

## IN THIS EDITION



### Message from Customer Services Director

Whilst we are still in the midst of a cost-of-living crisis at home and further afield, countries are experiencing everything from extreme weather events, conflicts and on-going Covid related challenges, here at Laleham we would like to continue to work with you to meet your

requirements against this background.

Ensuring sustainability of the supply chain is our priority, together with working on supporting at-risk materials with forward order underwrites, and in partnership on understanding your forecast requirements to mitigate challenges. This is a key time to ensure we can foster growth with new products and sustain organic growth with your market intelligence over the coming months and we look forward to continuing to work together.

A handwritten signature in black ink that reads "Vicky Hart". The signature is fluid and cursive.

Vicky Hart, Customer Services Director

# CUSTOMER SATISFACTION SURVEY RESULTS

Thank you again to those of you that took the time to respond to our request for feedback via the annual customer satisfaction survey. We are pleased to report that we have **maintained average scores of 4+ out of 5 across the board**. There are certain customer specific suggestions for opportunities for us to improve and these will be reviewed and implemented where possible.



Some of the feedback we received with regards to the NPI team, was that there was some confusion over the role difference of a Project Coordinator and Project Manager and meetings have sometimes felt disjointed. **We have listened to that feedback and decided to simplify the structure and customer touch points.** Moving forwards, each customer will have a single point of contact for managing projects and we have bolstered the team to allow for more NPI Project Managers. The role of Coordinator no longer exists. This will mean our Project Managers will own and manage all NPD and any existing product changes. Handover of accounts are in the process of taking place and if your team is changing you will be notified.

If any of our customers would like the opportunity to talk further about the customer service they receive, please reach out to Vicky Hart ([vhart@laleham.com](mailto:vhart@laleham.com)).

# EXTENDED PRODUCER RESPONSIBILITY UPDATE

As a contract manufacturer, Laleham will support our customers in relation to the Extended Producer Responsibility (EPR) for Packaging legislation, by providing specific packaging material usage data within the defined EPR reporting periods to inform 'producers' final reporting requirements.

We have communicated our progress to align our internal systems with the evolving legislation requirements to our customers over the last 12 months via previous newsletters and we are pleased to advise that we now **entering a data review and update phase** in readiness for provision of our first customer reports. **Reports capturing data from the first reporting period (1st Jan '23 – 30th June '23) will be shared with customers in Aug/Sept ahead of the reporting window deadline (closes 1st October '23)**



Laleham will be providing all EPR data in a single report format to customers on a 6 monthly basis to cover the differing reporting requirements for both large and small 'organisations' as classified within EPR legislation. The report will provide detail of all packaging components consumed against orders shipped within the reporting period and will detail material classification & specific component weights plus packaging type.

See below links to GOV.UK website regarding EPR for Packaging with useful tools to guide your submission requirements.

<https://www.gov.uk/guidance/check-if-you-need-to-report-packaging-data>

<https://www.gov.uk/guidance/packaging-waste-prepare-for-extended-producer-responsibility#check-if-you-need-to-report-nation-data>

<https://www.gov.uk/guidance/packaging-waste-prepare-for-extended-producer-responsibility#collecting-and-reporting-your-packaging-data>

# ENVIRONMENTAL UPDATE

An end of year update to summarise some of our environmental activity.



**ECO-LOGIC ALWAYS**

**ALL** employees trained and encouraged to think about the environment, Initiatives look at lighting, sample packaging & waste

Installed charging points for **15** electric vehicles<sup>a</sup>

**ISO14001** certification achieved in February 2023

**RSPO** being expanded to increase the number of products certified as using sustainable palm

**Plastics** that can't be recycled into new bottles are converted into stormboard used in homeware & furniture

**100 Tonnes** of our waste was re-used that's equivalent to **50 Giraffes**<sup>a</sup>

By recycling **30,227** pallets and **343T** of cardboard we saved over **13000** trees from being felled<sup>a</sup>

We have exceeded our **2025** target for CO<sub>2</sub> reduction and are working towards our 2030 goal.

**Environmental Update**  
**April 2023**

Promoting eco-friendly business practices for all our stakeholders



<sup>a</sup>using industry standard calculations using baseline year of 2019  
1. Kirkham site, 2. Kirkham and Alton site, 3. Kirkham, Alton and DP 4. Kirkham and DP

\*using industry standard calculations + using baseline year of 2019, 1. Kirkham site, 2. Kirkham and Alton site, 3. Kirkham, Alton and DP 4. Kirkham and DP

# HOT OFF THE PRESS - ACCREDITATIONS & CERTIFICATIONS



## ISO 14001

Back in March, we had our stage 2 audit for **ISO14001 Environmental management standard**. This was completed by a member of the British safety council and we were certified across all 3 sites – Kirkham, Alton and Morecambe.

The Standard is a new ISO standard for the business and the **first group certification**.



**BS EN ISO  
14001:2015**



**ISO  
45001:2018**

## ISO45001

Also in March, we had our **ISO45001 Health and Safety management system audit** at our Kirkham site conducted by a member of the British safety council.

The auditor was very complimentary of the site standards and of the colleagues he met during the visit.

If you would like to feedback on the newsletter content, please contact Vicky Hart on [vhart@laleham.com](mailto:vhart@laleham.com) or your Account Manager.

For the latest updates from Laleham Health & Beauty, please refer to our website [www.laleham.com](http://www.laleham.com) and join us on LinkedIn.

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