

Environmental,  
Social & Governance

# ESG Report



**CREST**  
MEDICAL

2023

[www.crestmedical.co.uk](http://www.crestmedical.co.uk)



*Caring for our Planet*  
Our Commitment to a Greener Future

# Introduction

Crest Medical Holdings (CMH) 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.



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

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## About Crest Medical

# For a Healthier Tomorrow

Crest Medical is a leading supplier of high-quality first aid supplies, occupational health products and Personal Protective Equipment (PPE). Our award-winning range has been developed to help treat injuries, save lives and promote workplace wellbeing.

Whether you are dealing with a medical emergency, treating a minor incident or protecting your workforce, we are here to help. Our expertise covers all levels of first aid supplies across workplace and occupational health, whether in retail, healthcare or pharmaceuticals.

Using in-depth product and industry knowledge, our in-house team can provide the guidance and support you need to ensure that you always have the right products for the right situation.





# A Message to Our Stakeholders

For Crest Medical Holdings, sustainability is our priority. As a leader in the healthcare industry, we have a responsibility to do the right thing for the planet and its people.

Over the past year, our company has had an extreme overhaul of all our processes, scrutinising environmental impact in every corner of the company. We have made impactful changes and plans to keep on improving in the future. There

are many exciting leaps in sustainability to reflect upon from the last year.

From preparing to launch our first sustainable first aid kit to becoming Carbon Neutral, we are keeping true to our objective of being eco- and people-conscious in our practices.

*Alastair Hays*

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





# 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)

- 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 September 2016, Alastair became President of the British Healthcare Trade Association (BHTA), after being voted onto the board in 2010, following a successful period as Chair of the First Aid and Medical Equipment Section
- Wholesale Dealers Authorisation (Human) & Home Office Controlled Drug Licence Holder, Schedules 2-5
- Royal Warrant Grantee and Royal Warrant Council Member

**Sustainability – Project Sponsor**



**Mathew Courtney**

**Commercial Director & Regulatory Affairs (Crest Retail)**

- Seasoned marketing manager with over 15 years' experience in the healthcare industry
- Skilled in strategic marketing, managing sales teams and brand development
- Previously worked with brands such as UniChem, BUPA, RAC, Asda, BAE Systems and Blue Dot
- At 23 years old, was the youngest marketing manager in the football league for Huddersfield Town FC

**Sustainability – Project Lead**



**Rachel Maxwell**

**Responsible Person & Sustainability Manager**

- 11 years' experience in pharma wholesaling
- 2 years' experience in quality and compliance
- Senior FMCG sales roles at Bacardi & Budweiser
- Approved responsible person by the MHRA in May 2021
- CQI / IRCA lead auditor 9001:20016
- BA (Hons) European Business Administration



**Freya Watkins**

**Head of People**

- Over 15 years' generalist HR experience in SMEs
- Experienced manager in employee engagement, HR strategy and coaching & development
- BA (Hons) Human Resources Management, CIPD
- Lead on company diversity & inclusion and health & wellbeing initiatives
- CIPD Qualified



**Ryan Murphy**

**Warehouse Manager**

- BA Hons Business Management
- 20+ years' experience in pharmaceutical and medical device industries
- National Examination Board in Occupational Safety and Health certified
- Institution of Occupational Safety and Health member
- Instrumental in the installation of green warehouse initiatives like motion sensor energy switch offs



**Harriet Meacock**

**Contract Manager – NHS**

- 9 years' experience working at Crest Medical
- Responsible for new tenders and managing awarded frameworks within NHS Supply Chain
- Oversaw 3PL contracts at Crest Logistics, during the pandemic
- Started career as an apprentice at Crest Medical as a customer service advisor
- Worked her way up in the company, developing experience across different business divisions



**Sarah Poole**

**Head of Supplier Relations**

- 12 years' experience working at Crest Medical
- 10 years' experience working in overseas and retail purchasing
- Responsible for imports of goods
- Started career as an apprentice at Crest Medical where she gained Level Two and Three in Business Administration
- Worked her way up in the company, being promoted to Head of Supplier Relationships – a key strategic role in the company



