



Clanwilliam

Shaping a Better Future: Our ESG Ethos

October 2022

Executive Summary

At Clanwilliam, we are future-focused.

We are acutely aware of our responsibility to both our People and our Planet, ensuring a future that is better, healthier, and sustainable for all.

We champion the growing awareness and demand for responsible business behaviour and adopt this across all of our brands.

We have made a commitment to contribute to a better world by using sustainable, responsible, and ethical practices. We have worked with our People, our customers, stakeholders, and sustainability experts to understand where we can make an impact for people, communities, and the planet.

Through this work we have developed our Clanwilliam ESG Strategy, which marks our intentions to achieve net zero by 2036 – our 40th birthday.

We want our People to feel proud to work for and do business with Clanwilliam, united by our shared passion to **make things better.**



Howard Beggs, Founder and Group CEO

“The growth of our business, and all businesses, is measured not only in financial performance, but also in the positive contribution we make to **our people and our planet.**”



What we mean by ESG

Short for **environmental, social, and governance**, ESG represents a more stakeholder-centric approach to doing business. At Clanwilliam, a stakeholder-centric approach means we consider the impact our company has on our People, customers, the communities in which we operate, and the entire planet. We are committed to the betterment of our People and our Planet.

Through our ESG programme, we seek to understand, review, and improve how we integrate ESG practices into our day to day operations.

The environmental aspect

focuses on how we minimise our impact on the environment and make a positive impact on carbon reduction. This can include the way we engage with renewable energy in our offices, a commitment to recycling, and being mindful of our supply chains.

The governance elements

looks at our behaviour and transparency with stakeholders about business activities. At Clanwilliam, this includes accurate financial reporting, risk accountability, and ensuring all business we undertake is done so ethically.

The social aspect

focuses on how our business impacts wider society and workplace culture. At Clanwilliam, this includes equality of opportunity, wellbeing, and ensuring products are safe and customer data is secure.

Our work programme

Vision

We are future-focused. Our ESG vision is to support the health and wellbeing of our staff, make a direct contribution to local communities, and to work towards continually reduce our environmental footprint.



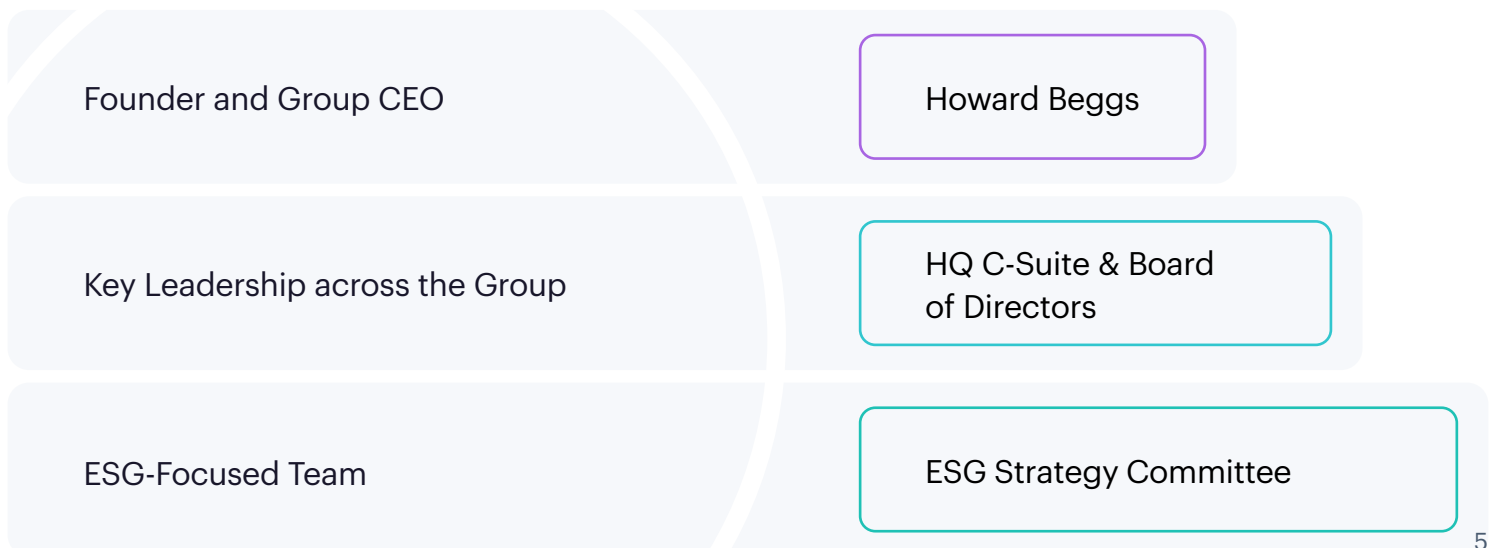
Guiding Principles

At Clanwilliam, we have three core guiding principles that underpin our ESG priorities and keep us focused on our goals:



Accountability

We have an accountability structure in place to ensure the successful management and integration of our ESG principles into all aspects of our business operations:



Healthier People

Our people are our greatest asset

At Clanwilliam, we have identified the priorities that matter most to People and stakeholders in this area as: Wellbeing, Diversity and Inclusion, and Training and Development.

