

Know-how Guide to Environmental Issues

About Robert Horne

A quick and easy
way to find the
answers to your
environmental
questions

third edition



Robert Horne Group

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Introduction

The environment continues to grow in importance and many of Robert Horne's customers and end-users want to know about the issues that affect their choice of product and supplier.

At Robert Horne we are keenly aware of these issues and work to reduce the environmental impact of our operations, as well as developing product ranges with sound environmental credentials.

This know-how guide addresses the issues that concern the market. It contains an overview of Robert Horne's environmental initiatives, answers to frequently asked questions, a comprehensive glossary of environmental terms and details of key 'green' products and services.

More information about Robert Horne and the environment can be found at www.roberthorne.co.uk

Tim Barker
Environmental Manager

Robert Horne's Environmental Initiatives

- ISO14001 at Northampton Head Office and National Distribution Centre
- FSC Chain of Custody (SGS-COC-000912)
- PEFC Chain of Custody (SGS-PEFC/COC-0104)
- The only major paper merchant to be a member of the WWF-UK Forest & Trade Network
- Committed to a policy of Responsible Paper Purchasing
- Comprehensive supplier evaluation process, supported by a robust database of environmental product information
- Unrivalled choice of recycled-content and FSC or PEFC certified products
- Committed to a policy of Corporate Social Responsibility
- Environmental Manager available for help and advice
- Committed to a policy of energy efficiency and carbon reduction
- yoyo 'closed loop' office paper recycling service
- Waste recycling scheme for Sign and Display materials
- website for more information:
www.roberthorne.co.uk

Environmental Policy Statement

The Robert Horne Group recognises that its products and business operations have an influence on the environment and endeavours to take practical steps to minimise any negative impact.

As a responsible company we will strive to comply with all environmental, legal and other requirements that apply to our activities, products and services. We will ensure the availability of the necessary resources to implement, maintain and develop environmental management in order to deliver continuous improvement in our environmental performance.

To ensure this we will:

- Manage our operations and activities to comply with applicable environmental laws, regulations, licences and other commitments to which the company subscribes.
- Make available a choice of recycled products as well as those originating from certified well-managed sources or operating accredited environmental management systems.
- Require suppliers to demonstrate their respect for the environment by following responsible working practices. They will be required to utilise raw materials from well-managed sources and

to verify their claims on environmental issues when requested. As a member of the WWF-UK Forest & Trade Network, we commit to the responsible purchasing of paper products.

- Commit to open and reliable communications with all stakeholders. Environmental information will be published for our major stocked products in order that the consumer is able to make an informed choice of material.
- Identify, reduce and dispose of waste arising from our operations in a manner that minimises harm to the environment and prevents pollution of land, air and water. We will implement a stepwise and quantified approach to waste reduction and increased recycling.
- Reduce the consumption of fuel, energy and water and use renewable and/or recyclable resources wherever practicable.
- Apply the principles of hazard identification, risk assessment and risk control, taking into account any environmental impacts when making new investments or disposing of old assets.
- Provide information, instruction and training for employees on relevant environmental issues.

The Robert Horne Group board takes responsibility for the maintenance and revision of the policy, which it will review on a regular basis, in order to set and review environmental objectives and

targets for continuous improvement.

The successful implementation of this policy depends on the commitment and involvement of employees at all levels of the business. Their suggestions and participation is encouraged and will contribute to the success of this policy.

A handwritten signature in black ink, appearing to read 'A Gough', written over a light grey rectangular background.

Alistair Gough
Group Managing Director

Policy reviewed September 2008

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Q&A

Questions & Answers

What papers meet the sustainability requirements for direct mail?

As a response to the negative perception of 'junk mail', the direct mail industry has established a voluntary specification called PAS2020. The Royal Mail is also supporting this as part of their 'Sustainable Mail' initiative.

The practical requirements of these schemes are that the paper: is made at a mill that holds environmental management certification (ISO14001 or EMAS); is bleached using an ECF or TCF method; is FSC or PEFC certified, or contains a proportion of recycled fibre; and externally verified environmental information is available for the product. Most of Robert Horne's popular grades already meet these requirements

What is Chain of Custody?

Chain of Custody (CoC) is the means of tracing a paper product up through the supply chain back to the fibre source. It includes all the operations that take physical or legal ownership of the paper or physically alter it (with the possible exception of retailers and the end user).