**Sue Coulton**

**Compliance Manager**

- 9 years' experience in quality compliance
- Extensive experience in the construction of technical files in compliance with Medical Devices Directive and UK Medical Device Regulations
- Responsible for upholding the quality management system (QMS) to ISO 13485:2016
- Head of clinical evaluation activities



**Darcy Maxwell**

**Sustainability Project Coordinator**

- BA Politics & international Studies at the University of Warwick
- Accreditation in International Business – Strategic Luxury Leadership from the University of Venice
- Modules of study include climate sustainability, production & ethical working standards
- Authored a short dissertation on ethics in global production chains



# Mission, Vision & 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 staff, 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.





# ESG at a Glance-2022/2023

We have undertaken a number of initiative over the last 12 months and are proud of our achievements to date:

- ✦ We have been awarded a Silver EcoVadis Medal
- ✦ Wallace Cameron first aid kits have undergone a sustainable makeover
- ✦ We have achieved carbon neutrality in all offices
- ✦ We have achieved a conversion rate of 100% of our cardboard waste into packaging
- ✦ We have continued to give back to our community, with a generous giving budget of £24,000
- ✦ Our employee survey told us that our employees are overwhelmingly satisfied with us as a supportive and inclusive employer

Convert  
**100%**  
of cardboard  
waste into  
packaging

Community  
Giving  
Budget of  
**£24k**



We're proud to announce that we have achieved the Planet Mark Business Certification, furthering our commitment to reduce our impact on society.



Our environmental, social and governance (ESG) performance is assessed by independent ratings agencies. The company is proud of the recognition received from them.

In 2023, we were awarded a silver rating by EcoVadis, placing the company in the 82nd percentile of companies in our industry. EcoVadis is a global provider of business sustainability, used to track performance in supply chains. The rating covers environment, labour and human rights, ethics and sustainable procurement.



# Aligning to UN Sustainable Development Goals

We have carefully chosen five UN Sustainable Development Goals <sup>[1]</sup> to pursue, ensuring we are able to advance as a business, while caring for current and future generations.



**3** GOOD HEALTH AND WELL-BEING



**8** DECENT WORK AND ECONOMIC GROWTH



**9** INDUSTRY, INNOVATION AND INFRASTRUCTURE



**12** RESPONSIBLE CONSUMPTION AND PRODUCTION



**13** CLIMATE ACTION





EARTH & CLIMATE



CIRCULAR ECONOMY



SOCIAL VALUE



INNOVATION



# Our Sustainable Journey

Our sustainability journey began in **2020**, we set out ambitious goals for the upcoming years. In **2022**, CMH 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 have reduced Scope 3 emissions by 50%
- CMH are working to being Scope 1, 2 and 3 carbon neutral by **2035**
- In **2040**, we aim to have CMH Scope 1, 2 and 3 net zero.



# Our Strategy

We aim to deliver an innovative, strategic action plan to help our business lead the market in sustainability. This action plan is focused on achieving three key goals:





# Promoting a Healthy Planet

*Our Commitment to a Greener Future*



We have committed to achieving a healthier planet through our operations and contributions to environmental sustainability. This section of the report highlights our efforts to minimize our environmental impact, support biodiversity and foster a sustainable future.



## PlanetMark

At CMH, we are partnering with PlanetMark<sup>[2]</sup> 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.



## 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<sup>[3]</sup> (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%**.

CMH were responsible for the retirement of 146 Verified Emission Reductions (VERs), meaning we saved **146 tonnes** of CO<sub>2</sub> emissions from being released into the atmosphere.





# Energy Supply and Usage

Our offices are supplied by a minimum of **75%** renewable energy. This is in compliance with our commitment to Net Zero UK operations by 2030, when we will be a Carbon Trust certified 100% renewable office.

In the meantime, we've implemented a number of innovative energy saving adjustments.

Reduced Energy Consumption by  
**60%**



As well as being supplied by mostly renewable energy, we have made energy saving adjustments in 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.





