



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



**CREST**  
MEDICAL

# Environmental and Social Governance ESG Report

2025

For a Healthier Tomorrow

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





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## Introduction

**Crest Medical and its trading brands are established suppliers of medical products across the UK, serving the First Aid, Occupational Health, Medical, NHS, Hospital and Retail sectors.**

We source, manufacture and distribute a comprehensive range of first aid products, pharmaceuticals and medical consumables. Our offering includes our own branded lines, third-party products, and private-label solutions for retail partners.

Sustainability is a core part of our business strategy. As a Planet Mark certified, carbon neutral organisation, we are committed to reducing our environmental footprint and supporting our partners in achieving their sustainability objectives.

Our extensive product range supports customers across a variety of industries, with a strong emphasis on reliability, quality and continuity of supply. A resilient global supply chain enables us to meet the evolving needs of our clients while upholding responsible business practices.



PlanetMark





# 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 nine 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

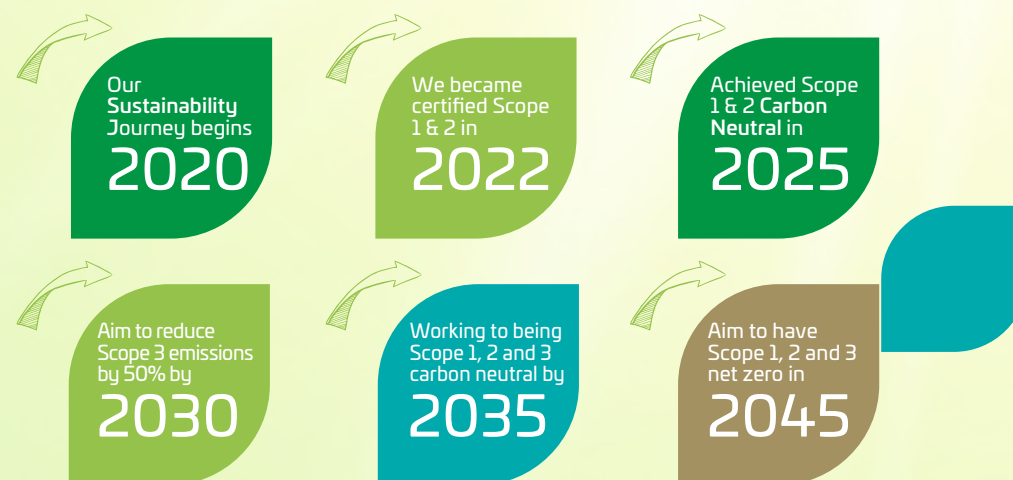
Crest Medical is committed to a strategic action plan that continues to propel our business to the forefront of sustainability. This action plan is built on six pillars:



## 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 continue to achieve Scope 1 and 2 carbon neutral in **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.



## PlanetMark



We continue our partnership with **PlanetMark**<sup>[4]</sup> to measure, reduce and offset our carbon emissions. Through this collaboration, we aim to limit our environmental impact while promoting positive change both locally and globally.





## ESG at a Glance 2024/2025

Business  
Aligned  
to United  
Nations



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

Reduced  
Carbon  
Footprint by  
**26.2%**  
Since YE 2023



Certified  
Carbon Neutral



Royal  
Warrant  
Holder

Gold Standard  
Certificate



Scope 3 Emissions decreased  
**26.4%** from 16,082.8 tCO<sub>2</sub>e to  
**11,838.5 tCO<sub>2</sub>e**

Armed Forces Employer  
Recognition Scheme  
**SILVER AWARD**

UK Manufacturer



Medilink North of England  
Sustainability Award Winner 2025

Community  
Fund





## The ESG Committee



**Alastair Maxwell**  
CEO

- ✦ 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



"This year, Crest Medical Group has made excellent progress on our sustainability journey, achieving a 26% reduction in our total carbon footprint and strengthening our commitment to responsible business practices. Aligned with the United Nations Sustainable Development Goals, we continue to integrate sustainability across our operations, from how we treat our people to how we work with suppliers and customers.

Our move to a smaller, more energy-efficient head office reflects our drive to continually improve, and we are confident this will deliver further environmental benefits next year. We remain proud of our innovations, including the launch of the first truly sustainable First Aid Kit, and our continued Carbon Neutral status.