This means that in practice, a product that bears a forest certification logo (such as FSC or PEFC) can be tracked through every link in the chain, so that buyers can be guaranteed that the fibre originated from a forest managed according to the relevant forest management standards.

In order for printers to get CoC, an independent

assessor will visit and check the printer's ability to prevent certified paper becoming mixed up with unapproved material. They will want to look at documentation and records relating to certified material bought and sold and will also examine the handling of incoming material, how it is processed and how it is dispatched. In particular, they will be investigating 'critical control points' where there is the greatest risk of material becoming mixed. The FSC and PEFC schemes require separate CoC certification but it is possible to be audited for both at the same time.

Can I use the FSC logo?

To use the FSC logo (or make any reference to FSC) on a printed job, an FSC certified paper must be used and the supply chain – eg. paper mill, merchant and printer – must all have FSC Chain of Custody certification.

There are three distinct types of labels featuring the FSC logo (FSC 100%, FSC Mixed Sources and FSC Recycled), the selection of which will depend on the paper being used.

Robert Horne has a wide choice of FSC certified papers and there are a number of printers that are certified to use the logo.

What is PEFC?

PEFC stands for the Programme for the Endorsement of Forest Certification Schemes and is an international, non-profit organisation that is primarily made up of representatives of the forest products industry. Unlike the FSC, it does not set specific standards but is an umbrella brand that incorporates different national forest certification schemes (eg. the national scheme in

Finland is endorsed by the PEFC). This is intended to make the forest certification easier and more applicable to different types of forests, although the PEFC scheme is still sometimes criticised by environmental groups.

What are ISO14001 and EMAS?

ISO14001 is an internationally recognised standard that specifies the requirements of an environmental management system. It enables a company to identify where it has an impact on the environment and implement a plan to reduce that impact.

The European Union's Eco-Management and Audit Scheme (EMAS) has a similar purpose to ISO14001 but goes beyond it in a number of ways. Most significantly, EMAS requires an organisation to publish details of their environmental management system and places more emphasis on reducing environmental impact. EMAS also has a logo that can be used on relevant publications, such as environmental reports.

These environmental management systems do not automatically mean that the certified organisation is performing brilliantly. However, they do mean that the organisation is aware of how it impacts on the environment and is committed to the continuous improvement of aspects like energy efficiency, waste reduction and pollution control.

How is the carbon footprint of a product worked out?

A 'carbon footprint' is a measure of the emissions of carbon dioxide (CO₂) and other greenhouse gases related to an activity, product or service. While it is possible to estimate a product's carbon footprint from basic information such as the mill's energy consumption, an accurate and reliable assessment

requires more detailed work.

Difficulties can arise when different suppliers take various approaches to assessing the carbon footprint of their products. For example, some may only use estimated energy data or decide not to include all the raw materials used. This may not be a problem if only a ballpark figure is required but, for proper comparison, everyone needs to take the same approach.

Some progress is being made in developing set ways for calculating a carbon footprint. The 'Greenhouse Gas Protocol' is useful for an organisation to look at the carbon footprint of its activities. The '10 toes' framework has been developed by CEPI (the Confederation of European Paper Industries) specifically to help paper mills work out the carbon footprint of their products. And the 'PAS2050' specification has been created to try to standardise the way the 'cradle to grave' life span of a product is calculated.

There is still some way to go to achieve real clarity and consistency in the carbon footprinting of paper products. But Robert Horne is working with its suppliers and others to reliably establish carbon footprints – and ensure they are minimised over time.

What is carbon offsetting?

Businesses can reduce their carbon emissions (and so help to reduce climate change) through energy efficiency and switching to renewable energy sources. The remaining emissions of CO₂ or other greenhouse gases can be calculated and the business can pay to 'offset' these emissions by planting trees (which will absorb an equivalent amount of carbon) or by investing in energy-efficient technologies, often in developing countries (which will reduce the carbon

emissions of others by the appropriate amount).

Carbon offsetting is not in itself a solution to climate change and it is sometimes criticised for masking the underlying problem of excessive energy consumption. Therefore to be credible, carbon offsetting should be part of a comprehensive energy policy that has a focus on energy efficiency.

What are the benefits of using recycled paper?

Today the main reason for buying recycled is to generate demand for waste paper that would otherwise go to landfill sites where it would break down and release methane and carbon dioxide, both greenhouse gases that contribute to climate change.

