

SUSTAINABILITY REPORT 2005

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MANAGING DIRECTORS STATEMENT

Our environmental journey started in 2002 at a national company conference where there was overwhelming support from all staff to initiate positive environmental actions both within the company and externally by using our strong relationships to influence our customers and suppliers.

In 2002, the company employed an Environmental Manager to focus on this important area. Our first step was to formulate an environmental policy where we committed to reducing our resource consumption, pollution and wastage.

In the past three years we have achieved this goal by implementing initiatives in our office and warehouse operations as well as product design.

In the first eight months of 2003 our office environmental performance increased from an average to an excellent rating (as measured by a University of New South Wales Green Office Rating Questionnaire). This meant our office had minimal impact on the environment compared with the average office.

Early on, we identified the impact of our product processes using the life cycle approach, which is now a standard procedure for all new product developments. This has not been an easy task as our suppliers had never been requested to address such comprehensive environmental criteria.

At the end of 2004, INSTYLE launched the innovative sustainable textile collection, LIFE (Low Impact For the Environment) Textiles®. We are extremely proud of this collection that took 2.5 years to research, design and develop. With the support of our clients, LIFE Textiles® has become a very successful collection that we will continue to expand upon in the future.

True to our mission, INSTYLE is committed to setting high environmental standards. We have been vocal in identifying fundamental flaws in the Green Building Council of Australia's green stars rating tool (for more information, please refer to http://www.instyle.com.au/green_building_council.html) and will play an active role in the development of a benchmark environmental textile standard with Green Blue in the U.S.A.

This is the first Sustainability Report INSTYLE has prepared and published. This report details our initiatives to date; current measures and targets set for the future.

I wish to acknowledge that our success would not be possible without the support from our staff, customers and suppliers.

We, therefore, look forward to working with our staff, customers and suppliers to continually seek ways to improve our internal and external business activities to ensure greater protection of our society and environment.

Michael Fitzsimons
Managing Director

REPORT PROFILE AND SCOPE

Our Mission Statement
"Leading our industry"

Our Company

Instyle Contract Textiles Pty Ltd is a specialist in the design, marketing and distribution of contract textiles for commercial office, hospitality, healthcare, public building, educational, transportation, retail and high-end residential spaces. Established by Michael Fitzsimons in 1987 INSTYLE was created with a vision to build an internationally respected textile company.

INSTYLE designs and develops its own distinctive range of upholstery and screen textiles in its award winning Sydney Design Studio which are then produced by manufacturers in Australia, New Zealand, Europe, Japan or U.S.A.

INSTYLE has maintained a documented Quality Management System, using the guidelines set by ISO9001/AS9001.

INSTYLE has established offices or agents in all capital cities of Australia, New Zealand (Vivid Textiles), U.S.A. and Hong Kong.

Scope

This is INSTYLE's first Sustainability Report and covers our environmental and social performance for the 12-month period from 01 July 04 to 31 June 05. The information is reported on qualitatively although indicators of paper, energy, water usage and waste are reported quantitatively.

The environment section covers the operations at INSTYLE's Head Office in Mascot, Sydney consisting of an office and warehouse with 29 staff whilst the social section is inclusive of the entire company.

ENVIRONMENTAL PERFORMANCE

1. PAPER USAGE

Initiatives

Reduce document sizes for eg. price list reduced from 15 to 10 pages, care instructions reduced from A4 to A5 and A5 to A6.

Documents are printed double sided where possible

Use of electronic documents and communication where possible

Use of electronic archiving for invoices

Reuse of paper for internal use

Use of 100% recycled and chlorine free bleached paper and 80% recycled content envelopes

Cover sheets on faxes are eliminated where possible

2. WASTE MANAGEMENT

Initiatives

Recycling systems were introduced at the beginning of 2003 for paper, cardboard, plastic, food & drink containers, toner cartridges & fabric samples/offcuts.

A compactor was introduced in 2005 to bale plastic waste. This results in reduced transportation impact as there are fewer pick-ups.

Other waste such as fabric offcuts are sent on an ad hoc basis to a local community organisation, Reverse Garbage.

3. WATER USAGE

Initiatives

Installation of dual flush toilets

Current Measures

Recycled Paper 9.9 reams per person
Virgin Paper 3.1 reams per person

Total Paper 13 reams per person per year (this figure does not include pre printed stationery)

Targets

Reduce paper usage by 10%
(To 11.7 reams per person per year)

Current Measures

Recycling
Paper & cardboard 35.3 tonnes
Food & drink containers 0.26 tonnes
Plastic packaging 67.2 bales
Resources saved from paper & cardboard recycling include 204 trees, 39 barrels of oil, 64.3 MW of electricity, 62m³ of landfill and 498.6 kilolitres of water for the year.