Through our Healthier People workstream, we aim to have a unified purpose that both connects and motivates us at work. At Clanwilliam, we believe purpose can be derived from:

- **Honest, transparent, and humanised communication, from all levels of the company;**
- **Recognition of talent and achievements;**
- **Supporting growth and development of employees; and**
- **Embracing and celebrating diversity and equality.**

Wellbeing

We value and prioritise the physical and mental wellbeing of our People. Here are some of the ways we intend to put this into place:

- **Issue an annual Employee Experience Survey and disclose the results;**
- **Document and disclose policies and initiatives to enhance employee wellbeing;**
- **Continue to run and deliver our Clanwilliam EAP scheme;**
- **Expand on our Group HR Wellbeing Webinars; and**
- **Expand on our Return to Work Support and Coaching Programme, specialising in Maternity and Paternity Coaching.**



Diversity and inclusion

We aim to create an environment that embraces diversity, and champions equality of opportunity and meritocracy. Our focus on inclusion is what gives our diversity goals impact, driving towards a world of work where all employees are empowered to thrive. We have a variety of programmes running in this area but we seek to better formalise our policies and foundations by:

- **Developing and publicly disclosing a Global Diversity & Inclusion policy;**
- **Assimilate this into the Clanwilliam culture by educating our People about our equality of opportunity ethos.**
- **Setting targets by regularly reviewing salary ranges to ensure end at pay equity.**



Training and development

We want to encourage personal and professional development, and put in the correct frameworks to ensure this. We have an extensive training and development programme at Clanwilliam, but want to ensure our People feel supported to upskill and develop in line with their goals. To achieve this, we will:

- **Establish, monitor and disclose KPIs for training and development, to ensure it is fit for purpose**
- **Further develop and report on the Clanwilliam Elevation Programme for the leaders of tomorrow; and**
- **Further develop and report on our personal development initiatives, including our Parent Return to Work Coaching and paid time off for volunteering and charity work.**

Stronger Communities

We care about the stakeholders we work alongside and the communities we operate in.

Through our consultation period, Transparency, Human Rights, and Stakeholder and Community Engagement were considered key streams of focus in this area.

Transparency and trust

We are passionate about operating openly and honestly as a business, and demand these values from our entire supply chain. We want to establish a more open, transparent, and authentic way of working. We understand our responsibility as a healthcare group and the standards we must uphold in line with data, security and reporting. Therefore, we will:

- **Establish a reporting and control system for Business Risk Monitoring;**
- **Expand on the Data Protection and Cyber Security training for all staff;**
- **Publish Data Protection/Privacy Policy and report against key metrics;**
- **Establish universal Global Code of Conduct, including anti-bribery and whistleblowing; and**
- **Establish a consistent, global process to gauge customer satisfaction and address evolving customer preferences.**



Human rights

At Clanwilliam, every interaction we have with each other, our stakeholders, our supply chain, and our communities is based on dignity, fairness, equality, and respect. We aim to formalise our external facing policies to better guide the way we and our partners operate by establishing:

- **A policy committing to ethical business behaviour; and**
- **Formal policies and code of conduct for our supply chain, including Protection from Forced Labour and Trafficking.**

Community engagement

As a global healthcare group, we operate within a large variety of communities every day, all united with a shared desire to make things better. From local healthcare communities across the world, to the cities and towns that are the home to Clanwilliam People and our offices, we want to make a positive difference in our communities through action.

- **Enhance our global and local CSR activity by considering more strategic charity partnerships; and**
- **Continue to publicise and support our Charity Days for Clanwilliam People**



Sustainable Planet

We want to make a positive impact on our planet. Our ambition is to be a net zero business by our 2036 – Clanwilliam's 40th birthday.

2019 was the last year of operations before the onset of the pandemic, therefore we have chosen to use this as our baseline year. Our total Scopes 1 and 2 emissions in 2019 was:

302 tCO₂e

Clanwilliam's Carbon Footprint by Division

Division	Scope 1 emissions kgCO2e	Scope 2 emissions kgCO2e
Clanwilliam HQ	-	22,276
Clanwilliam Ireland	2515	87,187
Clanwilliam UK	423	19,422
Clanwilliam India	-	105,565
Clanwilliam ANZ	4052	61,051
Total tCO2e	7	295
% of carbon emissions	2%	98%

NB. This number was calculated via an external audit through an official consultancy agency.

Now that we know our current carbon footprint, **we aim to minimise our impact on the environment and make a positive impact on carbon reduction.** In order to achieve this, we will evaluate the way we do business as well as ensure our People have the resources to drive our initiatives.

Key focuses in this area are as follows:

- Carbon and Energy Management
- Sustainable Workplace
- Biodiversity Conservation & Restoration

Carbon and energy management

In line with our ambition to operate as a net zero business, we want to continually review and improve our operations in line with our carbon and energy management plans. As we improve our data collection abilities, we will be able to more accurately assess the carbon emissions of both our operations as well as our supply chain.

In doing so, it can help guide our carbon reduction and energy management plans. This will also help us to calculate our Scope 3 emissions in time.

Some of the policies we are formalising include:

- Work From Home policies to reduce commuting time and travel emissions;
- Reduced business travel, with all flights less 2 hours booked in economy to reduce associated emissions;
- Multiple companies have completely moved to WFH, removing all office related emissions;
- A Bike to Work scheme to encourage employees to use emission-free modes of transport.



Sustainable workplace

Our employees care deeply about how sustainable their workplace is and how much waste their activities reduce. As such, we will work towards understanding how much waste we produce as well as setting targets and KPIs for reducing said waste. This will include:

- Partnering with e-waste recycling facilities to make sure that, where possible, the technology we use is disposed of safely and the valuable materials within them is recovered for use elsewhere; and
- Switching to renewable sources of energy for our utilities, where possible.

Biodiversity conservation & restoration

At Clanwilliam, we understand that we cannot have healthy people without a healthy planet. As such, we will endeavour to help support projects around the world that focus on protecting and restoring the planet's ecosystems. This will be done both through partnering with other expert companies and initiatives as well as sponsoring some of our People taking part in charity ventures to raise funds and awareness for nature.





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