Generally, the production of recycled pulp has less environmental impact than producing virgin fibre pulp. Making recycled pulp produces less air pollution and most types of emissions to water are less. Recycled pulp production usually requires less water and less energy (although virgin pulp production can be energy self sufficient by incinerating wood by-products such as bark).

Contrary to some beliefs, the ink is not bleached out of the fibre but is removed by soaps. So, it's not true that the amount of bleach required is more for recycled pulp.

The actual papermaking process will be largely the same whether the pulp contains virgin or recycled fibre.

Which is better, TCF or ECF bleaching?

In the past chlorine gas, or elemental chlorine, was used to bleach papers and so increase their whiteness. This caused environmental problems because chlorine is toxic and the effluent from paper mills was

detrimental to aquatic life and water quality.

To overcome the problem the paper industry invested heavily in alternative methods of bleaching. Elemental Chlorine Free (ECF) bleaching doesn't use chlorine gas but instead utilises chlorine dioxide, which is much safer. Also developed was Totally Chlorine Free (TCF) bleaching which typically uses hydrogen peroxide or ozone instead of chlorine. One of the measures of the toxic effect bleaching has on effluent is the AOX level. This is expressed as kg per tonne of pulp produced, with the lower the figure the better. ECF bleaching will have an AOX level no higher than 0.5kg/tonne and TCF will have a zero AOX level.

There has been much debate about which method is best for the environment. But many (including the European Commission) now accept that there is no significant difference between the two, assuming the mill is well managed. Of more importance is how well the effluent has been treated and this is one of the factors that we assess when looking at the performance of suppliers to Robert Horne.

Can plastics be recycled?

Yes, most plastics can be recycled. However, plastic needs to be well segregated and it will depend on the quality, quantity and market conditions as to whether recycling companies want to collect it. There is a healthy market for acrylic, polycarbonate and polypropylene in particular. Unfortunately, PVC (including foam PVC and vinyl) is less in demand by recyclers, largely due to the additives present in the substrate restricting its subsequent use. Robert Horne can provide a recycling service for many popular plastics.

What are WEEE and RoHS?

WEEE and RoHS are associated pieces of legislation relating to electrical and electronic equipment and the components (including casing and labels) that they are made from.

WEEE stands for Waste Electrical and Electronic Equipment and requires producers of electrical and electronic equipment to finance the collection and recycling of such items. Producers are also required to provide information about how to recycle their products.

RoHS (Restriction of Hazardous Substances) require producers to restrict the use of lead, mercury, hexavalent chromium, cadmium, polybrominated biphenyls (PBBs) and polybrominated diphenyl ethers (PBDEs) in electrical and electronic items. Robert Horne can provide a selection of RoHS compliant substrates.

What is the Forest & Trade Network?

The WWF-UK Forest and Trade Network (FTN) is the UK arm of the Worldwide Fund for Nature's Global Forest and Trade Network. It strives to improve forest management, link certified forest products with markets, provide support to local and indigenous forest communities and create demand for certified forest products. In short, it aims to ensure that forest products, including paper, come from responsibly managed sources.

As a member of the FTN, Robert Horne is committed to a Responsible Paper Purchasing Policy, to increasing how much is known about the origin of fibre in paper products and to ensuring that it comes from well-managed sources.

How do the different environmental labels and schemes compare?

Some labels are specific to a single issue, such as forest certification labels (e.g. the FSC label refers to the origin of fibre and does not consider manufacture). Other labels, such as Nordic Swan, are used on-product and indicate that defined production standards have been met, whereas environmental management systems (ISO14001 and EMAS) relate to the manufacturer rather than the product. Other schemes, such as Paper Profile, are designed to provide information only. See the glossary for further information on individual labels and schemes.

At a glance:

| | |
|--|--|
| Refers to the sourcing of fibre from well-managed forests | Refers to there being a high proportion of recycled fibre |
| <ul style="list-style-type: none">• FSC 100%• FSC Mixed Sources• PEFC | <ul style="list-style-type: none">• NAPM Recycled Mark• Blue Angel• FSC Recycled |
| Refers to environmentally responsible manufacture | Provides an overview of environmental information |
| <ul style="list-style-type: none">• ISO 14001• EMAS• Nordic Swan• Blue Angel• EU Eco-Label | <ul style="list-style-type: none">• Paper Profile• Robert Horne's 'Green Bible' sheets |

Glossary

Environmental Glossary

AOX

Adsorbable Organic Halogens. Collective term for the halogen compounds (chlorine, fluorine, bromine and iodine) bound to organic substances, for example in waste water from the mill. The compounds arise when bleaching with chlorine-containing chemicals although they can also occur naturally and are potentially detrimental to water quality. The lower the AOX level the better.