# Carbon Neutral Projects

As a part of our PlanetMark partnership, Crest Medical supports the protection of tropical rainforests across the planet with Cool Earth <sup>[4]</sup>. They protect tropical biomes that capture and store carbon, regulating our global climate. Their efforts have led to **177 million tonnes** of carbon stored in 108 million trees.

We also partner with The Eden Project <sup>[5]</sup>, who help to educate on the possibilities available for climate action and work to reverse ecological decline.

CMH also supports the Wind Power Project <sup>[6]</sup> in Rajasthan, India as part of our Carbon neutral Offsetting. This project plays an important role in reducing CO<sub>2</sub> emissions, generating **45 GWh** of clean electricity annually – the equivalent of powering 10,500 households every year.



As part of the Wind Power Project in Rajasthan, we have been able to support communities across the world:

- ✦ Benefited over **150 children** with the distribution of school supplies. Bicycles were also distributed to **30 schoolgirls** helping to improve green mobility
- ✦ Organised a medical camp providing curative treatment, blood tests and spreading awareness on personal hygiene in prevention of serious disabling diseases
- ✦ Benefited **450 students** with school toilet blocks
- ✦ Spread awareness of HIV/AIDS, diabetes, sexually transmitted infections, tuberculosis (TB), cancer and other ailments.
- ✦ Provided a safe water source for over **850 students** and locals
- ✦ Planted trees to reduce CO<sub>2</sub>





# Zero-Waste Operations

At CMH, we're fighting the battle against rubbish at every step of our supply chain. From the initial concept to the final delivery, we've got exciting processes in place to shrink, transform, recycle, rescue, and even bid farewell to waste. It's all about turning rubbish into treasure and making our planet a happier, greener place to be! Read on to find out about some of our zero-waste implementations.

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 & Filler Usage**  
We are phasing out tape and fillers
- ✦ **CAD**  
Efficient computer-aided packaging design
- ✦ **Minimal Water Use**  
Water Plus <sup>[7]</sup> help us to cut our water waste
- ✦ **Compacting Waste**  
Our in-house PHS compactor minimises waste volume, resulting in more efficient disposal.

In Line with our zero-waste operations, we have installed a machine to convert cardboard into re-usable packaging. This has resulted in a **100% recycle rate** of our cardboard and a **0%** of our cardboard waste being sent to landfill.





## Our Zero-Waste Partners

We've teamed up with incredible eco-warriors to tackle waste head-on. S.D. Wastepaper Recycling Centre <sup>[8]</sup>, a local carbon neutral recycling hub serving the Northwest keeps our carbon footprint low by minimising waste transportation.

Our cardboard and plastic packaging are recycled by Fresco <sup>[9]</sup>. They swoop in to collect our rubbish, giving it a new life in the supply chain.

Veolia <sup>[10]</sup> helps us to recycle our waste. Thanks to our collaboration, we have already saved a whopping three thousand kilograms of carbon dioxide in just one year!

Our damaged pallets head back to Allwood <sup>[11]</sup>, where they work their magic and recycle the components, ensuring ongoing use.

WaterPlus, who were awarded the Green Green Apple Environment Award in 2021, are helping us to cut water waste with proactive water management.

Our signalling posters around the workplace also encourage employees to minimise non-essential water usage.



## Crest Medical's Paperless Office

We are making remarkable strides to a paperless future in our office. Both our Quality Departments for Medical Devices and Pharmaceuticals, hold all their documents and files on the electronic system. By reducing our reliance on paper, we're actively contributing to the conservation of our planet's resources. It's a crucial step towards building an environmentally conscious future.

We are currently trialling an extension of our paperless office to our warehouse, where over 50% of operations are now paperless. All goods receipts, stock transfers and stock replenishments are now done digitally.



## 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.

As a solution to this, Crest Medical recycles all plastics used, at S.D. Wastepaper Recycling Centre.

Additionally, Hazel 4D <sup>[12]</sup> 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.



# Environmental Purchasing Guidelines

We have purchasing guidelines in place for office supplies and cleaning materials. We know that when it comes to the environment every little helps.

Our cleaning supplies all come in recyclable packaging and are made with non-toxic plant-based technology. This means they contain no chlorine, phosphates or artificial fragrances and colourings. This avoids contributing to toxic runoff and environmental health hazards.

