



Caring for our Planet
Our Commitment to a Greener Future



CREST
MEDICAL

Environmental and Social Governance **ESG** Report

2024



For a Healthier Tomorrow

www.crestmedical.co.uk



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Introduction

Crest Medical and its trading brands is a well-established supplier of medical products to the First Aid, Occupational Health, Medical, NHS, Hospital and Retail sectors in the UK.

We source, manufacture and supply a range of first aid products, pharmaceuticals and medical consumables. Alongside our range of brands, we offer other manufacturers' brands as well as private-label products for retail environments. Sustainability is vital to our business and a responsibility we want to fulfil every day.

Our extensive product range caters to a diverse clientele, offering resale options for trade customers across various industries. Our strong global supply chain ensures a reliable and continuous supply of products.

As a Planet Mark certified, carbon neutral company, we prioritise environmental sustainability. Partnering with us enables businesses to also meet their green goals while accessing our high-quality products.





Mission, Vision and Values

Our Mission

To be the market leader, delivering sustainable excellence in the first aid and healthcare supplies industry.

Our Vision

We will continue to be entrepreneurial, building on our history of product knowledge and market expertise.

We will focus on quality and innovation to provide customers with products and services that satisfy and exceed expectations. We will lead the industry.

Our Values

We care deeply about our employees, customers, and our place in the world, priding ourselves on what we do together, supporting our communities, creating a great place to work, and celebrating our successes.

We are experts and trusted advisors in our market focused on innovation, quality, efficiency, value, and sustainability. We are the best in our industry.

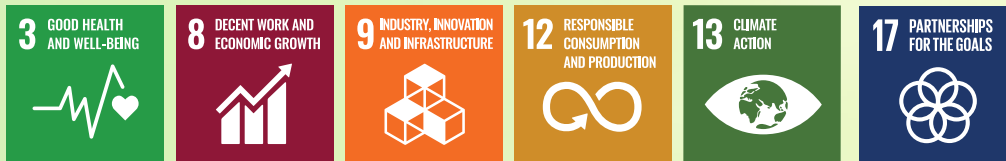


Sustainability is not only a domestic project, but a global one, as we collaborate with our international partners to commit to a brighter future.



Aligning to United Nations (UN) Sustainable Development Goals

We align our business to six of the United Nations (UN) Development Goals, that compliment our key business functions and mission, to grow our business whilst caring for current and future generations.



Our Strategy

Crest Medical is committed to a strategic action plan that continues to propel our business to the forefront of sustainability. This action plan is built on six pillars:



Our Sustainable Journey

Our sustainability journey began in **2020**, when we set out ambitious goals for the upcoming years. In **2022**, Crest Medical became a certified Scope 1 and 2 carbon neutral company. We aim to be Scope 1 and 2 net zero by **2025**.

- ✦ By **2030**, we want to reduce Scope 3 emissions by 50%.
- ✦ Crest Medical are working towards Scope 1, 2 and 3 carbon neutral by **2035**.
- ✦ In **2045**, we aim to have Crest Medical Scope 1, 2 and 3 net zero.





ESG at a Glance 2023/2024

**Business
Aligned
to United
Nations**



Aim to be
Scope 1, 2 and
3 Net Zero by
2045

Reduced
Carbon
Footprint by
73.6%
Since 2021



**Certified
Carbon Neutral**



**Gold Standard
Certificate**



**Soil Association
Certified**



**Armed Forces Employer
Recognition Scheme
SILVER AWARD**



BY APPOINTMENT TO H.R.H
THE FORMER PRINCE OF WALES
MANUFACTURERS AND SUPPLIERS
OF FIRST AID DRESSINGS

**Royal
Warrant
Holder**

UK Manufacturer



**Changed Hauliers to SSO to Reduce
Impact of Domestic Freight**

**Community
Fund**



The ESG Committee



Alastair Maxwell
CEO

Sustainability – Project Sponsor

- ❖ Group Managing Director since leading MBI in 2008.
- ❖ 20 years’ experience in healthcare industry.
- ❖ Held senior positions at Alliance Unichem (now Alliance Boots).

- ❖ Royal Warrant Grantee, Royal Warrant Council Member and Royal Warrant Honorary Auditor.
- ❖ Former President of the British Healthcare Trade Association.
- ❖ Alastair is Managing Director (and a major shareholder) of Crest Medical Holdings, since he led a management buy-in (MBI) of First Aid Warehouse (of which he is a founder) and Crest Medical, forming Crest Medical Holdings in April 2008.
- ❖ Alastair has 20 years’ experience in the healthcare industry and previously held senior positions at Alliance Boots.
- ❖ He has a proven track record for delivering results from underperforming businesses, acquisitions and startups. In 2016, Alastair led the acquisition of McKinnon Medical, Wallace Cameron International and Scopeguard, creating substantial shareholder value through successful integration.
- ❖ As of 2024, Alastair became a council member of the Royal Warrant Holders Association after being voted in by the existing council members. He was also asked to become honorary treasurer for the association.
- ❖ Current named holder of Wholesale Dealers Authorisation (Human) & Home Office Controlled Drug Licence Holder, Schedules 2-5.

A Message to Our Stakeholders

“Since our last report the Crest Medical Group has made continuous and significant progress on its sustainability journey.

Our business operations are fully aligned with the United Nations' Sustainable Development Goals, reflecting our commitment to a holistic sustainability approach.

As a leader in the healthcare industry, we have a responsibility to do the right thing for the planet and its people.

In practice this means we demonstrate our commitment through our business policies, the way we treat our employees and those we do business with, whilst staying at the forefront of the first aid market.

