Sustainability Report

2025

Tico Mail Works

Your Mailing Solutions Expert



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Tico Mail Works
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COMPANY INFORMATION

SUSTAINABILITY REPORT:

Tico Mail Works

ESTABLISHED:

1985 (40 years)

INDUSTRY:

Secure Mailing, Digital Printing, Data Services

SIZE:

40

REPORTING YEAR:

2024

PREPARED BY:

Tico Mail Works

LOCATION:

Tico Mail Works, T8 Maple Ave, Stillorgan Business Park, Co. Dublin, A94 RT20, Ireland

CERTIFICATIONS :

ISO 9001 - Quality Management

ISO 14001 - Environmental Management

ISO 27001 – Information Security

WELCOME ADDRESS FROM OUR CHAIRMAN

Tico Mail Works has been in the bulk mail production business since 1985, and in that time, we have gained an excellent reputation for quality, security and professionalism.

Our company strives to always act in a socially and environmentally responsible manner by following our principles, which, since September 2015, are the United Nations' 17 Sustainable Development Goals (SDGs).

These Goals include two on which we place specific emphasis:

- SDG 5 – gender equality
- SDG 10 – equality for all

Our company strives to reach the highest standards and be a world leader in our industry. To that end we have been certified for:

- ISO 9001 – Quality Management
- ISO 27001 – Information Security
- ISO 14001 - Environmental Management

There are many practices in our business that reflect our principles, some of which are:

- We ensure that our work practices (e.g. our buddy system) enable employees to prioritise their families and home-life over work-life.
- We have a profit-sharing initiative with all our employees - that means when the company does well, all employees benefit. (In addition, most of our employees are shareholders in the company)
- We encourage connections between the employees and our local community – for example we run our own fundraising events (breakfast, sponsored events, whip arounds, competitions); these not only support local and international causes but also are great for team morale.
- We constantly try to make the company a place where work is enjoyable and gives satisfaction, and where each employee tries to reduce the stress of working by taking full responsibility for his/her actions and looking out for his/ her colleagues in the process. The focus of this effort is on our procedures and getting them right.

You will find more details of what we do and how we work in this report.

ALEX PIGOT,

Chairman

OPERATIONS

Tico Mail Works has over 30 years' experience in bulk mail production, secure mailing, digital printing and data service.

Our core operations are to process received documents from clients, produce letters, statements, payslips, invoices, information packs for government bodies, banks, insurance companies and hospitals, and then to prepare them for mailing.

CLIENT DATA HANDLING

Managing client's data using secure CRM platforms unique to Tico Mail Works and custom created applications based on client's project request. We ensure strict access controls and audit trails.

OUR CLIENTS:

AIB

Beacon Hospital

SuperValu
Real Food, Real People

MERCER

Comhairle Cathrach Bhaile Átha Cliath
Dublin City Council

Valeo FOODS IRELAND

Panda

EXECUTIVE SUMMARY

At Tico Mail Works, we believe that how we operate is just as important as what we deliver. Known for precision and reliability in print and mailing solutions, we also recognize that we're part of a much bigger picture one that includes our people, our planet, and the communities we serve.

This Sustainability Report is more than a compliance exercise; it's a snapshot of where we are, how far we've come, and the future we're building responsibly. In a world of increasing environmental expectations and evolving regulations like the EU's CSRD (Corporate Sustainability Reporting Directive), we're proud to show how, over the last 10 years, sustainability has been embedded in our daily operations.

Over that period, we've focused our efforts on what truly matters: reducing waste, sourcing responsibly, conserving energy, protecting client data, and nurturing a safe and inclusive workplace, while reaching out to support the wider community. We conducted a materiality assessment to identify the ESG (Environmental, Social, Governance) topics that carry the most weight not just for us, but for our clients, staff, suppliers, and the wider environment. Whether it's switching to FSC-certified paper, investing in energy efficient print tech, or holding our suppliers to higher environmental standards, these are real steps we're taking to move from intention to impact.

Lastly, but just as importantly, we audit constantly our suppliers and customer chain to ensure they meet our ethical standards.

We've also acknowledged the importance of community from small donations of leftover materials to meaningful partnerships with organisations doing good in Ireland and elsewhere. These actions may not grab headlines, but they reflect who we are: practical, responsible, and quietly ambitious.

Sustainability is not a checkbox. It's a mindset. And while we know we're not perfect, we are committed to getting better at listening, learning, and innovating in ways that align business with purpose. This report is both a reflection and a roadmap, an honest account of our progress, and a promise to keep it up and do more.

Let's build a future we're proud of not just for compliance, but for our clients, our team, and the world we share.

We are shaping a sustainable future for us, our clients and serve as a good example to small enterprises like ours and the communities we serve.

We are proud to have concluded our second non-financial report for the year 2023/2024. Reaffirming our commitment to sustainable growth.

With the wellbeing of our people and the protection of our environment at the heart of our efforts, we continue to embed responsibility and resilience into every part of our business. Looking ahead, we remain steadfast in our journey towards achieving net zero by 2030, building a future that is not only sustainable but also inclusive and enduring.

Signed by the Management of Tico Mail Works:



Alex Pigot	Gareth Steed	Mary Pat McAlarey	Jason Handbridge	Robin Pigot
CHAIRMAN	**FINANCE**	**MARKETING**	**MANAGING**	**SALES**

METHODOLOGY FOR MATERIALITY ASSESSMENT

At Tico Mail Works, understanding the environmental, social, and governance (ESG) issues that matter most to our business and stakeholders is central to our sustainability strategy. This Materiality and Double Materiality Assessment identify and prioritizes the topics that have the greatest impact on our operations, as well as those where our activities have significant external effects on the environment, society, and economy.

Using guidance from the Corporate Sustainability Reporting Directive (CSRD) and European Sustainability Reporting Standards (ESRS), we evaluated each material topic across two dimensions:

- Impact Materiality – how our activities influence people and the planet.
- Financial Materiality – how ESG risks and opportunities could affect our financial performance and long-term resilience.

This table guides our decision-making, helps align our sustainability goals with stakeholder expectations, and ensures transparency in how we manage ESG risks and opportunities. It also informs the strategic priorities in our broader sustainability reporting and compliance efforts.

MATERIALITY ASSESSMENT (MATERIAL AND DOUBLE MATERIALITY)

This assessment forms a key part of Tico Mail Works' Sustainability Report. It identifies material Environmental, Social, and Governance (ESG) topics relevant to our operations, evaluating both our external impact and financial implications, aligned with CSRD and ESRS standards.). Each topic is also supported with real examples of how TICO is already addressing them in practice.

Material Topic	Description	Impact Materiality	Financial Materiality	Best Practices for Sustainability	Examples of Implementation at TICO
Energy Use & Emissions	Electricity and fuel consumption across printing machines, mailing systems, and facility operations.	High carbon emissions and environmental degradation due to reliance on non-renewable energy sources.	Rising energy costs; risk from carbon pricing or emissions regulation; need for energy-efficiency investments.	Transition to renewable energy suppliers; install solar panels; use energy-efficient machinery; conduct annual energy audits.	100% renewable electricity since 2015; LED lighting and EV-to-work scheme to reduce Scope 1 & 2 emissions.
Paper & Material Usage	Paper, envelopes, inks, and plastic wrapping used in high volumes.	Deforestation, water usage in paper production, landfill impact from non-recyclable materials.	Volatile paper prices; reputation risk from unsustainable sourcing; potential future material regulations.	Source FSC-certified/ recycled paper; reduce plastic usage; adopt digital-first strategies; optimize print runs to reduce waste.	Uses FSC-certified and compostable paper; offers eBilling and Hybrid Mail to reduce paper and toner use.
Waste Management	Paper waste, off-cuts, packaging, ink cartridges, and general office waste.	Landfill contribution, poor recycling practices, and environmental degradation.	High waste disposal costs; compliance fines for improper waste handling.	Improve waste segregation; recycle ink cartridges and paper; partner with certified recyclers; track waste streams monthly.	On-site certified paper shredding and recycling, cardboard baling, toner cartridge recycling.

Material Topic	Description	Impact Materiality	Financial Materiality	Best Practices for Sustainability	Examples of Implementation at TICO
Data Privacy & Security	Handling large volumes of personal and corporate data in mailing and documentation.	Risk to individual privacy, regulatory breaches under GDPR.	Legal penalties, loss of client trust, potential lawsuits.	Implement strict GDPR compliance; regular data protection audits; train staff; secure data infrastructure and encrypted workflows.	ISO 27001 certified; secure data workflows; on-site shredding for client confidentiality.
Employee Health & Wellbeing	Ensuring the safety and satisfaction of staff in operations, warehousing, and admin roles.	Workplace injuries, absenteeism, low morale, and turnover.	Higher insurance costs; productivity loss; hiring and retraining costs.	Ergonomic workspace design; mental health supports; regular training; safety assessments and PPE provision.	Electric car scheme, ergonomic offices, mental health support; ISO 45001 aligned safety practices, Buddy system, regular staff training, Provision of PPE for staff, ensure all staff have the necessary Health and safety training the list of training courses can be found in the report.
Vendor & Supply Chain Compliance	Relationship with packaging and printing suppliers, logistics providers, and software partners.	Indirect environmental/ social risks through unethical or unsustainable practices.	Disruption in service delivery; client scrutiny in ESG audits.	Develop a supplier code of conduct; require ESG compliance documentation; perform supply chain audits.	Suppliers are asked to reduce packaging waste; preference for local and Irish vendors.
Regulatory Compliance	Adherence to local and EU environmental, labour, and data protection laws.	Regulatory non-compliance may harm communities or ecosystems.	Fines, reputational loss, increased reporting burden.	Monitor legislative changes (CSRD, GDPR, labour laws); consult with ESG advisors; engage in 3rd-party audits.	Monitors compliance with GDPR, meet ISO standards (Certified), and EU labour/ environmental laws. Organization of facility tours with clients to ensure compliance with regulatory laws that affect their business.

