SYCAL · CUSTOM BRANDED EVERYTHING

SUSTAINABILITY REPORT

PLEDGE UPDATE

2023/2024-2026

PRODUCT PROCUREMENT:

2023/2024 Commitment:

When requesting new products from suppliers, we are requesting transparent information on whether the products are recyclable, organic, biodegradable, manufactured in the UK, manufactured from recycled materials, or supporting social causes. Products that fit these criteria will be prioritised.

By 2026 – 80% of all clothing offerings on our website will be organic or recycled

By 2026 – 75% of all products listed on our website will have customer accessible certification, accreditation, or documentation

Our 2024/2025 Reflection:

We've started compiling a database of our entire product range and categorising products by the materials they're made from, are they UK made, are they recyclable, and do they have any Certification? Products that check more of these criteria will be prioritised and in turn this information will be accessible on our website. We have added the functionality to our website which allows us to upload certification and documentation for individual products, we're on target to add these onto the site for customer's to access.

We felt that the target of having 80% of our clothing listings being organic and recycled is too high of a target. This would isolate a majority of our market and significantly reduce the clothing we can offer our customers. Instead we aim to have 80% of our clothing with certification and put emphasis on the benefits of ordering recycled or organic garments. We will still continue to add and offer recycled and organic garments.

Our 2026 Reflection:

While the functionality exists on website to have accessible certification on our website, we found that a majority of our suppliers and product listings do not have documentation. When documentation is available, we have struggled to acquire this in bulk to import into our site.

Assigning each certification to a product is a manual task, which takes a large amount of time, if we cannot import in bulk. We didn't anticipate the technical aspects this task would require. Instead, have altered our target to make certificates available upon request, where available. We will indicate this by adding a notification on every product that certification can be requested by email to our sustainability email address.

We actively update our product listings when new products are released; we've noticed quite a shift in these products being mostly made from recycled materials. We suspect, over time, products will naturally be made from recycled or responsibly sourced content as a standard.

We actively promote products that are considered better. A lot of our social content features products with recycled content or supports a social cause.

PRODUCT PACKAGING:

2023/2024 Commitment:

When requesting new products from suppliers, we are requesting transparent information on whether the products are recyclable, organic, biodegradable, manufactured in the UK, manufactured from recycled materials, or supporting social causes. Products that fit these criteria will be prioritised.

2025 – Prioritise suppliers who are transparent about their packaging

2025 – Swap all internally used packaging for recyclable or biodegradable alternatives

Our 2024/2025 Reflection:

When possible we ask suppliers to provide items in packaging that can be recycled or is biodegradable. While we would like to prioritise suppliers who provide better packaging, we're finding a majority of suppliers still have not made adequate changes with key items. We aim to work with suppliers and build a list of packaging solutions per key item to determine which supplier offers the better solution.

Our 2026 Reflection:

In terms of prioritising our suppliers, we've noticed improvements in their own packaging supplies; we've seen fewer poly bags in orders, increased biodegradable bags, kraft tape, recyclable bags and egg crate-style packaging.

As most of our products are shipped by our suppliers, we rely heavily on their changes to make a difference. We've even seen a shift in how products are packaged individually. Rather than plastic wraps or cartons, most suppliers have switched to paper or card packaging with bio bags for smaller parts. The shift has been positive, and all packaging is usually printed with disposable information.

For all internally used packagng we mainly reuse old packaging when distributing orders, however when ordering new packaging, we source boxes that are made from recycled materials. We still use bubble wrap for some fragile orders; this is recyclable with soft plastic recycling schemes. We've trialled different packing tape and found them to be more expensive. As this is a disposable item, it's an expense that isn't affordable with current underlying business costs.

This is a change we want to implement, and we will extend our pledge to swap out internal packaging options and find a biodegradable or recyclable replacement for bubble wrap and packaging tape when costs work better with our budget.

We have always used appropriately sized boxes and packaging for any goods we send out ourselves. Boxes are cut down if required, not only to reduce volume but also to ensure goods are transported safely and to reduce the carbon footprint by optimising vehicle cargo capacity.

We plan to purchase a stamp that informs the receiver of our goods that the boxes can be recycled and reused. Although only a small prompt, it helps encourage reducing waste.