As we work towards our Net Zero 2045 goal, I want to thank our employees, customers, and partners for their continued efforts in making our business a force for good. Responsible, sustainable, and forward-looking."





## The ESG Committee



**Rachel Maxwell**  
**Responsible Person**  
**and Head of ESG**  
**and Sustainability**

- ✦ 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.



"Over the past year, we have advanced our environmental commitments, cutting our total measured emissions by more than a quarter. The greatest reductions came from Scope 3 activities, which represent the largest share of our impact, supported by open and accurate reporting across all boundaries. Even with more rigorous data standards, our results remain credible and consistent.

Relocating to a smaller, energy-efficient headquarters was a key step that will help us achieve further reductions in the future. Alongside operational changes, we have strengthened collaboration with suppliers, employees, and partners to create lasting improvements throughout our value chain.

Our progress has been recognised with a with a Gold ECOVADIS score, putting our company in the top 5% of businesses globally, and a strong performance in Walgreens Boots Alliance's Net Zero Preparedness assessment. These achievements reflect the dedication of our people and our clear focus: reduce our environmental footprint, make responsible sourcing choices, and integrate sustainability into every decision we make."

*Rachel Maxwell*







## The ESG Committee



Mathew Courtney

Commercial Director and  
Regulatory Affairs (Crest Retail)

Sustainability –  
Project Sponsor



Freya Watkins

Chief Operations Officer



Ryan Murphy

Warehouse Manager



Harriet Meacock

Contract Manager – NHS



Sarah Poole

Head of Supplier Relations



Sue Coulton

Compliance Manager



Darcy Maxwell

Sustainability Project  
Coordinator





## HQ Relocation

In June 2025, Crest Medical moved to a new, more sustainable Headquarters in Central Warrington. Less than 4 miles away from the previous office, the move had a limited impact on the environment, with the use of eco-friendly transport and logistics throughout the process.

### Warehouse Efficiency

Our new headquarters provides 30% more warehouse capacity within a smaller overall footprint. This has significantly improved operational efficiency for both warehouse staff and forklift trucks, resulting in reduced emissions and less equipment wear.

### Reuse and Repurposing

To minimise waste and further reduce our impact, we repurposed a significant amount of our existing office equipment, including:

- Office Computers and Monitors
- Desks
- Desk Chairs
- Storage
- Printers

Any excess equipment was donated.

### Upgraded Waste Management

We have implemented an upgraded waste management routine throughout the new HQ, with recycling, food-waste and document recycling bins placed throughout the office and warehouse.

### Energy Efficiency

Our new energy-efficient HQ and Warehouse is equipped to lower our emissions through better use of eco-friendly technology:

- LED Lighting
- Thermal Blinds
- Five EV Charging Points
- Motion-Activated Warehouse Lighting
- Brand-New Energy-Efficient Forklift Trucks

### Greener Commutes

The new location is more accessible, reducing the average commute by approximately 1 mile for the predominantly Warrington-based team. More staff are now able to walk, cycle or use public transport to get to work.

### Job Opportunities

The relocation also provided an opportunity to support the local economy, creating five temporary warehouse and logistics roles for people in the local area.





# 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 environmental impact begins at the core of our business. Our **UK Head Office** remains **Certified Carbon Neutral** for Scope 1 and Scope 2 emissions, in accordance with the **GHG Protocol**. We are committed to tracking and improving our performance through annual assessments with Planet Mark. We have expanded our sustainability initiatives and made tangible progress across key ESG metrics:

### 1. Reporting Boundaries - Comprehensive and Consistent

Full organisational and operational boundaries maintained for complete and transparent reporting.

### 2. Data Quality - Higher Standards, Stricter Assessment

Score at **68.4%** (down from 93.8%) reflects tougher assessment standards, not lower accuracy.

### 3. Carbon Emissions - Major Cuts

- Total market-based emissions down 26.2% to **11,961.3 tCO<sub>2</sub>e**.
- **Scope 1 & 2 emissions** increased slightly by 4.2% which we anticipate will level off after our HQ relocation.
- **Scope 3 emissions**, our largest source of emissions, **dropped significantly by 26.4%**.

### 4. Efficiency Gains

Year-on-year **Scope 3 reductions** and lower emissions per employee and per £m turnover show stronger efficiency.