When purchasing office supplies, our team considers composition; durability; and packaging, ensuring we purchase products that are made of non-toxic, recycled, and recyclable materials wherever possible.

We also ensure that products are delivered with only as much packaging as is necessary, bulk buying to reduce waste.



## Low Emissions Transport

Domestic and global travel is a part of our day-to-day business, however our policies ensure that business travel is only undertaken when necessary.

Maintaining face-to-face relationships with our clients and suppliers is important, however routine travel can be replaced with digital communication tools which maintain our 'presence.'

On top of minimisation, we carbon offset all business travel abroad. Additionally, we have committed to transferring **all company cars** to either electric or hybrid electric vehicles (HEVs) by 2025.

Our electric charging points at our head office are free to use for all employees.

## Employee Incentives

We encourage our employees to choose sustainable modes of transport. Schemes like Cycle to Work have been very popular, with many employees taking up this mode of transport.

**Our support for employees in sustainable transport includes:**

- ✦ Promotion of cycling and public transport
- ✦ Flexible working arrangements offered where possible
- ✦ Interest free loans offered for bus and train tickets
- ✦ Advice provided on sustainable routes to work via bus or train
- ✦ Encouragement of hybrid working between home and office, to reduce the carbon footprint from travel to work.



# Distribution

We are passionate about creating a healthy and sustainable distribution network, which allows our products to be dispensed in a timely manner without harming the environment.

Therefore, we choose to partner with delivery companies who share this common vision, and commitment to sustainability.

We require that all supplier delivery vehicles be FORS accredited and compliant with LEZ.

We have also committed to maximising back haul arrangements. Vehicles from our retail customers and NHS pick up orders from us after making deliveries to the local stores allowing for lower fuel usage and minimising our logistics carbon footprint.

## Our Distribution Partners

### Pallet Courier – H&M <sup>[13]</sup>

- ✦ H&M Distribution utilises Super-Efficient Euro 6 engines, the cleanest ever due to minimal CO<sub>2</sub> and NOX output and encourage economic driving to reduce the output of Greenhouse Gases.

### Parcel Courier – Royal Mail <sup>[14]</sup>

- ✦ Royal Mail is committed to net zero by 2050, in line with the 2015 Paris Agreement. This includes the gradual replacement of all vehicles in the fleet with eco-friendly modules.
- ✦ Royal Mail uses state-of-the-art planning instruments to systematically minimise journey lengths and thus reduce fuel emissions.

### Parcel Haulier – DPD <sup>[15]</sup>

- ✦ DPD has a sustainability programme in place and runs a fleet of electric vehicles.
- ✦ Our partnership with them has allowed us to save around 50kg of CO<sub>2</sub> monthly, with the delivery of around 160 parcels on our behalf using all-electric vehicles.



## On-Shore Suppliers

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.

These partnerships enable us to decrease our scope 3 supply chain emissions and ensure that as little carbon is used in the product life cycle as is possible. Our endeavours to reduce emissions have resulted in suppliers being as close to us as next door.





# Healthy Innovation

*Our Commitment to a Greener Future*



We are at the forefront of sustainable innovation in the healthcare industry. We are continually striving to inject positive and responsible innovation into the first aid market that improves the lives of our customers and reduces our impact on the planet.

This section of the report exemplifies our recent innovations.

## Sustainable First Aid Kits

The Crest Medical sustainable first aid kits are an ongoing project.

Looking to utilise previous innovation within our products, supplier relationships and advancing technology, we are aiming to create a range of kits that come in sustainable boxes and have sustainable contents.





# 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
- ✦ **Insect Repellent**  
Our range of insect repellent come 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.







# Healthy Communities

*Our Commitment to a Greener Future*



Crest Medical Holdings are proud of the communities we are a part of, locally and globally. We are dedicated to fostering healthy lifestyles, providing access to quality healthcare, and supporting social initiatives. This section of the report provides an overview of CMH's commitment to charitable causes and our community.

At the heart of our mission, vision and values is sustainable development goal number three: Good Health and Wellbeing. This goal is fundamental to ensuring healthy lives across the globe.

