



We are the first and only fully not-for-profit social enterprise cooperative delivering products and services to the corporate sector. We supply all the goods and services you need to keep your office running, with a supply chain brimming with social and environmental good.

We use the profits from our trading to fund community solutions to local problems ranging from ending homelessness to supporting families with dementia.

ethicalstationery.com/amey

STATIONERY
RECRUITMENT
COFFEE
TREE PEN



Amey Environmental & Social Impact Report

2021: Real lives. Real impact

together
we are  ethical

If 2020 was the rollercoaster, 2021 was the year to roll your sleeves up. The pandemic revealed the best of Britain - resilience, togetherness and community - but it also showed the challenges ahead of us.

Levelling Up couldn't have come too soon. This December marks the 80th anniversary of the Beveridge report that laid the foundation of the modern NHS and the welfare state. The idea was that handouts didn't work, but 'a trampoline is required' to help people bounce back into the workplace. Action needed to be taken, led by the state but in cooperation with individuals, to conquer the five giants that most damage society 'want, disease, ignorance, squalor and idleness'.

Eighty years have passed, and our lives are undeniably richer and better, but not everywhere and not everyone.

Post-war Britain was rebuilt on more than a spirit of community and cohesion. The remaking of a country takes government, industry, individuals and social businesses. Businesses for purpose have existed since at least 1844, and by 1950 90% of all self-service shops in the UK were cooperatives.

Today we are proud to be in partnership with Amey. Together we have been giving a hand up to over 130 communities from Cornwall to Scotland, Northern Ireland to East Anglia. Amey staff met with exceptional individuals and groups supporting communities as diverse as autistic adults, refugees, farmers, people experiencing homelessness, survivors of human trafficking and many more. Commercially viable business is our tool to help people help themselves, and this year our partnership has been spectacularly successful.

All the figures quoted and stories shared in this report are directly related to our contract with Amey and its legal entities. These are the highlights. There are many more stories. Some are so personal we can never tell them. Others are small acts of kindness that don't seem much but mean all the world to the people they touch.

The stories you will read are about real lives; the help that we have given is our real impact. We think Beveridge would be proud.

**Bruce and Yasmin
Halai-Carter**
Founders, Ethical

Amey helped us to work with 71 social enterprises, each helping their own communities.

From top:

Amanda Fisher, Yasmin and Emily Davies pictured at an Amey Social Impact Day.

The Harry Spector team during an Amey Social Impact Day.

Care workers from the Torr Care home in Plymouth who were donated hampers as part of your Amey giving.



A founding principle has been to use the whole organisation to deliver social good, including providing opportunities to groups that face barriers to employment or for whom traditional work patterns present challenges.

Amey has directly contributed 17,161 hours of Real Living Wage employment.

Our 'Wrap 'n' Pack' Party outreach program provided well-paid employment and training for 113 people, the majority in the late autumn, but also across the year. For some, this was their very first taste of work. For others, a return to the discipline of work after a long absence.

**Serena,
Wrap'n'Pack project worker:**

The overwhelming majority of the project staff came with a history of mental health struggles, surviving violence or abuse. All were experiencing homelessness.

We found the starkest of all measures in project interviews. 100% of the women that worked with us in the initial project teams had survived serious sexual assault. The experience of multi-generational abuse was as high as 60% amongst some groups.

Abuse also figured heavily in the male project workers' experience, as did the usual suspects of early care system experiences, some time spent in prison, and substance abuse.

The past can never be completely erased; it lingers in the lives of those we meet. Instead, we can give new experiences for people to draw confidence from, life skills and well paid training.

We showed the mother whose teenage son had just been sentenced to five years that his life wasn't over. There would be people eager to help when he comes out.

We were there for the daughter that brought her mother to the first day of work either had done. They discovered that a workplace could be productive, fun and purposeful.

They seem small steps to most of us, but they mean the world to the damaged.

"Coming to work silences the demons for an hour or two."

Serena and her mother Maria have both struggled with severe mental health issues for years.

Marta (inset bottom) has similar problems.

All were linked to experiences of violence.