Biofuels / Biomass

Fuels from renewable raw materials such as bark, black liquor, logging residues and effluent sludge.

Blue Angel

A German environmental label, which covers many products, including paper. It takes a 'cradle to grave' approach, considering manufacture and disposal as well as product use. Paper must be 100% recycled with no heavy metals or hazardous chemicals. Blue Angel is popular in Germany but less common in the UK.

See: www.blauer-engel.de

BS8555

A British Standard covering the requirements for a step-wise approach to implementing an Environmental Management System.

See: www.bsi-global.com

Carbon Footprint

The amount of carbon dioxide (or equivalent greenhouse gases) related to a product or service, for a defined scope. For example, emissions caused by extraction of raw materials, manufacture (energy use) and transport might be included in a carbon footprint. For Robert Horne's Carbon Policy, see the website.

Carbon Offsetting / Carbon Neutral

Organisations can calculate their carbon footprint and pay to 'offset' it by planting trees or by investing in energy-efficient technologies in developing countries, which are intended to absorb or reduce carbon emissions by an equivalent amount. There are a number of schemes that can facilitate carbon offsetting. 'CarbonNeutral' is a trademark of one such scheme, run by the CarbonNeutral Company.

Chain of Custody (CoC)

The means of tracking a product along the supply chain. For instance, being able to trace paper from the forest of origin, through pulp and paper mill, paper merchant and printer to the end user. Often a third party audits the Chain of Custody system, as with the FSC and PEFC schemes.

CHP

Combined Heat and Power. A power-generating unit that provides heat and electricity on site rather than drawing energy from the grid. CHP units can have the benefit of proportionally lower emissions to air than power stations. Many paper mills use CHP, which are sometimes called 'Co-generation Plants'.

CO₂

Carbon dioxide, a greenhouse gas that contributes to climate change

CPET

Central Point of Expertise on Timber. A UK Government service that provides advice to Government buyers and their suppliers on how to meet the Government's requirements for purchasing timber products (including paper).

See: www.proforest.net/cpet

CSA

Canadian Standards Association. In relation to paper, a forest certification scheme, now endorsed by the PEFC.

CSR

Corporate Social Responsibility. The continuing commitment by business to behave ethically and contribute to economic development while improving the quality of life of the workforce and their families as well as of the local community and society at large, including the environment.

Dioxins

Dioxins are organochlorines, unwanted and toxic by-products formed in papermaking when chlorine from bleaching combines with molecules in wood. They are also formed during the manufacture of PVC. Dioxins have been linked with hormone disruption and an increased risk of cancer. Both the paper and plastics industries have made major reductions to the release of dioxins in recent years.

DIP

De-inked pulp. Pulp consisting of fibre from paper previously printed, which has had the ink removed.

ECF

Elemental Chlorine Free. Paper pulp bleached without the use of elemental chlorine but instead using some chlorine dioxide, along with non-chlorine agents such as oxygen. Pulps using ECF methods contain up to 0.5kg of AOX per tonne of air-dried pulp.

EMAS

Eco-Management and Audit Scheme. The European Union's regulated environmental management system. Similar to ISO14001 but also requires public reporting.
See: <http://ec.europa.eu/environment/emas>

EMS

Environmental Management System. A business process that ensures that environmental matters are addressed through a documented system.

Energy Source

Fuels such as coal, gas, oil, peat, bio-fuels (such as bark) or electricity generated by a combined heat and power unit or bought in from the grid. The source of energy can influence the air emissions – ie. coal produces higher emissions than gas.

EU Eco-label (The Flower)

European Union scheme to promote 'green' products, including paper. It uses a stringent life cycle analysis to identify where a product might harm the environment (manufacture, distribution, disposal etc.) taking into account various factors such as energy usage and emissions. Relatively rare for paper products.
See: <http://ec.europa.eu/environment/ecolabel>

FSC

Forest Stewardship Council. An international organisation promoting responsible forest management. FSC has developed principles for forest management which may be used for certifying the management of forest holdings, and a system of tracing, verifying and labelling timber and wood products which originate from FSC-certified forests. The FSC has the support of many environmental groups.

See: www.fsc.org

Green Claims Code

A Government-backed initiative designed to ensure that environmental claims about products and services are clear, accurate, truthful and able to be substantiated.

