

Eagle

Protection for a busy, dirty .

# Sustainability Report 2015



[SUPPLYING SINGLE-USE CONSUMABLES RESPONSIBLY]



“ In 2006 Lynda and I were looking for a change in our lives. Something we could get passionate about and also give us the freedom to choose ourselves. As often happens, opportunities present when you are open to them and 10 years later we have a strong business supplying New Zealand businesses that care with responsibly sourced, authentic disposable consumables that protect their products, patients, staff *and* their reputation.

We wanted to offer anyone that our company became involved with the same choice wherever possible. The choice to be great, have fun and make a difference at whatever level. Our company Vision became *Create Opportunity*, and *Change the Way you Think* about how a

business can be run and contribute to the community in which it operates. Over those years we have joined forces with some amazing shareholders and staff who all believe like we do that business can be a force for good and that being a good business pays in all ways. Along our journey we discovered the B Corp movement and over an agonising two years earned the first B Corp certification in New Zealand. We have since been recertified after two years and this year will face that challenge again! The B Corp movement as you will read in this report has been a wonderful experience and has connected us with the leadership in responsible business throughout the world.

In 2016 we opened our first overseas branch in California. Our family relocated here to champion our cause and show that even the unlikeliest of businesses can do good and be successful!

Thank you for taking the time to read this report and take an interest in our company. We have an awesome team that love what we do and look forward to the next exciting chapter in the growth of a sustainable, profitable and exciting business! Thanks to Kath for an excellent job in writing and compiling this and for Edel working her design magic! Thanks to the whole Eagle team for being prepared to risk being awesome! ”

**- Steve Ardagh, Founder & CEO**





# Table of Contents

- Who We Are 5
- B Corporation 6
- Statement of Responsibility 7
- Sustainability Reporting Framework 7
- People 8
- Community 9
- Products & Suppliers 11
- Environment 12
- Soaring High - future goals 13





# Who We Are

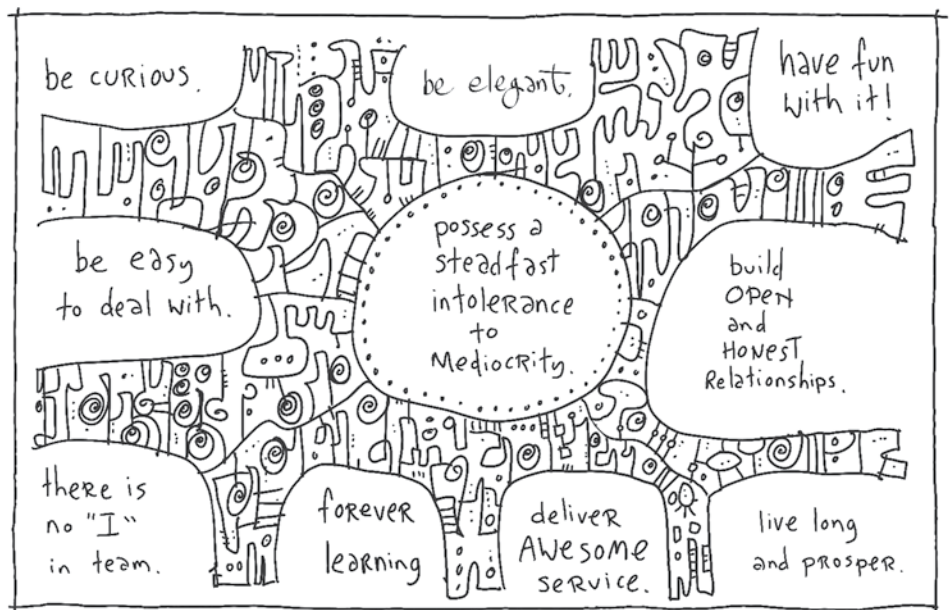
The Eagle Group source, market and distribute single use consumables for the food processing, preparation, medical, automotive and cleaning sectors. Since 2006 our mission has been to change the way people think about single-use consumables. For us, getting that right creates real opportunities for everyone we come in contact with. The various NZ industries work hard at sourcing and creating their products and we can make the handling of them a lot safer, cleaner and easier, and maybe a little more fun too...

Our excellent supply contacts, experience and expertise combined with unmatched customer service has ensured that Eagle is a major supplier of disposable consumables in the New Zealand market.



## Core Values

Our culture at Eagle is being the best at what we do by Making it Easy. Our culture is based on the following 10 Core Values:



hugh

To create opportunity for all those with whom we come in contact; staff, customers, suppliers and everyone in between!

The Eagle Group aims to become a global leader in the supply of design led disposable consumables. Leading innovation, culture, community return and profitability, while providing ongoing and improving protection for our busy, dirty world.



