

Environmental, Social & Governance Policy 2026

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Foreword

Our industry has the potential to create significant environmental impact. Irresponsible sourcing of materials in the printing sector can contribute to habitat loss, increased emissions, and the degradation of vital carbon sinks. Likewise, the improper disposal of signage materials can result in unnecessary landfilling or leakage into vulnerable ecosystems.

There are valid criticisms of the environmental impact of our industry. However, the reality is that there will always be a place in the world for the tangible. People trust what they can hold in their hands, and physical communication remains a powerful way to convey messages.

The challenge, therefore, is not whether the industry should exist, but how it should operate. At iSupply, we believe it is our responsibility to lead by example, continually improving our own practices while supporting the wider industry in transitioning towards more sustainable ways of working.

Objectives of this Document

This document is intended to provide stakeholders with a clear and accessible overview of our environmental, social, and governance approach and priorities. It also reflects our commitment to transparency, ensuring our actions and intentions are communicated openly.

Scope

This policy applies to all iSupply operations and to activities and stakeholders relevant to our environmental and social impact.

It is valid for the remainder of 2026 and into early 2027, unless updated or superseded.

This policy is supported by our ISO 14001 Environmental Management System, within which detailed objectives, targets, and performance tracking are maintained.

As a printing, signage, direct mail, and design company, our impacts are closely linked to the materials we source, the products we create, the energy we use, and how those products are managed at end of life.

Environmental (E)

Sustainability Officer

iSupply continues to support the work of our full-time Head of Sustainability, dedicated to developing and maintaining our environmental and social initiatives and ensuring best-practice operation of our Environmental Management System (EMS).

ISO 14001

Through our EMS, we will continue to manage environmental aspects and impacts to the highest standard. As this is our recertification year, we will be putting in even greater effort to ensure that our system remains at an optimal level, including consideration of climate-related impacts in business decisions.



Waste Management

End-of-life material is segregated on-site to prevent waste stream contamination and maximise recycling rates, the target for which will remain at 90%. We work closely with our waste contractors to understand material destinations and obtain accurate quantity data. This data is used to benchmark our recycling rates and allow us to set accurate goals with auditable results. Our packaging policy places the reuse of suitable materials for packaging at the top, followed by using our own brand packaging paper, with the aim of reducing bubble wrap usage. Lean practices such as just-in-time delivery help maximise space and reduce waste.

Circularity

Material which is suitable for reuse will continue to be diverted from landfill, with the goal of achieving a 20% circularity rate for excess signage material by EOY 2026. We will continue to explore alternative pathways for materials otherwise destined for landfill. Following the results of work with Applied Polymers Technology gateway, we will continue to assess the feasibility of a circular signage solution for the signage sector which could position iSupply as a Producer Responsibility Organisation and divert hundreds of tonnes of material from landfill each year.

Sustainable Sourcing

iSupply is firmly committed to the use of FSC certified paper in all of our products, helping to ensure responsible forestry management and minimise habitat loss upstream of our operations. We will continue to prioritise the sourcing of materials from Ireland and the EU to minimise associated transport emissions and ensure alignment with EU standards.

Paper Product Range

Our regular paper stock for both digital and offset print carry exceptional environmental credentials, and for clients who require a circular economy-aligned solution for print, we maintain a constant stock of recycled paper in-house.

Sustainable Signage

Our sales team is trained to consider embodied carbon emissions and end-of-life treatment for products offered. We prioritise direct print as this greatly improves material recyclability, with the exception of materials where print and mount is essential or significantly extends product lifespan. Print and mount, when chosen responsibly, can lead to reduced overall emissions for projects due to removing the need for reprints.

