



Sustainability Report



Northwood divisions



Warehousing & distribution services for waste paper, parent reels and finished products



Converting & supplying professional paper hygiene products to the away from home market



Converting & supplying paper hygiene products to the retail market



Sale & procurement of both recycled & pure pulp parent reels



Manufacturing various grades of tissue & towel parent reels recycled waste paper



Collection, recovery & processing of waste paper

Foreword



We are again proud to report on a successful 2024, and the progress that we are making towards delivering a sustainable future for both ourselves and our customers.

Our sustainability journey continues, but our focus remains clear as we strive to deliver on the needs of our customers, achieve continued growth and make positive and significant changes to reduce our environmental impact.

Northwood continued to grow in 2024, and we have made a number of strategic acquisitions and investments to continue to deliver our growth plans, from a new administrative headquarters in Telford, to the transformation of our Ellesmere Port converting site, to multi million pound upgrade of our paper making sites. Sustainability, and in particular carbon reduction, has been a core component of the decision making process with all of these projects.

The directors at Northwood are committed to a more sustainable future, and I hope that this is evident in the contents of this report.

Paul King, Chief Executive Officer, Northwood



Northwood’s Commitment & Alignment to SDGs

The principles of the Circular Economy are fundamental to our business strategy and approach, most notably ensuring that materials are retained within the value chain for as long as possible. Driving the recycled paper hygiene agenda, conserving valuable resources and using them as sustainably as possible is crucial to our operation.

Northwood has pledged a number of commitments to deliver a portfolio of products and solutions to ensure both the future success of Northwood and our customers, achieved in a way that minimises environmental impact.



Good Health & Wellbeing

The health and safety of our employees has always been the top priority at Northwood. We work closely with our suppliers to ensure that the same high standards are met.



Responsible Consumption & Production

The raw materials, consumables, energy and suppliers that make the production of our products possible contribute to the majority of our environmental footprint. Applying the principles of the circular economy is of paramount importance, ensuring we responsibly use nature's resources and, as a leading manufacturer continue to innovate to make improvements.



Climate Action

As a company in the energy intensive paper industry, we understand our responsibility to contribute towards limiting global warming. Our carbon journey has accelerated at speed in the last 12 months, and we have set a number of targets and implemented a variety of measures to ensure that we decarbonise and progress towards our Net Zero goal of 2050.