From launching the first truly sustainable First Aid Kit, to maintaining our Carbon Neutral operations we continue making strides to our goal of achieving Net Zero by 2045.”

The ESG Committee



Rachel Maxwell
Responsible Person and Head of Regulatory Affairs and ESG
Sustainability – Project Lead

- ❖ Responsible Person approved by the MHRA.
- ❖ Full member of the Chartered Quality Institute.
- ❖ 10 years experience in pharmaceutical wholesaling, with a strong focus on Quality and Compliance.
- ❖ Successfully led numerous audits, including ISO 9001 and ISO 22716.
- ❖ Passionate about ESG and Sustainability, having presented numerous presentations to support other businesses on their ESG journeys.
- ❖ Experienced in leading teams to achieve sustainability objectives.

"This year, we've made great progress by measuring our Scope 3 emissions with the help of our overseas suppliers, and we've revisited our science-based targets to stay on the right path. In July, we were thrilled to be ranked 4th out of 207 own brand suppliers by Walgreens Boots Alliance for Net Zero Preparedness, scoring an impressive 17 out of 20. In August, we received the EcoVadis Gold Award, placing us in the top 5% of 120,000 companies assessed globally.

Our plan remains to work together as a team, both in the workplace and at home, to make sure we're all doing our part to cut down our carbon footprint. I want to personally thank our ESG Committee, our team, our customers, and our suppliers for all their efforts to re-use, reduce, and help lower our carbon footprint. It really takes all of us to make a difference."





The ESG Committee



Mathew Courtney
Commercial Director and
Regulatory Affairs (Crest Retail)
Sustainability –
Project Sponsor



Freya Watkins
Head of People



Ryan Murphy
Warehouse Manager



Harriet Meacock
Contract Manager – NHS



Sarah Poole
Head of Supplier Relations



Sue Coulton
Compliance Manager



Darcy Maxwell
Sustainability Project
Coordinator





Sustainability Measures and Validations

Our Commitment to a Greener Future



We are dedicated to creating a healthier planet through our operations and contributions to environmental sustainability. This section of the report outlines our environmental footprint and how we are working to reduce our impact on the planet.

Certified Carbon Neutral

Reducing our negative impact on the planet starts at the heart of our business, in our UK head office, where our operations (Scope 1+2) are certified Carbon Neutral ^[3] (in accordance with GHG protocol).

As a part of our goal to reduce our energy consumption, Crest Medical has committed to an annual tracking programme of Scopes 1 & 2 in partnership with Planet Mark, extending to Scope 3 by 2025. Our tracking program has allowed us to reduce our carbon footprint by **67.7%**.

Crest Medical was responsible for the retirement of 146 Verified Emission Reductions (VERs), meaning we saved **146 tonnes** of CO₂ emissions from being released into the atmosphere.

Energy Supply and Usage

Our offices are supplied by a minimum of **75% renewable energy**. We have also made energy saving adjustments to our warehouses:

- ❖ Sustainable Lighting Replacement – This has reduced our energy consumption from warehouse lighting by **60%**.
- ❖ Segmentation of Areas of Activity – This allows for localised heating and air conditioning.
- ❖ Installation of Roof Lighting – Removes the need for 9-5 warehouse lighting in summer months.
- ❖ Installation of Motion Sensors – Efficient warehouse lighting, limiting unnecessary energy consumption.



PlanetMark

We are partnering with **PlanetMark**^[4] to measure and cut carbon emissions. **PlanetMark** is helping us to reduce our negative impact on the environment, as well as promoting projects to benefit people around the world.

Scope 1 and 2 Emissions:

Scope 1 and 2 emissions are produced directly and indirectly by the business.

Crest Medical's scope 1 and 2 emissions total 117.8 tCO₂e. Our scope 1 emissions come from the use of natural gas (57.7 tCO₂e) and fleet travel (15.6 tCO₂e). Scope 2 emissions come from the use of electricity (44.5 tCO₂e).

We have reduced our Scope 1 and 2 emissions by 420 tonnes since 2021

Scope 1 emissions come from use of Natural Gas (57.7 tCO₂e), Fleet Travel (15.6 tCO₂e)

