protection standards.

To maintain cybersecurity, we have a set of individual IT security policies that outline our response and management of the Aurora IT environment from a security point of view. We are also currently working towards the ISO 27001 accreditation to bolster our cybersecurity programme.



## Whistleblowing

We take any form of malpractice seriously and encourage managers to be open to all concerns raised by staff members. From anti-bribery and corruption to inappropriate health and safety arrangements, we encourage staff to report any suspicions of failure to follow legal and ethical requirements.

Employees can raise concerns through a variety of different channels. We have an allocated whistleblower champion in place who is responsible for overseeing the integrity, independence and effectiveness of the whistleblowing policy. Employees can also report directly to the Financial Conduct Authority. Reports can be made in writing, by phone, email or in person, with the option to do so anonymously. It is also the responsibility of the whistleblower champion to ensure that there are robust procedures to protect whistleblowers from victimisation and maintain their confidentiality.

## Business Continuity

To maintain our resilience and to help us respond quickly to an interruption, we have a full business continuity plan in place. Aurora's Incident Management plan sets out the requirements, strategies and proposed actions to respond to any unplanned business interruption. This was designed to minimise the operational and financial impacts of disasters and undergoes regular review.

To add further weight to our business continuity plan, we will also be developing a company risk register this year, embedding relevant material ESG risks.

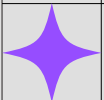
## Anti-Bribery and Corruption

To adhere to our high ethical standards, Aurora has a strict anti-bribery and corruption policy in line with the Bribery Act of 2010. This outlines our obligation to act with the utmost honesty, fairness and professionalism, and in the best interests of our clients. Breaches of the policy are taken very seriously, resulting in disciplinary action, dismissal, civil and/or criminal proceedings.

## Modern Slavery

Our Modern Slavery Statement outlines Aurora's commitment to eliminate modern slavery and human trafficking. This is reinforced by relevant policies to tackle the risk of modern slavery in our business practices and supply chain. Our whistleblowing policy encourages staff to report modern slavery concerns and our Code of Conduct outlines our expectations for employees to meet the highest standards of ethical behaviour. Our Health and Safety Policy and Anti-Bribery and Corruption Policy also embed modern slavery requirements.

We also undertake thorough due diligence on new suppliers to identify and mitigate risks, providing relevant training to all staff.



Working in partnership with:



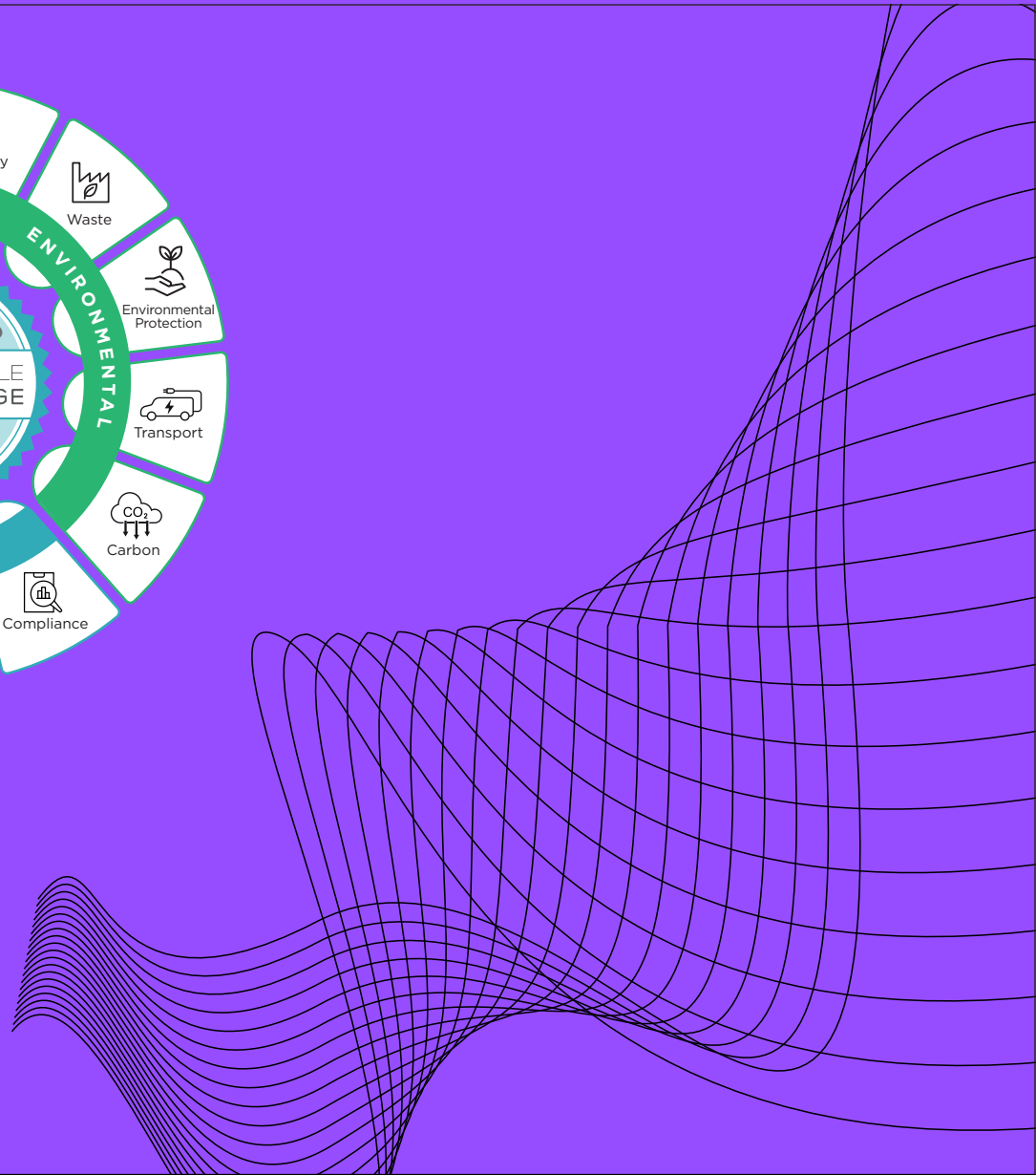
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# Aurora<sup>★</sup>