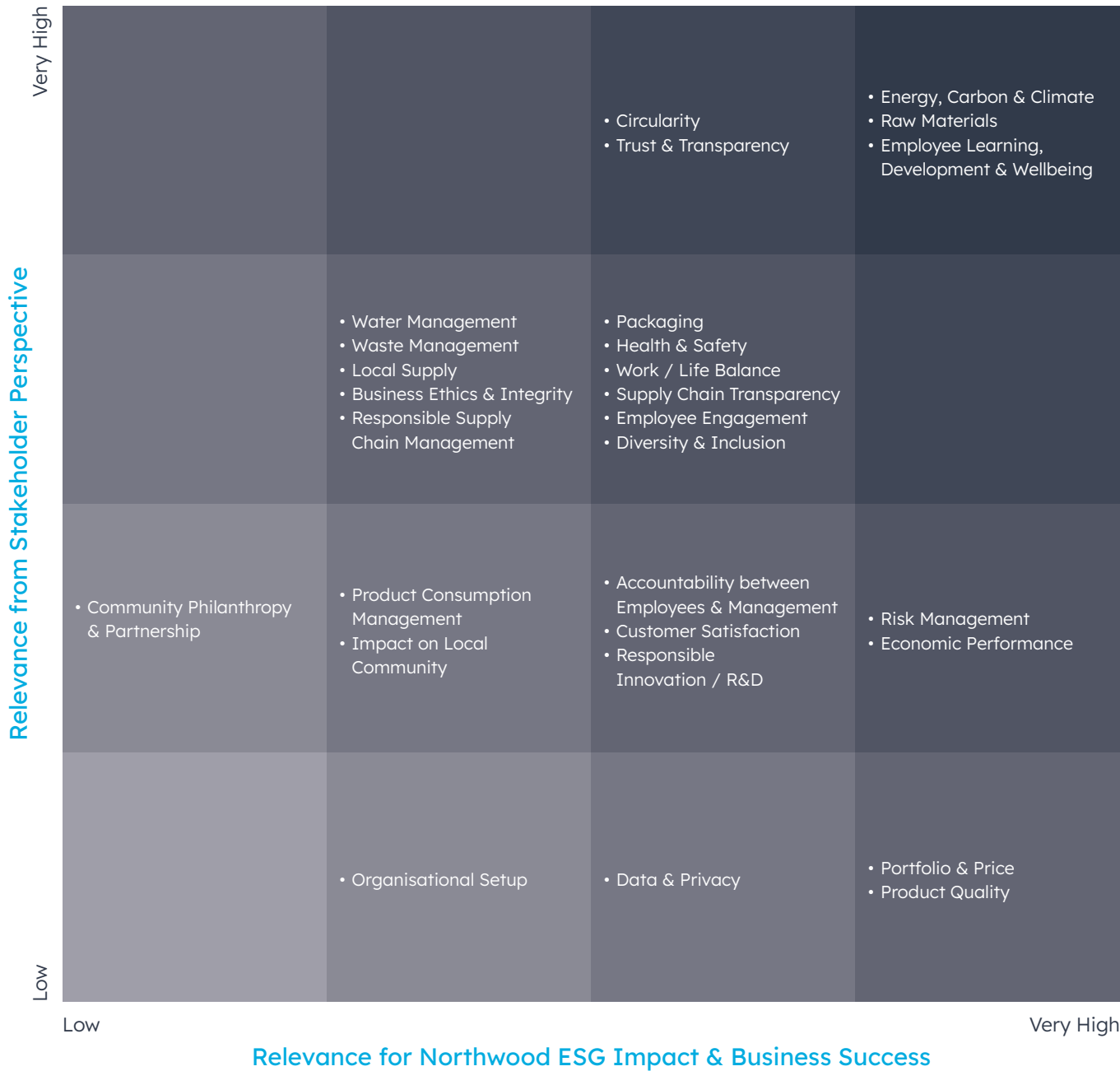
Life on Land

The principles of the circular economy are fundamental to our business. We place high priority on the use of recycled materials in both our product and packaging supply chain, and continue to develop our use of recycled and sustainable fibres to minimise pressure on natural resources.

Materiality Assessment

Northwood completed a materiality assessment in 2024 to help identify key issues and help develop our strategy. Responses from key stakeholders, covering economic, social and environmental topics were analysed to form a matrix used to highlight priorities. Responses were collated through a combination of questionnaires and workshops.

The materiality assessment will be reviewed again in 2026 and will continue to contribute towards our future business strategy.



ENVIRONMENTAL
SOCIAL



Energy & Carbon

We are always conscious of the ways that our business impacts the environment. As a leading manufacturer producing recycled tissue and towel for the Away-from-Home market, we are leading the way in contributing towards the Circular Economy.

We understand the need to operate sustainably and make a positive impact for the customers, communities and colleagues in the areas that we operate.



Introduction

By increasing the effectiveness of resource utilisation, production operations and the use of renewable energy, applying circular economy principles, we have the potential to reduce greenhouse gas emissions.

Greenhouse gas reduction targets will be reached by addressing how we generate and consume energy as well as changing the way society makes and uses products and investing in renewable energy solutions.

Decarbonising our operations and value chain is crucial to reduce the effects of climate change, which has significant impacts on natural ecosystems, air quality and health.

We have placed carbon reduction at the forefront of our sustainability agenda. Since we started our journey, we have invested heavily both in terms of our data quality, our reporting and scope of our measuring, working towards Group reporting in the coming years.

Northwood Hygiene Products 2024 Carbon Footprint



As a growing business, our absolute emissions continue to grow, but the continued investment made by the business has driven positive impacts, particularly in Scope 1. The 2024 footprint exercise captured a higher percentage of spend and business activity, contributing to the increased footprint compared to the previous year, as did the additional sites and buildings acquired by Northwood during this period.

With the increased number of Northwood businesses units calculated in 2024 our intention is to re-baseline with this 2024 data on a Group level.

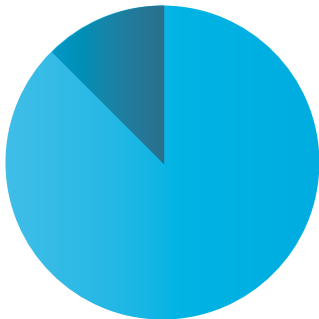
NHP achieved ISO 14064 verification of its carbon footprint for a third successive year.



Renewable Energy

Northwood Hygiene Products, as well as the Northwood Consuma Tissue business, continue to use 100% electricity with a Renewable Energy Guaranteed Origin (REGO), delivering green electricity into Telford, Oldham, Ellesmere Port and Grantham sites. We have used REGOs since 2019 and continue to use them as part of our strategy to minimise Scope 2 emissions.

Our recently opened administrative headquarters at Northwood House, Telford features our first UK solar installation, adding to the hydro and solar installations already operational at the Dicepa site.



Of the electricity used in Northwood Hygiene, 88% was generated by wind farms with the remaining 12% generated by solar.