# B Corporation



## What is a B Corp?

Certified B Corporations are for-profit companies that have been certified by the non-profit B Lab to have met rigorous standards of social and environmental performance, accountability, and transparency. B Corp is similar to Fair Trade certification for coffee, but is company wide. Today, there is a growing community of more than 1,500 Certified B Corps from 42 countries and over 130 industries working together toward 1 unifying goal: to redefine success in business.

## Why do B Corps matter?

Certified B Corps are leading a global movement to redefine success in business. By voluntarily meeting higher standards of transparency, accountability and performance, B Corps are distinguishing themselves in a cluttered marketplace by redefining success in business and building a collective voice.

## Recertification

In order to maintain B Corp certification, each company must undergo a reassessment every two years, carried out by the non profit B Lab. In 2012 (our first year of certifying), Eagle achieved a score of 80/200, the minimum number of points eligible to qualify. In 2014 we were pleased to increase our score to 84/200 - 4 points might not seem much but the assessment process is rigorous, and every point counts! Our goal for 2016 is to improve our score again. We will always look for ways to do things better, and do more with less.

# USING BUSINESS AS A FORCE FOR GOOD

## Why did Eagle become certified?

Eagle was the first New Zealand company to become B Corp certified because the core message behind B Corp fits with who we are and aspire to become. Sustainable business to us is about people, planet, and profit - the triple bottom line. As a B Corp we obtain access to tools and resources that allow us to evaluate and improve our performance as a company. We care about our environment and the people in it, and want other companies in New Zealand to follow suit.

### What makes us a better company?

#### B Impact Report

Certified since: November 2012

Summary:	Company Score	Median Score*
Environment	18	9
Workers	28	22
Customers	2	N/A
Community	28	32
Governance	9	10
Overall B Score	84	80

80 out of 200 is eligible for certification

\*Of all businesses that have completed the B Impact Assessment

\*Median scores will not add up to overall



“ It's kind of fun to do the impossible ”  
- Walt Disney

# Statement of Responsibility

Wherever possible Eagle works without waste. We avoid large paper catalogues and refine our packaging to reduce waste. We are always looking for opportunities to minimise the resources needed to run our business.

We recognise that the labour and environmental conditions in many countries from where we source products are below New Zealand standards. So, we incorporate product quality, staff conditions and environmental impact factors when deciding on a supplier. While they may not match our domestic standards, they will be at the leading edge of their country and we will strive to work with our suppliers to continually improve standards across all areas.

We value diversity in the workplace and we intend to become a visible presence in the communities where our products are sold. A key Eagle goal is 'creating opportunity'. We recognise the potential in all people and we offer opportunity for growth and advancement for our staff and customers as well as the communities in which we are involved.

## Sustainability Reporting Framework

We believe in transparency at Eagle, and want to make it easy for people to see what we are doing and why.

As a result, this report is based around four main areas:

our employees  
Our Community  
our products  
the environment

Within each area you can read about what we have achieved over the past year, and what our goals are for the next year and beyond.

We have big ideas for the future, and we plan to continue to produce Sustainability Reports annually to help communicate those ideas and measure what has worked (and what has not!) for the information of all our stakeholders. This report is for the 2015 calendar year.





# People

## Culture and Engagement

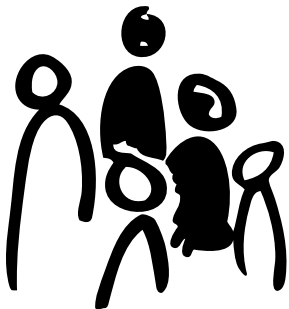
We value our people, and want to encourage positive lifestyle habits and a great work environment. As standard practice we offer workplace flexibility for local and satellite staff alike. Eagle also offers 14 weeks of paid parental leave through our NZ government and two weeks full paid paternity leave as a company.

In 2015 a Health and Wellness Grant was introduced, with \$250.00 available for the pursuit of an ambitious 'stretch' goal to enhance wellbeing. Two of our people embraced the challenge, and pushed themselves to achieve new personal bests in running and healthy lifestyle management.

We love food at Eagle, and in 2015 continued to provide company subsidised healthy food in the staff cafeteria. A new initiative this year has been monthly team lunches, with the aim of strengthening group connection through sharing food and a few laughs together.

## Other cool ideas that took off this year:

- More stand up desks, more swiss balls in the office
- Healthy food - new slow cooker purchased for team use
- Lawn Bowls/Team Building challenges
- Core Values Monthly Challenge - living our values
- Onsite health checks



## Numbers

At the end of 2015 there were 14 people working for the Eagle Group - 5 part-time and 9 full time. Three of our people work in satellite locations and we minimise corporate travel by using video conferencing and telecommuting for the majority of their collaborations with Eagle HQ.