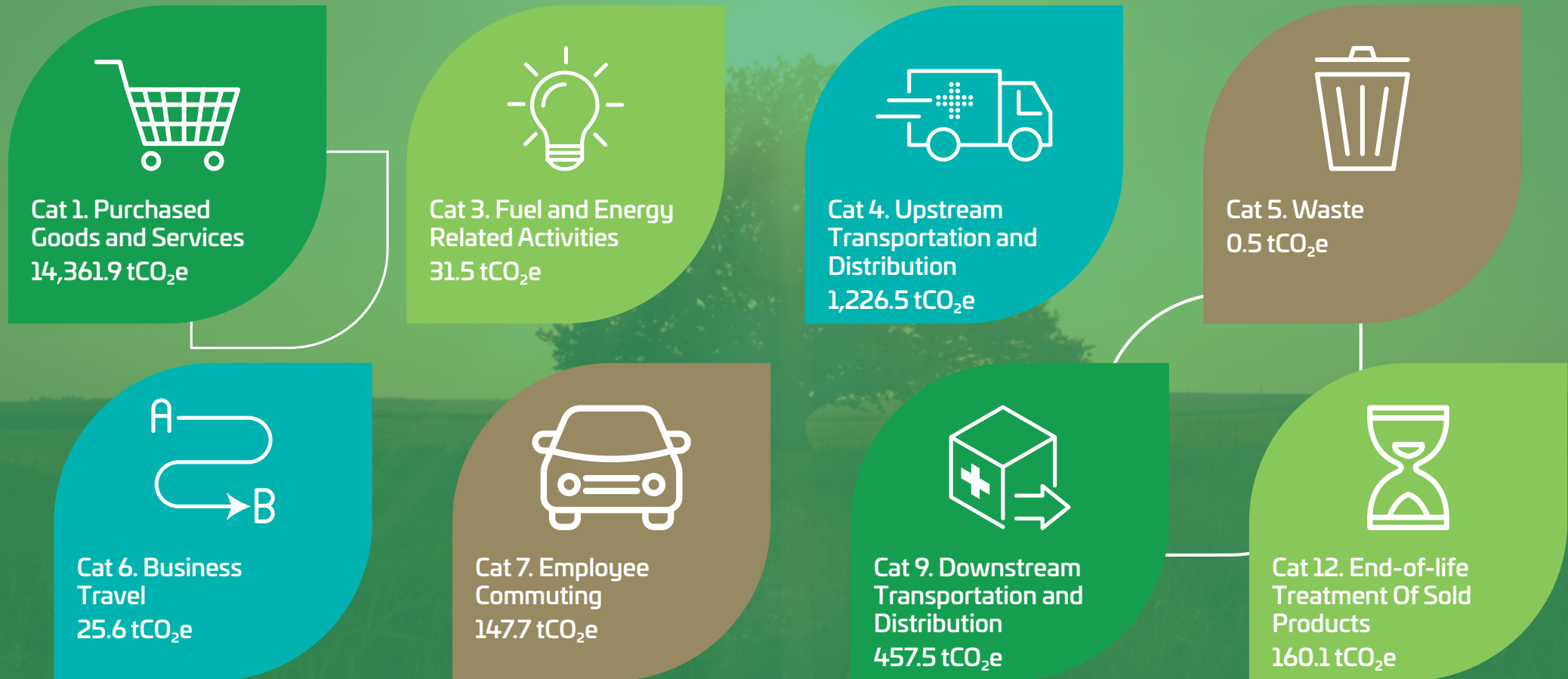
Scope 2 emissions come from use of Electricity (44.5 tCO₂e)





Scope 3

Scope 3 emissions are not directly produced by Crest Medical, but as a result of the overall business activities of its supply chain. This is the first year we have measured our scope 3 emissions as a business. Scope 3 emissions are split into 15 categories. Crest Medical's base-line scope 3 emissions as a business total 16,411.5 tCO₂e, 99.3% of our total emissions. 87.5% of our total scope 3 emissions come from category 1, Purchased Goods and Services. See below for a breakdown of the eight categories contributing to Crest Medical's scope 3 emissions.



EcoVadis Gold Award^[3]

Crest Medical is proud to announce its achievement of a Gold Medal rating from EcoVadis, the world's leading provider of business sustainability ratings. This prestigious recognition validates our unwavering commitment to sustainable business practices.

Ranked among the top 5% of over 125,000 companies assessed globally, Crest Medical's Gold Medal underscores our exceptional performance in Corporate Social Responsibility (CSR). The assessment covers several criteria, including:

Environment: Efforts to minimise environmental impact, including resource use, energy consumption, waste management, and pollution control.

Labour and Human Rights: Practices related to fair labour practices, human rights, working conditions, and employee health and safety.

Ethics: Measures to promote ethical behaviour, including anti-corruption policies, fair business practices, and transparency.

Sustainable Procurement: Policies and actions to ensure that suppliers adhere to sustainable practices.





Royal Warrant^[2]

In 2024 Wallace Cameron International was granted a new Royal Warrant of Appointment to HM The King Charles III. This prestigious Royal Warrant of Appointment is a sign of service, quality, sustainability, investment in our people, and excellence. Wallace Cameron International is one of only 145 companies, to be granted the King's Royal Warrant.

Companies Granted Royal Warrants of Appointment are expected to demonstrate a public commitment to sustainable and responsible business practices.

The grants were made to companies from those previously holding a Royal Warrant of Appointment to His Majesty as Prince of Wales.

WALLACE CAMERON INTERNATIONAL



BY APPOINTMENT TO H.R.H
THE FORMER PRINCE OF WALES
MANUFACTURERS AND SUPPLIERS
OF FIRST AID DRESSINGS

Wallace Cameron International's grant is for the manufacture and supplies of first aid dressing.

The grant of The King's Warrant follows that granted by the then Prince of Wales in 1984, who began granting Warrants in 1980.



The Environment

Our Commitment to a Greener Future



Zero-Waste Operations

We tackle waste at every stage of our supply chain. From the initial concept to final delivery, we've implemented innovative processes to reduce, transform, recycle, rescue, and eliminate waste.

We have invested in several zero-waste innovations:



Reuse
We reuse all wooden pallets that come into warehouses for stock deliveries.



Embossing
In-mould direct printing reduces label usage in products.



Minimal Tape and Filler Usage
We are phasing out tape and fillers.



CAD
Efficient computer-aided packaging design.



Minimal Water Use
Water Plus^[5] help us to cut our water waste.



Compacting Waste
Our in-house PHS compactor minimises waste volume, resulting in more efficient disposal.

Crest Medical's Paperless Office

Our Quality Department store all documents and files electronically. By reducing our reliance on paper, we are actively conserving our planet's resources, taking a crucial step towards building an environmentally friendly future.

We are continuing to extend our paperless initiative to our warehouse. All goods receipts, stock transfers, and stock replenishments are conducted electronically.