See: www.defra.gov.uk/environment

Greenwash

Term sometimes applied to unfounded, misleading or inflated claims about environmental credentials.

HCVF

High Conservation Value Forest. An area of forest considered to contain important attributes, eg. a habitat for endangered species.

ISO14001

The standard published by the International Standards Organisation specifying the requirements of an environmental management system.

See: www.iso.org/iso/en/iso9000-14000/index.html

Life Cycle Assessment/Analysis (LCA)

A method of evaluating the environmental impact of a product 'from cradle to grave', including how it's made, how it's used and how it's disposed of.

Mill Broke

Offcuts and rejected material that has not left the paper mill. Broke is routinely re-pulped and the fibre used in the production of new paper. Mill broke is not normally considered to be true recycled fibre.

Mobius Loop

A recycling logo consisting of a triangle of three arrows. On its own it denotes 'recyclable'. With a percentage figure in the centre it denotes that the product contains the defined quantity of recycled material.

NAPM Recycled Mark

The National Association of Paper Merchants' scheme for designating a paper as recycled.

See: www.napm.org.uk/recycled_mark.htm

NGO

Non-Governmental Organisation. Term applied to organisations such as charities and pressure groups. Environmental NGOs (sometimes referred to as ENGOs) include Friends of the Earth (FoE), the Worldwide Fund for Nature (WWF) and Greenpeace.

Nordic Swan

An environmental label encouraging production methods that create minimum environmental impact. Evaluation for paper is based upon strict limits for emissions and effluent from pulp and paper mills. See: www.svanen.nu/Eng/

Old Growth Forest (OGF)

Term sometimes applied to old, relatively untouched forest rich in biodiversity. May also be referred to as High Conservation Value Forest (HCVF), pristine or natural forest.

Packaging Waste Regulations

Regulations that require larger users of packaging to recover and recycle a defined amount. Robert Horne complies through a third party scheme. The regulations also dictate the 'essential requirements' for packaging placed on the market, such as low heavy metals content and recoverability by recycling or incineration.

Paper Profile

'Product declarations' produced by some paper manufacturers, which lists environmental information for their grades. See: www.paperprofile.com

PAS2020

A publicly available specification that describes the requirements for environmental performance of direct mail campaigns.

See: <http://www.greendm.co.uk/>

PAS2050

A publicly available specification for assessing the carbon footprint of a product over its life-cycle.

See: www.carbontrust.co.uk/carbon/briefing/pre-measurement.htm

PCF

Process Chlorine Free. Term sometimes applied to the bleaching of recycled fibre, where TCF bleaching has been used but the pulp cannot be guaranteed to be totally free of chlorine because of bleaching methods previously used to produce virgin fibre.

PEFC

Programme for the Endorsement of Forest Certification. A scheme for auditing forestry operations, taking into account the effects on the environment.

See: www.pefc.org

Phthalates

These are a group of chemicals added to plastics (such as PVC) as a plasticiser in order to make flexible grades.

Phthalates are alleged to be hormone disruptors although this has not been conclusively proven.

POPAI Green Project

An initiative to promote environmental best practices within the retail marketing industry, for reducing the environmental impact of Point of Purchase displays.

See: www.popai.co.uk/greenproject

Post-consumer Waste

Waste that has reached the end user, typically homes and offices.

Pre-consumer Waste

Waste that has left the mill but has not reached the end user. Typically trimmings and rejected material from printers, envelope converters etc.

REACH

Registration, Evaluation, Authorisation and restriction of Chemicals. EU legislation requiring some companies to register their use of chemicals and other, such as Robert Horne, to pass on relevant information.

See: www.hse.gov.uk/reach

Recovered Fibre

A general term for fibre that has been collected for recycling, rather than being sent to landfill. Can include both pre- and post-consumer waste.

RoHS

Restriction of Use of Certain Hazardous Substances in electrical and electronic equipment. Legislation that restricts the use of heavy metals and flame-retardants in some products and substrates. Related to WEEE.

See: www.defra.gov.uk/environment

SFI

Sustainable Forestry Initiative. A North American forest certification scheme, now endorsed by the PEFC.

Sustainable Development

A way of living and working which meets the needs of the present without compromising the ability of future generations to meet their own needs.

TCF

Totally Chlorine Free. Paper pulp that is bleached without using chlorine in any form, thus giving an AOX level of zero. The alternative bleaching agents used might be liquid oxygen, hydrogen peroxide or sodium hydroxide.