Material Topic	Description	Impact Materiality	Financial Materiality	Best Practices for Sustainability	Examples of Implementation at TICO
Innovation in Services	Digitization of services (e.g., e-billing) and introduction of low-impact delivery options.	Reduced dependency on paper and physical mailing; improved accessibility.	Opens new revenue streams; reduces costs; increases appeal to eco-conscious clients.	Expand digital document services; develop hybrid communication models (print & digital); track emissions saved.	eBilling, clean data services, and hybrid mail reduce paper and logistical waste, and emission tracking.
Water Consumption	Use of water in cleaning machinery and other production processes.	Water scarcity and pollution if improperly managed.	Utility costs; risk of scrutiny in drought-sensitive regions.	Use closed-loop water systems; train staff on water-saving practices; monitor usage monthly.	Low-flow cisterns; eliminated single-use cups; water-efficient in-house practices, use of water systems, water usage monitoring process and reporting.
Community & Biodiversity Impact	Contribution to local causes and environmental initiatives in Dublin.	Potential to positively or negatively influence local ecosystems and communities.	Strengthens license to operate; enhances brand reputation; possible cost-sharing in community initiatives.	Partner with local biodiversity or educational programs; promote volunteering; donate to organizations.	Supports local community and international human right initiatives and charities through donations and volunteering, a list of some of the initiatives we have and are a part of can be found in the report.

Material Topic	Description	Impact Materiality	Financial Materiality	Best Practices for Sustainability	Examples of Implementation at TICO
Diversity & Inclusion	Workforce representation and equal opportunity policies.	Affects workplace culture and innovation; potential for discrimination or exclusion.	Improves employee engagement and public image; reduces turnover and bias-related litigation risk.	Promote inclusive hiring practices; offer D&I training; measure and publish diversity metrics.	Equal gender representation: inclusive hiring as there is no discrimination to hiring be it in Age, Disability, Gender reassignment, Gender, race and sexual orientation; we are also a multicultural workforce, a very diverse group of people from different parts of the globe, a list of nationalities that make up the organization can be found in end the this report.
Client Sustainability Expectations	Pressure from clients requiring ESG alignment for their supply chains and marketing strategies.	Inability to meet client ESG standards could impact business retention.	Loss of contracts; reduced competitiveness in tenders.	Offer carbon offset printing; track ESG KPIs; provide transparency on sustainability metrics to clients.	Provides carbon-conscious mail solutions; publishes footprint data in audit reports. This year also shows the progress made in carbon reduction and improvement in reporting our footprint.

WE RECOGNISE THE DOUGHNUT PRINCIPLES OF PRACTICE WHICH ARE:



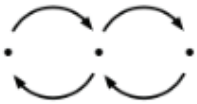
Embrace the 21st century goal. Aim to meet the needs of all people within the means of the planet. Seek to align your organisation's purpose, networks, governance, ownership and finance with this goal. Expect the work to be challenging, innovative and transformative.



See the big picture. Recognise the potential roles of the household, the commons, the market and the state – and their many synergies – in transforming economies. Ensure that finance serves the work rather than drives it.



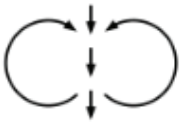
Nurture human nature. Promote diversity, participation, collaboration and reciprocity. Strengthen community networks and work with a spirit of high trust. Care for the wellbeing of the team.



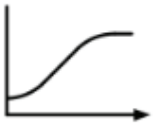
Think in systems. Experiment, learn, adapt, evolve and aim for continuous improvement. Be alert to dynamic effects, feedback loops and tipping points.



Be distributive. Work in the spirit of open design and share the value created with all who co-created it. Be aware of power and seek to redistribute it to improve equity amongst stakeholders.



Be regenerative. Aim to work with and within the cycles of the living world. Be a sharer, repairer, regenerator, steward. Reduce travel, minimize flights, be climate and energy smart.



Aim to thrive rather than to grow. Don't let growth become a goal in itself. Know when to let the work spread out via others rather than scale up in size.

"We strive to provide an inclusive, warm and welcoming work environment where stress levels are managed, and we do this by our commitment to respect the economic, social, cultural, political and civil rights of everyone involved in our operations."

OUR APPROACH TO A SUSTAINABLE BUSINESS

OUR GUIDING VISION

To be world class, be the best and most dependable bulk mail production service in Ireland.

OUR MISSION

Peace of mind for our customers

Highly skilled and motivated workforce who are dedicated to quality

Acting in an ethical and responsible manner

Competitive pricing for an elite service

We are committed to delivering to customer expectations

Assurance to deliver what we say we do

Efficiency to offer the fairest, competitive rates in the business

Excellence in service and quality

Innovating to adapt to future needs

Tico Mail Works is built on our four pillars Our Four Pillars

Our employees

Our customers

Our suppliers

Our community

ESG PERFORMANCE

At Tico Mail Works, sustainability is not a side project it has becoming part of how we think, plan, and operate every day. Our Environmental, Social, and Governance (ESG) performance reflects a growing commitment to run our business responsibly while creating long-term value for our stakeholders and the communities we serve.

As part of our journey, we conducted a comprehensive **Materiality Assessment** to identify the ESG topics that matter most both in terms of our impact on the world and the potential risks and opportunities for our business. These include environmental concerns such as energy use and waste, social considerations like employee wellbeing and data privacy, and governance areas including compliance and supply chain ethics.

This process allows us to align our sustainability efforts with leading frameworks such as the European Sustainability Reporting Standards (ESRS E1–E5) and the Greenhouse Gas (GHG) Protocol, ensuring that we're not just talking about ESG, but actively measuring and managing it.

A foundational step in this commitment was to better understand our climate impact through a Greenhouse Gas Emissions Audit. We partnered with EcoMerit Limited, an independent environmental consultancy, to prepare a formal emissions declaration based on the GHG Protocol methodology the globally accepted standard for emissions reporting.

Using detailed operational data provided by our internal teams, the audit assessed our emissions from **1st July 2023 to 30th June 2024,** across all three GHG scopes:

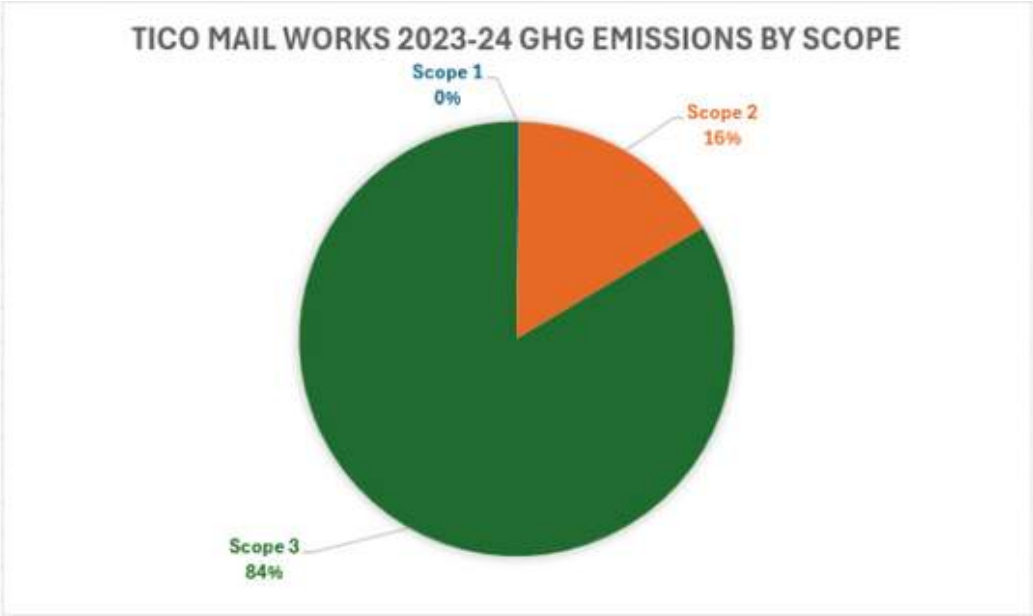
- **Scope 1** – Direct emissions from on-site fuel use and company vehicles
- **Scope 2** – Indirect emissions from purchased electricity
- **Scope 3** – Indirect value chain emissions, such as purchased goods, business travel, and waste

The result: a calculated total footprint of **212.29 tonnes of CO_2e** for the year. This figure gives us a clear baseline from which to work enabling smarter decisions, more targeted reductions, and greater accountability.