Waste to landfill 2.5 tonnes

Targets

Reduce waste to landfill by 10%

Current Measures

Water usage 218.2 kilolitres

Targets

Reduce water usage by 10%

4. ENERGY USAGE

Initiatives

Office designed to have individual light switches / lights are switched off when not in use

Use of energy saving mode on computer monitors

Switch off computers at days end

Current Measures

Electricity usage 151.6 MWh
GHG Emissions 151.6 tonnes

Targets

Contract a specialist to conduct an energy audit
Investigate the use of renewable energy

5. PRODUCTS

Initiatives

The design and development of a sustainable textile collection, **LIFE (Low Impact For the Environment) Textiles®** in collaboration with The Woolmark Company. LIFE Textiles® is designed to minimise the environmental impact over the entire lifecycle. LIFE Textiles® is locally produced to strict environmental criteria utilising exclusively sourced rapidly renewable and sustainable, natural resources including eco wool and certified organic wool. LIFE Textiles® will benefit indoor air quality and at the end of its useful life can be reused, recycled or will biodegrade in the right conditions.

The textiles released within the LIFE Textiles® collection are:
BALANCE – an upholstery textile made from 100% eco wool™ (CTA Rating – Heavy Duty)

SOURCE – a screen/upholstery textile made from 100% Australian eco wool™ (CTA Rating – Heavy Duty)

PLANET – an upholstery textile made from 100% Australian certified organic wool (CTA Rating – General Commercial)

INSTYLE's **Environmental Information System** is available with each product information so clients can assess the environmental benefits of each product. For eg, INSTYLE's product INSUEDE is produced by a manufacturer certified with an Environmental and Quality Management System (ISO 14001 & 9001), SPIN and VIBE are produced by a manufacturer who is a signatory to Australian Greenhouse Challenge and another manufacturer uses 100% renewable energy.

ENVIRONMENTAL PERFORMANCE CONT.

6. PACKAGING

Our fabrics are transported to customers on fabric cores and wrapped in LDPE plastic

Initiatives

Redesigned transport packaging in early 2005 to use less material (thickness reduced by over 15%), contain recycled content (85% post industrial recycled content) and enable further recycling. This has been defined as 'eco packaging' by ecospecifier (Australian database of eco preferred materials).

Fabric cores are made from recycled cardboard

7. OFFICE PRODUCTS

Initiatives

Reuse of stationery where possible

No longer purchase disposable plates, cups and cutlery

Procurement of environmental preferable products such as:

- 100% recycled content paper
- 80% recycled content envelopes
- Earth Choice dishwashing detergent is biodegradable and phosphate-free. It comes in recycled PET packaging and made in Australia.
- Toilet paper, Notebooks and Post it Notes are made with recycled content
- Pencils manufactured from recycled newsprint, a unique process that does not use any wood
- Ballpoint pens manufactured from non bleached paper, these pens contain no plastic material in the barrels or caps. 95% of the pen is biodegradable and the packaging is made from recycled paper
- Permanent markers and highlighters are manufactured using recycled paper and polypropylene, with a saving of over 60% plastic compared to conventional markers. The ink is 100% Consumer and Environment Safe alcohol based. Awarded with the Nordic Swan Eco Label.

8. COMMUNICATION

Initiatives

E-cards or postcards are used for promotion purposes to reduce unnecessary paper waste

LIFE Textiles brochures are made from 55% recycled (15% post-consumer), 45% oxygen bleached, sustainable sourced ecf paper using soy based inks and aqueous varnish. Soy based inks are from renewable resources and emit less toxic volatile organic compounds (VOCs)

Web based and electronic documents are designed with the environment in mind. For eg. the hardcopy LIFE Textiles product brochure is formatted with white text on a green background. This was reformatted for electronic documents to green text on a white background to avoid using a lot of black printer toner when printed.

Stationery and sampling cards are made from 100% ecf FSC certified and managed plantation wood pulp paper

9. GOING BEYOND

Initiatives

Staff use personal mugs when buying coffee from outside vendors to avoid using disposable cups

To promote ecological values, ECO TIPS are included in internal emails, which are emailed to the entire company on a daily basis and changed weekly. This assists employees to be environmentally conscious in all aspects of life

98% of staff indicated that they are more eco conscious. Some staff reported that they were eco conscious prior to working at INSTYLE and most reported they are more eco conscious as a result of the company's direction.

Targets

Investigate ways to reduce impact of sales staff car usage

To expand the reporting to include all branch offices

To include ECO TIPS in company communications

SOCIAL PERFORMANCE

10. OUR PEOPLE

We have a great team at INSTYLE and our success is based on teamwork. Our team is diverse ranging in age, gender, ethnic background and education. The majority of staff have been with INSTYLE for more than 5 years.