## Development

Our people are our biggest asset, and their knowledge and expertise is what makes Eagle so successful in its mission to be a force for good in the world. In 2015 we continued to support our staff to uphold Core Value 5 'Forever Learning', by providing assistance to 100% of staff with professional development. This included time off to attend both formal and informal courses and seminars. We encourage every member of staff to be actively seeking the pursuit of knowledge in some way. One staff member took a 6 month sabbatical in Europe and contracted to several successful companies, sharing his knowledge and returning refreshed and richer to Eagle.





# Community

As part of our commitment to strengthening our local and global communities, we spend time each year partnering with organisations through both financial assistance and people power. The focus of our giving is on organisations that operate in the communities our stakeholders live and work in, so we are able to reach out locally in NZ and globally in Asia as well.

## Challenges

At an operational level, running Eagle on a daily basis requires most of the staff to be in the office at the same time. For the team to volunteer together, most has been achieved outside normal business hours. We recognise the commitment from our people to contribute meaningful voluntary work in any form, and will continue to support individual and team volunteering in business hours through paid time off, when this is practically feasible.



be elegant

## Giving

In 2015 we made \$14,468.38 in direct donations and products to charitable organisations including The Britten Institute, The Christchurch City Mission, The Bangkok Free Ambulance, One-to-One-Cambodia, Smile Dial, and Help for the Homeless.



## Volunteering

Our company volunteer programme encourages employees to get out there and help organisations in our local communities. In 2015 our team spent a total of 38 hours volunteering to support various projects in our local community. This was a decrease from 67 hours in 2014 (see Challenges). Opportunities to give back included cooking meals for Ronald McDonald House (South Island), gift wrapping, planting trees and working at a wildlife reserve on its native plant regeneration project.

Eagle staff pursue a variety of individual volunteering roles in their local community as part of their commitment to being the change they wish to see in the world. One of our staff members also spent a month in Nepal in November, contributing 112 hours of volunteering at an English learning centre there. Eagle supported this through 40 hours of paid leave specifically for this purpose. In 2015 our workers contributed a total of 178 individual hours of volunteering to organisations they are passionate about.



## Forever Learning

Because we are thirsty for knowledge, and encourage others to seek the same, we were proud to support the 2015 TEDxChch 'Think Again' event through part sponsorship of the reusable coffee cups handed out on the day. We have also made a donation to The Britten Institute, which has been conceived to support and develop people's skill and talent for a sustainable future using design led thinking.





### Connections

The B Corp community has been integral to our connections this year as we continue our pursuit of sustainable business practice. In 2015 we won the 'Building the Movement' Award at the annual B Corp Champions Retreat in Portland, Oregon. This was a significant moment for us as it acknowledged the work Eagle has done in New Zealand to raise the idea of 'business as a force for good' to the fore. We have held two public events this year for the local community to share information around the B Corp certification process, and have become central to the movement in New Zealand with our CEO regularly speaking at meetings and events about B Corp from an Eagle perspective.

This year we created a Sustainability Coordinator role within the company to recognise and focus on the importance of doing more with less. The Sustainability Coordinator has become the focal point for starting to measure what matters, and is responsible for submitting B Corp recertification biennially, and Sustainability Reports on an annual basis.

**PEOPLE** USING  
**BUSINESS**  
..... AS A .....  
**FORCE** FOR **GOOD**







# Products and Suppliers

## Reducing our Impact

The recycling of contaminated single use consumables continues to be a challenge for us due to their hazardous contamination through industry use. Currently our product end of life is in landfill, and we are not happy about this. We are currently investigating ways in which we can recycle some of our products and divert some of this away from landfill and towards more sustainable re-use. In 2015 we started the conversation around this with some innovators, and will continue to work towards finding a solution. Having signed an agreement with a significant recycler, we expect some progress with trials in 2016.

Another area Eagle is committed to finding a more sustainable solution for is the dispensing of our products. With a focus on doing more with less and decreasing wastage, in 2015 our investigations have resulted in a project with Massey University design students to work on our bulk glove dispensing options. We expect this project to continue into 2016.



## Reducing our Impact

In 2015 we introduced vacuum packing of our bulk packed gloves. In doing this we have been able to fit 50% more gloves into a carton for only a 13% increase in carton size. This means an increase in the amount of product transported in one shipment from our manufacturer, and cuts down our shipping requirements. Where we have not had full standard container loads to ship, we have used Non Operating Reefers (NORs) which means we are not shipping wasted space, and it also helps get these containers back to New Zealand for the food industry that needs them for perishable exports.



## Suppliers

As part of our commitment to great products we visit all of our factories around the world at least annually, checking on product quality, staff conditions, pay, and environmental impact of sites. We require our suppliers to sign our code of conduct, and have left factories that haven't met our standards even though it has meant taking a hit through higher costs.