Eco-Friendly Inks

Our offset inks are Cradle to Cradle bronze certified for low VOC content, and are ~80% vegetable oil-based. Our large format printers use GreenGuard Gold inks and UV-curing technology for faster drying times and greater energy efficiency. Our water-based printing unit represents a leading innovation within our large format department, with industry leading low levels of VOC content. All used toner cartridges from our digital print department are recovered through certified contractors or supplier takeback schemes, and used paint containers are utilised for interior decoration. We are very proud to be the first Irish litho printer to utilise Living Ink Technology's algae-based ink, which is used in Direct Mail envelope printing. As the solution scales, we intend to assess the feasibility of a full transition to this groundbreaking solution.

Responsible Hazard Management

All hazardous waste generated on-site, liquid or solid, are taken and managed by licensed waste contractors, with all relevant documentation recorded. Open containers or materials that can potentially cause damage to the environment if spilled are stored on bunds at all times.

Emissions

We will continue to measure and reduce our operational emissions (Scope 1 & 2) using best-practice methodologies and up-to-date emission factors. Despite already achieving our target of >51% absolute Scope 2 emission reduction by 2030 as per our SME Climate Hub commitment, we will continue to set ambitious goals year-on-year. To support achievement of the >51% Scope 1 emissions target, we will be transitioning to hybrid/ EV vans for our fleet when upgrading, and investigating the feasibility of using HVO in the meantime.

Scope 3

We have greatly expanded our emission measurement capacity, having successfully baselined the emissions of the vast majority of our products in late 2025/ early 2026. We will use this information to conduct an annual full carbon footprint assessment using activity-based data to achieve the highest feasible level of accuracy. We have already begun the process of developing strategies to facilitate the reduction of emissions associated with our full supply chain from cradle-to-grave, to support our goal of net-zero by 2050.



Energy

All energy used on-site is certified 100% renewable energy, supplemented by ~33% of energy being supplied by our solar PV panels. We will maintain a 100% renewable energy contract, and will assess the feasibility of purchasing further PV panels in the future. Staff are trained on responsible energy use for on-site and remote working. All new machine purchases are assessed for their energy rating compared to pre-existing units or market alternatives to ensure responsible procurement on our part.

Data Quality and Information Hierarchy

Accurate and up-to-date data is used for all of our environmental metrics. We request product-specific emission data from our suppliers, and use a Greenhouse Gas (GHG) Protocol aligned methodology for selecting appropriate emission factors if such information is not available. Where product-specific data is not available, the best available secondary data is used, with all assumptions clearly recorded.



Digital Product Passporting

To maximise the value of the data we have collected, we will continue to develop ways to share product environmental information and credentials with our clients. As showcased through our early 2026 monthly signage emission report pilot, we are committed to providing the most transparent and detailed information possible to help inform responsible procurement decisions. A new system we are developing in-house will be equipped with emission measurement software, facilitating the communication of product-level emissions and other relevant information during the consultation process. This will stand as our version of the digital product passport.

Innovation

Following on from the results of our Innovation Boost project with Ulster University, we will continue to engage in open innovation activities with peers and academic institutions with the aim of moving the industry forward and maintaining excitement amongst our stakeholders for what might be coming next.

Strong Sustainability

iSupply is committed to minimisation and reduction before offset, with a focus on internalising environmental impacts wherever feasible. We do however see great benefit in supporting environmental organisations such as the World Land Trust (WLT) as a means of addressing the impact of currently unavoidable Scope 3 emissions associated with the sector. We will continue to actively engage with projects and companies who are attempting to scale up eco-friendly product alternatives.

Carbon Balanced Printer

Building on the incredibly successful integration of WLT and CarbonCO's carbon balanced paper initiative into our service package, iSupply became one of only three Carbon Balanced Printers in Ireland in 2025. This means that our operational emissions are offset while we continue to work towards net-zero, and that jobs that clients wish to balance can carry the Carbon Balanced Paper logo to signify emission mitigation. We will continue to provide bespoke certificates for all clients who choose to partake in the initiative to place credit where it is due and create a feel-good factor around responsible procurement choices.

