

# The Power of Us: Planet, Culture, and People

2023 Sustainability Report

1864  2024

**Lakeside**

BOOK COMPANY  
Celebrating 160 Years

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# The Power of Us: Our Planet, Our Culture, Our People

At Lakeside Book Company, we bring books to life while caring for our employees and customers, protecting the environment, and supporting our communities. We uphold this commitment to preserving the environment and safeguarding natural resources throughout our daily operations.

In this inaugural Sustainability Report, we provide insight into our company's sustainability strategies and progress we achieved in 2023 centered around three key themes: Our Planet, Our Culture, and Our People.



## Our sustainability focus

### Our Planet

Reduce carbon emissions, increase energy efficiency, manage waste, and conserve resources

### Our Culture

Maintain ethical operations, including a safe workplace, while assessing risk regarding climate change and the environment

### Our People

Create opportunities for our employees to flourish and care for the communities where we live and work



# Message from our CEO

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Lakeside Book Company leads by example, focusing on environmentally conscious operations and contributing to a more equitable and sustainable world. Businesses play an essential role in reducing the impact of climate change. We hold ourselves accountable to be good stewards of the environment, protecting the planet and our communities with the same care and attention we bring to every book we print and ship.

As an organization, we are in the early stages of gathering sustainability metrics, leveraging objective analysis from independent consultants and our own internal audits. A culture of continuous improvement underpins our actions and drives opportunities for future investment. The data we gather and share with customers informs and supports their sustainability goals.

Our employees' actions drive our results. We recently launched Green Teams in all our facilities, empowering employees to take an active role in increasing environmentally conscious operations and educating our workforce about the importance of caring for our planet and communities.

Printed books are sustainable sources of entertainment and education. They will only remain so as long as manufacturers like us proactively manage the impact of operations on the environment. As Lakeside Book Company embarks on our 160th year in business, we look forward to sharing our progress toward sustainable printing that will endure for generations.



Dave McCree

*Transparency into our sustainability efforts with customers, employees, and the public is critical to our success.*

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# Our Planet

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# 2023 sustainability at-a-glance

**10.27%**

Decrease in emissions  
from natural gas and electricity

**21%**

Reduction in water consumption

**22%**

Increase in metal recycling

**38%**

More paper sold for reuse

**183%**

Increase in mixed recycling  
(cans, bottles, etc.)

**193%**

Increase in electronics recycling

# 2024 sustainability goals

As we continue to build upon the progress made in the early stages of measuring our sustainability efforts and expand our data collection capabilities, these goals will evolve.

- Reduce our carbon footprint by 3% annually
- Decrease landfill waste by 10%
- Streamline data-gathering and metrics tracking to better quantify our progress
- Expand recycling efforts across each step of our operations
- Strengthen the safety culture in the workplace
- Establish Green Teams at all locations to coordinate and implement sustainability initiatives
- Enhance employee engagement and education regarding sustainability
- Continue encouraging volunteerism in our local communities

# Doing the right thing

Employee education and engagement around sustainability influence actions across our company. Voluntary participation in Green Teams, annual Earth Month activities, regular clean-ups, and recycling drives illustrate Lakeside Book Company's culture of continuous improvement and our employees' passion for doing the right thing for our planet and communities.



# Reducing energy use

Upgrades to LED lighting at multiple Lakeside Book Company facilities use less electricity and help decrease the emission of greenhouse gases from energy usage. One facility saw a 60% reduction in its carbon footprint thanks to this change in lighting. Our remote work policy reduces energy consumption in our facilities. Because these employees are not commuting, it lessens CO<sub>2</sub> emissions by an estimated 3.5 tons annually.

*3.5 tons reduction in annual  
CO<sub>2</sub> emissions due to our  
remote work policy*

# Water conservation

Replacing toilets and faucets with low-flow fixtures reduces water usage in our facilities to conserve our planet's most precious resource. Our water consumption decreased by 21% in 2023. Employees play an important role in our conservation efforts by ensuring proper trash disposal at our facilities. Routine clean-up activities onsite and in the local communities help protect wildlife and waterways.



# Waste prevention

As we continue building metrics in 2024, we look forward to tracking waste prevention efforts more closely with new databases and achieving our goal of 10% reduction of landfill waste.