Our homelessness agenda is set by people with real experience of homelessness and who are committed to the long haul. We support individuals like Kai, who we first met as a client when giving out hot food.

Kia is 28 and has been homeless since he was 14 when his parents kicked him out for smoking. Kia has bounced around between agencies since then. He has worked with us on three different projects. In between, we have supported him with food, advice and training. Then, this December, he started his first full-time job at Pret A Manger after working with us for a month.

It's this long term connection that makes the difference and is only possible by the long term support of Amey. Social workers and charity projects come and go, but if we can provide just one point of stability, we can help people help themselves. Like many of our clients, Kai has a relationship with offending and history of prison. What started as a place he was afraid of became his backstop. When life on the streets got too much for him, he had his own way out.

"Life on the streets is a grind; when it gets too much, and I need a break, I throw a brick through a shop window and get myself arrested."

The work is a process and non-linear. Jada worked with us on two projects before our Wrap'n'Pack. She had just turned 17 and had a full complement of A and B GCSE's which she gained whilst being her family's sole breadwinner. Two weeks into her placement, she was attacked and later arrested at home. She will be back with us, and we will be there helping her piece her life together, hopeful that she will become a force for good in someone else's life.

There are some people you never want to see again. We hope never to see Victor, his lovely wife and his beautiful baby girl again. We met them as they prepared to spend their third night on the streets. Language barriers made it difficult for them to access support after an illegal eviction.

We stepped in, paid for a hotel, and helped them get home to their family in Transylvania at their request. Victor keeps us updated by email, they are happy and thriving, surrounded by friends.



73

job placements created



3,250

hours of Real Living Wage employment



£1,463

of food bags for rough sleepers

Victor, Victoria and their three year old daughter:

"My baby was facing her third night outside when we met Ethical. That same night we were warm and safe in a hotel."

Kia (top) being fed on a Monday night at Nightwatch.

Victor and his family (bottom) were preparing to spend a third night sleeping rough before we intervened and got them into a hotel.



“An order of this scale allows us to share our brand and the work we do.

We've learnt about palletising and large scale manufacturing and we are thrilled to be a part of this.”



Nemi Teas supply delicious plastic-free tea. They employ refugees to run tea stalls, helping to boost their English skills and providing confidence-building opportunities.

In addition to the crucial knowledge and experience they developed they were able to employ an additional person to help set up their first café.

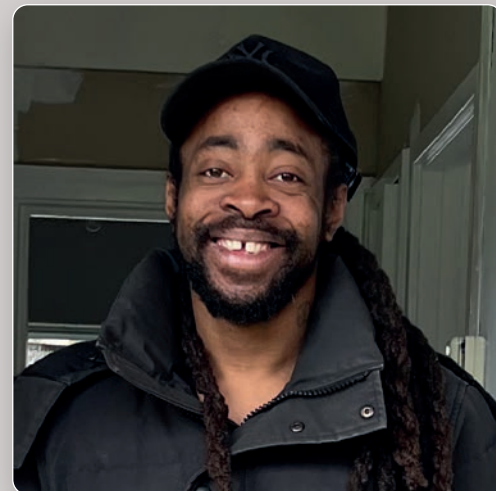
These are some of the stories of the people we've worked with this year. They are stories of triumph, hope and resilience.

Everyone needs a bit of support to become the most successful version of themselves. How much support is required, and what kind is the product of who and where you were born into.

It's important to understand homelessness is both a spectrum and a mostly temporary life event. Very few people, if any, define themselves by their housing situation. With the proper support delivered over the right timeframe, we can turn lives around.

The keyword here is 'timescale', and it is always longer than you might think. Nathan, who has been working with us full time for over a year and on projects for months before that, has only just left the hostel he was living in and found a place for himself.

Nathan has been working with us full time for over a year and on projects for months before that.



Jeniece's troubles cross three generations. She had children young with an unstable partner. She worked hard to bring her children up by herself and set a great example. Devastatingly for her, she now has to deal with the prospect of visiting her eldest son in prison.

A common theme amongst many people in our projects is the impact of early upbringing on later life.