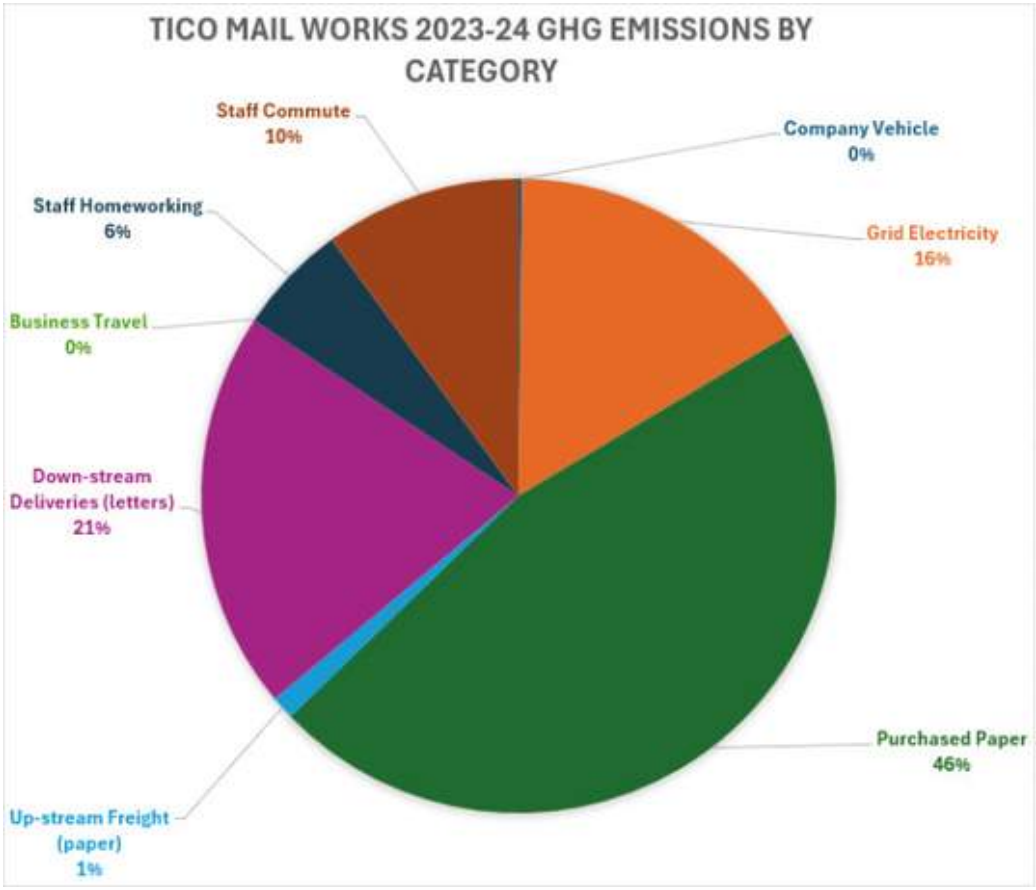
We see this not as a conclusion, but a new starting point. With our emissions now quantified and our priorities clearly defined, TICO Mail Works is ready to take the next step toward a lower impact, future-focused business model one that balances growth with responsibility.

ENVIRONMENTAL DISCLOSURES

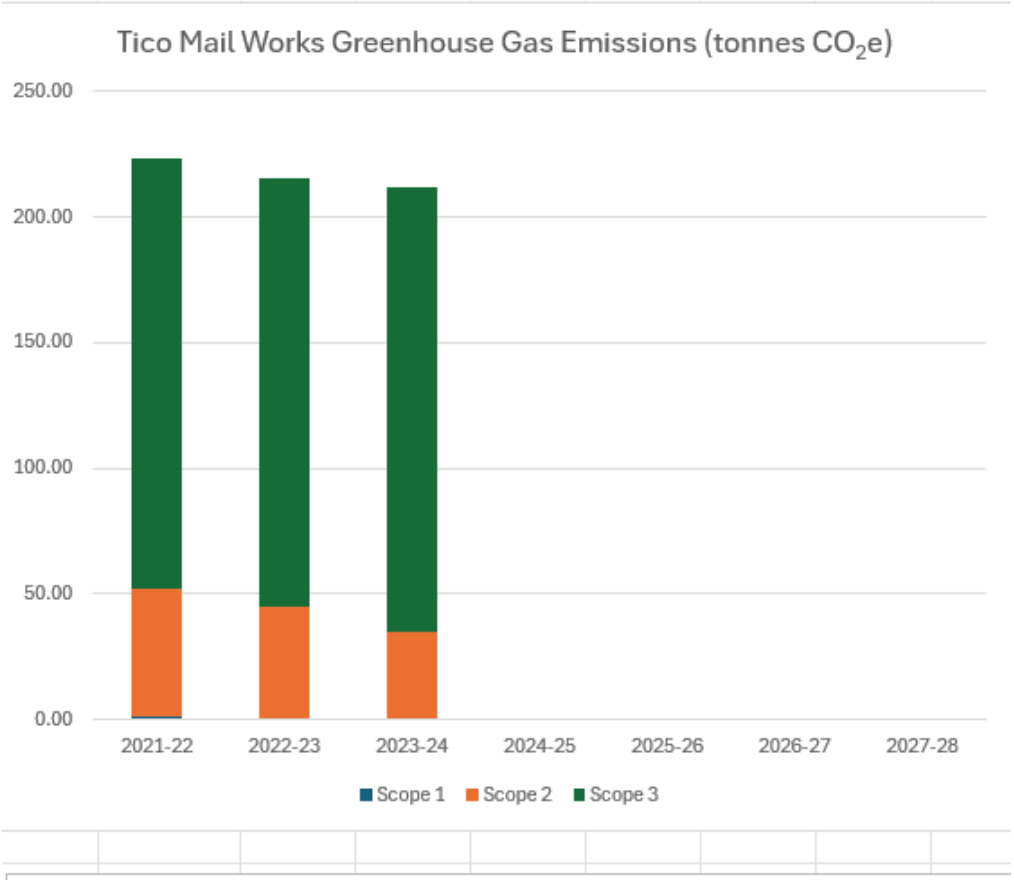
This show cases our environmental sustainability audit and outcomes. This report outlines the current state of our environmental impact, including energy consumption, waste generation, and overall greenhouse gas emissions. The pie chart below shows the breakdown of our three scopes defined by the greenhouse gas protocol. Our greenhouse gas for the year has been calculated as 212.29 tonnes of CO2e.



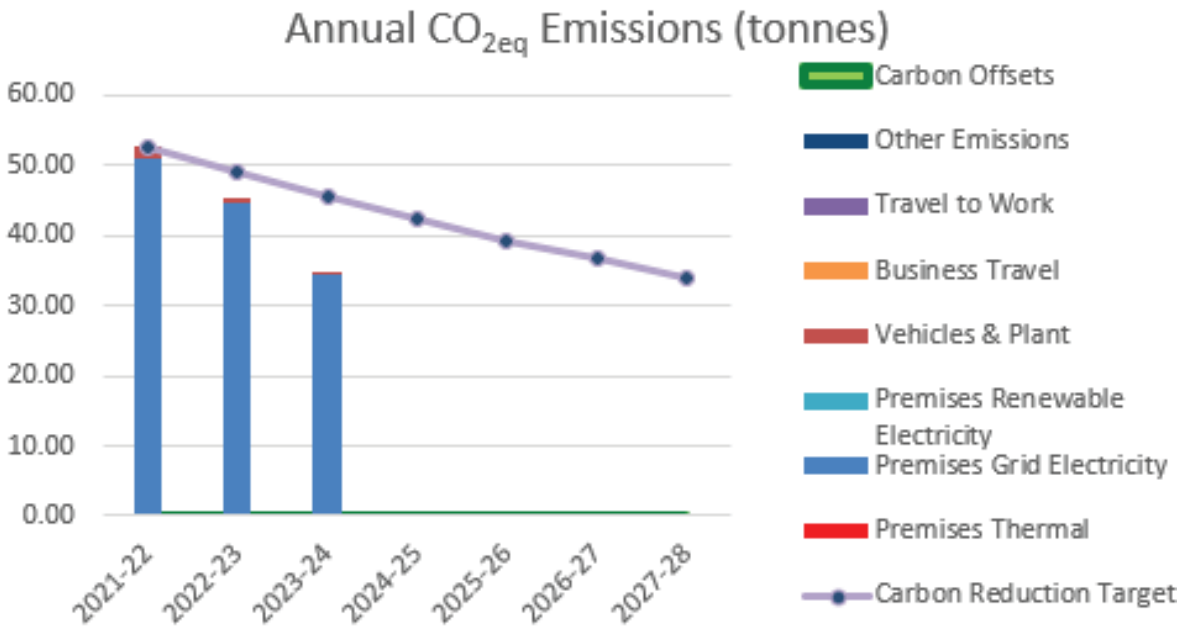
The following chart shows the detailed breakdown of the various categories of the different emissions sources from Tico Mail Works.