### 5. Impact and Commitment

- **Retired 133 Verified Emission Reductions (VERs)**, offsetting **133 tonnes of CO<sub>2</sub>** emissions.
- Strong supply chain progress with overall carbon efficiency gains.
- Ongoing commitment to **transparency, improvement** and **ESG leadership**.





# Greenhouse Gas Protocol

 Measured Emissions  Not Applicable

## Scope 1

 Stationary Fuels

 Mobile Fuels

 Fugitive Emissions

## Scope 2

 Electricity

 Heat and Steam

 Cooling

## Scope 3 Upstream

 Purchased Goods and Services

 Capital Goods

 Fuel and Energy Related Activities

 Transportation and Distribution

 Waste Generated in Operations

 Business Travel

 Employee Commuting

 Leased Assets

## Scope 3 Downstream

 Transportation and Distribution

 Processing of Sold Products

 Use of Sold Products

 End of Life Treatment of Sold Products

 Leased Assets

 Franchises

 Investments

## 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 rose from 117.8 tCO<sub>2</sub>e to 122.8 tCO<sub>2</sub>e. Our scope 1 emissions come from the use of natural gas (68.4 tCO<sub>2</sub>e) and diesel fuel (18.8 tCO<sub>2</sub>e). Meanwhile, scope 2 emissions, from the use of electricity, reduced significantly (35.6 tCO<sub>2</sub>e).

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

Scope 1 emissions come from use of Natural Gas (68.4 tCO<sub>2</sub>e), Diesel Fuel (18.8 tCO<sub>2</sub>e)

Scope 2 (Market-Based) emissions reduced from 44.5 to 35.6 tCO<sub>2</sub>e





## 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. In our second year measuring Scope 3 emissions, we achieved a 26.2% reduction. Scope 3 emissions are split into 15 categories. Crest Medical's base-line scope 3 emissions as a business total 11,961.3 tCO<sub>2</sub>e, 99.0% of our total emissions. 87.0% of our total scope 3 emissions come from category 1, Purchased Goods and Services. See below for a breakdown of the seven largest categories contributing to Crest Medical's scope 3 emissions.





## EcoVadis Gold Award<sup>[3]</sup>

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<sup>[2]</sup>

Following the initial grant in 2024, Wallace Cameron International's Royal Warrant of Appointment to His Majesty King Charles III was formally finalised in 2025 with the receipt of the official warrant artwork. This marks the continuation of our long-standing relationship with the Royal Household and reflects our enduring commitment to quality, service, sustainability, and the development of our people.

The Royal Warrant is a highly respected mark of recognition, awarded only to companies that meet the highest standards and demonstrate responsible, sustainable business practices.

This new appointment builds on our previous Warrant held under His Majesty in his former role as Prince of Wales. We are proud to carry this legacy forward under his reign as King, further reinforcing our dedication to operating with integrity and purpose.

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.

WALLACE  
CAMERON  
INTERNATIONAL



BY APPOINTMENT TO  
HIS MAJESTY KING CHARLES III  
MANUFACTURERS AND SUPPLIERS OF FIRST AID DRESSINGS  
WALLACE CAMERON INTERNATIONAL LTD  
CHESHIRE





# 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<sup>[5]</sup> 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<sup>[6]</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.



## Carbon Neutral Projects

Through Gold Standard, Crest Medical have retired 133 carbon credits, saving 133 tonnes of CO<sub>2</sub> emissions from being released into the atmosphere. We are supporting two different projects through our carbon offsetting, with 10% of our offsetting going towards biodiversity:

### 22.5 MW Wind Power Project in Rajasthan, India:

Using 37 wind turbines that produce a combined 29.6MW, this project has helped reduce CO<sub>2</sub> emissions in Rajasthan, generating 45 GWh of clean electricity every year, equivalent to powering 10,500 households annually.

This project has helped improve the local area, improving: Social Well-Being; Infrastructure; Poverty; Energy Security; Clean Energy; Resource Conservation; Job Creation; Grid Strengthening; and Technology Uptake.

(See Page 23)

### Planting Biodiverse Forests in Panama:

As a result of this project, over 7.5 million trees from 20 different native species have been planted, capturing carbon and mitigating climate change. 25% of the area has been declared nature reserve and the project has created habitats for 15 threatened animal species.







# 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. We use three main routes to support the community: Employee Initiatives; Local Charities; and The Warrington Community Fund.

