



Lyreco are delighted to announce the retention of the Investors in People certification.



INVESTORS IN PEOPLE

This Investors in People Core Standard review covers the operation based in Donnington Wood in Telford and employees located in Wales, Ireland, Scotland and England.

Lyreco is committed to providing its customers with extremely high levels of service for the provision of their office products. This is achieved by focusing on core products and developing customer service specialists.

10 points were reviewed in areas such as management and development, recognition of employee contribution and overall communication of company strategy.

The Investors in People auditors randomly selected 5% of Lyreco employees from across the UK business and interviewed each of them on all aspects relating to their personal development and the way the company communicates with them.

Sarah Renton HR Director commented "We are delighted to have retained the Investors in People accreditation. We are incredibly proud of the results (which are outlined over). Lyreco employees are our most valued resource and paramount to the service we provide our customers and so a strong learning and development strategy is at the heart of our business". Investors in People auditor's overall comment was that "Lyreco clearly have a robust approach to strategic planning and have created a culture where learning is encouraged at every level, you recognise that your staff are your most valuable and valued resource".

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customers of what we do like crazy



Results

We are so proud of the results we received from our employees and our assessor that we wanted to share them.

1. A strategy for improving the performance of the organisation is clearly defined and understood

"We will continue setting the benchmark in the office products industry, with quality products and quality service. We will embrace new technologies as they emerge in the marketplace and utilise our advanced technology to ensure client needs are met - quickly and efficiently" said a Lyreco employee.

2. Learning and development is planned to achieve the organisation's objectives

You ensure that all your people are in possession of the skills, knowledge and experience they need to perform their job effectively.

You actively encourage people to learn and develop to their full potential. Consideration is given to career development and succession planning. People described how they are involved in identifying their own learning and development needs and those of their team; consideration is also given to the activities planned to meet identified needs.

3. Strategies for managing people are designed to promote equality of opportunity in the development of the organisation's people

You recognise the importance of identifying people already in the business who have the makings of the next generation of leaders; discovering and nurturing talent within a business is key to its future. You strive to ensure that people are given the opportunity to make the most of their talents and across the interview sample there were numerous examples where people had been given the opportunity to do just that resulting in swift career progression.

4. The capabilities managers need to lead, manage and develop people effectively are clearly defined and understood

Development is offered to Aspiring Managers and Existing Managers. On the job training will be made more official and bespoke training will take place to map out people's careers, so that people can see a clearly defined career path.

5. Managers are effective in leading, managing and developing people

"My best resource is my people – they make or break results."

"People at the top are honest types who believe in treating people with respect. It's a decent place to work."

6. People's contribution to the organisation is recognised and valued

At Lyreco, it is clear that most people feel both recognised and valued for what they bring to their role, their team and the company as a whole.

7. People are encouraged to take ownership and responsibility by being involved in decision making

There is a positive culture of continuous improvement. People are encouraged to take responsibility for what they are doing and to be involved in decision making processes.

8. People learn and develop effectively

Knowledge and learning is routinely shared across the company.

There is a systematic approach to training and a clear training cycle.

9. Investment in people improves the performance &

10. Improvements are continually made to the way people are managed

People are motivated, interested and enthused to learn and develop; they are engaged in developmental processes.

Feedback from interviewees showed that people consider that the aim is to continuously improve the approach to learning and development. Undoubtedly there is a culture of continuous improvement within the company.