Annual Performance Summary		Tico Mail Works	
Year	**2021-22**	**2022-23**	**2023-24**
Vehicles & Plant	1.43	0.53	0.40
Fugitive Emissions	0.00	0.00	0.00
Premises Grid Electricity	51.01	44.62	34.49
Premises Renewable Electricity	0.00	0.00	0.00
Business Travel	0.00	1.47	0.00
Staff Homeworking	9.67	9.67	11.97
Staff Commute	7.75	16.95	21.28
Purchased Paper	104.71	98.33	98.33
Up-stream Freight (paper)	2.58	2.40	2.53
Down-stream Deliveries (letters)	46.50	41.58	43.29
Annual CO_{2eq} Emissions (tonnes)	**223.65**	**215.55**	**212.29**



The graph shows the Greenhouse gas emissions as defined by the three scopes of the Greenhouse Gas Protocol:
Scope 1 - Direct emissions from site or own-fleet transport operations
Scope 2 - Emissions due to the grid electricity used on site (i.e. associated with the electricity generation and distribution)
Scope 3 - All other emissions. This can include upstream and downstream activities, contracted transport, purchases, disposals etc. etc. The graph shows the emissions of this type which are currently measured by Tico Mail Works.



Here is another graph that shows clearly our progress over the past three years.

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WASTE MANAGEMENT AUDIT

This graph below shows our waste management audit and outcome for the performance year 1st July 2023 to 30th June 2024, the data was collected from our waste management partner Panda.ie, the data was then broken down assessed and grouped into the different waste types generated by Tico, the waste were measured in tonnes. It supports the company's ongoing sustainability reporting and alignment with CSRD, ISO 14001, and ESRS E5 compliance frameworks.

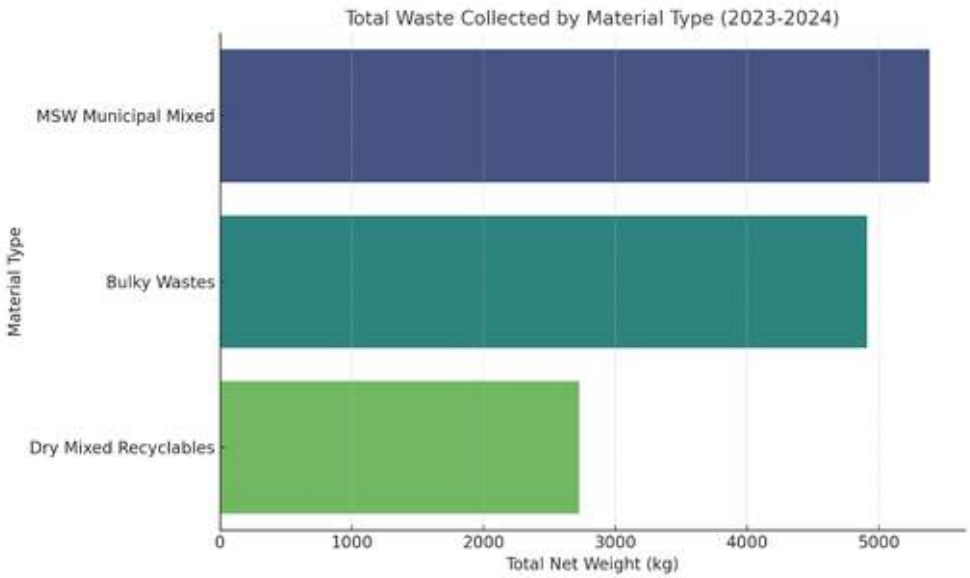
KEY INSIGHTS

1. Bulky wastes and Dry Mixed Recyclables are the most frequently collected waste types, contributing the largest share by weight.
2. Waste tracking captures data material profile, container type, and net weight, supporting structured ESG reporting.
3. The most active periods were late 2023 and Mid-2024, suggesting peak operational activity and consistent monitoring.

THE TYPES OF WASTE GENERATED WITH THEIR WEIGHTS IN TONNES ARE:

- MSW Municipal Mixed 5387.1
- Bulky Waste 4910
- Dry Mixed Recyclables 2726.8

The waste is further Grouped into Recycled Waste which amounted to **2726.8** tonnes and Landfill and Recovery Waste which amounted to **10297.1** tonnes.



The charts below illustrate the total waste collected, categorized by material type.

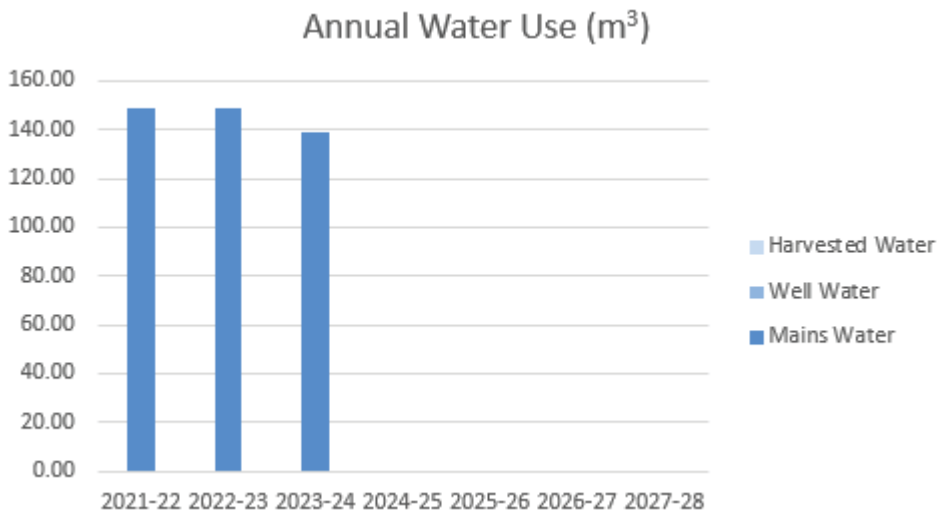
OPERATIONAL SUSTAINABILITY PERFORMANCE

- Waste segregation practices support traceable ESG data systems, enabling audit ready disclosures.
- Collection of Dry Mixed Recyclables demonstrates commitment to circular economy principles.
- Regular data capture helps meet environmental compliance obligations (ISO 14001, ESRS E5).

WATER USAGE

We recognise that even in sectors where water is not a primary input, responsible water use remains a critical part of sustainable operations. Our commitment to ISO14001 Environmental Management Standards drives our ongoing efforts to reduce water consumption, prevent waste and improve efficiency in both or workplace practices and infrastructure.

This graph below shows a relatively stable and modest consumption trend across our 2021 – 2024 reporting year, indicating controlled and consistent water use. No major spikes were observed, which supports the conclusion that our conservation



efforts and internal controls are effective.

KEY INSIGHTS

Water efficient fixtures

- Installation of low-flow cisterns to reduce unnecessary water flow.
- Elimination of single- use plastic and disposable cups in the kitchen and meeting areas.

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Smart Usage Practices

- Regular equipment maintenance prevents water leaks or inefficient system use.
- All drinking water is from the local municipal supply and is filtered onsite before consumption.

Hybrid work Model

- With a portion of staff adopting the hybrid working model, overall water usage onsite is reduced, especially in bathrooms and kitchens.
- This decentralisation of resource usage aligns with our wider environmental strategy.

Closed-Loop Systems (Exploration Phase)

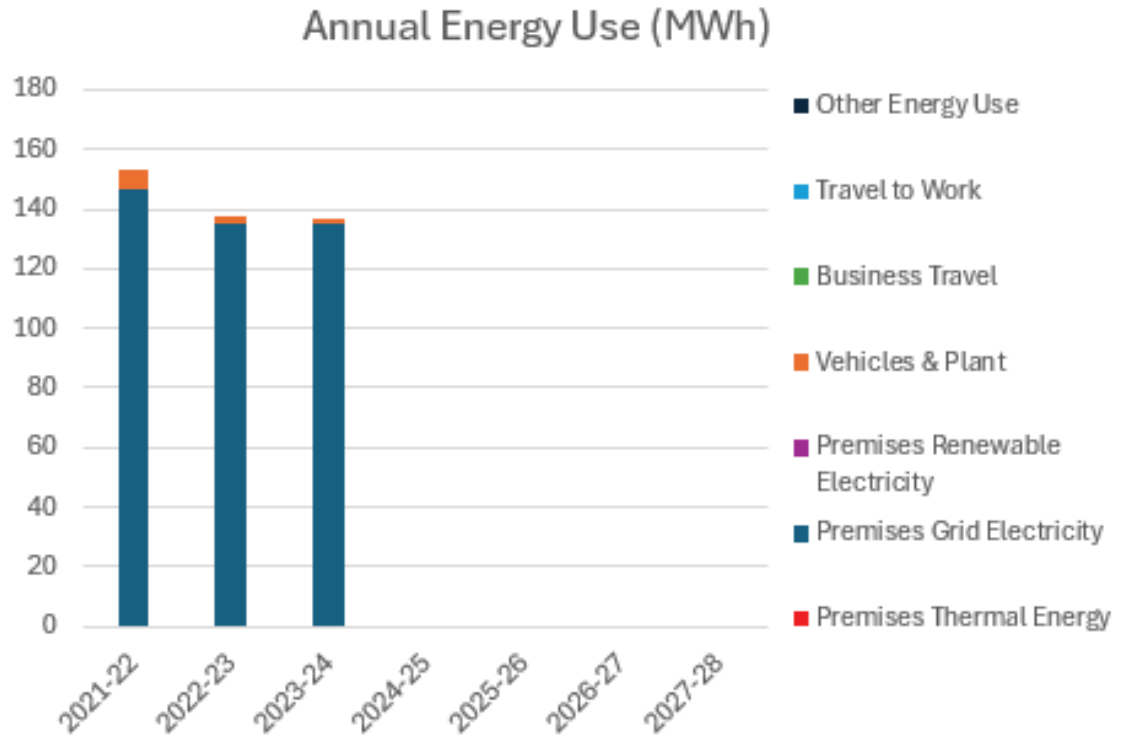
- We are reviewing opportunities to implement closed-loop cleaning systems for our print and mailing machinery, reducing the need for frequent manual washdowns or rinsing cycles.