Diversity (Year ending 31 June 05)

	Total
No. of staff	
Australia	35
Agents	4
New Zealand	3
U.S.A.	1
Gender	
Female	28 (65.1%)
Male	15 (34.9%)
Age Range	
20 – 30	4 (9.3%)
30 – 40	18 (41.9%)
40 – 50	13 (30.2%)
50 – 60	5 (11.6%)
60 +	3 (7.0%)
Ethnic Background	
Australia	21 (48.8%)
New Zealand	6 (14.0%)
Asia	5 (11.6%)
South America	3 (7.0%)
Europe (inc. United Kingdom)	8 (18.6%)
Highest Educational Qualification	
Post-Graduate	2 (4.7%)
Graduate Degree / Diploma	29 (67.4%)
Secondary School Qualification	12 (27.9%)
Staff Employment History	
0 – 5	19 (44.2%)
5 – 10	20 (46.5%)
10 – 15	2 (4.65%)
15 +	2 (4.65%)
No. of staff taken maternity leave	3
Management – No. of Female / Male	5 / 6

SOCIAL PERFORMANCE CONT.

Initiatives

Professional Development

New employees complete an induction and training sessions at Head Office, Sydney

Professional development is available to employees. Currently our Marketing Manager is studying for a Masters of Business Administration and our Environmental Manager is studying for a Masters of Design.

INSTYLE's Managing Director, Michael Fitzsimons is a long standing member (7 years) of The Executive Connection (TEC). TEC is an organisation dedicated to the improvement of the effectiveness of CEO's.

Teamwork

Regular Key Performance Indicator, Design and Sales meetings

Celebrating birthdays

Annual national company conference

Staff Christmas parties

Last December INSTYLE Sydney held a party celebrating the launch of its innovative sustainable textile collection, LIFE Textiles® and the opening of its new showroom. Dr Karl Kruszelnicki was entertaining as our guest speaker.

Staff initiate other social functions throughout the year

Quality of Working Life

In April 2004, INSTYLE Sydney moved to new premises. A beautiful new interior was designed for the comfort of staff. Renovations included many of the building walls punched through and replaced by glazing so staff had maximum natural light and outside views of our garden which was completely re-landscaped.

The office includes several indoor plants that improve indoor air quality

The company has a family friendly flexible approach to staff

INSTYLE has an OHS team and OHS policy – this year we had 4 reported incidents

Additional Benefits

Appropriate rewards are awarded to employees that deliver exceptional performance. This includes bonuses to all support staff each month if sales targets are met.

11. OUR CUSTOMERS

INSTYLE's customers include architects, interior designers and furniture manufacturers. INSTYLE has a customer-orientated approach and operates with customers in a manner to promote integrity, trust and mutual respect.

12. OUR SUPPLIERS

We have established and maintained excellent relationships with our suppliers. Our suppliers are located in Australia, New Zealand, Europe, Japan and the U.S.A.

We have licensed two local manufacturers to produce our innovative sustainable textile collection, LIFE Textiles®.

13. PROFESSIONAL ASSOCIATIONS

INSTYLE is a Woolmark Key Partner and Licensee.

INSTYLE is an active member of the Commercial Textile Association of Australia and New Zealand (CTA) and the Association of Contract Textiles in America (ACT).

INSTYLE is a member of the Commercial Furniture Industry Association of Australia (CFIAA)

14. GIFTS

We receive numerous requests for sponsorship, donations, reduced fees and presentations. INSTYLE is committed to assisting students with practical industry knowledge.

Initiatives

Donation to student design awards

Help promote young furniture designers

INSTYLE delivers educational presentations to university students on textile design, textile technology and the environment. This year eleven presentations were held by INSTYLE.

Where possible, INSTYLE takes on students for work experience where they gain invaluable experience within the industry.

This year two students conducted work experience with us. One student joined us from Melbourne in our Design Studio and another student worked with our Environmental Manager.

In 2004, Christmas cards were sent by email. With the money saved from cards and postage, INSTYLE donated money to four charities, the Children's Medical Research Institute, Australian Cancer Research Foundation, Reachout Youth Suicide Prevention and Alzheimer's Australia Research. We aim to continue this every year.

INSTYLE donated money to the Tsunami crises

Sampling and fabric remnants are donated to charities, child care centres, Reverse Garbage (a local community-run re-use store) and CAT Adoption Teams of the ACT (a rescue and find-a-home service for cats).

15. TARGETS

Investigate employee volunteering opportunities

Start reporting on employee satisfaction through surveys

FEEDBACK

To assist us in improving our first Sustainability Report and our service to you, your feedback is invaluable. What is your overall impression of the report? Are there any important issues missing? Was the information useful and did it meet your expectations? How can the presentation of data and performance be improved?

Please direct feedback to tmak@instyle.com.au.

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