Decarbonisation in Converting Finished Goods

“Over many years Northwood has made a commitment to UK manufacturing. We have continued to invest in our capabilities, upgrade assets and acquire new sites to sustain the continued growth of the business. In 2023, we manufactured over 97% of our paper products here in the UK, which continued to rise in 2024 to 98.5%. This has been driven largely through the continued repatriation of folded towels into the Oldham facility, which has made our supply more robust and less exposed to external factors, and minimises the emissions associated with our supply chain transportation.

To support our growth in UK manufacturing, we also made several investments in the energy efficiency of our converting assets, such as compressors at our Oldham site in late 2024, which is expected to reduce our absolute energy consumption, particularly on rolled products.

The phased replacement of our fork lift truck fleet started in 2024, ensuring we utilise state of the art, energy efficient assets across our manufacturing and warehousing functions. We replaced 24 trucks at Northwood Hygiene in 2024 of varying specifications with the balance expected to be updated by the end of 2025.”

Peter Foy, Operations Director, Northwood Hygiene & Consuma



Decarbonisation in Recycled Paper Mills

With the majority of Northwood Hygiene’s emissions falling within Scope 3 (mainly via the Northwood Tissue businesses), we place significant focus on carbon reduction in these businesses to deliver progress towards Net Zero.

“Across our three UK paper mills, gas emissions account for 47% of our overall footprint in 2024, so our priorities in terms of carbon reduction are clear. In 2024, we invested heavily in our Disley site with a new heat recovery boiler. This £1.45m+ investment has the potential to deliver an 18% reduction per manufactured tonne, once it has been fully optimised.

We also fully replaced the yankee hoods at our Chesterfield site, along with all associated air handling and burner systems. This represented another +£1.50m investment which we anticipate will reduce this sites CO2e emissions by approximately 15%.”

David Harries, Operations Director, Northwood Tissue



Decarbonisation in Transportation, Logistics & Other Vehicles

Northwood Logistics

Northwood Logistics modernised and increased the size of fleet to 33 HGVs in 2024, and is responsible for intercompany stock movements as well as delivering approximately 65% of our finished goods to customers. The new fleet has reduced CO₂e by 8% per tonne.kilometre compared to 2023.

Additionally, a new transport management system has significantly improved route planning, giving us better intelligence to make more informed decisions and increase the efficiency of our fleet, particularly in backhaul logistics to minimise empty miles.

Palletisation

As part of Northwood’s continuous improvement plan we regularly review our process capabilities against customer, warehousing and transport requirements and performance. Part of this is ensuring that Northwood optimises efficiency on pallet fills to reduce shipping and storage requirements.

An example of success includes the change to our 390m 1 ply Jumbo Tissue product. Through machine optimisation we managed to increase pallet quantity by 50%, totalling an overall increase of over 81km of tissue per single stack pallet and over 93km of tissue per double stacked pallet. This has reduced both shipping and warehousing demand by 85 pallets per year, removing over 3 full truckloads from the road annually.

Company Vehicles

We continue to modernise our company car fleet. This process initially started with the transition from diesel vehicles to plug-in hybrid in 2020. With no diesel vehicles remaining in the fleet this process has now evolved to transition to electric vehicles where feasibly possible.



Product Carbon Footprints

With carbon impacts becoming increasingly more important in the procurement process of all products, Northwood brought to market, data on all of its 400+ in house manufactured paper hygiene products. Our PCF data transparently provides market leading carbon insight, giving customers the ability to make procurement decisions across the Northwood range of products, against Scope 3 carbon reduction targets.

We continue to invest resources in this area with data improvements and third party verification key to our future roadmap.

Product Carbon Footprint Information

PRODUCT CODE	VT2125RF
BARCODE	05061003020674
DESCRIPTION	2 Ply Recycled Toilet Tissue 125m x 24 Rolls
ORIGIN	Made in UK
DATE	Published 01/08/24. Information gathered 01/01/23 to 31/12/23

CARBON FOOTPRINT

- Northwood Hygiene has calculated the carbon footprint of its products based on the principles of ISO 14067:2018
- The data used in the calculation is based on emissions associated with paper and finished goods manufacturing, packaging manufacture and transportation. Please review overleaf for a larger breakdown of the inclusions of this calculation

GHG Emissions by Type	kgCO ₂ e (/case)
GHG emissions from Paper Manufacturing	9.89
GHG emissions from Finished Goods Manufacturing	1.15
GHG emissions from Packaging Manufacture	0.38
GHG emissions from Transport (Upstream & Downstream)	0.29
TOTAL	11.71

Additional Product Information

Roll Length:	125m
Roll Width:	88mm
Case Quantity:	24 Rolls
Net Case Weight:	8.01kgs
Gross Case Weight:	9.00kgs
Pallet Quantity:	55

GHG Emissions % by Type

Paper Manufacturing	84.5%
Finished Goods Manufacturing	9.8%
Packaging Manufacturing	3.2%
Transport	2.5%