We donate medical supplies globally to ensure that this goal is met, giving thousands of people access to healthcare.

We worked tirelessly through the coronavirus pandemic to ensure that British hospitals had the equipment needed to perform life-saving work. We also donated **£35,000** worth of medical supplies to fight against the effects of the pandemic in India.

War and natural disasters can have a disastrous effect on the health and wellbeing of local populations. We protect those who are unable to protect themselves, contributing to the medical effort on a large scale. Recently, this has included the donation of **£50,000 worth of PPE** and medical devices to Ukrainian hospitals to help with the ongoing crisis.



We donated  
**£35K**  
worth of medical supplies  
to fight against the  
effects of the pandemic  
in India.



# Community Impact Programme

Our internal communications project panel empowers employees to recommend events and volunteering opportunities that they feel will be motivating and beneficial. It is important that they have a significant say in where their collective effort goes. This includes recommending charity giving initiatives and putting proposals to a vote. We have a set charitable budget of **£24,000** annually committed to this project panel.

[View Community Projects](#)



Our community support projects range from local in Cheshire and Scotland, to nationwide projects and even global efforts.

Employees are also invited to undertake up to two days' paid leave per year to pursue voluntary activities as a part of our pioneering Community Committee.



“We believe in supporting our team and causes close to their hearts; we have over the years been able to support charitable causes close to our hearts at Management level, but we wanted to extend this ability to all employees within the business, so that they can independently support causes close to their hearts. So far, we have been able to help a variety of projects, not just relating to healthcare, but also outside of healthcare. Long may this continue.”

**Alastair Maxwell, CEO**

“The committee is a diverse group, made up of employees of all ages, backgrounds and roles, looking to give back to the community. We are in a fortunate position to be able to use our influence in the community for good, helping causes that fit with our mission, both locally and globally. The committee's passion for helping the community is amazing”

**Freya Watkins, Head of People**



# Responsible Sourcing

In fiscal 2023, we have been developing the tools to accelerate the sustainability of our products and packaging. These initiatives have evolved our supply chain approach from focusing on risk assessment and management toward empowering us to proactively engaging suppliers on our shared sustainability journey. 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.

## Scope 3

This year we're extending our tracking program to include scope 3. We are committed to decreasing our negative impact on the planet.

Where possible, we currently only select suppliers who have ISO 14001. However, as part of our longer-term strategy and in conjunction with Planet Mark, we have developed a plan to increase our Scope 3 measurement and increase our supply chain scrutiny.

We will be measuring Scope 3 in conjunction with our Top 9 suppliers. The steps to Scope 3 reduction include:

1. Requesting annual information on suppliers' energy usage at company facilities e.g. factories
2. Setting individualised targets for carbon use reduction or replacement with renewable energy sources
3. Offsetting necessary emissions from our suppliers



This will help us to establish and reduce our current Scope 3 emissions in line with our ambitious targets.

As well as environmental sensitivity, we require our supply partners to demonstrate high workplace standards, health and safety, fair pay, and employment conditions.

We only buy from factories that meet our CSR Supply Chain Code of Conduct which includes legal age requirements, no slave labour, no physical abuse or intimidating behaviour, safe environments with accessible fire exits and adequate firefighting equipment, and full care for health and safety hazards.

Our Corporate Social Responsibility Supply Chain policy is extensive in order to acknowledge and respect the differing laws and cultural contexts of our supplier countries, whilst upholding our ethical principles. This policy can be acquired on asking.

We share our environmental and societal commitments with suppliers and encourage them to undertake similar actions in their operations via our Corporate Social Responsibility Supply Chain Code of Conduct.

Suppliers are required to sign their agreement to our labour and environmental requirements. These are assessed in regular supplier audits.





# Healthy Workplace

*Our Commitment to a Greener Future*



Our employees are the beating heart of our business. Ensuring their happiness and security is paramount to us. We are committed to creating a safe and inclusive work environment, promoting employee well-being and fostering professional growth and development. This section of the report demonstrates how we maintain our happy and healthy workforce.

