



Working in partnership with



Dear administrator

In these financially demanding times, we know that parishes are keen to make every penny count, whilst still balancing value with quality and sustainability. This has prompted The Church of England Procurement Group (a church-wide group with representatives from parishes, dioceses and the national church) to select a preferred partner to deliver an office products solution that gives value for money and ensures that a sustainable product is available where possible, and delivered in the least environmentally damaging way from manufacturer to your desk.

Enclosed are some fact sheets that highlight the key points about Lyreco and why they have been chosen as the Church's partner.

We believe that there is an increasing need to choose a partner that will not only deliver significant cost savings but to also be able to demonstrate its commitment and success in reducing its own and its suppliers carbon footprint by ensuring that everyone in the supply chain adopts ethical practices and they are encouraged to work to gain ISO14001 accreditation.

We believe that Lyreco is well placed to support the needs of all areas of the Church whether your office is based in central London or rural Herefordshire you can expect the same high level of service and the same quality and pricing however big or small your need. All orders are delivered free of charge, although we ask for parishes to make reasonable sized orders to minimise environmental impact.

**To open your account and start ordering please see factsheet 3 enclosed.**

For further information and to view the product catalogue you can access the Lyreco website on [www.lyreco.com](http://www.lyreco.com) or telephone 0845 075 5544.

Please read the enclosed information and make your own decision.

Thank you very much for taking the time to look at the information provided.

Yours faithfully

A handwritten signature in black ink, appearing to read "Philip Arundel".

Philip Arundel, Diocesan Secretary for the Diocese of Ripon and Leeds  
& Chair of the Church of England Procurement Group

## Fact Sheet 1



### About Lyreco

Lyreco is a privately owned international company operating in 28 countries in Europe, Asia, North America and Australasia. In the UK, founded in Scotland in 1913, the company has grown to be one of the largest suppliers of Stationery and Office supplies with a turnover of over £300m in 2008.

Lyreco's Head Office and National Distribution Centre in Telford, Shropshire employs 500 people locally and a further 1500 are employed nationwide. Supported by 28 local distribution centres, 450 vans and 550 drivers deliveries are guaranteed next day on 5000 product catalogue codes when ordered before 5.30pm\*.

Virtually every parish in the Church of England is covered by our own people ensuring a quality experience every time your goods are delivered.



Sourcing products on a global scale gives enormous economies of scale and enables greater price stability. This has been reflected in the Church of England pricing and enables free delivery anywhere in the UK, whether your order is 20 boxes of paper or a single glue stick, your order will be delivered with care and attention by a regular uniformed driver.

Our Online Ordering (OLO) Website enables your order to be processed accurately, quickly and easily with many time saving features such as favourites and quick order entry. The system is live and will show you that your item is in stock so you can order with confidence, knowing that it will arrive the following morning. We will confirm your order with an email. You can browse previous orders, track your order and you can even decide what day you want it delivered!

\* Subject to terms and conditions

### **Quality and Environment**

"Making your office a greener & more sustainable place to work"

Our 'integrated thinking' process means that environmental considerations are taken into account in decision making processes throughout the business. E.g.

Looking in depth at supplier practices and accreditations; Expanding the range of products which have reduced environmental impacts; Providing solutions for customers and regularly reviewing our own practices in every area, from suppliers of facilities services through to our vehicle fleet policy. Working to reduce our environmental impacts.

### **Green Apples**

Recent successes include winning a Gold Green Apple Award for a waste reduction project which has contributed to 89.5% recycling of waste at the Telford Head Office. This is the 3<sup>rd</sup> Green Apple Award that Lyreco has won.

### **Climate Conference - Copenhagen December 2009**

Lyreco was chosen to supply approximately 9 million sheets of sustainable paper to the Climate Conference in Copenhagen in December 2009. The UPM Future paper was chosen for its superior environmental features, including sustainable sourcing of wood raw material and the EU Eco-label, the official EU mark awarded to greener products.