The Warrington Community Fund plays a vital role in our community engagement. It supports a wide range of local initiatives by identifying needs, providing funding, and offering practical resources. Using a tiered system, the fund provides to grassroots local charities, large local initiatives and long-term projects.

“At Crest Medical, supporting communities is a key part of what we do. Each year, we back a range of causes, often nominated by our employees, through donations, fundraising and volunteering. We focus on projects that improve health and wellbeing, including providing public defibrillators, supporting mental health services and helping schools and local groups. The Warrington Community Fund helps us make a strong local impact by funding meaningful initiatives. We are proud to contribute to efforts that create real, lasting value for the people and places that need it most.”

**Alastair Maxwell, CEO**

“At Crest Medical, we believe strong operations go hand in hand with strong communities. Through the Warrington Community Fund and employee involvement, we support initiatives that make a real difference. Whether funding local charities or contributing time and resources, our focus is on projects that improve health and wellbeing. Supporting the communities where we operate is essential to our mission and values.”

**Freya Watkins, COO**

“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 (KAVS MBE Winner)**





## Helping around the world

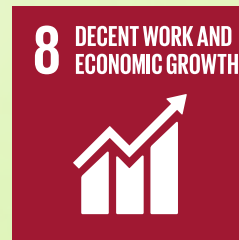
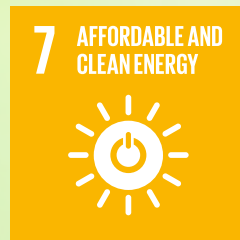
As part of our carbon neutral projects, we've been able to contribute to our chosen UNSDGs and more.

### Wind 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.

### Planting Biodiverse Forests in Panama

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





## Sustainability Champions

We have continued our 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. Many of our suppliers are located in the North-West, 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 33.5%

59%

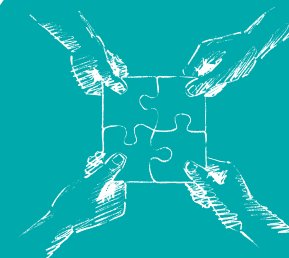
of our  
workforce  
is female

49%

of our  
team are  
45 Years +

18%

of staff are non  
white-british







# Employee Welfare

*Our Commitment to a Greener Future*



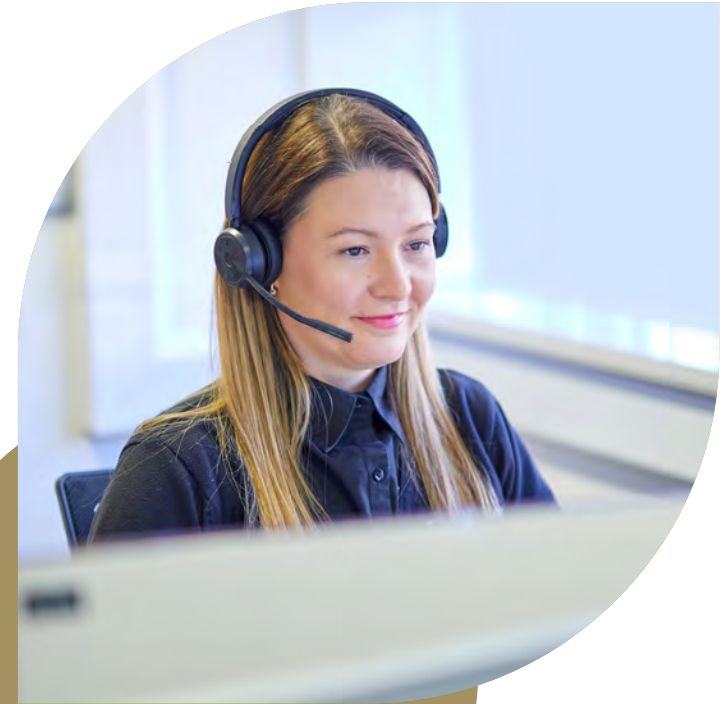
# Employee Health and Wellbeing

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<sup>[8]</sup>, 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 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.

People are happy with the relationship with their managers.

Most recommend Crest Medical as a great place to work.

Employees think there is a friendly and supportive culture.



People feel safe.



## Health and Safety

We have invested heavily into improving site safety, partnering with Rhino Safety<sup>[9]</sup>. In 2024/25, 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, improving fire and smoke detection in the new HQ.