Monitoring and Reporting

- Water usage is monitored and reported annually, forming part of our internal environmental KPI's and aligning with ESRS E5: Resource Use and Circular Economy.

ENERGY USAGE

The Energy usage graph below shows our effort to track and manage electricity usage. Over the reporting period, electricity consumption remained within a consistent and controlled range a positive sign of operational stability and the success of ongoing efficient initiatives. Also, the dip from 2021/2022 against 2022/2023 is clear that some progress has been made.



KEY ENERGY MANAGEMENT PRACTICES

- **100% Certified Renewable Electricity**

Since 2015, we have sourced 100% renewable electricity, significantly lowering scope 2 emissions. This transition alone reduced emissions by an estimated 18 tonnes C02e in 2021, with continued benefits in 2023 – 2024.

- **LED Lighting Upgrade**

The switch to LED lighting in key areas of the facility cut lighting related energy consumption by over 40%, contributing to lower operational costs and energy intensity.

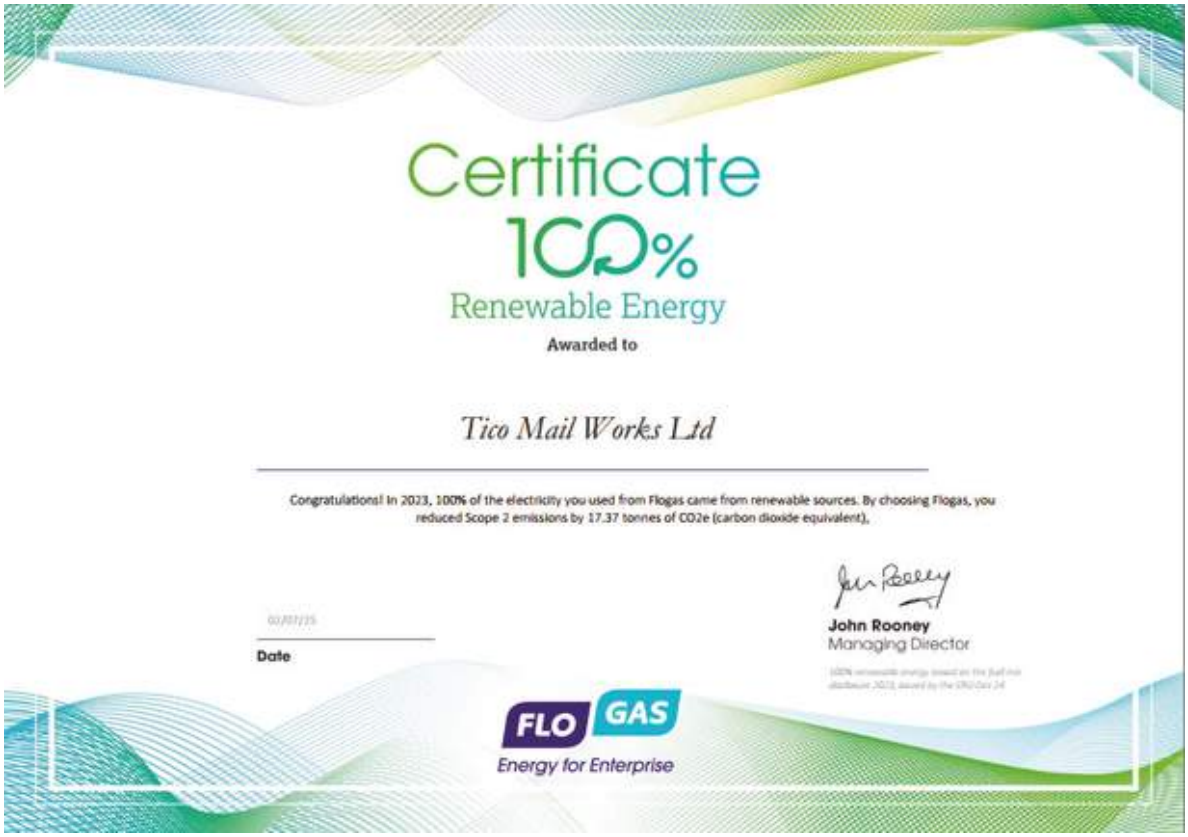
- **EV Charging & Staff Electric Car Scheme**

Since 2018, Tico has operated a renewable energy electric car scheme for employees, complete with on-site EV charging. As of April 2023, nine out of 22 staff have switched to electric vehicles actively reducing Scope 1 emissions and demonstrating corporate climate action.

- **Energy Audit & Monitoring**

All our energy data reported above is actively monitored as part of our partnership with EcoMerit, enabling more accurate greenhouse gas reporting and supporting long term emission reduction goals.

These combined efforts by both the management and the entire team demonstrates a systematic approach to energy management, aligned with ISO14001 and ESRS E1 standards. More importantly, it forms part of a broader sustainability ecosystem, where energy efficiency supports emission reductions, cost savings, and improved ESG performance.



The above renewable energy certification shows our commitment to sustainability and underscores our efforts to reduce environmental impact.

WASTE MINIMISATION AND RESOURCE RECOVERY

1. Pallet Reuse & Return

Instead of discarding wooden pallets, we return them to suppliers or engages specialist recyclers to keep them in circulation. This not only prevents unnecessary waste but also supports a circular-use economy by extending the lifespan of pallets.

2. OnSite Paper Shredding & Recycling

All confidential documents are shredded securely on-site and subsequently sent for recycling. This process ensures compliance with data protection standards (ISO 27001) while turning wastepaper into new recycled paper reducing landfill contributions.

3. Cardboard Baling

At Tico we compact all used cardboard into bales before recycling, making collection and processing more efficient and reducing transport emissions associated with loose material handling.

4. Toner Cartridge & Battery Recycling

Used toner cartridges and batteries are carefully collected and sent to certified recyclers, preventing hazardous components from entering landfills and supporting resource recovery.

5. Equipment, Responsible Sourcing & Local Supply Chain

At Tico we procure FSC-certified and compostable paper, as well as recycled paper options. By sourcing nearly all supplies from Irish suppliers, we minimize transport emissions and stimulate the local circular economy.

At Tico Mail Works, we recognise that delivering high-quality, ethical, and sustainable services depends not only on our internal practices but also on the strength and values of our supplier partnerships. We are proud to work with a trusted network of Irish-based suppliers who share our commitment to environmental responsibility, product integrity, and long-term collaboration.

KEY SUPPLIERS WE USE AND RECOMMEND INCLUDE:

- **An Post:** our national partner for secure and efficient postal distribution
- **Antalis Ireland:** for high-quality, FSC-certified and recycled paper products
- **Bluecrest:** for innovative, low-waste packing and mailing machinery
- **Flogas:** for renewable energy
- **Great White:** For all our paper shredding, Irelands leading secure document

destruction provider, offering free shredding for bulk loads, GDPR – compliant certification.

- **Panda:** for recycling our waste
- **Trimfold Envelopes:** manufacturing in Ireland since 1971, with a strong reputation for sustainable envelope solutions
- **Xerox:** for advanced printing technologies and managed print services

We place high value on building long-term, mutually beneficial relationships with our suppliers many of which have supported our operations for years. Our procurement practices reflect our ethical and environmental principles, including:

- Preference for Irish-based and local manufacturers to reduce carbon transport emissions
- Alignment with suppliers who meet recognised environmental standards
- Shared commitment to responsible sourcing, circular economy practices, and continuous improvement

At Tico Mail Works, our approach to sustainability recognises that water, energy, and waste systems are deeply interconnected. By reducing water consumption through efficient fixtures and mindful use, we not only conserve a vital resource but also reduce the energy needed for heating and distribution. Similarly, minimising waste especially through recycling and reuse lowers the demand for resource intensive production and waste processing, both of which carry significant energy and water footprints. Together, these efforts form a cohesive environmental strategy, where each action strengthens the other, leading to lower emissions, regulatory alignment, reduced costs, stakeholder trust and more circular, responsible operations.