**316,290** Short tons recycled paper waste

**2,138** Pounds PolyEthylene Terephthalate (PET) green strapping recycled

**1,187** Short tons recycled aluminum plates

**246** Short tons recycled corrugated

**15.96** Short tons recycled plastic/  
stretch wrap



# Recycling materials

Recycling cardboard, paper scraps, mixed recyclables, and other metals is central to waste reduction. Every aluminum printing plate used in our production facilities is recycled, totaling 1,187 tons in 2023. This saves significant energy and resources for each book printed on an offset press. We repurpose paper and plastic from our production and fulfillment operations, often working with recycling vendors. All departments in our Newmarket, ON fulfillment center save paper packaging from inbound shipments, resulting in nearly 8,000 lbs. of paper being reused.



## Collaboration provides recycling for local schools



The Gasconade County R-II School District in Missouri sought to partner with Lakeside Book Company to develop a recycling program for elementary school students. The program helps children understand personal responsibility for the environment and the importance of service to their community.

Starting in December 2023, our Owensville, MO location provides Gerald and Owensville Elementary Schools 1,500 lb. capacity pallet containers for gathering recycled paper. The paper gathered and sorted by students is processed into bales with the paper waste in the local Lakeside Book Company facility.

# Supporting sustainable materials

*We are committed to a supply chain that prioritizes sustainability and provides recycled and compostable materials.*

Our philosophy of utilizing responsibly sourced materials is shared by vendors with whom we maintain long-standing relationships. Selecting vendors that prioritize the ethical use of resources supports our commitment to protecting the environment. The paper, case board, and ink we use are made with recycled fibers, post-consumer waste, and reduced quantities of fluorinated and BisPhenol A (BPA) compounds, making these materials better for recycling and composting. Stretch and shrink films used in our fulfillment operations are Cradle to Cradle Certified® and incorporate post-consumer and post-industrial recycled content.

Lakeside Book Company is certified and meets the standards of numerous organizations that help care for forests and the people and wildlife who call them home, including the Forest Stewardship Council® (FSC®-C103567), Sustainable Forestry Initiative (SFI-00001), and Programme for the Endorsement of Forest Certification (PEFC/01-00-01). Certification of our paper by these independent groups confirms that we are part of a responsible supply chain.



# Our Culture

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# The Lakeside Book Company story

Lakeside Book Company has been crafting books enjoyed by readers all around the globe for 160 years. Books are our passion.

This passion extends to making responsible choices to sustain the environment. Our mission and values drive everything we do.



## Mission

We are committed to crafting books and services that are meaningful. We take pride in the challenge of fulfilling our customers' visions.

## Values

### Vision

Our passion for innovation drives us to dig deeper and inspire creativity.

### Initiative

We don't shy away from a challenge; we thrive when the stakes are high and we rise to the occasion.

### Craftsmanship

The work we do has meaning and is the key to our longevity.

### Collaboration

We partner with our customers as their advocate and champion their product every step of the way.



# Our state-of-the-art facilities

As the largest book manufacturer in North America, we leverage our extensive expertise dating back to 1864 when R.R. Donnelley founded the company. Today, we are the recognized leader, providing the most comprehensive array of solutions that are unmatched in the industry. Our dedication to sustainable practices positions the company for continued success in the future.

Our scale and diverse manufacturing capabilities give us the flexibility to accommodate publishers with everything from traditional offset printing, to digital printing, and various binding styles, plus a variety of creative covers and jackets, produced with responsibly sourced materials.



## Our locations

Our centrally located facilities provide numerous advantages to our customers including faster speed to market, while also reducing CO<sub>2</sub> emissions.

- Crawfordsville, IN
- Indianapolis East, IN
- Indianapolis North, IN
- Kendallville, IN
- Plainfield, IN
- Terre Haute, IN
- Hagerstown, MD
- Linn, MO
- Owensville, MO
- Willard, OH
- Harrisonburg, VA
- Appleton, WI
- Newmarket, ON
- Toronto, ON
- Georgetown, ON
- Louiseville, QC
- Montmagny, QC
- Québec, QC
- Sherbrooke, QC



# Sustainability across our brands

Lakeside Book Company offers numerous complimentary services through our affiliated brands. Each of these businesses share our commitment to protecting the environment through ongoing sustainability practices. Close collaboration as a combined organization is an essential part of our 5-year sustainability strategy. We will share more information about our combined progress in future sustainability reports.