The SigNature Initiative

Launched in early 2026, SigNature is our way of highlighting and addressing the emissions associated with signage materials. Created from concept to platform in-house, SigNature supports the work done by Forest Carbon to restore or create new native woodland, generating carbon sinks and leading to biodiversity enrichment. All participating clients will receive periodic certificates highlighting their impact, a bespoke membership plaque, and access to the full range of marketing materials. We will continue to offer SigNature to all of our clients, and work to keep the barriers to participation as low as we possibly can.

Biodiversity

Off the back of the potential positive impact of the SigNature initiative, iSupply has committed to taking part in local and wider-scale biodiversity-positive initiatives, as showcased by our recent joining of Business for Biodiversity Ireland. With a background in Zoology, our Head of Sustainability will continue to scope out potential projects, including the installation of swift boxes, taking part in local projects or fundraising initiatives, and providing feedback for local and national documents.

Social (S)

Stakeholder Engagement

Beyond this ESG policy, our overall aims and business strategies are built on the needs of our stakeholders. We will endeavour to always maintain open and clear communication pathways with all stakeholders to allow us to respond to evolving needs. Understanding the need to value the feedback, criticisms, or negative experiences of our stakeholders or potential detractors, we have created a complaints and grievances mechanism on our website. This mechanism is available to both internal and external stakeholders, and all feedback will be handled appropriately and confidentially where required.

Knowledge Sharing

We will continue to use our online and physical platforms to share as much information about sustainable and responsible practices as possible. Maintaining a culture of open innovation is essential to not only growing as a company but ensuring that the sector and our peers follow suit, or help us correct course if we begin down the wrong paths. We will continue to champion local and national roadmaps and legislation, and share information on tools or platforms that stakeholders can use to measure or mitigate their impact.



Community Engagement

A proud Galway-based company, we will continue to engage with and support local communities and groups in whatever capacity we can, whether through sponsorships or participation in events or initiatives. iSupply wishes to see Galway maintain its natural beauty and deep cultural heritage, and will endeavour to conduct ourselves in a manner fitting to our community.

Charitable Endeavours

We will maintain our annual traditions of supporting local and global charities through various events throughout the year, including the GOAL jersey day. Charities we work with receive a discount in recognition of the good work they do and limited resources they have available.

Staff (Training, Wellbeing, & Support)

Our flexible hours and work-from-home policies stand as recognition of the need to consider our staff members' lives outside of the workplace, and allow for greater freedom. Refresher training continues to be conducted each year on iSupply's various policies and practices to ensure all team members are on the same page. Management retains an open door policy for any questions or feedback, and a Whistleblower Protection policy facilitates staff in providing feedback and raising concerns in a way that supports comfort and confidentiality.

Team Communication

Through daily production meetings and weekly sales and strategy meetings, the team keeps communication channels open and clear. Staff are always encouraged to provide feedback during these meetings, or outside of them if this is preferred, as staff and colleague feedback should always be seen as crucial to maintaining a harmonious and productive workplace.

Culture Cultivation

In order to maintain an innovation and feedback culture within the company, we will continue to facilitate Culture Cultivation sessions, in which staff can discuss previous jobs or highlight recurring issues in a psychologically safe environment. Bottom-up solutions have proven in many instances to be better than ones which are purely top-down. This not only empowers our staff to influence the day-to-day running of the company, but also improves our overall performance and reputation as a service provider.

Growth Mindset

iSupply believes that we, and all of our stakeholders, are capable of positive change through dedication and perseverance. We therefore believe that by continually sharing the importance of taking responsibility for our actions and impacts, and sharing the benefits of such, we will be able to foster greater resilience in our surrounding communities.

Governance (G)

Management Buy-In and Stakeholder Governance

As always, buy-in at the highest level of the company remains absolute regarding the responsible running of iSupply from both an environmental and social perspective. The greatest proof of such was the decision to amend the company constitution to adopt a stakeholder governance model in late 2025, in line with our objective to become Ireland's first B Corp certified printing and signage company.