Single-Use Plastic Reduction

Crest Medical is acutely aware of the impact that the medical supplies industry has on the environment, due to the requirement for much medical equipment to be made from plastic in accordance with MHRA stipulated sanitation guidelines.

However, we are passionate about working with local partners, such as S.D Waste Recycling Centre, to come up with innovative solutions to big problems.

Additionally, Hazel 4D^[6] have helped us to minimise the use of single-use plastic in our packing processes, switching to recycled and recyclable materials and reducing the use of more harmful packaging.

Carbon Neutral Projects

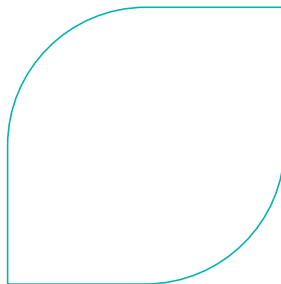
Through Gold Standard, Crest Medical have retired 125 carbon credits, saving 125 tonnes of CO₂ emissions from being released into the atmosphere. We are supporting three different projects through our carbon offsetting:

30 MW Wind Energy Project by Giriraj Enterprises:

This project replaces approximately 71,784 tCO₂e of anthropogenic emissions of greenhouse gases, displacing 76,212 MWh/year of electricity to the Indian power grid.

22.5 MW Wind Power Project in Rajasthan, India:

This project has helped reduce CO₂ emissions in Rajasthan, generating 45 GWh of clean electricity every year, equivalent to powering 10,500 households annually.



Planting Biodiverse Forests in Panama:

As a result of this project, 7.5 million trees from 20 different native species have been planted, capturing carbon and mitigating climate change.





Social Responsibility

Our Commitment to a Greener Future





Helping the Local Community

Our commitment to community extends beyond local initiatives in Cheshire and Scotland. We engage in nationwide and global support projects, partnering with charities, fundraisers, and local organisations to create a brighter future for all. Over the past year, our efforts have made a tangible impact with Crest Medical supporting x initiatives. One of our principal projects was with Place2Place Football Club, a charity focused on supporting men with mental health problems through the medium of football. Since early 2023 the company's donations include a life-saving defibrillator, first aid supplies for the charity to use in training sessions and on matchdays, and funding.

For 2024, Crest Medical will begin contributing to the Warrington Fund - an initiative focused on improving the local area, aiming 'to reduce the impact of inequity' and help people experiencing income poverty and deprivation of other resources.

"Each year we support a range of charities and community initiatives, that are nominated by our employees. Local, national and international causes have benefited from our fundraising, financial and product donations, as well as volunteering our employees time to worthy causes. Beneficiaries of our support are often cases where there is a direct healthcare benefits to communities, such as donating lifesaving defibrillators in publicly accessible places, initiatives improving mental health and benefiting schools and volunteer groups."

Alastair Maxwell, CEO

"I Chair the Community Committee which is a diverse group of employees from across the business. Acting as spokespersons for their respective departments, representatives raise suggestions and requests for ways in which we can give back to the community. Where those requests align with our company values, we offer our help. This year we have provided our employees' time to volunteer at a huge range of initiatives including the Big Help Out"

Freya Watkins, Head of People

"Crest Medical has been a vital partner for us throughout 2023 and into 2024. They began their support with a generous donation, followed by the provision of a defibrillator. This initiative triggered a positive response from the club we rent our pitches from, leading them to install a permanent defibrillator and offer training to all 20 of their teams. We trained six individuals internally at Place2Place, and after witnessing a 23-year-old in need of urgent cardiac care, we truly understand the significance of cardiac arrest training. Additionally, Crest sponsored our kit, enabling us to distribute 60 tops to welcome new members to the organization. They also established a fund that allowed us to offer free stadium event access to five individuals, who were referred to us through the NHS."

Peter Hill - Founder of Place2Place FC (KAWS MBE Winner)



Helping around the world

As part of our carbon neutral projects, we've been able to contribute to our chosen UNSDGs and more.

Wind Energy Project by Giriraj Enterprises

- ❖ 24 jobs created in Gujarat and Madhya Pradesh.
- ❖ Produced affordable and reliable energy.

Planting Biodiverse Forests in Panama

- ❖ Created a habitat for 15 threatened species.
- ❖ 150 jobs created, providing training and further education.

Wind Power Project in Rajasthan

- ❖ School equipment provided to over 150 children.
- ❖ Bicycles provided to 30 school girls.
- ❖ Two toilet blocks constructed, benefiting 450 students.
- ❖ Clean water provided for over 850 students and 100 girls in Government run hostels.
- ❖ 100 children with cancer supported per year.
- ❖ HIV/AIDs awareness provided to 450 people.
- ❖ 88 permanent jobs created.



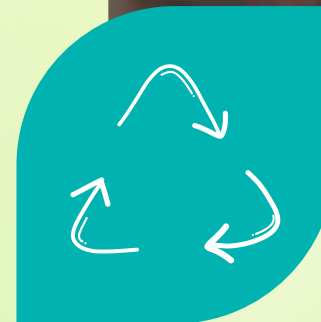
<p>3 GOOD HEALTH AND WELL-BEING</p>	<p>4 QUALITY EDUCATION</p>	<p>6 CLEAN WATER AND SANITATION</p>	<p>7 AFFORDABLE AND CLEAN ENERGY</p>	<p>8 DECENT WORK AND ECONOMIC GROWTH</p>	<p>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</p>	<p>13 CLIMATE ACTION</p>	<p>15 LIFE ON LAND</p>
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Sustainability Champions

We have implemented an intensive sustainability training programme to our staff induction which will ensure that all staff are acutely aware of the responsibility that they have, to make environmentally conscious choices in the workplace and at home.

