

ENVIRONMENTAL POLICY



Statement

We are committed to providing a quality service in a manner that ensures a safe and healthy workplace for our employees and minimises our potential impact on the environment. We will operate in compliance with all relevant environmental legislation and we will strive to use pollution prevention and environmental best practices in all we do.

We will:

- Integrate the consideration of environmental concerns and impacts into all of our decision making and activities to prevent pollution and the efficient use of natural resources.
- Try to reduce the consumption of fossil fuels by an on-going energy efficiency improvement programme.
- Promote environmental awareness among our employees and encourage them to work in an environmentally responsible manner.
- Train, educate and inform our employees about environmental issues that may affect their work.
- Reduce waste through re-use and recycling and by purchasing recycled, recyclable or re-furnished products and materials where these alternatives are available, economical and suitable.
- Promote efficient use of materials and resources throughout our facility including water, electricity, raw materials and other resources, particularly those that are non-renewable.
- Consider environmental issues and energy performance in acquisition, design, refurbishment, location and use of buildings.
- Avoid unnecessary use of hazardous materials and products, seek substitutions when feasible, and take all reasonable steps to protect human health and the environment when such materials must be used, stored and disposed of.
- Purchase and use environmentally responsible products accordingly.
- Where required by legislation or where significant health, safety or environmental hazards exist, develop and maintain appropriate emergency and spill response programmes.
- Communicate our environmental commitment to clients, customers and the public and encourage them to support it.
- Strive to continually improve our environmental performance and minimise the social impact and damage of activities by periodically reviewing our environmental policy in light of our current and planned future activities.
- Expect similar environmental standards from all suppliers, contractors, landlords and their agents.
- Assist customers to use products and services in an environmentally sensitive way as well as their management at their end of life.
- Comply with all relevant environmental legislation as well as other environmental requirements to which the business adheres to.
- Work towards relevant environmental certification(s).

Continued...



Packaging Waste

As part of our responsibility as an online retailer, we are obligated to meet waste packaging (customer and transit), electrical, battery, textiles and glass recycling and recovery responsibilities globally. To meet our compliance obligations we follow rules which help to:

- reduce the amount of packaging produced in the first place
- reduce how much packaging waste goes to landfill
- increase the amount of packaging waste that's recycled and recovered

We're continually reviewing our packaging sourcing and recycling options to find ways to reduce the volumes we use as mailing bags and cardboard mailing boxes and life cycle assessments of products.

Other packaging reduction and recycling initiatives include:

- Trialling reducing the thickness of our mailing bags.
- Looking for ways to increase the recycled content of our packaging.
- Using a wide range of packaging sizes so that packaging fits appropriately and packaging waste is limited. For example, by switching to the next smallest packaging option we're able to cut the average carbon footprint of our mailing bags.
- Encouraging our carriers to loose load lorry trailers so that we can increase the number of parcels transported in a single journey, and reduce the volume of pallet packaging used.
- Recycling packaging from customer returns.
- Reducing the plastic used to wrap pallets and cages during stock transportation between warehouses.
- Increasing the use of recycled material for paper and packaging products, minimise paper waste and encourage recycling within our operations.

Premises Waste

We're working towards meeting our target of sending zero waste from our business operations to landfill. Some of the actions we have undertaken in the last year include:

- Setting up a monthly environmental taskforce to drive behavioural change internally.
- Introducing a plastic and card board packaging take back scheme for employees and customers so that they can deposit used packaging from Steri-Pod orders to be recycled.
- Donating many items to local charities and national charities such as Forgotten Feet.
- Reusing furniture where possible and giving unwanted furniture to reuse initiatives or to charity.
- Recycling old tech equipment and used ink cartridges.

Continued...

- Encouraging and facilitating office food waste to be used locally for animals and for employees' compost.
- Removing plastic straws from offices.
- Removing plastic water bottles from offices.
- Providing reusable cups and bottles to employees to reduce demand for single-use packaging.
- Encouraging employees to donate unwanted footwear to Forgotten Feet charity for re-use and to recycle their own clothes at local facilities.

As we continue to transform our Head Office, we're also committed to minimising The Steri-Pod Group Limited's impact on people and our planet by ensuring all of our services and contractors support our business in a sustainable way.

End of Product Life 'Waste' / Customer Waste

Our ambition is to help all of our Steri-Pod Group customers recycle their used products in the future, and to offer them new ranges which contain post-consumer waste. We're also looking at ways to reuse waste in our supply chain to make new products for our customers.

To increase customer recycling rates we'll be setting up a customer product recycling programme, supported by a social media engagement programme on product care, repair and recycle to ensure longevity and help build awareness. We will also be inspiring customers to upcycle and find good homes for, or recycle any unwanted products and build a network of creativity of how our customers have carried this out.

At Steri-Pod we are committed to all methods of product waste management. Where possible all products are either utilised by recycling, refurbishment by local creative reuse / upcycler companies and re-use of old furniture donated to local charities such as Kirkwood Hospice and Forget Me Not Children's Hospice where a product shows wear and tear or has a slight defect making it not fit for sale. We donate many items which are not saleable by Steri-Pod to national charities such as Forgotten Feet. The aim of the Forgotten Feet project is to put in place a free regular chiropody/podiatry service for the most in need and least likely to have the means to access it, such as the homeless and socially isolated, at locations where they can easily access the service. We also encourage our customers to prioritise these activities.

Where this is not possible recycling and disassembly are prioritised over any land-fill options. Our disassembly partners ensure that materials are disposed of responsibly; while we study this process and feed the results into new product designs to create more sustainable components. With the emergence of new technologies, we are also remanufacturing more parts – reducing waste and extending the life of our products.

We also operate a take back service for customers when their products reach their end of life to ensure they are treated in an environmentally responsible manner and also offer advice to customers about such activities:

<https://www.recycle-more.co.uk/bank-locator>

Continued...

ENVIRONMENTAL POLICY



The commitments we've made will help guide our teams as we begin the process of embedding circular production principles into everything we do. We're doing this because we want to move medical equipment forward in the most sustainable way. We believe the regeneration and recycling of existing resources will be a key factor in our ability to continue to deliver the incredible product ranges our customers love.

Policy Review

This policy has immediate effect and replaces all previous versions. This policy will be reviewed and amended, as necessary. The Steri-Pod Group is committed to continual improvement.

Issue No. 2	Date effected: 1/12/18	Approved By: NB	Page: 1 of 1
-------------	------------------------	-----------------	--------------