PRODUCT PACKAGING:

2023/2024 Commitment:

We are currently asking our suppliers to swap out single-use packaging for recyclable or reusable options where possible, or even packaging-free if applicable.

2025 – Prioritise suppliers who are transparent about their packaging

2025 – Swap all internally used packaging for recyclable or biodegradable alternatives

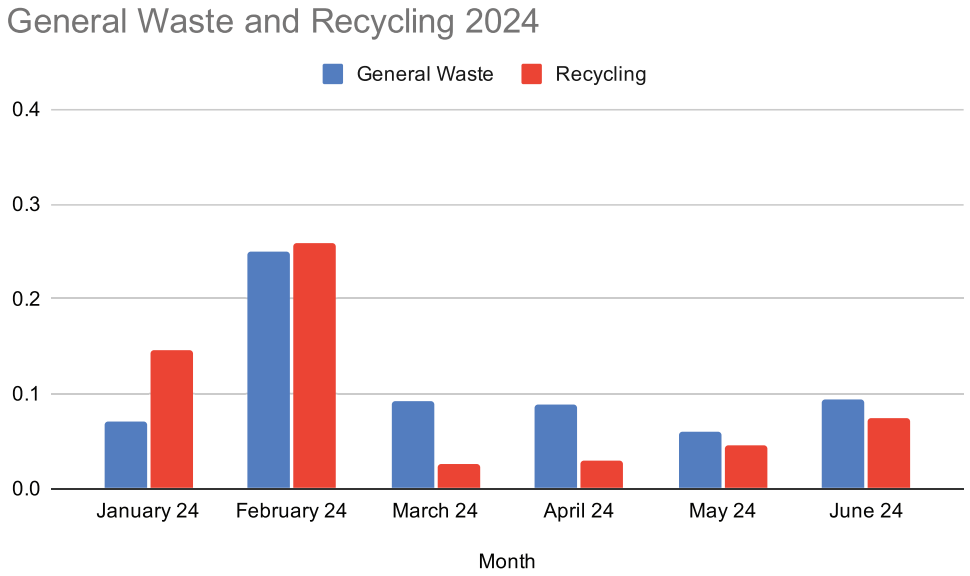
Our 2026 Reflection:

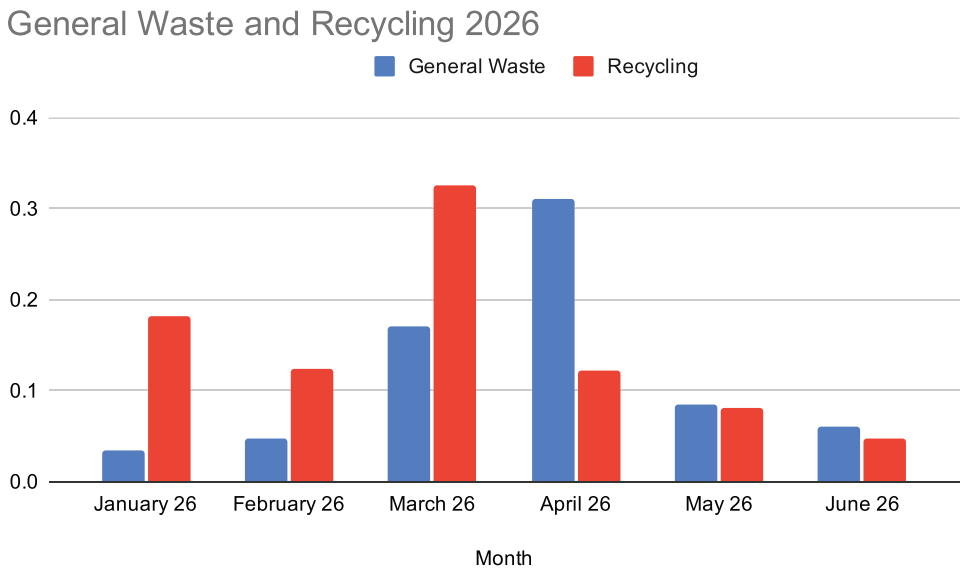
Our overall recycling waste continues to be averagly higher than our general waste. Our total recycled waste weight has been higher in 2026 so far, when compared to 2024 which had a higher general waste.