This induction will also enable all staff members to have a greater understanding of the climate crisis, upcoming climate compliance legislation, as well as our commitment to protecting the environment. All current and new staff members must undertake this mandatory training. 'What can you do?,' Green Workplace information is also signposted around our corporate offices.





Responsible Sourcing

We continue to ensure our responsible sourcing efforts reflect practices that are sustainable for both the environment and people through rigorous supplier environmental and social assessments and policies.

We only purchase from factories that comply with our **Corporate Social Responsibility (CSR) Supply Chain Code of Conduct**. This includes adherence to legal age requirements, prohibition of slave labour, prevention of physical abuse or intimidating behaviour, maintenance of safe environments with accessible fire exits and adequate firefighting equipment, and comprehensive care for health and safety hazards.

Our Corporate Social Responsibility (CSR) Supply Chain Code of Conduct is extensive to acknowledge and respect the differing laws and cultural contexts of our supplier countries while upholding our ethical principles. This policy is available upon request.

We share our commitments with suppliers and encourage them to undertake similar actions in their operations through our Corporate Social Responsibility (CSR) Supply Chain Code of Conduct. Suppliers are required to sign their agreement to our labour and environmental requirements, which are assessed in regular supplier audits.

Where possible, we choose to work with local suppliers. Eighteen of our suppliers are based in the Northwest area, with well over half of these in Warrington or Manchester, enabling us to reduce our transport related emissions, while supporting local businesses.





Equality, Diversity and Inclusion

We are an equal opportunity employer and promote diversity and inclusion via our **Dignity at Work** and **Equal Opportunity** policies. We are proud of our diverse workforce and value everyone's opinion.

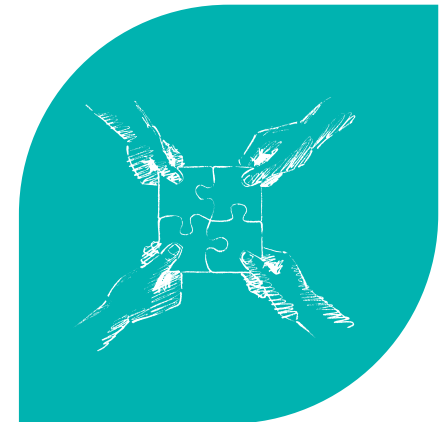


60%
of our Senior Leadership
are female - compared to
a national average
of 32%

55%
of our
workforce
is female

47%
of our
team are
45 Years +

22%
of staff are non
white-british





Employee Welfare

Our Commitment to a Greener Future



Employee Health and Wellbeing

Employee health and wellbeing is important to us. Over the past year we have continued to improve and make Crest Medical an even better place to work.

On top of being an equal opportunities employer, Crest Medical received the Armed Forces Employer Recognition Scheme Silver Award^[8], recognising our outstanding support for the armed forces community, including veterans, reservists and their families.

We launched our Employee Forum, offering members of the team a chance to anonymously suggest ways to improve their experience working at Crest Medical. The employee forum meet quarterly and have helped introduce new policies, such as our new Birthday Off Policy.

We have also introduced a holiday buy-back scheme, allowing employees to buy up to five additional days holiday each year.





Employee Engagement

The Crest Medical team has grown significantly over the last year, with the introduction of Crest Healthcare, our new UK manufacturing division.

The people within our business continue to be at the heart of our culture and practices, from Crest Healthcare to our Wallace Cameron International office in Motherwell.

The team are happy with improved benefits.



The team think highly of their colleagues.

Employees think there is a friendly and supportive culture.

People are happy with the relationship with their managers.



Most recommend Crest Medical as a great place to work.

People feel safe.



Health and Safety

We have invested heavily into improving site safety, partnering with Rhino Safety^[9]. In 2023/24, we have:

- ✦ Audited our premises and working practices, producing a report that highlights any areas of concern and recommendations for resolving them.
- ✦ Reviewed and renewed all our health and safety documentation, policies, procedures and risk assessments.
- ✦ Effectively managed our fire risk.



For 120 staff in our offices, we have 9 qualified first aiders and 8 qualified fire marshals.

In 2023, only 15 injuries were reported in the offices, warehouse and production.





Employee Benefit and Support Schemes

To further support our team, we offer a variety of schemes and programmes, specifically chosen to promote healthcare, wellbeing, and leisure.

Medicash^[10]

- ❖ We promote health and wellbeing through our proactive+ employee plan with Medicash.
- ❖ Our Medicash plan allows employees to gain cash back for medical, dental and optical treatments as well as physiotherapy, alternative therapy, prescriptions and more.
- ❖ Our plan also includes a virtual 24/7 GP service for employees and their children, digital physiotherapy, life guidance and support, exercise classes and guided meditations.

Help@hand

- ❖ Our Help@hand program offers all of our employees yet more unparalleled benefits. The total health and wellbeing program entitles employees and their children to unlimited remote GP appointments, mental health consultations and bereavement support as well as 1-2-1 lifestyle coaching and tailored wellbeing insights.
- ❖ The employee assistance program includes personal training, nutritional consultations and financial and legal support.

Employee Hub^[11]

- ❖ Through our brand-new employee hub, employees and their families are entitled to discounts and perks from thousands of brands. This helps our employees to save on everything from groceries to holidays and much more.





Training

All employees must undertake online training, through Flick Learning^[12], ensuring effective compliance across the group. Team members are given specific training based on their job role, as well as compulsory company-wide modules. Over 400 hours of training through Flick Learning has been conducted, on top of on site training throughout the business.