Getting back into work and having the non-judgemental support of people who know the system has lifted Jeniece from rock bottom to being inspired to work again.

After speaking to our staff, Jeniece's mental health changed overnight.



Daniella would probably say that she didn't have the best start in life. Adolescence and adulthood brought periods of unemployment

punctuated by a succession of temporary jobs and unstable housing. You would never know it to meet her, though. Instead, she radiates intelligence, charisma, charm and compassion.

This incredibly talented and passionate young woman is open about the difficulties she has faced and the trauma she still feels sometimes; with our help, she is overcoming them with style and dignity.

Daniella transitioned from project work to a full time position with us in December.



Jamal was working as a drayman for one of the big brewery companies when he was bullied at work. Within months he had a severe mental health breakdown. After that, his life spiralled out of control; he started drinking, his wife left him, and he found himself on the streets.

Jamal has a rare focus to him, he knows he isn't well and that his recovery is a long way off, but he is incredibly determined to get better. When we met, he told us, "I just want to prove to my kids that I'm not completely worthless, if I can get them the Christmas they want, they might look at me differently".

In the end, his Christmas was a good one, he is continuing to work with us when he can. It's early days, but his relationship with his ex-wife is very different.

Jamal with his ex wife. They sent us this photo after we helped him buy games and toys for his children.



This last year has been a difficult one for all concerned with the care of senior citizens. Families have realised that the months of isolation have taken a toll on the mental and physical well-being of loved ones. As a result, we have made subtle changes in how we support families.

In addition to more than 400 dolls and pets that Amey has helped provide, we have found a greater demand for other dementia aids. We have supplied 39 memory clocks, essentially extra large format timepieces with easily seen dates and times, which have been very popular. These aids are both helpful in increasing the independence of people who are prone to forgetfulness or have impaired memory and help keep people in the present.

We have also been supplying weighted blankets. These 5-7kg blankets aren't just warm and cosy, but they use deep pressure stimulation to produce serotonin while the family member sleeps. They have shown positive results for several conditions related to anxiety and can improve the quality of sleep for restless patients.

The latest addition to our list of support materials has been over 1,000 packs of hydration sweets supplied through Amey's giving. For people who find it challenging to drink, our sweets help to aid hydration. The families we support suggest that these have been instrumental in reducing UTIs and other infections that occur through severe dehydration.