Threshold

With reference to Chain of Custody systems, where the rolling average of certified fibre used in a product line meets a minimum percentage, then all of the production for that product line can be certified.

Two-Sides

A paper industry initiative designed to address criticisms of the industry and promote the benefits of using paper.

See: www.twosides.info

Volume Credit

With reference to Chain of Custody systems, where the proportion of the production for a product line can be certified, relative to the amount of certified fibre bought in a defined period.

WEEE

Waste Electrical and Electronic Equipment. Legislation that applies to the disposal of electrical and electronic equipment. Also relates to RoHS.

See: www.defra.gov.uk/environment

Woodfree

Woodfree is a description of pulp and paper meaning that they contain little or no mechanically ground fibres. Implies that fibres are chemically treated, thereby eliminating lignin (the substance that binds wood fibres together in the tree) and making the product purer, whiter and stronger.

Woodfree is an historical papermaking term shortened from 'groundwood-free' and does not denote a paper or pulp made from materials other than wood.

WRAP

Waste and Resource Action Programme. A Government-backed initiative to reduce waste and increase recycling. See: www.wrap.org.uk

WWF-UK Forest & Trade Network

A voluntary collection of British companies committed to the improvement of forest management standards. The group is administered by the World Wide Fund for Nature and Robert Horne is a member. See: www.wwf-uk.org/ftn

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Your guide to Key 'Green' Products and Services

FSC® and PEFC™ Products

Robert Horne provides a wide range of FSC and PEFC certified products including popular brands such as Hello, Core, Tauro, Ensocoat, Conqueror and many more. See the FSC/PEFC product schedule on our website for more information, including details on the right logo and invoice description to use.

See: www.roberthorne.co.uk/environment/fsc-pefc

revive

The revive range of recycled-content papers and boards has an option to meet every need:

revive pure - 100% recycled, 100% commitment.

The ultimate in recycled paper, a genuine alternative to virgin stock with our largest choice of weights and finishes in white and natural shades.

revive 75 - A powerful statement and near-virgin look.

Proving you can make a positive difference without compromising on finish.

revive 50:50 - A balance of ethics and quality.

Offering you the best of both worlds (recycling and FSC) with a full range of white finishes and excellent environmental credentials.

revive 25 - A strong message for smaller budgets.

The perfect choice if your green requirements are light or your budget is tight.

All products in the revive range are FSC certified with the exception of revive pure natural.

See: www.revivepaper.com

yoyo

yoyo goes beyond just supplying the office paper. We also recycle used paper to make new office paper that can be used again.

UK businesses use 500 million sheets of office paper every working day. It could be recycled up to 7 times. Most never is. A huge financial and environmental waste. yoyo is a simple way to save costs and the environment.

We deliver new paper and collect waste paper on the same vehicles. It makes economic sense and saves carbon, pollution, congestion and infra-structural wear and tear.

All the waste paper from every company that yoyo works with is put in our 'fibre pool'. It's called closed-loop recycling. Waste paper is recycled to make yoyo Full Circle, and delivered back to yoyo customers.

See: www.yoyopaper.com

Sign & Display materials

Robert Horne provides a constantly evolving choice of greener alternatives to traditional sign and display materials, including recycled-content plastics, more easily recycled substrates and energy efficient LED lighting systems. Contact us for more information.

See: www.roberthorne.co.uk

Waste Recycling Scheme

Robert Horne's 'Waste Recycling Scheme' aims to simplify the process of collection, recycling and future use of recycled products for all our Sign & Display customers regardless of their size.

The principle is simple with five main waste product types, one cages size and one price per waste cage collected. The scheme has been designed so that any size customer can join and they can take as little as one waste cage. These products will be collected by Robert Horne's appointed waste partners and sent for recycling in a UK facility.

For more information contact: recycling@roberthorne.co.uk

FSC. © 1996 Forest Stewardship Council A.C. www.fsc.org.

SGS-COC-000912

PEFC. www.pefc.org. SGS-PEFC/COC-0104



Robert Horne Group supplies the widest range of material imaginable. Our companies have a unique combination of high quality, cost effective products supported by added value services and in depth industry knowledge.

Material for every job and a solution for every communication need.

**Robert Horne Group
trading divisions and services**

Robert Horne Paper
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Robert Horne Business Papers
08457 210 297

Glenmore Business Papers
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