Through Flick Learning:

100%
of Crest Medical employees have completed Diversity and Equality Training.

100%
of Crest Medical employees have completed Anti-Bribery Training.

100%
of Crest Medical employees have completed Data Protection and GDPR Training.

100%
of Crest Medical employees have completed Health and Safety Training.



Apprenticeships and Placements

Work experience, apprenticeships, and university placements are integral to Crest Medical's identity. We are dedicated to creating opportunities for young, inexperienced members of our community, helping them advance their careers at Crest or beyond.



"Being an apprentice at Crest has enabled me learn on the job and in the classroom. This has allowed me to improve my knowledge and professional skills in the workplace, alongside gaining valuable qualifications as part of my studies.



Having the ability to study whilst working, has given me the opportunity to understand my role in the business and transfer my skills that I have learnt through studying into my everyday work. This has given me a deeper understanding into the tasks that I complete and allowed me to become quicker and more efficient in my role. By having one day per week study release, Crest has given me the perfect balance between studying and workplace learning which has been reflected in my role, with me now completing higher responsibility and complex tasks"

Joe Sewell



"The apprenticeship programme has helped me massively with my career progression. Starting initially as a customer service apprentice the programme opened up further opportunities within the business due to the skills and training the programme provided.



I have now been with Crest for 15 years and hold a managerial position and I feel without the programme I would not have been as successful as I have been so far. It is a fantastic way to be introduced into the working environment and I would highly recommend to anyone considering a apprenticeship."

Stacey Moran



"During my placement at Crest Healthcare, I was welcomed warmly by the team, who encouraged questions, and always offered to guide me on tasks I found challenging.



Throughout my placement, I was given responsibilities across several projects, gaining an insight into the operations of a business, and into the healthcare, cosmetics, and PPE manufacturing industries. Through the opportunity to work at Crest, I have gained knowledge, real-life experience and confidence, which I hope will empower me in my future career and education."

Laila Baig





Business Ethics

Our Commitment to a Greener Future





Business Ethics Matter

At Crest Medical, business ethics is at the core of everything we do. We believe that maintaining the highest standards of integrity, transparency, and fairness is essential not only for our success but also for the trust and respect of our customers, partners, and employees.

Ethical practices guide our decision-making processes, ensuring that we act responsibly and with consideration for the impact of our actions on all stakeholders. By adhering to strong ethical principles, we foster a culture of accountability and respect, which is fundamental to building long-term, sustainable relationships in the healthcare industry.

Moreover, our commitment to business ethics extends beyond compliance with regulations. We are dedicated to doing what is right, even when it is not the easiest path. This includes prioritising the welfare of our employees, practising fair trade, and making decisions that positively affect the environment and communities we serve.

By integrating ethics into our daily operations, we not only safeguard our reputation but also contribute to a more equitable and sustainable future. At Crest Medical, we understand that ethical business practices are crucial to our mission of providing high-quality, reliable healthcare solutions while making a positive difference in the world.





Low Emissions Transport

Domestic and international travel is integral to our daily operations, yet our policies ensure that travel is only undertaken when essential. While maintaining face-to-face relationships with clients and suppliers is crucial, we often replace routine travel with digital communication tools to sustain our 'presence.'

To further our commitment, we carbon offset all international business travel. Additionally, we have pledged to transition all company cars to electric or hybrid electric vehicles (HEVs) by 2025. At our head office, employees can use our electric charging points free of charge.



Employee Incentives

We encourage our employees to choose sustainable modes of transport. The Cycle to Work scheme has been especially popular, with many employees opting for this mode of travel.

Our support for employees in sustainable transport includes:

- ❖ Promoting cycling and public transport.
- ❖ Offering flexible working arrangements where possible.
- ❖ Providing interest-free loans for bus and train season tickets.
- ❖ Offering advice on sustainable commuting routes via bus or train.
- ❖ Encouraging hybrid working between home and office to reduce the carbon footprint from commuting.



Procurement

Our Commitment to a Greener Future



LSAS^[7]

The NHS Supply Chain (NHS SC) has continually worked to enhance labour standards throughout its supply chain by introducing the Labour Standards Assurance System (LSAS) audit. The LSAS audit is a comprehensive framework designed to ensure that suppliers adhere to high labour standards.

As a key supplier to NHS SC, in October 2023 Crest Medical achieved LSAS Level 3 with non-conformances, meaning LSAS is established and embedded in the culture of the business. By achieving LSAS Level 3, we demonstrate high levels of conformity within each key aspect of the audit:



Compliance

We have comprehensive policies and procedures to manage labour standards throughout our supply chain, including detailed documentation and rigorous adherence to legal and ethical requirements.



Training and Awareness

Crest Medical employees and suppliers are provided with LSAS training, to ensure a deep understanding of labour standards is embedded throughout the supply chain.



Monitoring and Auditing

We conduct frequent internal and external audits to ensure ongoing compliance.



Engagement and Collaboration

Employees, suppliers and partners are all actively engaged in our commitment to transparency and accountability.



Risk Management

Our systems are in place to proactively identify, assess and mitigate risks to labour standards.



Reporting

We maintain comprehensive records and reports on our labour standards management, using performance metrics.



Continuous Improvement

We are committed to continually improving and expect suppliers to regularly review, enhance and evidence their labour standards practices with us.



Responsible Sourcing

We have developed tools to enhance the sustainability of our products and packaging. This shift moved our supply chain approach from risk management to actively engaging suppliers in our sustainability journey. We ensure our responsible sourcing promotes environmental and social sustainability through rigorous supplier assessments and policies.