SOCIAL DISCLOSURES

CORPORATE SOCIAL RESPONSIBILITY INITIATIVES/ SPONSORSHIP PARTNERSHIPS

At Tico Mail Works we believe that even the smallest contributions can create lasting ripple effects, *"Little drops of water make a mighty ocean"*. Our commitment to community support and global betterment is a key part of who we are, both as a company and individuals.

Over the years, we have taken part in a range of meaningful initiatives, both locally and internationally. These efforts include ad-hoc responses to urgent needs and sustained partnerships with organisations that align with causes close to our team's hearts. Our support has included financial donations, gift vouchers, toys, food items, Children football club jersey sponsorships, and other essential resources.

Below are some of the organisations we have proudly supported, either on an ongoing basis or through one-time contributions.

Saoirse Women's Refuge

Saoirse Women's Refuge: Provides short-term accommodation and a 24-hour helpline for women and children experiencing domestic abuse, offering a safe, non-judgemental space for those in crisis.

Barretstown "A serious Camp"

Barretstown: Delivers medically supported therapeutic camps for children affected by cancer and other serious conditions, helping them and their families find joy, connection, and confidence through tailored adventure programmes.

Women's Aid

Women's Aid is a national, feminist organisation that has worked since 1974 to combat domestic violence and coercive control. It provides vital support and advocacy for women and children in vulnerable situations.

DePaul Ireland

DePaul: Dedicated to helping individuals and families experiencing homelessness or at risk of losing their homes. Depaul offers support services that restore dignity and help people rebuild their lives.

ISPCA

ISPCA: Irelands leading animal welfare charity, committed to rescuing, rehabilitating, and rehoming neglected and abused animals with compassion and care.

Dublin Simon Community

Dublin Simon Community: Provides essential housing, health, and support services to help individuals transition out of homelessness and regain stability and independence.

Pieta

Pieta: Offers free, professional counselling and crisis intervention to those in suicidal distress or struggling with self-harm, including 24-hour helpline and text support services across Ireland.

Child Fund Ireland

Child Fund Ireland: Works to improve the lives of children facing poverty and inequality globally, focusing on education, safety, and long-term development opportunities.

UNICEF

UNICEF: Supports children in some of the most challenging environments worldwide, delivering critical services such as healthcare, education, clean water, nutrition, protection, and emergency aid.

St Fergal AFC



As part of our commitment to community development, we proudly sponsor the jersey for St Fergal's AFC, a local football club. We believe in investing in the next generation, both on and off the field.

BIODIVERSITY

Beyond our operational practices we nurture our immediate environment. One initiative that embodies our commitment to biodiversity is our staff-managed garden located at the back of our premises. While modest in size, this vibrant space plays an important role in promoting ecological balance and well-being in our workplace.

A LIVING GARDEN, A LIVING CULTURE



Maintained by a passionate member of staff, our garden is home to a variety of edible and aromatic plants including:

- **Avocado** – a very young tree that serves as a symbol of long-term growth and carbon sequestration. According to our resident green thumb, this is the latest addition to the garden.

- **Mint Leaf & Lemon Balm** – thriving perennials that contribute to biodiversity while providing ingredients for fresh herbal tea, enjoyed regularly by staff.





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- **Raspberries & Strawberries** – seasonal fruits that support local pollinators and provide a healthy treat straight from nature.





This green space not only enhances our site aesthetically but also serves as a microhabitat for beneficial insects, helping to increase biodiversity even in an urban industrial setting.



- **Supporting Urban Wildlife** - To further support local wildlife, a few bird feeders can be spotted in the garden. These attract a range of birds, adding both life and sound to the workplace.

- **Brewing from the Garden** - One of the most appreciated aspects of our garden is its contribution to daily wellness. Staff often enjoy fruits, and cups of tea brewed with freshly harvested mint and lemon balm, a small but meaningful reminder of the value of sustainable living and the bounty nature offers when cared for.



A cup of tea brewed with mint and lemon balm leaves picked straight from the Garden.

OUR PARTNERSHIP WITH THE SERP

As part of our commitment to ethical and socially responsible business practices, Tico Mail Works is proud to support The SERP Institute by providing a confidential space for their important work as their work plays a vital role in shaping policy, protecting vulnerable individuals and informing public understanding in relation to sexual exploitation. We are honored to play a small role in enabling their mission to combat this critical issue.

Here are a few words from SERP about the amazing work they do and Tico's small contributions to their success.

·S·E·R·P·

THE SEXUAL EXPLOITATION
RESEARCH AND POLICY INSTITUTE

The Sexual Exploitation Research and Policy Institute is Ireland's only independent research body dedicated to the study of commercial sexual exploitation. Our research creates useful knowledge for law and policy makers, practitioners, survivors and activists.

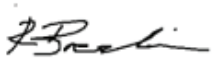
The SERP Institute is an internationally recognised centre of excellence in generating new evidence and informing policy to combat the harms of all forms of commercial sexual exploitation in Ireland and beyond. This includes prostitution, trafficking for the purpose of sexual exploitation, the sexual exploitation of children and young people, pornography and other forms of sexual exploitation that take place online. Our evidence has been utilised by lawmakers in Ireland, the UK, Europe and the US.

The team has over fifty years of expertise combined in research, policy and advocacy work on these issues. Working on an all-island-of-Ireland basis, we monitor and investigate the nature and impact of the sex trade on victims, survivors and wider society, bridging the gap between research and frontline practice to disrupt the myths and expose the truth about the commercial sex trade.

Originally established in 2017 as a research programme in University College Dublin, in 2023, with the aid of philanthropic support from Community Foundation Ireland, we became a fully-fledged independent research and policy institute.

At the same time, we moved from UCD to **Tico Mail Works** premises in Sandyford, which has, since then been our home.

Tico Mail Works provides The SERP Institute with a confidential and safe space in which we can further our research on the sensitive issues of sexual exploitation. As a not-for-profit, the provision of a safe space such as this at no cost to us is worth its weight in gold. The board of **Tico Mail Works** and the fantastic **Tico Mail Works** team have been incredibly welcoming and support our work in more ways than they may realise. It is a real privilege to work side-by-side with colleagues in a company so committed to ethical principles of business practice in all aspects of its operations. We will continue to work in harmony and wish all at **Tico Mail Works** continuing success for the future.



Ruth Breslin, Director, The SERP Institute

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Ruth Breslin (The SERP Institute), Denise Charlton (Community Foundation Ireland), Frances Fitzgerald (former Minister and Irish MEP) and Sarah Benson (Women's Aid), speakers at an event on combating the harms of pornography, Athlone, May 2025.



Lucy Maguire (Board member of The SERP Institute), Ruth Breslin (Director of The SERP Institute), Denise Charlton (Community Foundation Ireland) and John Cunningham (Chair of the Board of The SERP Institute)

www.serp.ie

Our research findings:

https://serp.ie/research/research-findings/

FUTURE COMMITMENTS

CSR, Sponsorships & Partnerships

- In 2025, we aim to expand our impact through donations, strategic collaborations, community partnership, and targeted sponsorships, all designed to strengthen our role in advancing both community development and environmental sustainability.

Growing Our Biodiversity Legacy

- As part of our long-term commitment to environmental stewardship and biodiversity. Our founder has committed a piece of land that will be dedicated to tree planting and ecological restoration. This site will become a living symbol of our values one that supports local biodiversity, enhances carbon capture, and contributes meaningfully to a greener future.