Produced in partnership with

Northwood Hygiene Products Ltd
Northwood House
Stafford Park 10
Telford
TF3 3AB

W: northwood.co.uk
T: 01952 236930
E: customer.service@northwood.co.uk

Product Carbon Footprint Information

PRODUCT CODE	C2B156F
BARCODE	05010146003617
DESCRIPTION	2 ply Blue Centrefeed 150m x 165mm x 6 Rolls
ORIGIN	Made in UK
DATE	Published 01/08/24. Information gathered 01/01/23 to 31/12/23

CARBON FOOTPRINT

- Northwood Hygiene has calculated the carbon footprint of its products based on the principles of ISO 14067:2018
- The data used in the calculation is based on emissions associated with paper and finished goods manufacturing, packaging manufacture and transportation. Please review overleaf for a larger breakdown of the inclusions of this calculation

GHG Emissions by Type	kgCO ₂ e (/case)
GHG emissions from Paper Manufacturing	6.34
GHG emissions from Finished Goods Manufacturing	0.54
GHG emissions from Packaging Manufacture	0.15
GHG emissions from Transport (Upstream & Downstream)	0.17
TOTAL	7.20

Additional Product Information

Roll Length:	150m
Roll Width:	165mm
Case Quantity:	6 Rolls
Net Case Weight:	5.14kgs
Gross Case Weight:	5.30kgs
Pallet Quantity:	84

GHG Emissions % by Type

Paper Manufacturing	88.1%
Finished Goods Manufacturing	7.5%
Packaging Manufacturing	2.1%
Transport	2.4%

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Sustainable Products

Product innovation, portfolio reviews and development are integral to supporting our own and our customer targets. We work with customers to drive value in sustainable paper hygiene products and collaborate to drive improvement.



Fibre

Whilst Northwood manufactures both pure and recycled products, we believe that the sustainability and environmental goals of both Northwood and our customers are better achieved through the use of recycled fibres.

Within our brand architecture, pure pulp products are almost exclusively used in premium front of house products where the perception of whiteness and softness is paramount. The expansion of Northwood’s customer base into Trade markets, with strong sales in luxury domestic style toilet tissue, has slightly decreased the overall percentage mix of recycled cases sold in 2024 to 72%, down from 75% the previous year.

Percentage of Recycled sales in 2023 vs 2024



Innovation, Optimisation & Product Introductions

We continue to innovate across all business functions, and in collaboration with customers and supply chain partners to develop new formats, processes and services to minimise the impacts of our products.

Natural Hand Towel

We introduced our first natural coloured hand towel into the AfH market in 2024. With base sheet manufactured at Northwood Dicepa, it utilises an alternative waste stream, primarily card packaging, which gives its distinctive, naturally-brown colour. Utilising a waste material with typically longer fibres than traditional materials such as sorted-office-waste, our natural hand towels are strong, perfectly suited for dealing with wet hands. With manufacturing processes requiring fewer chemicals, and the natural colouring a very visual tool for communicating to users that this is a recycled product, natural towels will form an integral part of our range proposition moving forwards.



Sourcing

Our commitment to using sustainably sourced paper, with a target for 100% of our base sheet procurement to be from certified sources by 2028 continues to improve.

The total percentage of FSC certified cases sold, stands at 70%, a 1.5% increase from 2023.

Northwood Hygiene also carries PEFC certification which forms the secondary route of our certified base sheet strategy.



Systems Innovation

In line with with our broader plastics strategy, we have successfully trialled with our supply chain partners the use of recycled ABS material into our Raphael dispenser range. Previously manufactured using virgin plastics, Northwood will bring to market a range of recycled Raphael dispensers.

Our White Raphael dispenser now contains 100% recycled ABS plastic. The Blue and Smoke ranges feature a 100% recycled back with a 30% recycled cover, enabling us to retain the key at-a-glance translucent feature designed to reduce replenishment time.

Raphael offers genuine sustainable washroom solutions through the ability to reduce consumption, reduce waste, reduce labour requirements, simplify and reduce ordering patterns and generally streamline washroom operations.



“

The reduced waste and labour that Raphael has delivered has really helped with the efficiency of our cleaning operations, and the significant cost savings have enabled us to allocate funds to other functions throughout the school.

