

ENVIRONMENTAL AND SUSTAINABILITY POLICY

Our vision is to build the most people focussed healthcare company. We want to be the service and brand that people turn to whenever they need a medical device. We will supply our customers with a better, greener and easier way of getting healthcare appliances. This includes everyone along the way, those who need these products to improve their quality of life, through our home delivery service and shop, the clinicians and care facilities that provide the products, and of course, our international distribution partners that help get these products to communities across the globe. We support people who are often in some of the most challenging periods of their life, providing care and first-class services and products to help them through this time. In achieving this we recognise there will be adverse environmental impacts arising from our activities. We are committed to:

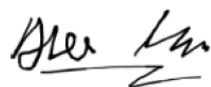
- Minimising and reducing these impacts
- Complying with all applicable compliance and regulatory obligations
- Constantly learning and getting better and more sustainable in the way we carry out our business

Over the years we've noticed a lack of attention in the healthcare industry towards the environment and sustainability. We felt we could do something about that – with even the smallest changes growing into great things.

We will drive positive change and meet these aims through:

- Management commitment and responsibility for implementation of sustainable business activity
- Engaging, training, and supporting our workforce in sustainable decision making
- Measuring, managing, and putting in place plans to reduce our emissions
- Reporting regularly on our performance against our targets
- Embracing new technologies to reinvent the way we carry out our business activities.
- Exploring all opportunities for energy savings throughout the business
- Considering sustainability in our procurement activities
- Engaging with our supply chain to positively influence their behaviours, to use suppliers with similar environmental ambitions to ourselves and not engage with those whose attitudes are not in line with our own.

Our aim is to establish ourselves as an environmentally responsible and sustainably conscious organisation as well as a contributor to national and industry carbon reduction targets, through a commitment to continuous environmental improvement.



Alex Higgins
Director
16 January 2024



Gareth Rimmington
Director
16 January 2024