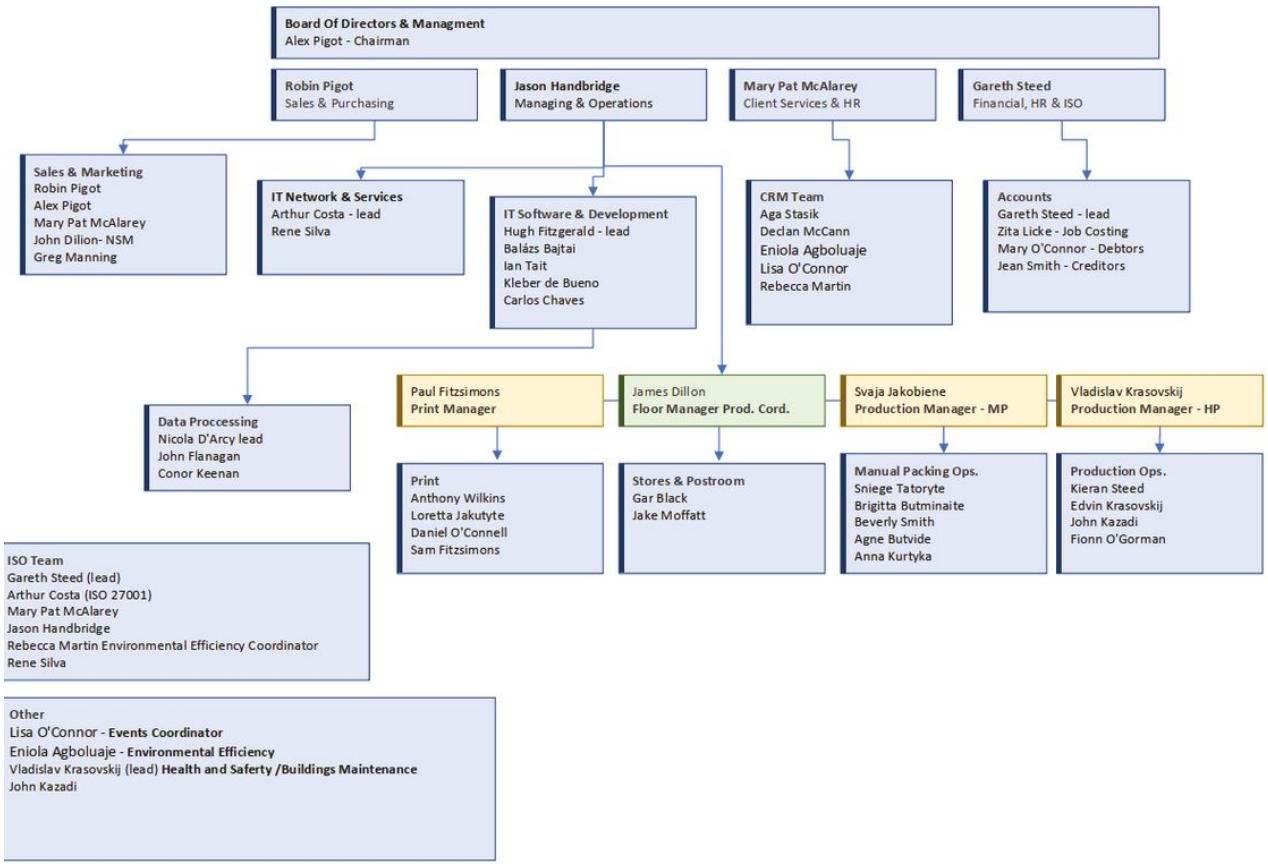
What makes this project unique is that it will be staff led and community driven. All team members will have the opportunity to participate in the planning, planting, and ongoing care of the site. It will also serve as a space for team building, environmental education and hands on sustainability action.

This land will not only benefit the environment by creating habitats, preventing soil erosion, and increasing green cover, but will also be an investment in both people and the planet cultivating connection with the natural world.



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GOVERNANCE



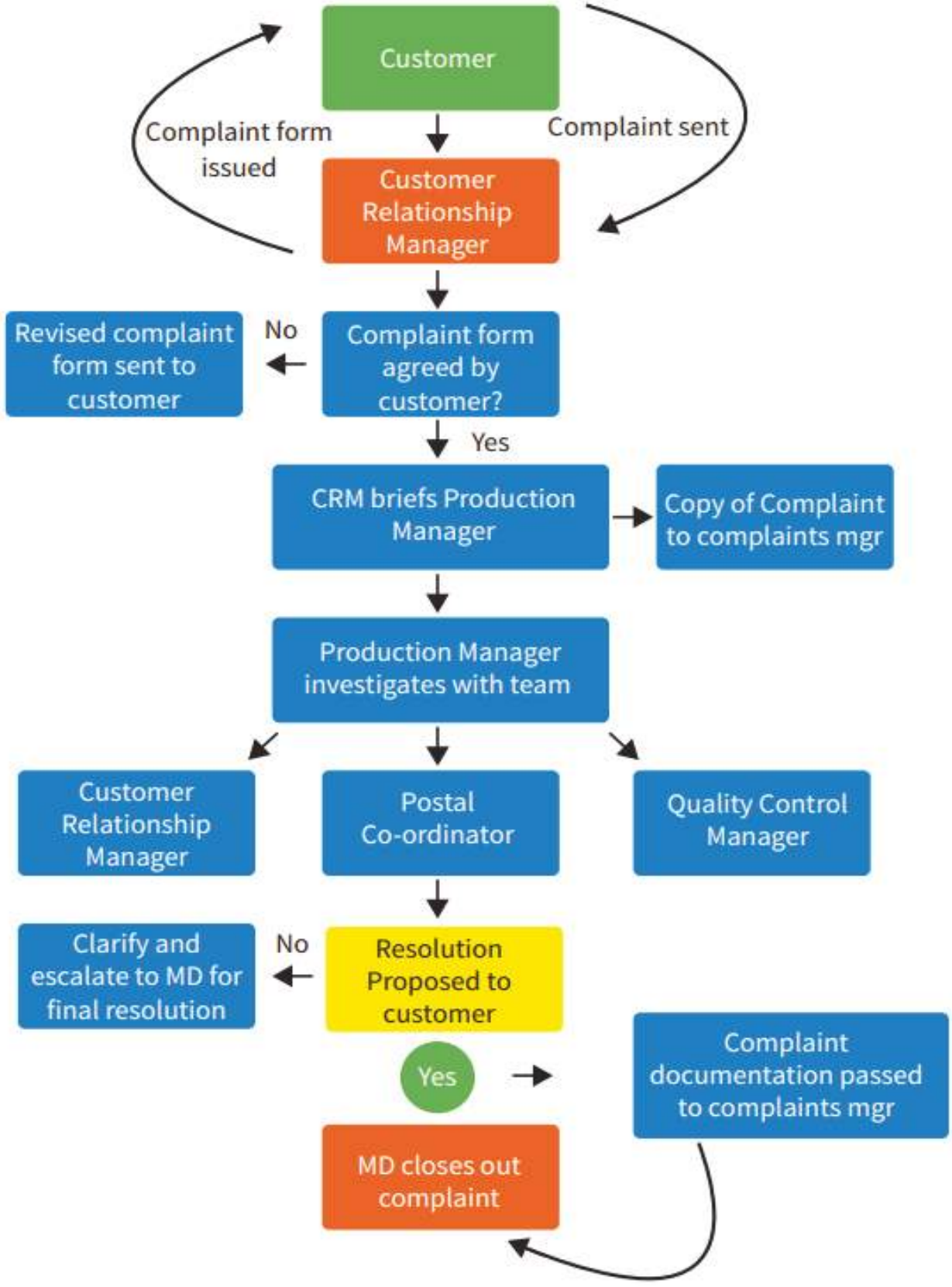
At Tico Mail Works, our governance framework underpins our commitment to ethical conduct, environmental responsibility, and long-term value creation. As we continue to advance our sustainability agenda, strong governance ensures that our actions are transparent, accountable, and aligned with global standards.

Our operations are guided by comprehensive standard operating procedures SOP's, which ensure integrity, fairness, and compliance throughout our business practices. These SOPs are central to our ethical code and govern how we approach labour standards, data protection, and responsible sourcing. Transparency is a cornerstone of our client relationship. Every mailing process is fully auditabl and can be reviewed on request, which supports client confidence and reinforces our commitment to responsible corporate behaviour.

CODE OF PRACTICE

Inclusive Practices

- **Work-Life Balance:** We encourage our employees to maintain a good work-life balance. As an employer, we are as flexible as possible to the needs of our employees. While we require that 6 weeks' notice is given for annual holidays, we recognise that providing time off for personal reasons at short notice is an essential for a good work-life balance. Our buddy system (see below) enables us to do this effectively. In addition, the seasonality of our workloads enables those with family or other commitments to work less hours in holiday periods. Furthermore, we have a 6-month leave of absence program for employees who wish to take a career break.
- **The Buddy System:** We operate a "Buddy System" in Tico Mail Works whereby we pair up all roles within the organisation. We ensure that at least two people are trained in every area to cover each other when needed. This reduces stress when it comes to taking leave (annual, sick, maternity, paternity etc.). It also ensures minimal impact on production and customer orders.
- **Communications:** We regularly communicate to all employees both formally and informally about important issues but particularly regarding forecasted workloads. A chart in the office visually communicates forecasted workloads each month and shows a six-month forecast. If there is a particularly slow period, we may have to reduce work hours. Not only is this visible from the forecast chart but also, we have a production meeting twice a week and a companywide employee meeting about the forthcoming workload every two months.
- **Continuity and Job Security:** Coping with Seasonality of the Business The nature of our business means that certain times of the year are very busy while others are very quiet. We continually communicate these forecasts to employees. This workload pattern means that longer hours are required to be worked during the busy periods (September to November and January to June). However, it also means shorter workdays are available to enjoy the sunshine and to spend more time with family and friends during the summer and over the Christmas period.
- **Profit Sharing:** There is a sharing culture within Tico. We provide a profit-sharing scheme in which all employees participate. When Tico is doing well, the employees do well too. Most employees are also shareholders in the company.
- **Dressed for Work:** We provide work wear for all our employees, t-shirts in the summer and fleeces for winter (though with Irish weather, employees can wear their fleeces and t-shirts whenever they like!).