## Our affiliated brands

### Lakeside Book Company

Manufacturer and distributor for publishers of all sizes, managing all aspects of book printing, binding, distribution solutions, in addition to jackets, components and book merchant services

### Phoenix Color

Full-service, full-color printer specializing in components, heavily-illustrated books, and specialty commercial products

### Marquis Book Printing

Premier book manufacturer in Canada offering innovative integrated printing and logistics solutions with divisions specializing in school yearbooks and agendas and graphic production

### Dover Publishing

Publisher of classic books, catalogs, children's books, coloring books, and more

### Research & Education Association (REA)

Publisher of test prep materials across a wide range of subject areas



# Ethics and diversity

Our Ethics and Compliance Program encourages ethical conduct and compliance with all laws. We adhere to audit procedures designed to detect unethical or illegal practices, including but not limited to:

- Bribery
- Corruption
- Harassment of any type
- Fair labor practices

Ethical business practices reflect integrity in our relationships with employees, customers, suppliers, and our local communities. Employees are empowered to use our Open Door Policy and 24-hour Ethics Hotline to voice concerns and seek guidance from the company.



# Commitment to diversity



Respecting and understanding diverse cultures enriches our workplace and encourages inclusivity amongst our employees and within our communities. Lakeside Book Company supports diversity, creating and maintaining an environment in which all employees are valued for their experience and unique perspectives. We recognize heritage celebrations, providing opportunities to learn about and honor the richness of our differences.

# Maintaining a safe company culture

Safety is an important priority at Lakeside Book Company and core to all we do. Following Safety Management System assessments in the print plants, our leadership teams developed a multi-pronged approach to grow our positive safety culture, including campaigns that drive employee awareness and engagement. Safety and continuous improvement are interlinked, as our teams identify incident trends, investigate root causes, and instigate process changes that mitigate risks. Dedication to safety is evident in our leaders' words and actions, ensuring employees feel confident speaking up to ensure safe practices are followed.

This attention to increased engagement paid huge dividends in 2023, reducing the recordable incident rate by 25%. Numerous locations experienced zero recordable incidents, shining examples as we strive to live by our motto, "Zero is possible."







# Our People

# Nurturing employee development

## Development opportunities

Investments in our employees' development support them throughout meaningful, long-term careers at Lakeside Book Company. Employees have numerous opportunities to expand their expertise through apprenticeships, certification programs, leadership training, and industry memberships.



## Electrical apprenticeships

An electrical apprenticeship program is now in its ninth year at our Willard, OH facility. Current employees earn an introductory electrical certificate, completing courses at night while working full-time. The class of 2023 persevered through the challenges of the COVID-19 pandemic and earned additional credits to complete their Associate's degrees. Two more classes of apprentices are currently engaged in the program, preparing them for a skilled trade as electricians to continue successful careers at Lakeside Book Company.

# Celebrating employee excellence

Employees' extraordinary contributions are celebrated at the local level by both peers and supervisors. Company-wide recognition and awards from leaders spotlight individuals and teams that go above and beyond in bringing our mission and values to life.



## CEO Excellence Awards

Employees are recognized with our most prestigious award for their outstanding achievements.

**Safety:** Contributing to improvements in safety performance and culture

**Operational Excellence:** Embodying our continuous improvement mindset to optimize operations

**Leadership Impact:** Effectively guiding teams with empathy and integrity

**Innovation:** Improving processes and quality with an eye on the bigger picture

**Customer Impact:** Delivering unparalleled and personalized customer service

**Teamwork:** Collaborating to solve problems and exceed customer or operational expectations

**Community Hero:** Dedicating oneself to creating a meaningful, positive impact in the community

# Connecting with our communities

Supporting the communities in which we operate through our employees' acts of service, membership in Chambers of Commerce, and corporate philanthropic contributions fosters deep connections and makes a positive impact. In 2023, Lakeside Book Company donated \$145,500 to charitable organizations.

Through our Lakeside Initiative for Food Today (LIFT) volunteer program, we organized a Season of Giving, which enabled employees to demonstrate their passions through volunteerism.

## 2023 LIFT highlights

- 1,126 hours volunteered by employees
- 92 employees participated
- 40 local and national non-profit organizations supported

*Employees give back to their communities by volunteering with local libraries, food banks, as volunteer firefighters, and more.*



1864  2024

# Lakeside

BOOK COMPANY

Celebrating 160 Years

[www.lakesidebookcompany.com](http://www.lakesidebookcompany.com)

A man with glasses and a brown hoodie is kneeling in a field, holding a small tree sapling. A young child in a yellow puffer jacket and plaid shirt is using a red shovel to dig in the soil. The background shows a grassy field with trees under a bright sky.

Innovating today  
to secure tomorrow