The Portsmouth Grammar School

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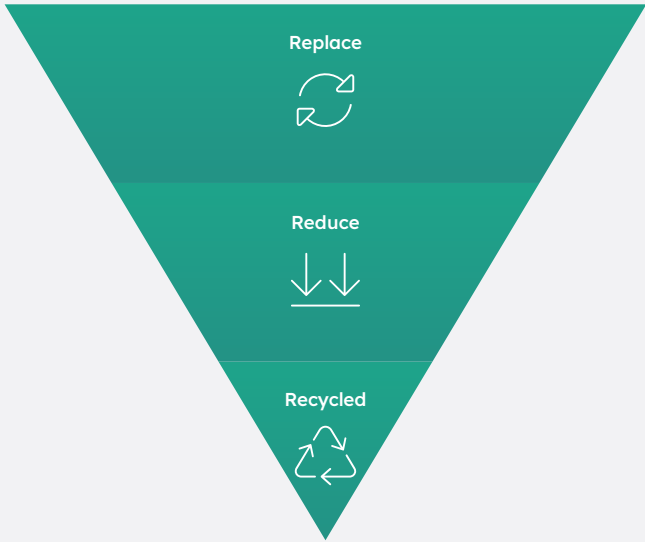
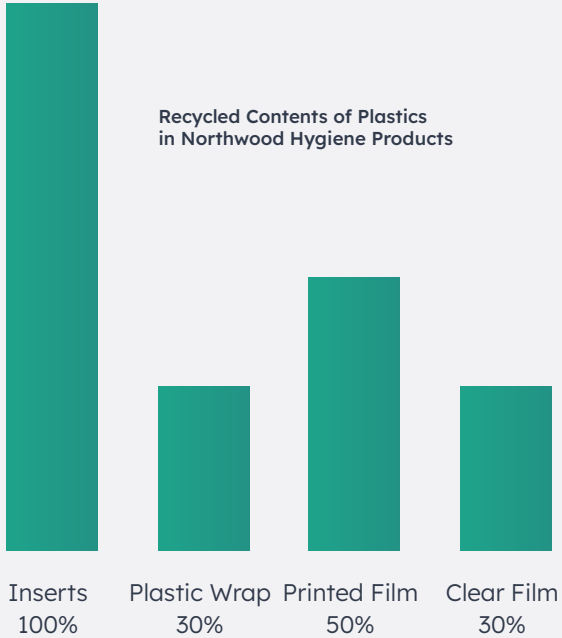


Plastic Packaging

We manufacture a varied range of products that utilise plastic in its packaging. Prior to the introduction of the Plastics Tax in 2021, Northwood products have utilised a minimum 30% PCR recycled content across all products.

Plastic is an essential packaging material for our products. Our priority is, where possible, to remove plastic in favour of more sustainable materials, without compromising the function, transportation or integrity of the product. Our successes include removing plastic from manufactured hand towels and transitioning our systems brands to a boxed offering.

Where material replacement is not possible, we look to increase the recycled content of the plastic and / or reduce the material gauge, again ensuring packaging function and integrity remain fit for purpose. We continue to work with all our suppliers and manufacturing teams in developing innovation to deliver against this strategy.



Increasing PCR

We made a significant change to our 4 pack toilet tissue packaging at the end of 2024, with the introduction of a minimum 50% PCR film. Through supply chain collaboration, we retained clarity and print quality, whilst also maintaining the plastic gauge. In September 2024 the first product came through our production lines using the 50% recycled content, which has since been rolled out across our conventional toilet roll portfolio, impacting over 32 million individual impressions of plastic.

This supports our wider vision to support circularity, UK recycling infrastructure and adoption of recycled materials across all product categories.



Sourcing

In addition to increasing the PCR content, a change in supplier, in line with our drive for local partners, where feasibly and commercially possible, has significantly reduced the delivery distance of our printed films, resulting in approximately 97% CO2e transport reduction in this critical packaging element.

Reduction

Across the 13 million sleeves of plastic wrapped bulk tissue manufactured in 2024, we achieved a plastic gauge reduction of 8%.

Additionally, through a further optimisation project at our Telford site, we achieved a 5% LDPE plastic case wrap reduction across two production lines manufacturing both jumbo tissue and centrefeed products.

A key plastic reduction project in 2024 transitioned plastic sellotape to a kraft paper based tape. Across all but a few products, plastic tape has been fully removed from hand towels, systems, hygiene roll and bulk pack products. This has removed 5.8 tonnes of plastic per year, equivalent to over 2,600km of tape.

Transitioning to a more renewable form of tape also helps the end of life of our packaging, with recycling infrastructure better placed to recycle kraft paper with cartons than the plastic alternative.

In late 2023, Northwood introduced Whisper Eco, a paper wrapped and boxed luxury recycled toilet roll. With the typical case of toilet roll containing 11 individual pieces of plastic, Whisper Eco offers a fully plastic free alternative, with a luxury recycled and FSC certified base sheet. We continue to plan additions to our paper wrapped and boxed product offer to broaden our plastic free assortment.



Product Safety & Quality

Our target is for products and services to meet the highest standards and contribute to the health and wellbeing of consumers and ensure the protection of the environment across the value chain.