We continue to recycle soft plastic and ink cartridges. We switched our paper to non bleached recycled paper but have made concious efforts to print less in the office. We still purchase hand wash in bulk to refill our bottles and hand pump mechanisms.

We added a glass recycling bin to our office and we next intend to add a food waste bin to further reduce our general waste.

**In relation to the general waste chart for 2026, this had an abnormally high disposal weight for March/April after we had a large spring clean of our storage facilties.*





PRODUCT CLAIMS:

2023/2024 Commitment:

We are amending our site to ensure transparency for customers and eliminate misleading or vague terminology or descriptions across our products and information pages. We are reviewing the composition of materials used to create products to give our customers a more accurate representation of the manufacturing materials used.

Our 2024/2025 Reflection:

We made it easier for customers to be aware that there is a more sustainable product available if it has a like-for-like version.

On the website we have a "Greener Alternative" section which shows visitors a greener alternative for the product they're looking for.

On our quote system we introduced new labels to help customers understand key information quickly, these symbols are "Recycled", "Certification", "UK Made", and "Sustainable".

Our 2026 Reflection:

We continue to use the terminology "more sustainable" to be more transparent on our website. We feel that saying something is outright sustainable is misleading, whereas when something is more sustainable, it implies it's a better choice than a standard product. Eg., a recycled plastic pen is more sustainable than a plastic pen.

We have been including sustainable versions of a product in quotes alongside the standard product requested.

While most products have the composition breakdown of materials available, we found that this was over-cluttering our website attribute tags due to the sheer volume of different material breakdowns. Breakdowns can be requested if required., but will not be present on our website by default.





For reference purposes only (click to enlarge)

PRODUCT NAME: A5 Flyer

DESCRIPTION: 170gsm silk paper, single sided print.

MORE DETAILS:

YOUR BRANDING REQUIREMENTS: Business Expo Bedford - Secure Shredding

PRINT COLOUR/METHOD: Full Colour Digital Print - Single Sided

SIZE: A5

COLOUR OPTIONS:

PEOPLE COMMUNITY:

2023/2024 Commitment:

We are actively engaging with the local community to find new ways to provide our services in the surrounding areas.

Every year moving forward – Complete two charity challenges supporting local organisations

Our 2024/2025 Reflection:

This year we completed two charity challenges in aid or Marie Curie and Macmillan Cancer Support. Members of the team climbed both Snowdon and Scafell Pike for each charity. We raised a combined total of £2,223.

We also have engaged with the local community this past year and supported charities with free promotional merchandise.
We have supported Bedford Giving, CHUMS, Azalea and The Mitchell Foundation.

Our target remains the same and we will still partake in at least 2 charity challenges every year. We intend to climb Ben Nevis in 2025. We have set a new on-going target for every year to support 1 charity every quarter. This will be either through free-of-charge promotional merchandise or via Sponsorship of an event.





Our 2026 Reflection:

We intended to climb Ben Nevis to complete the Three Peaks set within the UK for our charity challenge. However, one team member has been unable to engage due to health reasons. The team have agreed to complete this challenge together, which may not be possible until 2027.

As we're unable to complete the Ben Nevis charity challenge for the meantime, we intend to find another method of fundraising that doesn't involve as much physical endurance.

We have engaged with the local community this past year and supported charities with free promotional merchandise. This year we have supported Bedford Giving, Bedford Blues Foundation, Bedford Charity Chase and Sports Traider Charity.

We have utilised our free offer with 'A Good Thing'; we donated face masks to local charities when requested by them.

We have donated twice this year to Pepala, a charity that repurposes surplus stock to school children around the world. We've supplied bags, fidget toys, drinkware and stationery.

PEOPLE COMMUNITY:

2026 Gallery:









PLANET ENERGY:

2023/2024 Commitment:

We are making changes where possible to save energy. All lighting and machinery are now turned off at the end of the working day to preserve energy.

Lighting throughout the office and warehouse will be changed to LED fittings in 2023.

We have stopped screen printing in house and changed to DTF printing to prevent water wastage.

Our 2024/2025 Reflection:

Our warehouses were fitted with LED lighting and we still utilise DTF printing as our main source of in-house printing technology.