# Environment

## Statement of philosophy

While our products may number in the millions, every one of them need to perform perfectly in a high risk environment. Eagle recognises that at present by necessity (due to bio-hazardous contamination), these single-use products end up in landfill. We are actively seeking alternatives to this at the end-of-life stage, and also focus on making sure that the quality of our products means doing more with less, thus reducing quantities required for any given task.

## Impact

Eagle is constantly seeking ways to reduce our impact on the environment, from sourcing and product development through to office waste and recycling.

We dispose of hazardous waste, rubbish, recycling and compost through separate waste streams to maximise the recycling/repurpose potential of our waste.

We monitor energy usage through our provider. In 2015 we used

12912kWh, a slight decrease of 350kWh from 13262kWh in 2014.

2015 also saw the start of a gradual phasing out of fluorescent strip lights and we are replacing them with LED lights.

Eagle is aware of the impact the daily commute has on the environment, and recognises the need to lighten our footprint in this area. Our people are encouraged to travel to work by methods other than cars, and to carpool, bike, walk or use public transport if possible. This year we installed improved storage lockers for gear, and conducted our first in-house travel survey. With staff willing to make positive changes in this area, we are implementing a Travel Plan which we will have fully operational in 2016.



“ Be so good they can't ignore you ”  
- Steve Martin



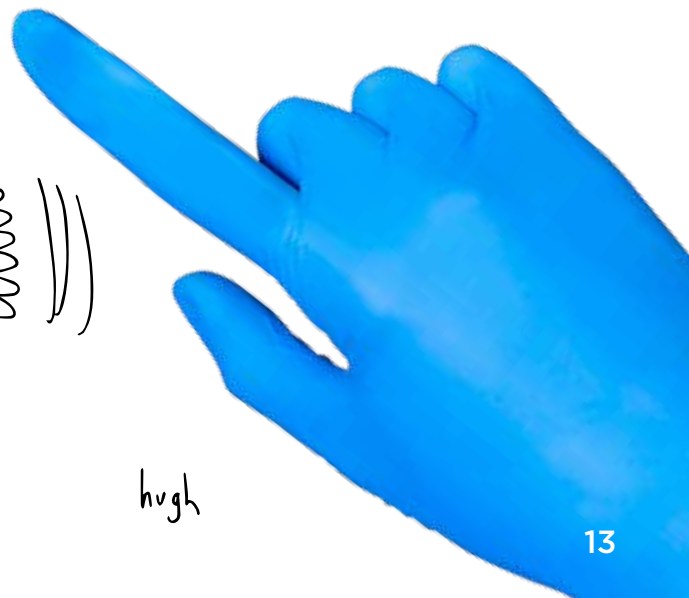


## Soaring High - future goals

Eagle has made some good progress in 2015 in all areas that our business has impact, but there is still a lot more to achieve. For the 2016 calendar year we want to achieve the following goals:

- Refine the annual Sustainability reporting framework
- Overall B Corp score 90 at recertification
- Complete waste stream and packaging review at Eagle HQ
- Develop more efficient dispensing options for bulk products
- Progress with recycling/reuse investigations (this is a 3 year goal)
- Set reduction targets for energy usage
- Implement Eagle Travel Plan
- Formalise Eagle Travel Policy
- Increase team volunteering participation by 30% and achieve >50 team hours
- Increase uptake of paid time off for volunteering by 25%, and increase available paid time off hours to 10 hours
- Enhance worker wellbeing through on site exercise facilities and uptake of Wellness Grant
- Continue to provide workers with healthy food for the body and inspiring food for the mind through further education opportunities

are we  
soaring  
like  
eagles yet?













Certified



Corporation

Eagle's single-use consumables offer physical & reputational protection for our busy, dirty . Our products may be disposable and number in the multi-millions but every single 1 needs to perform PERFECTLY in a high-risk environment. To meet these rigorous demands and ensure constant improvement, we visit and review all our international  suppliers every year. In your complex , we work hard to MASTER THE 'ART OF EASY'. Mediocrity is not our style. CURIOSITY is. We believe in honest dealings, fair pricing and assisting everyone  connected to our business to prosper.



#### Eagle Protect

2B Lock Crescent, Hillsborough,  
Christchurch, 8022, New Zealand.

DDI: +64 (0)800 633 468  
E: info@eagleprotect.co.nz  
W: www.eagleprotect.co.nz

#### Eagle Consumables

2B Lock Crescent, Hillsborough,  
Christchurch, 8022, New Zealand.

DDI: +64 (0)3 373 6074  
E: info@eagleconsumables.co.nz  
W: www.eagleconsumables.co.nz

#### Eagle Protect PBC

7730 Pardee Lane, Oakland,  
California 94621, USA.

DDI: +1 800 384 3905  
E: info@eagleprotect.com  
W: www.eagleprotect.com