39

dementia clocks



1,100

hydration sweets



158

weighted blankets



£54,113

raised for dementia relief

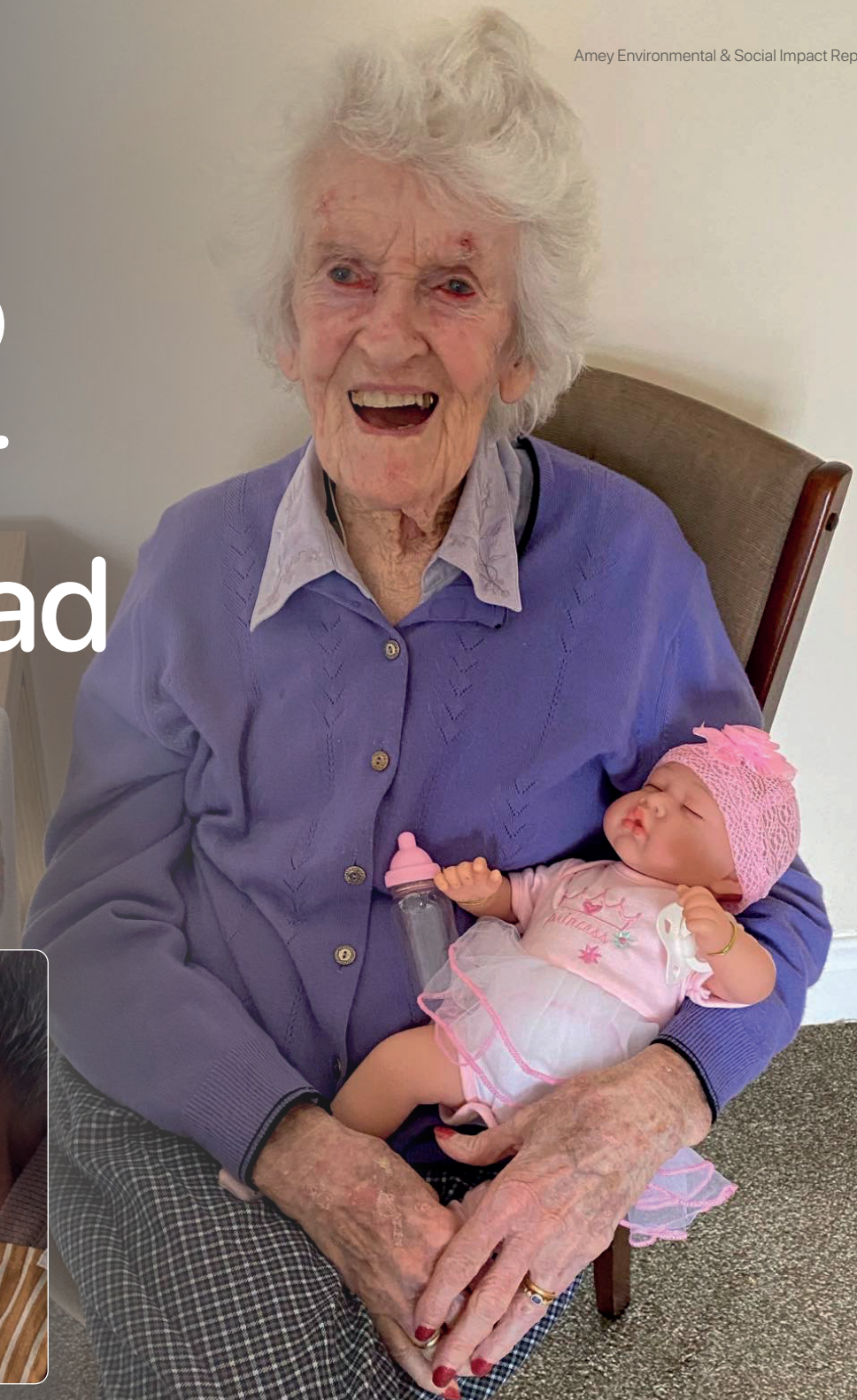


£25,510

dementia pets and dolls

Amey Wrap'n'Pack project visitor:

"Dad's sleep pattern is so much better since he's had his blanket."



Our dementia dolls and pets bring joy and peace to people across the UK.

Irene (main image) named her doll Voirrey. It's a traditional name from the Isle of Man.

As with any good business, we are only as strong as our supply chain. Our partners are crucial to delivering our values. However, not every organisation we work with has been entirely 'procurement ready'. A big part of our job has been identifying good, values-led businesses with purpose and helping them build the capacity to work with large corporate entities like Amey.

Organisations like Nemi Teas or Refuge had never dealt with orders on the scale they had to fulfil for your Centenary Hampers. We worked with them to help them understand the basics of

barcoding, palletisation and distribution. These were skills they would need to fulfil our order and help them build capacity for further growth. We linked other suppliers with packaging and design experts and shared our expertise to make products greener and have a more positive impact on our communities.

In all cases, we paid forward on our purchase orders, allowing them the financial security to get on with their jobs. Where Amey has been extraordinary has been in engaging with our supply chain to find out more about them and the communities they serve.

They were the first, and remain the only customer who has done this.

Engagement is more than a check-up or a cheerful 'well done'. For many of our suppliers, it is vindication of their values, mission, and passion.

We worked with more than 70 'for purpose' businesses, ranging from the smallest micro-businesses like Elsa's Cakes to more established organisations like Candy Kittens. Their missions include

ending modern slavery, supporting rural communities, helping the environment, supporting people with poor mental health and supporting refugees.

The businesses we support include printers, manufacturers, catering and food supplies, distribution, IT support, signage, consulting, design, recycling, cleaning, cleaning supplies, environmental analysis, clothing, paper manufacturing, training, delivery, and health and safety supply.