For 80 staff in our HQ, we have 7 qualified first aiders fire marshals.

In 2024, our injury frequency rate was just 1.7, significantly below the industry average.





# 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<sup>[10]</sup>

- ✦ 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<sup>[11]</sup>

- ✦ 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<sup>[12]</sup>, 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.

"The experience of being an apprentice at Crest has allowed me to improve my knowledge and skills in the accountancy world. The apprenticeship has also allowed me to develop as a person by increasing my confidence, due to the exposure to working in a fast paced environment.



As a result of me gaining valuable qualifications through my apprenticeship, I have been able to progress from Finance Assistant Apprentice to Assistant Accountant, where I now have much more responsibility and independence in my role."

**Joe Sewell - Assistant Accountant**



"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 an apprenticeship."

**Stacey Moran - Export & Retail Manager**

"I began my journey with Crest Medical Ltd in 2013 as an apprentice and have since grown within the organisation through a variety of roles, including Commercial Assistant and Quality Assistant within the Pharma division. Today, I serve as Deputy Responsible Person, overseeing our WDA(H) licence for pharmaceutical products.



In 2025, I achieved full membership with the Chartered Quality Institute, earning the postnominals CQP MCQI. Widely regarded as a gold standard in quality, this recognition reflects my professional expertise and commitment to high standards.

Continual learning and development, supported by Crest Medical, have always been central to my career."

**Abigail Lockett - Deputy Responsible Person**



# 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. All company cars are now electric or hybrid electric vehicles (HEVs), and we have charging points available for staff to use on site.



## 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.
- ✦ Our new office location is much more accessible through public transport and greener modes of transport like walking and cycling.





# Procurement

*Our Commitment to a Greener Future*



## LSAS<sup>[7]</sup>

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 our latest audit 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, we managed to reduce scope 3 emissions by 26.4%:**

- ✦ Category 1 - Purchased Goods and Services - 27.5% Reduction
- ✦ Category 4 - Upstream Transportation and Distribution - 21.5% Reduction
- ✦ Category 6 - Business Travel - 13% Reduction
- ✦ Category 12 - End-of-Life Treatment of Sold Products - 30.2% Reduction



# 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<sup>[13]</sup>

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<sup>[14]</sup>

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.





## Nearshore and Onshore Suppliers

Where possible, we choose to work with local suppliers to reduce the carbon footprint of our products, including the latest division of Crest Medical - Crest Healthcare.

Crest Healthcare is a UK-based manufacturer of PPE, breast pads, personal care products, and consumer health products for Crest Medical, Crest Retail and contract manufacturing customers.



**CREST**  
HEALTHCARE



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# Product Innovation

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## 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 believe that protecting both people and the planet should go hand in hand. Meeting the demand from the market, we have taken time and pride in researching the best components to make our sustainable first aid kit the most sustainable on the market.

### ✦ The Box

Made from FSG Certified 100% recycled and recyclable plastic, with screen-printed design to remove the need for label adhesive.

### ✦ Plasters

Plastic-free, manufactured from 50% wood pulp and 50% bamboo pulp. Housed in a cardboard box.

### ✦ Saline Wipes

Made from 100% viscose and packed in aluminium sachets to retain moisture. Housed in cardboard box where applicable.

### ✦ Triangular Bandage

Made from 100% viscose and housed in medical-grade paper packaging instead of traditional plastic flow-wrap.

### ✦ Scissors

Handles manufactured from recycled plastic

### ✦ Other Items

Due to medical device regulations, other components are made from traditional items, however we limit their impact on the environment by replacing traditional plastic packaging with recyclable paper and card alternatives.



Caring for our Planet  
Our Commitment to a Greener Future



## THE MOST SUSTAINABLE FIRST AID KIT

BY WALLACE CAMERON

Where compliance meets responsibility





## 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.

## Sharps Bins

All sharps bins available through Crest Medical are made from recycled materials.

## 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.

## Shrink Wrap

All shrink wrap used by Crest Medical is biodegradable, offering a sustainable way of protecting 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 which can be found in our Employee Handbook. The Handbook also contains comprehensive policies on IT security, bullying, whistleblowing, maternity and paternity leave, and more. Additionally, all staff are briefed on our key Company Policies, such as our Code of Conduct for Ethical Trading.



## 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







## References

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