Role Definition

iSupply operates under a flat business model, with all staff made aware of their roles and responsibilities from the outset in order to ensure clarity and prevent workplace friction.

UN Sustainable Development Goals

We continue to base our goals and spread awareness on the UN SDGs at every opportunity, and will continue to do so into the future. Creating a common language among stakeholders is crucial to addressing complex environmental and social challenges, and the SDGs continue to act as this common language in the battle against climate change and social inequity.

Corporate Sustainability Reporting Directive (CSRD)

Maintaining our position of "If you are in the scope, we are in the scope" in relation to the Corporate Sustainability Reporting Directive, iSupply has taken great strides to align our metrics and KPIs with that of the Voluntary SME (VSME) standards for reporting. Where the SDGs create a common language for sustainability challenges, VSME helps ensure that we share a common reporting language with clients who have reporting requirements.

Environmental Procedures

As per the maintenance of our EMS, management conducts a biannual review of what is deemed material to the company in terms of potential environmental impacts, their potential effects on our stakeholders, and the impact of poorly managed or unidentified externalities. Internal auditing of the EMS is conducted through daily floor walks, monthly inspections, and annual full internal audits. External audits are also conducted by the certification body, and our register of legislation is reviewed to ensure we remain compliant with all Irish and EU legislation relevant to our operations.

Whistleblower Protection

To ensure that stakeholders feel they can provide feedback or grievances without fear of reprimand, we have created a whistleblower protection policy. Aligned with the Protected Disclosures Act 2014 (as amended 2022), we hope that this will help all stakeholders, both internal and external, to know that issues will be taken seriously and dealt with in confidence.

Extended Producer Responsibility

As our understanding of Ireland's end-of-life infrastructure has grown, so too has our understanding of the role we need to play in this process to attempt to add value to materials and incorporate Circular Economy principles into our supply chains. Any signage material deinstalled and recovered by us will be segregated correctly to maximise the likelihood of reuse, and we will continue to offer our Takeback initiative for our Corriboard material which is destined for landfill in the vast majority of end-of-life streams.

17 PARTNERSHIPS
FOR THE GOALS



Clusters and Memberships

In order to spark innovation, it is vital to look beyond ourselves and our industry. iSupply will maintain continued membership of and active engagement with major local and national groups and clusters such as Circuleire, Circular BioEconomy Cluster South West, and the Galway Chamber. We will also continue to actively contribute to policy and legislative public consultation requests as a means of positively influencing the direction Ireland is taking.

Continual Improvement and Stretching Goals

As per the Plan-Do-Check-Act model embedded in ISO 14001, we will strive for best practice in everything we do and maintain a culture and ethos of continuous improvement. Both financial and non-financial goals set within the company will be realistic but stretching in order to support the consistent and sustainable growth of our operations.

Transparency and Greenwashing

iSupply will continue to freely and publicly share information regarding our endeavours and sustainability performance, whether on our website, social channels, or published reports such as our annual SME Climate Hub report. We remain committed to taking steps to avoid any form of greenwashing on our part, including conducting due diligence when creating or getting involved in environmental projects, and we actively encourage all stakeholders to provide feedback or share any concerns they may have. We are also committed to requiring transparency from our supply chain regarding environmental claims.

Close

Sustainability presents ongoing challenges and opportunities for both iSupply and our stakeholders. This policy sets out our current approach and will guide our ESG activities for the remainder of 2026 and into 2027.

We will continue to review and update this policy in response to changes in legislation, stakeholder expectations, and best practice. Above all, we remain committed to continuously improving our performance and ensuring our actions align with the principles of sustainable development, with the aim of making a positive contribution to the world we leave to future generations.

Dylan Kelly McDonagh
Head of Sustainability



Green Small Organisation of the Year



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