Customer Complaint Process

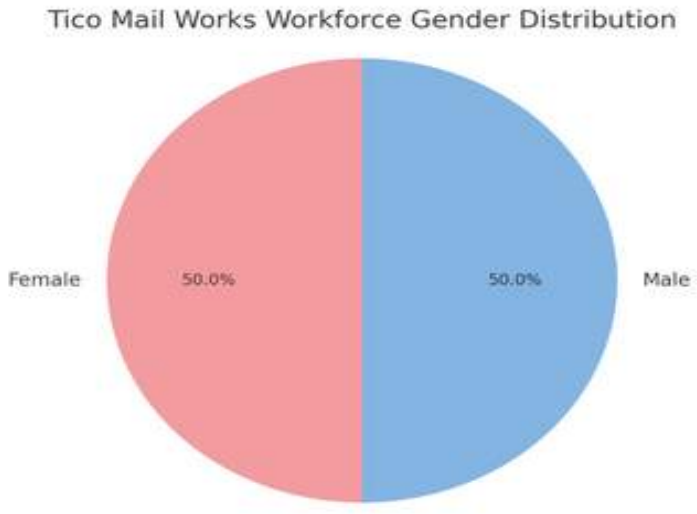
DIVERSITY AND INCLUSION



At Tico Mail Works we believe that diversity is a strength one that fuels innovation, encourages empathy, and reflects the global communities we serve. Our inclusive culture creates workplace where individuals from different backgrounds, experiences, and identities feel valued and empowered.

As of 2024, our team includes 40 employees with a near perfect gender balance and rich international representation.

- 50% Female
- 50% male



In addition to gender parity, we are proud to have a multinational workforce, with team members representing 8 different nationalities from multiple continents as sighted in the image of the map above, showing the flags of the different nationalities Tico is home to. We also provide sheltered employment and are open to employing staff from any cultural background.

As part of our commitment to equity and representation, we proudly support and employ individuals of all abilities. We recognise that a truly inclusive organisation embraces the full spectrum of human diversity, including disability and ensures that everyone can participate, contribute, and thrive.

Our team includes employees with various visible and non-visible disabilities. Their contributions are vital to our success, and their presence reflects our belief that talent and value are not limited to physical or cognitive ability. We are committed to creating a work environment that is not only accessible, but also supportive, respectful, and empowering.

IMPACT OF DIVERSITY AND INCLUSION ON TICO MAIL WORKS

- Cultural diversity enhances creativity, adaptability, and perspective in our decision making and customer service.
- Our inclusive approach enables stronger cross-cultural teamwork, improving collaboration and employee satisfaction.
- We benefit from a wider range of insights, problem solving approaches, making us better equipped to serve a global and diverse client base.

OUR ONGOING COMMITMENT

As we grow, we aim to continue building a workplace that reflects the world around us where everyone, regardless of gender, sexual orientation, religion, disability, outlook, social status, nationality, or ethnic background, can thrive.

- Ensuring all workspaces are accessible and adaptable where needed
- Promoting open communication and flexible support systems
- Fostering a culture where difference is respected and accommodation is seen as a right, not an exception
- Encouraging inclusive hiring practices and working to remove barriers to employment.

Diversity and Inclusion is more than meeting a standard, we are not only committed to diversity and inclusion in principle, but we are living it in practice.

POLICY IMPLEMENTATION

Our Policy is to continue to ensure that no person is discriminated against based

on any of the nine grounds outlined in The Employment Equality Act, 1998 and The Equal Status Act 2001. This includes in our recruitment and daily practices.

We maintain a clear internal policy against bullying, discrimination, and harassment, a reflection of our unwavering commitment to fostering a respectful inclusive, and safe workplace for all.

We operate a flat organisational structure/open door policy, where staff member feel very comfortable with their line mangers and directors, making It easy for workflow, transparency and a healthy working relationship among colleagues and managers.

Other policies, practices and documentation that we have in place includes IT & Security policy, and our Employee Handbook that is given to all employees to ensure both the employees and the organisation are aligned on goals and practices.

COMMITMENT TO EQUAL OPPORTUNITIES

Training and Development: We are a small company, with a flat organisational structure. However, we have many policies in place focused on the training and development possibilities within the organisation such as:

1. Annual reviews
2. Each year we give each employee a formal opportunity to express their wishes as to what direction they wish their career to take and what they would like to achieve for themselves
3. Supported training and up-skilling
4. We offer support and fund training for employees that is relevant to the job.

HEALTH AND SAFETY ETHOS

We View health and safety as fundamental to our operational integrity and long-term success. The well-being of our employees, visitors, and partners is not just a compliance requirement, it is a core value embedded in the way we work every day.

Our management team is committed to creating a safe, healthy, and supportive environment, where all staff are empowered to uphold and promote safety standards.

Through proactive risk management, continuous training, and open communication, we foster a culture in which safety is everyone's responsibility.

POLICY COMMITMENT

At Tico Mail Works we adhere to a comprehensive and safety policy that ensures

compliance with:

- The Safety, Health & Welfare at Work Act 2005
- The Safety, Health & Welfare at Work Act (General Application) Regulations 2007
- Any other laws or regulations specific to our operations

Our Health and Safety policy details our approach to regulatory compliance, including hazard identification and the implementation of effective control measures. The full policy is available upon request; we also have a health and safety manager.

KEY HEALTH AND SAFETY PRACTICES

EMPLOYEE TRAINING

- We provide staff with role specific health and safety training tailored to their responsibilities.
- Safety certification is made available to employees on request, to ensure staff remains up to date with best practices and regulatory requirements
- It is crucial that all employees always have valid manual handling training
- All necessary certifications and training to operate warehouse equipment is made available to employees

HAZARD IDENTIFICATION AND RISK MITIGATION

- Risk assessments are conducted on site before the installation of new machines to identify potential hazards and implement effective controls
- Measures include proper equipment handling, safe installation techniques, regular machine maintenance logs are kept ensuring machines are safe
- We provide employees with the necessary safety gear for specific roles, for example, staff in the printing area are provided with earplugs to protect their ears from the noise.

CONTRACTOR AND PUBLIC SAFETY

- All external maintenance contractors are required to adhere to our safety standards
- Safety measures are implemented during installation or servicing of machines to prevent accidents and ensure the safety of staff and contractors

INCLUSIVE FIRE SAFETY PRACTICES

We take a comprehensive and inclusive approach to emergency preparedness. Regular fire drills are conducted to ensure all staff are familiar with evacuation procedures and can respond quickly and safely in the event of an emergency.

Recognizing the diverse needs of our team, we have designed our fire and emergency safety system to be fully inclusive. I n addition to audible sirens, we have installed flashing visual alarms to alert employees who are deaf of hearing, as well as other staff with special needs. These visual cues ensure everyone receives a clear, timely signal to proceed to designated muster point, regardless of ability.

Our Health & Safety Ethos ensures reduced incidents, enhanced wellbeing of employees, and regulatory compliance.

This inclusive system reflects our ongoing commitment to workplace safety, accessibility, and equal consideration for all members of our team.

STAKEHOLDER ENGAGEMENT

1. **Operational Sustainability:** We're continually reducing our environmental footprint and optimising our resource use Energy, Water and Waste ensuring traceable, auditable ESG streams in line with ESRS E5.
2. **Business / Client Sustainability Support:** As a small enterprise, we use our sustainability maturity to ensure we are aligning with clients ESG frameworks:
    - We help clients meet CSRD and EU Taxonomy requirements through hybrid mail, e-billing, and clean data services, promoting lower paper use and fewer carbon emissions.
    - We support clients' ESG transparency embedding structured, traceable ESG systems into their deliveries and reporting workflows.
3. **Trust & Compliance:** Transparency, ethics, and regulatory alignment are the foundation of our approach:
    - We maintain ISO 9001, ISO 27001, and ISO 14001 certifications, ensuring high standards cover quality, data security, and environmental performance.
    - 100% of staff are on boarded with data protection education.
    - Working with one of the best data protection partners in Ireland.

We adhere to GDPR, anti-bribery, anti-discrimination, and ethical procurement policies, and foster long-term, reputable relationships with suppliers.

This integrated approach does not only support alignment with ESRS E1 – E5, S – Series, and CSRD, it ensures we meet current standards and are prepared for future ESG demands.

Framework	Status
CSRD/ESRS	Partially aligned voluntarily
ISO 14001	Implemented and audited
ISO 27001	For data security
ISO 9001	For Quality Management

Looking Ahead: Continuous Improvement not limited to

- **Operations:** Deepening measurement and reporting
- **Operations:** Improving operational processes
- **Client:** Continue to strengthen our client collaboration with key accounts to align on their evolving sustainability needs
- **Suppliers:** Assessing supplier compliance and environmental practices
- **Employees:** Encourage cross-functional involvement in ESG projects

BUSINESS DISCONTINUATION STATEMENT (BDS)





As part of our commitment to ethical sourcing and alignment with responsible business practices, Tico Mail Works has reviewed its relationships with a few external service providers and technology vendors. This decision reflects concerns related to ESG alignment and ongoing geopolitical or ethical considerations.

Following this review, we have made the decision to transition to partners whose values and practices more closely align with ours and phase out business engagement with the following companies:

- Wix: Previously our website provider; we have since migrated to a new platform that better supports our performance and data security needs.
- HP: We are currently in conversations to close out remaining transactions and will not pursue further engagement.
- Dell: Similarly, we are evaluating alternatives and will not be pursuing further direct business. These changes align with our strategic direction, performance expectations, and sustainability objectives. Where applicable, transitions are being handled responsibly to ensure business continuity and maintain accountability.

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