All staff previously switched their screens off at the end of the working day, now staff members put their computers to sleep or hibernate to preserve energy.

We are working with the landlord to upgrade the roof to improve the insulation. We hope with an improved structure there will be less heat loss over the winter months and therefore reduce the need for additional heating.

Our 2026 Reflection:

Our main office is now also fitted with LED lighting.

We have tried to obtain our energy tariff information from our landlord, in ordering to see if our supply is from a renewable source. Despite trying to acquire energy tariff information, it has not been disclosed to us and therefore this is an area of improvement we're unable to influence at this current time.

The landlord upgraded the roof to improve the insulation. It has resulted in a noticeable difference in heat loss over the colder months and therefore reduced the need for additional heating. However, it has also made a difference in summer, resulting in higher working temperatures. Energy-efficient fans have been acquired for staff, and in extreme heat, staff have worked from home where possible.

PLANET EMISSIONS:

2023/2024 Commitment:

Working with and prioritising suppliers who provide accurate Carbon Emission data on their product range.

2030 – We will stop working with suppliers who cannot provide accurate carbon emission date on their products and services

Our 2024/2025 Reflection:

We've noticed more suppliers using organisations that monitor their carbon emissions for product manufacturing however there are many more to follow suit. We hope that in the coming years we will see an industry shift that will allow us to continue working with all our suppliers but will favour those who make evidenced efforts to monitor emissions.

We pledged to fund at least 6 carbon removal projects per year as well as continue with our carbon offsetting for staff and customers via tree planting.

Our 2026 Reflection:

We pledged that by 2030 we will stop working with suppliers who cannot provide accurate carbon emission data on their products and services. While there has been a positive shift in suppliers tracking their emissions, there are still many that have not taken action. We are actively monitoring suppliers and their sustainable credentials. We will continue to favour suppliers who actively make their emissions data available.

We are still partnered with Ecologi and offset our staff's emissions. We have planted 21,050 trees, supporting 22 planting projects and supported 37 verified carbon avoidance projects.

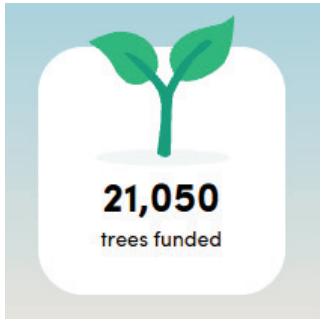
We decided that via Ecologi we wanted to invest in carbon removal projects more than planting trees. However, we have not actioned any of these projects due to limited resources in the past year. We hope this can change in the coming year.

We will explore SME Climate Hub to utilise the free-to-use resources and tools and help contribute to a net zero roadmap.

We explored Planet Mark for our own business, but this was financially unviable for us at this time.







PLANET CIRCULAR ECONOMY:

2023/2024 Commitment:

We are discussing end-of-life solutions with our current suppliers in order to make informed decisions about products and uses to educate customers and staff.

2025 – We will no longer advertise single-use products on our website

2030 – Ensuring 90% of products listed on our website have an end of life solution

Our 2024/2025 Reflection:

We have already started to action ensuring our products have end of life solutions listed by compiling product information including; if they can be recycled, if they are made from recycled sources, and if they have any certification.

We hope that our suppliers will continue to improve their transparency and sustainability targets and in turn, improve our own and provide end of life solutions for their products.

Our 2026 Reflection:

We pledged that by 2025 we would no longer advertise single-use products on our website; we hit this target, and our intentions remain the same going forward.

We pledged that by 2030 90% of products listed on our website have an end of life solution. We have already started to take action on this step by compiling product information, including whether they can be recycled, if they are made from recycled sources and if they have any certification.

We hope suppliers will continue to improve their transparency and sustainability targets and in turn, improve our own and provide end-of-life solutions for their products.

Some select few suppliers have introduced closed circular systems for their products, we have been promoting these products and making sure that customers are aware of utilising the closed loop system when ordering related products.

We have been reducing our own waste from received samples and stock by donating products to Pepala. This reduces landfill waste and repurposes the products so they can be utilised and receive an extended lifespan. We will continue to support Pepala with any future unwanted goods so that they are repurposed for a good cause.