Where possible, we select suppliers with ISO 14001 certification, meaning effective Environmental Management Systems are used throughout our supply chain, limiting and monitoring emissions effectively. As part of our long-term strategy with Planet Mark, we plan to enhance Scope 3 measurement and increase supply chain scrutiny with our top ten suppliers.

Actively working with our suppliers, our steps to reduce Scope 3 emissions include:

- ✦ Requesting annual energy usage data from suppliers.
- ✦ Setting targets for reducing carbon usage or switching to renewable energy.
- ✦ Offsetting necessary emissions from suppliers.



Environmental Purchasing Guidelines

Our purchasing guidelines span from office and cleaning supplies, to logistics and distribution partners.

The Office

All cleaning products used at our offices come in recycled packaging, and are non-toxic. All office supplies have to maximise durability and are made from recycled and recyclable material if possible. We also bulk buy as much as possible to reduce waste and excess packaging.

Distribution

We are committed to creating a healthy and sustainable distribution network that ensures our products are delivered promptly with minimal impact on the environment. We therefore require all supplier delivery vehicles to be FORS accredited and compliant with LEZ.

Our logistics suppliers all have sustainability commitments, ensuring emissions are kept to a minimum throughout our supply chain:

Pallet Courier – SSO^[13]

SSO shares our commitment to a greener future by transitioning all forklift trucks to fully electric, training drivers in Safe and Fuel-Efficient Driving, and optimising loads to minimise travel and emissions..

Parcel Courier – DHL^[14]

DHL share our aim to continually improve and reduce the impact we have on the environment. DHL are committed to training staff, incorporating green solutions, increasing carbon efficiency and electrifying their vehicles.

Parcel Haulier – DPD^[15]

DPD has a sustainability programme and operates a fleet of electric vehicles. Our partnership with them has saved approximately 50kg of CO₂ monthly, with around 160 parcels delivered on our behalf using all-electric vehicles.



Nearshore and Onshore Suppliers

Where possible, we choose to work with local suppliers to reduce the carbon footprint of our products. As part of our aim to have local suppliers, we established Crest Healthcare - our brand new UK manufacturing facility, connected to our HQ in Warrington.

Crest Healthcare manufactures PPE, personal care products, and consumer health products for Crest Medical, Crest Retail and contract manufacturing customers.





Product Innovation

Our Commitment to a Greener Future



Crest Retail

Crest Retail specialise in providing sustainable solutions for well-known retailers across the UK, USA and Europe. All Crest Retail's products are provided in Forest Stewardship Council UK (R) (FSC) sourced boxes. Our work through Crest Retail is in line with UNSDG 17, partnerships for the goals. This success is a testament our commitment to sustainability across all our operations.

Key Sustainable and Biodegradable Products in Our Range

- ✦ **Plasters and Dressings**
Our plasters have various options including bamboo; 100% certified cotton; and 100% biodegradable.
- ✦ **Gloves**
We have a range of carbon neutral nitrile gloves.
- ✦ **Wipes**
As part of our retail offering, we have plastic free wipes.
- ✦ **Neoprene Supports**
Our orthotics range includes 100% recycled neoprene supports.
- ✦ **First Aid Kits**
We have produced a truly sustainable first aid kit, with recycled and recyclable components and limited plastic usage.
- ✦ **Insect Repellent**
Our range of insect repellent comes in 100% recyclable bottles.
- ✦ **Inclusive Skin Tone Plasters**
Our innovative multi-tone plasters have been designed with inclusivity in mind. Catering to the diverse skin tones of individuals worldwide, these innovative plasters have prioritised diversity, fostering a more equitable approach to healthcare.

Walgreens Boots Alliance ranked Crest 4th out of 207 own brand suppliers for Net Zero Preparedness, scoring 17 out of 20.



Sustainable First Aid Kit

We are launching the UK's most sustainable first aid kit in late 2024 through our Wallace Cameron brand. Wallace Cameron sustainable first aid kits will meet HSE standard and BSi Standards:



- ✦ **The Box:**
The box is manufactured from recycled plastic, reducing carbon emissions and plastic waste. Product information is laser-etched on the box, making the box fully recyclable and removing the need for labels.
- ✦ **Saline Wipes:**
Saline wipes are 100% viscose, manufactured from natural fibres, which is compostable and more biodegradable than traditional cotton. Wipes are packaged in full recyclable aluminium sachets which help retain moisture, enhancing the product lifetime.
- ✦ **Triangular Bandages:**
The triangular bandages are made from 100% viscose, which is a more friendly option to cotton and plastic. The bandages come in medical grade paper, a sustainable alternative to plastic flow-wrapping.
- ✦ **Plasters:**
Plasters are biodegradable, manufactured from 50% bamboo pulp and 50% viscose. They are packed in fully recyclable cardboard.
- ✦ **Gloves:**
Nitrile gloves are strong and resistant to punctures, limiting unnecessary waste. Gloves come in recyclable card pouch.
- ✦ **Dressings:**
All dressings come in paper pouches.
- ✦ **Scissors:**
Scissors have handles made from recycled plastic.



Stericlens

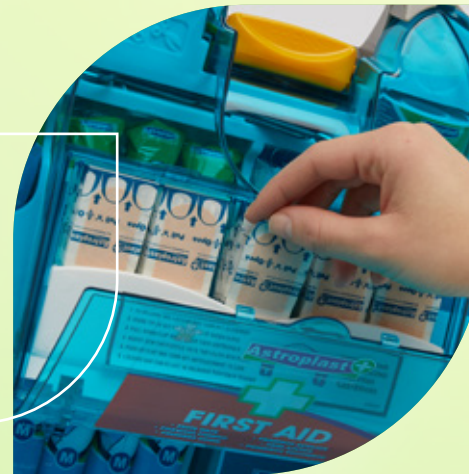
In 2023, Crest Medical acquired the Stericlens brand and product range. Stericlens is a zero-waste saline solution spray designed to accurately cleanse wounds with minimal spillage. The innovative bag-in-valve technology keeps the product sterile, making it suitable for multiple uses and improving its shelf life.