## Equality, Diversity & 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.

A recent diversity study conducted by a third party, demonstrated that of our 100-strong workforce:

- ✦ 50% of our Senior Leadership are female - compared to a national average of 32%
- ✦ 55% of our workforce is female
- ✦ 8% are bi- or homosexual, 3 of whom were colleagues on the Senior Leadership Team
- ✦ Our ethnicity ratio falls within the demographic expectations within the locations from which we operate.

## Diversity in Marketing

It is important that minority and underrepresented groups are represented in all forms of media. Our marketing materials represent the diversity of our consumer base, depicting ethnically diverse customers and different genders.







# Employee Engagement Survey

98%

... of employees are  
happy with their  
relationship with their  
manager

92%

... of employees feel  
they work in a safe  
environment

86%

... of employees feel their  
manager supports them  
to improve their skills

89%

... of employees believe  
Crest Medical are  
supportive and inclusive

88%

... of employees believe  
Crest Medical care about  
our community

88%

... of employees are  
satisfied or very satisfied  
with Crest Medical





# Employee Health and Wellbeing

Employee Health and Wellbeing is of the highest importance at CMH. We promote this through various schemes and programmes.



## Medicash

- ✦ 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

- ✦ 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.





# Apprenticeships and Placements

We work closely with universities to identify and provide student placements and apprenticeships, often offering further employment to these apprentices. We also offer local apprenticeships, with a number of our local apprentices staying on with us and moving up through the business to higher positions of responsibility.

Craig, who undertook a university placement at Crest Medical and has since moved onto full-time employment noted:

*“My university placement at Crest was a great opportunity that I am very grateful for. Here, you really feel like you are doing meaningful work and are valued by the team.”*



## Sustainability Champions

We have implemented an intensive sustainability training track 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.







# Governance and Policies

*Our Commitment to a Greener Future*



Our policies cover a range of topics, from positive procurement to data privacy. We are dedicated to upholding and implementing new policies where needed because clear guidance is a pillar of successful governance. Internal policies are reviewed at least every two years to ensure that our guidelines reflect our ethical standards. All of these documents are readily available on asking.

We require all team members to familiarise themselves and comply with requirements of all internal policies and our **Code of Conduct for Ethical Trading**. These are made available to

them in the Employee Handbook. The Employee Handbook also contains extensive policies covering IT security, bullying, whistleblowing, maternity and paternity leave and more.



## Code of Conduct for Ethical Trading

The CMH 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 & Corruption Policy** outlines our approach. Our **Gifts & 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 Team Member's role and responsibilities. Recent examples of assigned mandatory modules are Anti Bribery and Corruption, Equality and Diversity and Information Security.

As part of our ED&I Strategy, many members access inclusion and diversity education at all stages of the employee life cycle to ensure equitable and inclusive experience for all.



## References

- ✦ [1] UN Sustainable Development Goals - <https://sdgs.un.org/goals>
- ✦ [2] PlanetMark - <https://www.planetmark.com/>
- ✦ [3] CarbonNeutral.com - <https://www.carbonneutral.com/>
- ✦ [4] Cool Earth - <https://www.coolearth.org/>
- ✦ [5] The Eden Project - <https://www.edenproject.com/>
- ✦ [6] Wind Power Project - <https://drive.google.com/file/d/1eIHq1JMtT1k91CTnVfvWWWhS5TjXXmlx/view>
- ✦ [7] Water Plus - <https://www.water-plus.co.uk/>
- ✦ [8] SD Wastepaper Recycling Centre - <https://sdwaste.co.uk/>
- ✦ [9] Fresco - <https://frescoenvironmental.com/cardboard-and-paper/>
- ✦ [10] Veolia - <https://www.veolia.co.uk/>
- ✦ [11] Allwood - <http://www.allwood-pallets.co.uk/>
- ✦ [12] Hazel 4D - <https://www.hazel4d.com/>
- ✦ [13] H&M - <https://www.hmdistribution.co.uk/>
- ✦ [14] Royal Mail - <https://www.royalmail.com/>
- ✦ [15] DPD - <https://www.dpd.co.uk/>





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