Certifications

Our quality management system is embedded throughout both Northwood Hygiene Products and the wider Group.

As consumer consciousness rises, more focus than ever is being given to product integrity. Northwood Hygiene holds a BRCGS (Global Standard Consumer Products – Personal Care and Household) B Grade for our Telford site and A grade for our Oldham site, demonstrating our commitment to risk mitigation and industry best practice.

We continued to excel in 2024 with customer specific audits and demonstrate continual improvements across our manufacturing sites.



BRCGS



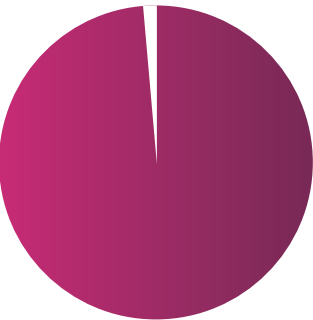
Waste

Aligned to best industry practice, Northwood has developed a strategy around designing products and processes to avoid waste, and ensuring any waste incurred is recycled as and when feasibly possible.



Waste Reduction in Finished Goods Converting

Within Northwood Hygiene, our main waste stream is paper produced in the converting process. The integrated nature of our business however ensures that all paper and board waste is recycled closed loop in our own UK paper mills.



98% Recycled

With nearly 6,000 tonnes of converting waste fed back into our paper mills, Northwood Hygiene achieved a 98% recycling rate in 2024, with 1% used in the generation of energy, and less than 0.5% to landfill. This represents a marginal improvement versus 2023, and progress towards our 2030 targets.

Optimisation programs in collaboration with the Dicepa mill on 1 ply hard roll towel have reduced trim waste by 57% per log. This improvement impacted in excess of 750,000 rolls of production in 2024 across Raphael and North Shore brands.

Waste Reduction in Mills

Investment in our Chesterfield mill to enhance drying processes has benefitted how we manage paper sludge at the end of life, allowing us to better utilise this waste for animal bedding in agriculture.

Previous investments at the Disley mill resulted in a 20% reduction in de-inking sludge from 2023 to 2024, despite a 6% increase in production output.



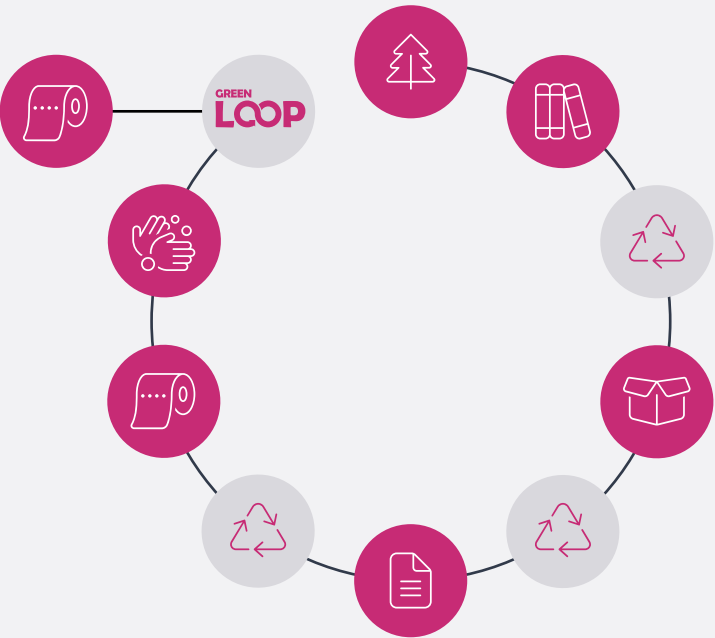
Green Loop

One of the fundamental commitments of our business is to provide innovative solutions to support customer goals.

Green Loop launched at the end of 2022 with the focus on providing a solution on difficult to recycle black plastics from our North Shore and Raphael ranges. We have continued to gain traction with over 300 recycling bins provided to end users since launch.

In 2024 we recovered in excess of 32,000 inserts from customers, and retained this material in the supply chain.

The Green Loop has been extended to include dispenser recycling. Now our industry leading installation programme for our North Shore and Raphael products offers a hassle-free site survey, installation and waste removal and recycling service.



The final expansion of the Green Loop was launched in late 2024, which saw Northwood take end user paper hygiene waste and recycle into new products. As the most comprehensive closed loop recycling service in the market, we offer end users the opportunity to increase recycling rates and minimise thier environmental impact.

The aim of this service is simple: make washrooms more sustainable and circular by turning

customer waste into raw materials to be used again in washrooms and new paper hygiene products. We reduce the use of primary raw materials whilst supporting end user goals.