Biosafe

Our Biosafe brand is manufactured in the UK, reducing the carbon footprint of all biohazard products within our range.

Refills

We encourage both trade and end-user customers to refill their first aid kits instead of purchasing new ones. This practice helps reduce plastic production and extends the lifespan of our products.





Governance and Policies

Our Commitment to a Greener Future





Our policies cover a range of topics, from positive procurement to data privacy. We are committed to upholding and implementing new policies where needed, as clear guidance is essential for successful governance. Internal policies are reviewed at least every two years to ensure they align with our ethical standards. All documents are readily available upon request.

All team members are required to familiarise themselves with and comply with our internal policies and **Code of Conduct for Ethical Trading**, which are included in the **Employee Handbook**. The Handbook also contains comprehensive policies on IT security, bullying, whistleblowing, maternity and paternity leave, and more.



Code of Conduct for Ethical Trading

The Crest Medical Group's Code of Conduct for Ethical Trading guides us as a company, a team, and individuals to make ethical decisions that stay true to our values while abiding by the laws and regulations in the places where we do business.

The code also supports strong governance of our behaviours and our approach to ESG. Our guiding principles have been drawn from international standards, including the Ethical Trading Initiative Base Code, the International Labour Organization (ILO) conventions and recommendations, which in turn are based on the United Nations (UN) Universal Declaration of Human Rights and Convention on Rights of the Child.



Health and Safety

We are committed to creating and encouraging a safe environment for employees in all our business segments. We continuously work to improve our management of health and safety based on The Health and Safety at Work Act 1974 and up to date safety information.

As a company, we provide training and supervision to enable employees to avoid hazards and to contribute positively to the health and safety of everyone while at work.

Relevant employees are trained in first aid and fire evacuation procedures, with all safety equipment tested and maintained on a regular basis.

All accident details are entered immediately into the Company's Accident Book.

Employees are able to read our **Health and Safety Policy** and discuss any concerns they have with management, HR or the Responsible Person.



Privacy, Data Protection and Information Security

We take pride in our unwavering dedication to safeguarding our employees' data and ensuring robust privacy, personal data protection, and information security practices. With an ever-evolving digital landscape, our commitment to preserving the confidentiality of our information remains at the heart of our operations.

Our **Privacy Notice** and **Data Protection Policy** inform our employees of their choices and rights in terms of data collection and possession. Our **Information System Security Policy** outlines the appropriate use of our internet-systems for the security of valuable company resources.

Anti-Bribery and Corruption

We are committed to the highest standards of ethical conduct and integrity in our business activities in the UK and overseas. In accordance with the Bribery Act 2010, we do not tolerate any form of bribery or corruption by, or of, employees, agents or consultants or any person or body acting on our behalf.

Our **Anti-Bribery and Corruption Policy** outlines our approach. Our **Gifts and Hospitality Policy** is also available to our employees, to ensure that they can recognise and avoid bribery in all forms.

Training and Compliance

We have recently invested in an eLearning platform to ensure effective compliance training across the Group, where modules are assigned based on each employees role and responsibilities. Recent examples of assigned mandatory modules are Anti Bribery and Corruption, Equality and Diversity and Information Security.

As part of our Equality Diversity & Inclusion Strategy, employees can access inclusion and diversity education at all stages of the employee life cycle to ensure equitable and inclusive experience for all.



Crest Medical Policies

Our key company policies guide our commitment to sustainability, ethical practices, and strong governance. These policies reflect our values and establish standards for managing environmental impact, promoting social responsibility, and ensuring accountability. They serve as the foundation of our ESG strategy and demonstrate our dedication to transparency and continuous improvement.

PP 001 Disciplinary Policy

PP 002 Grievance Policy

PP 03 Probation Policy

PP 004 Leave of Absence Policy

PP 005 Maternity Policy

PP 006 Paternity Policy

PP 008 Dignity at Work Policy

PP 009 Equality, Diversity and Inclusion Policy

PP 010 Holiday Policy

PP 011 Buying Annual Leave Policy

PP 012 Sickness Absence Policy

PP 013 Gifts and Hospitality Policy

PP 014 IR35 Policy

PP 015 Reservist Policy

PP 016 CCTV Policy

PP 017 Data Protection Policy

PP 021 Employee Privacy Notice

PP 022 Cycle to Work Policy

PP 023 Sustainable Travel Policy

PP 024 Volunteering Policy

PP 025 Data Retention Policy – Recruitment and Selection

PP 026 Hybrid Working Policy

PP 027 Code of Conduct

PP 028 Overtime Policy

PP 029 Anti-Bribery and Corruption Policy

PP 030 Whistle Blowing Policy

QC 002 Health and Safety Policy

QC 003 Environment Policy

QC 225 ESG Healthy Impact Statement

QC 226 Equality, Diversity, Inclusion Strategy

QC 228 Corporate Social Responsibility and Our Supply Chain

QC 104a Customer Complaints

QC 241 Safeguarding Policy

QC 152 Code of Conduct for Ethical Trading

QC 213 Declaration of REACH Compliance

QC 247 Labour Standard Policy

QP 102 Supplier Assessment

QP 11A Purchasing Control





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