### **Introducing more fuel efficient vans**

Lyreco (UK) is in the process of receiving 75 Mercedes Sprinter 511 vans. 8 of these vehicles are Euro IV rated emissions, equipped with the 'Eco-Start' device. This device automatically stops the engine when stationary and restarts when the clutch is depressed. 27 of these are Euro V rated emission vehicles, and although not fitted with Eco-Start, offer a similar Fuel and Co2 saving. Mercedes claim that the device improves fuel efficiency (and therefore Co2) by 10%

The device cannot be turned off by the driver. Since their introduction earlier this year, we have noted a fuel efficiency improvement of 8.5% against similar models not equipped with the device. This equates to a saving of 73,639Kg Co2 or 74 Tonnes of Co2 per year\*, and will also save Lyreco approx £23,000 on fuel

For further information about how Lyreco is reducing its environmental impact please visit [www.Lyreco.com](http://www.Lyreco.com)

### Fact Sheet 3 Account Opening Form

Church or Office Name*	<input type="text"/>		
Delivery Address*	<input type="text"/>		
Postcode*	<input type="text"/>	Diocese*	<input type="text"/>
Has your office ever used Lyreco for stationery before Yes/No*	<input type="text"/>		
You can enter "Don't Know" if you are unsure and it doesn't matter if you no longer use the account.			
If yes - do you know what your Lyreco account number was/is?	<input type="text"/>		
We will need to assign an existing account number to allow access to the new pricing under this agreement			
Contact Name*	<input type="text"/>		
Telephone No.*	<input type="text"/>	Fax No.	<input type="text"/>
Email Address*	<input type="text"/>		
You will be sent an account number (which is your login) and password by email, to log on to the Lyreco online ordering website.			
Address where you would like your invoice sent if different from above	<input type="text"/>		
Postcode	<input type="text"/>		
Contact Name	<input type="text"/>		
Telephone No.	<input type="text"/>	Fax No.	<input type="text"/>
Email Address	<input type="text"/>		
Please note: You are required to provide a deliverable address that will be occupied to take your delivery. Please return this form to customer services by email to <a href="mailto:corporate.orders.uk@lyreco.com">corporate.orders.uk@lyreco.com</a> . For further information please contact customer services on 01952 621521 or 0845 075 5544. Alternatively you can post your account opening form to Corporate Sales Support, Lyreco, Deer Park Court, Donnington Wood, Telford, Shropshire. TF2 7NB.			
* Mandatory Fields			



## Factsheet 4

### Setting up an account and placing your first order

1. Complete the details on the attached account set up form ensuring all mandatory fields are complete.
2. Send it to Lyreco
3. Once your account is set up you will receive an account number by email or by fax if do not have an email address. This will normally be within 24/48 hours.

When you have received these you can access the Lyreco OLO website - enter your account number as the logon and enter your password. You will be prompted to change the password to something you can remember the first time you logon.

You are now ready to place an order.

The most environmentally friendly and easiest way to place an order is online via the Lyreco Website. This is because your order is placed directly within the Lyreco system requiring no further operator input, it is paperless and there are no faxes to send or telephone calls to make. This eliminates human error and there is no chance of an order being lost.

There is no need to calculate discounts as all pricing is live on the website so the price you see online is the price you pay.

**We recommend that you add a copy of the Lyreco catalogue to your first order by using product code 4710669.** This is an RRP catalogue and will not display the Church of England pricing, but it will enable you to see the breadth of products stocked, and when compared with online pricing, you can see the discounts that the Church has been able to secure for you.

You can search the catalogue online by using the search facility on the left hand side of the screen.

Enter the product code in the shopping basket and how many you require and click add. Once you have added all the items to your basket submit your order. Check the box for email confirmation of your order before you send it. We will send an email copy of your order confirming receipt.

Your order will be delivered the following day.

If you have any queries regarding the Online Ordering (OLO) site you can contact customer services who will be pleased to help on 01952 621521 or 0845 075 5544.