“The Green Loop scheme offered by Northwood was a key feature that resonated with us. Knowing that any plastic we have in our products can be recycled closed-loop is great. We always consider how much our college impacts the environment and this will increase our recycling levels across the site.”

St Hughs College, Oxford

Social Impact

At Northwood we are acutely aware of our responsibility to be proactive in helping make positive steps to aide our colleagues, their families and local communities.



Success Through People



Our colleagues are our biggest asset as an organisation, so we asked Dawn Roberts, Group HR Director, to discuss Northwood’s journey to implement the ‘Success Through People’ framework:

The Success Through People framework addresses key organisational and industry challenges such as staff turnover, talent competition and cost of living pressures.

It is holistic approach to enhancing the colleague experience, balancing inclusivity, affordability and relevance across all organisational roles from field based to office staff, manufacturing to warehousing and logistical staff.

Our strategy started with ‘You Said, We Did’ surveys, consultation groups and interviews to ensure our alignment of colleague needs, with broader objectives to reduce staff turnover, improve productivity and increase wellbeing.

What makes Northwood stand out as an employer?

“2024 saw Northwood establish a new set of Guiding Principles, the values on which our business operates, and this is something that I think makes us stand out as an employer.

Northwood has a strong track record in terms of continued growth and financial stewardship. We are a highly ambitious company as we continue to strive to push the industry forwards, and this has enabled us to expand our team across all functions and provide opportunity for personal development and career opportunity. We continue to invest in our business both in terms of capability, machinery and people, and we have a passion for developing our colleague experience, something that the business has been invested

in over the last 24 months. In 2024 Northwood was a shortlisted finalist at the Employee Benefits Awards, which is testament to our holistic approach to the financial wellbeing of our colleagues and their families. We have made great progress in adding to this package in the last 24 months and we look forward to continuing to do so moving forward.

In 2023 Northwood became only the second paper hygiene manufacturer to become a Living Wage employer, ensuring all colleagues receive at least the real living wage. Northwood also supports colleagues with pension packages equivalent to the living pension. The results of this are clear to see. Staff turnover reduced by 35%, which contributed towards record levels of production output, and we continue to see colleagues achieving long service milestones throughout the business.”

What do you think the future looks like for colleagues working for Northwood?

“The future of Northwood colleagues is all about continuing to invest in people. In 2025 we are focusing a lot of our energy on supporting our leadership. We have conducted workshops to create Northwood’s definition of what a leader should be, and implemented a programme to develop leadership qualities:

Through nurturing this leadership culture and supporting personal development, we expect to see these characteristics cascaded throughout our workforce for the broader benefits of increasing efficiency, retention and overall employee experience.”





Nurture Talent

2024 saw 12 new apprentices employed across the Northwood group, predominantly in manufacturing and engineering functions. We are committed to recruiting, developing and retaining apprentices across the business, and established a policy in 2023 to ensure that all apprentices are employed on the real living wage from their first day with the company, with increments during their training to achieve a competitive salary once all training and studies are complete. All apprentices are employed on permanent contracts at the start of their training, assuring that Northwood is fully invested in supporting early careers development, ensuring sustainable skills for the future.

Developing our existing talent is also a focus of our business, with 45% of managerial vacancies in 2024 fulfilled with internal candidates. Our vision is to continue to establish career pathways for our colleagues and to develop and support them.

Northwood continues to be accredited as a Living Wage employer, symbolising our commitment to creating a workplace where valued colleagues thrive and are fairly rewarded.

The Northwood Voice continues to be the vehicle for colleague engagement on working conditions, driving feedback and implementing change to enhance the employee experience.



Wellbeing & Support

Health Wellbeing

We continued to add to the package of support offered to colleagues in 2024, with myStrength, a mental wellbeing app with personalised guidance to help overcome life challenges, and Toothfairy, the UK's first health regulated smart dental app providing instant access to advice, guidance and prescriptions. Both complement the existing WeCare benefit offering 24/7 GP access, counselling, legal and financial guidance, smoking cessation, healthy diet and burnout prevention support and get fit programme.

For additional support, Northwood also introduced a Mental Health First Aider scheme, giving every colleague access to in-person support.

Financial Wellbeing

2024 saw a newly enhanced myNorthwood benefits portal, providing colleagues with improved functionality and accessibility to existing benefits, giving on-the-go access to access holiday, payslips, WeCare resources and major retail discounts. In 2024, the new portal supported over 2,700 colleague transactions, with access to retailer discounts. We launched our Early Access to Pay scheme, giving colleagues access to salary advances to help combat financial pressures, totalling over £385k in 2024.

Additional Salary Sacrifice schemes were introduced , including new Tech and Travel options, with applications rising to more than six times the previous level worth over £210k in 2024.