David Fawcett arranged for Amey staff to visit some of the exceptional companies in our supply chain.

Clockwise from top left:

Nemi Teas help refugees through employment.

Refuge support survivors of human trafficking.

Divine Chocolate is a cooperative supporting female farmers and the environment.

Two Farmers are passionate campaigners for the environment and rural communities.



74%
of products
made in the UK



Amey Wrap'n'Pack project visitor:

"When I tuck my children in bed tonight, I'm going to tell them the world is a good place."

71
social enterprise and
'for purpose' businesses
in our supply chain

125
suppliers across the UK

131
communities supported



“This is the largest order we’ve ever had. The scale of it is mind blowing and this support enables us to do the work we’re passionate about.”



Possibly the best hot chocolate you will ever have. Every pack supports survivors of human trafficking and modern slavery in Northern Ireland.

Wrap'n'Pack II

In addition to David Fawcett's brilliant work meeting our social partners, we were lucky enough to host two social impact days for Amey. First, delegates from all parts of the business and then the senior management were able to come along and meet the project workers and find out more about the products and their impact.

Sharing our project workers' lived experiences and demonstrating Amey's impact on our communities is a blessing. As important as it is to share our work, it is crucial for our project workers to meet people from organisations that invest in them.

Having Amanda Fisher and the strategic leadership visit us and take a personal interest in our work sent a powerful message to our team, and one that we are very grateful for.

Social impact days are a visible demonstration that they are not alone. In turn, the apparent success of the project, the impact day and the visits by Amey proved to Croydon Council that the use of the library mean-well space was effective. As a consequence, that has led to an increase in funding for the library and the rollout of spaces for other community projects in the borough.

A huge thanks to Emily Davies for her passion, commitment and support for this event and throughout the entire year.



Bruce Halai-Carter,
Co-founder, Ethical:

“Amey's choices didn't just remove some plastic - they changed the conversation.”

This was the year that most of our customers, suppliers and social partners, woke up to the climate reality we are living in. We have always said that climate and social justice were two sides of the same coin and we have never felt more supported by Amey.

The difference has been that procurement buyers and managers have come to us asking for more solutions rather than us asking for consideration. This is a noticeable change from our early conversations, and we are delighted to see this cultural shift. The conversations are better informed, more nuanced and have allowed us to grow our capacity. The combination of intent and power of spend has allowed us to change the landscape of the market place.

One example is one of our social enterprise suppliers, Harry Specters. We procured over 13,000 chocolate gift packs for your Centenary Hampers. Armed with an achievable lead time, persistence and UK manufacturing friends, we removed

Amey have invested in 15,800 Ethical Tree Pens with a potential saving of 16 tonnes of CO₂.

the three pieces of plastic that came with the chocolates and the packing cases.

This one small change, when multiplied by the scale we were working with, added to a massive impact. Together we removed 40,050 pieces of plastic and saved 342kg of plastic from entering our supply chain. We repeated this process for every supplier we worked with.

More significantly, our packaging request is now standard practice for Harry's and many of our supply chain partners. Each of them is further down the road of becoming plastic-free as a result of our collaboration.

We set out to change the face of ethical procurement. With Ameys support, this is precisely what we are doing, together.

Our partnership with Amey has helped us to invest in electric vehicles for our local delivery systems. We are building our fleet to reduce our carbon miles and emissions.



1,595
native trees planted

100%
plastic free deliveries
- no PVC, no vinyl

225.47
tonnes of CO₂ removed

361,000
single use plastics removed

Here is a single truth: our industry-leading brand of coffee exists because of Amey. The support of directors and procurement managers made it possible for us to develop our own blend. Amey's staff did the taste tests that led to the formulation of the final blend beans. Your contract and continuity of supply gave us the confidence to make the financial commitment to bring it to market.

The key benefits of our coffee are well-rehearsed and have been written about frequently but are worth summarising:

- 100% of the profits go towards dementia care
- It's Fairtrade and organic certified
- It has entirely plastic-free packaging
- It's the only 100% kerbside recyclable coffee tin in the UK.

What hasn't been said before is this – Amey's support has made it possible to create a product that has been taken up by Wates, Wilmott Dixon, Bunzl and is endorsed by Greenpeace.

We consider this product as much 'your baby' as ours, and we are eternally grateful for allowing us to scale and fulfil a project so close to our hearts.

The coffee is due for full public release this year and we look forward to growing our Dementia Foundation in partnership with Amey.

Email from Val Malin, now a coffee lover:

"My husband received a hamper from Amey, we both loved the coffee, and I'm not usually a coffee drinker!"


34,000
tins sold to
9 companies


£8,509
raised for dementia
families from coffee sales


254
dementia aids
donated

Jamila enjoying a cup of coffee with her doll in the sunshine. Jamila's Ethical Coffee is available to all Amey staff.



“Receiving an order as large as this, which will gain our brand so much reach, has been excellent in allowing so many to become aware of our products and mission to reduce plastic waste.

We are a small business, and a substantial order such as this is a fantastic aid on our growth journey as we look to expand our brilliant team and provide more jobs to our local community.”



Using only flavours from their farm in Hereford, Two Farmers are the only plastic-free and home-compostable crisp manufacturer. They are powered entirely by renewable energy and support rural communities into work.

 Bespoke printing



We have supplied a range of branded goods and awards for Amey this year.

One of the growth areas we've had in the last year has been our branded and printed work. Working with environmental experts and community interest groups, we've brought together a consortium of the greenest printers, British manufacturers and specialist engravers.

We have come together to supply items from starter packs and marketing gifts to awards and banners. Each of which has been inspected and packed by people in need of support.

This work has reduced carbon emissions and increased renewable materials within production. It's also given valuable placements and employment opportunities throughout the year.

These placements have helped us 'keep an eye' on vulnerable people over time and develop repeat paid training.

We use these work opportunities to help us keep people safe, engaged and on the right track to renewal.

457
hot meals and lunches given

16
job placements created

436
hours of Real Living Wage employment



Aniah, project worker:

“Having a reason to set my alarm at night is life changing.”

Aniah has worked with us on a number of placements.



Community and feeling of togetherness, is central to our beliefs and we are inspired to find our values shared with Amey's 'Leveling Up' agenda. We have been fortunate to extend our community giving across the country.

In just one interaction with Amey in Trafford, we provided Feed My City with 3,500 food labels, and 4,000 biodegradable bags and cutlery sets.

We also donated 120 reusable face covers to protect their volunteers, 2 fridges and 4 dementia dolls to families in Trafford that were struggling with looking after their parents. We also gave project work to 2 members of the Trafford homeless community.

Further supported by Amey has been our training programme which had its first pilot in Barking in East London. Nathan coordinated a team of homeless people building furniture for schools and new offices.

This project and the training that went with it allowed four people to get their CSCS cards to work on construction sites.

Nathan has been busy working with long term homeless and pre-release prisoners to get them into work. We are thrilled to be working with Amey and see our recruitment work as a significant step into the future.

Training and recruitment are central to the future of our shared levelling up ambitions; recruiting suitable applicants for jobs in Amey with candidates from backgrounds of offending or homelessness is rewarding. When we get it right and work in partnership we create long term loyalty and value.

Jourdan is an example of the type of person we are putting forward. We recruited Jourdan to our hamper Wrap'n'Pack event from Ford Prison.

He worked with us for a few days and did brilliantly. He is desperate to build a new life and we look forward to our partnership with Amey to generate long term significant change.

Jourdan,
Wrap'n'Pack project worker on day release:

"I can't believe people are helping me find a job while I'm still in prison."

1st
ROTL prisoner employer

4
food vans supported

14
training placements

Jourdan is coming to the end of a seven year sentence in Ford Prison. Desperate to leave his old life behind he worked with us at the Pack'n'Wrap.



“Orders like these help us to increase our support with Frank Water, providing safe drinking water and empowering women in business.

This truly makes a difference to us as a brand.”



Boundless produce gut-friendly activated nuts. An innovator in the food industry, they are a major supporter of Frank Water, a Bristol charity that provides fresh drinking water in the developing world.