Equality, Diversity & Inclusion

Our Success Through People strategy continues to develop, aiming to create an inclusive environment where colleagues, workers and our communities feel valued and thrive. Providing colleagues with a wealth of materials driven by our EDI calendar, ranging from a 'Celebrating our Sisters', an interview with Telford factory Re-worker' Evelyn Koomson, featuring her story of moving from Ghana to the UK for Black History Week, to publishing our inaugural Annual EDI Report celebrating the diversity of our workforce.

The success of our work in EDI was highlighted as Northwood won the inaugural 2024 EDI Award at the Confederation of Paper Industries Annual Paper Awards.





Simon Randall joined Northwood as Group Health & Safety Director in mid-2024. We sat down with him to review the impact of first few months, and discuss the future of Health & Safety.



What was your remit when you joined the company?

"Prior to my arrival Health & Safety was managed by business unit rather than on a Group level. My remit was to deliver best in industry health and safety performance across all business units. We needed a streamlined and uniform approach, which the business is supporting me with significant investment, as per their track record across all functions of the business."

What do you see as the key areas in the future of Health & Safety at Northwood?

"Our Zero Harm by Choice framework has worked tremendously well in terms of developing the culture of health and safety within our business. We are now in a position to broaden the programme, focusing on our safety leadership, upskilling and wellbeing. Our new framework will guide us to deliver the best safety performance in the paper industry."

We will rollout our new H&S platform Norquest, as we continue to modernise and digitise. This new platform allows us to centralise health and safety, giving us improved data and information to allow us to make better informed and quicker decisions, as data will be more uniform across our ever expanding organisation. This represents a significant investment from the business and will become a fundamental tool for us moving forwards to support our continuous improvement.

Mirroring other departments within our business, we are also looking to develop operational excellence programmes. With so much good work being done across all our sites, it is more important than ever to share best practices, drive improvement and standards."

How do you plan on developing the Health & Safety culture at Northwood?

"The safety culture at Northwood is already well developed. The Zero Harm by Choice / Golden Rules initiative has been a great success in ensuring all of our workforce understands that safety is a personal matter for each and every one of us. We continue to reinforce this with comprehensive communications, celebrate positive actions and increase training. All of which has led to a positive development across our sites, from increased numbers of reporting to a decrease in lost time."

We have also engaged with the Institute of Occupational Safety and Health and are accredited as trainers for their Leading, Managing and Working programs, which we are now implementing."



Community

Trees for Cities

Northwood continued to partner with Trees for Cities (TfC) in 2024 after a successful first year partnership in 2023.

Trees for Cities are the only UK based charity to plant trees in towns and cities in the UK. They work with local communities to cultivate lasting change in their neighbourhoods, whether its revitalising forgotten spaces, creating healthier environments or getting people excited about growing, foraging and eating health food. Founded in 1993, TfC has planted in excess of 1.8m trees across communities, engaging with over 140k volunteers along the way.

We continued our commitment to TfC for one tree to be planted for every new North Shore and Raphael

contract received. Once again we exceeded our annual target of 500, achieving 730 in 2024. Our running contribution total since 2023 has now reached 1,731 trees.

As part of Northwood’s 50th anniversary year, and ‘50 things for 50 years’, Northwood also pledged an additional 50 trees for TfC.



Supporting Local Communities

In support of National Foodbank Week in September, Northwood worked with foodbanks local to 7 of our UK sites, donating in excess of 14,000 toilet rolls for their service users.

Northwood also worked with other organisations and clubs at a local level to continue to support their communities through other donation and sponsorship programmes.

2024 saw the launch of our first ever corporate volunteering leave, partnering with Groundworks to help redevelop a nature reserve local to our Telford headquarters. 22 colleagues volunteered, contributing a full days work helping to re-establish walkways, re-build steps and make general improvements to the Millenium Reserve, a former disused landfill site. Northwood continued its support of Meals & More, a UK charity supporting the provision of meals, resources and activities. With a focus on areas of social deprivation and children who live with poverty and social isolation, and who have limited access to adequate food provision and activity throughout school holiday period. Meals and More have supported over 2 million childrens meals since 2015.



Celebrating in 2024

2024 saw a number of achievements across the business and wider group. None more so than celebrating 50 years of Northwood. A range of activities were arranged to commemorate the milestone across the year.



At the annual Confederation of Paper Industries 2024 Gold Awards, Northwood were winners of the Equality, Diversity & Inclusion category, highlighting our commitment and progress to creating an environment where colleagues feel valued and can thrive.



At the annual Cleaning Excellence Awards, Northwood were crowned as Sustainable Company of the Year.



We achieved an increase in our EcoVadis rating, being awarded a Silver medal in 2024 underpinning our commitment to sustainability.



As part of our drive to become a market leading and innovative manufacturer, we continue to hold a suite of accreditations:



14001/9001/45001





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