

Medik8®

Sustainability Report

OCTOBER 2021 - MARCH 2023



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Message From Our Outgoing CEO

Having led our company for 18 years, I have witnessed sustainability being built into every aspect of who we are and what we do at Medik8. Inspired by our founder, Elliot Isaacs – a passionate diver who has always been close to nature – we are acutely aware of the most pressing issues facing our planet today.

As I prepare to say goodbye to a company I have seen grow from 4 team members to the flourishing business it is today, I am very proud to reflect on the incredible progress we have made in FY22 and early 2023 towards our mission of liberating customers from the choice between results, experience and impact on the planet.

Thanks to financial backing from Inflexion in 2021, we were able to entirely overhaul and accelerate our previous efforts and unveiled our new and comprehensive sustainability strategy in September 2022. It definitely takes us to the next level – both in terms of ambition and the positive impact we want to have on the world around us.

Pivotal to this new strategy is our B Corp aspiration and journey. FY22 represented an essential set-up year in which we established our crucial baselines, hired the necessary teams and refined our strategy, enabling us to submit our application in early April 2023. I am very proud to have set the company on this path. But we must not stop at this certification, and must continue to embody the B Corp ethos in everything we do.

Another exciting first for us was to publish this document, our first Sustainability Report which details our past and current efforts, objectives and targets – entirely transparently. For me personally, this also represents tangible proof that strong foundations have now been laid to deliver on our sustainability strategy, alongside all of our other commercial outputs. That's why, although this is a bittersweet time for me, I am confident that I am leaving the company poised for sustainable success.

I strongly believe in our teams, our targets and our science-backed approach and I am proud to have led the company towards the achievements detailed in this report. I am now handing over the baton to our new CEO, Simon Coble, who I know is as passionate about sustainability as we all are.



DEAN PEARSON,
OUTGOING CEO



Who Are We?

Medik8 was founded in 2009 by Elliot Isaacs, borne out of a passion to demystify the skincare category and strive for better skin health for all. We are dedicated to transforming skincare expectations with cutting-edge technologies, a results-driven approach to innovation, and a science-led sustainability strategy.

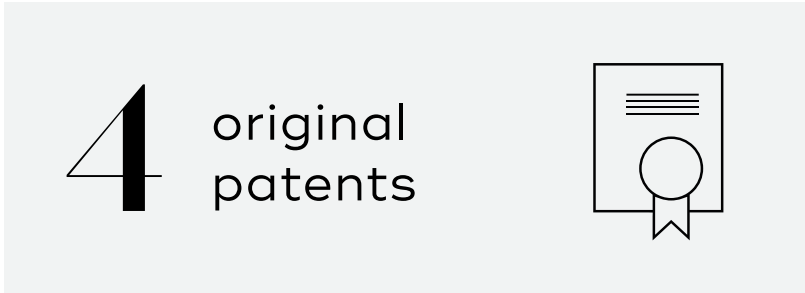
Our ultimate mission is to help our valued customers achieve Beautiful Skin for Life while liberating them from the choice between results, experience and impact on the planet. Our pioneering CSA Philosophy and expert-led approach to developing breakthrough formulas (that were once perceived too difficult to create) have seen us grow a vast global community of loyal customers, dermatologists and experts.

Our vision for the future is to continue to lead in groundbreaking technologies, abiding by our comprehensive sustainability strategy in all that we do. We are deeply committed to being forward-thinking and remaining wholly transparent and accountable – something that's been an integral part of the brand since its inception. This is just the beginning for Medik8.



Medik8 in Numbers

OUR BUSINESS



AWARDS





What We Do

CSA PHILOSOPHY

In 2009, we pioneered the CSA Philosophy; a globally-renowned approach to skincare championing vitamin C plus sunscreen by day, and vitamin A at night. Incredibly simple and grounded in science – it just works. As Leaders in Vitamin C, Sunscreen Specialists and Experts in Vitamin A, we believe CSA is the ultimate recipe for achieving Beautiful Skin for Life.

GROUNDBREAKING TECHNOLOGIES

At Medik8, we pride ourselves on delivering truly cutting-edge skincare technologies. Our formulation scientists and researchers do everything in-house, challenging the norm and breaking boundaries to develop formulas that were once perceived too difficult to create; all to deliver the very best experience and visible results. Throughout the process, we rigorously test and constantly fine-tune our formulations to ensure they are of the very highest quality. Our groundbreaking product technologies include enhanced stability systems, time-release encapsulation, bespoke molecules, and revolutionary ingredient combinations – many of which constitute patented breakthroughs.

BEAUTIFUL SKIN FOR LIFE. BEAUTIFUL PLANET FOREVER.

Our sustainability mission: to reduce our products’ footprint in line with the latest science so you never have to choose between results, experience, and impact on the planet.

Medik8’s commitment to sustainability has always been an integral part of who we are as a brand. But our updated and comprehensive strategy will take our efforts to the next level so that we can have an even greater positive impact on the world around us.

Governance

Founded in 1999, Pangaea Laboratories is the parent company of Medik8 (established in 2009) and Nanogen (established in 2001). In 2021, Pangaea Laboratories was acquired by Inflexion – a leading mid-market private equity firm, investing in established high-growth businesses.

Pangaea Laboratories is steered by a Chief Executive Officer (CEO), supported by an Executive Committee which includes all other C-suite leaders.

Sustainability is managed by a Head of Sustainability, who reports into the Chief Supply Chain Officer. Other managers and C-suite members have compensation-related sustainability objectives, with the CEO ultimately responsible for the overall performance. The Board also oversees the delivery of the sustainability strategy.

All Pangaea activities are overseen by a Board, which includes Inflexion representatives, independent specialists, and the CEO and CFO.

PANGAEA LABORATORIES LEADERSHIP

● CHIEF EXECUTIVE OFFICER

EXECUTIVE COMMITTEE

● CHIEF FINANCE OFFICER
Responsible for Finance, Quality, Legal, Data & Tech

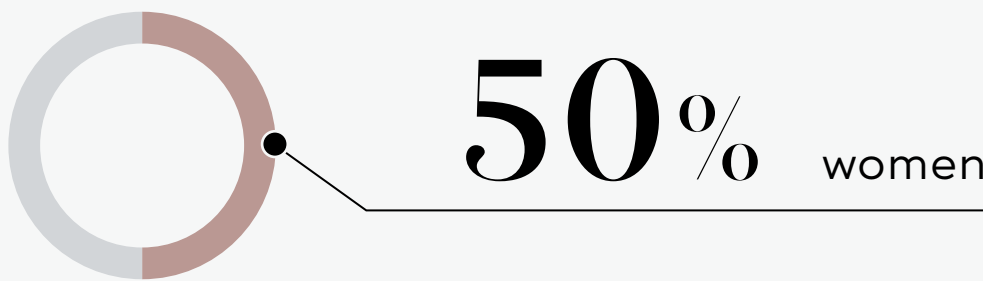
● CHIEF OPERATIONS OFFICER
Responsible for Manufacturing, Distributions, Facilities and Supply Chain

● CHIEF PEOPLE OFFICER
Responsible for covering People, Employer Brand and Culture

● CHIEF PRODUCT OFFICER
Responsible for Research & Development and Formulations

● CHIEF CUSTOMER EXPERIENCE OFFICER
Responsible for Brand, Marketing, Education, Customer Experience & Digital

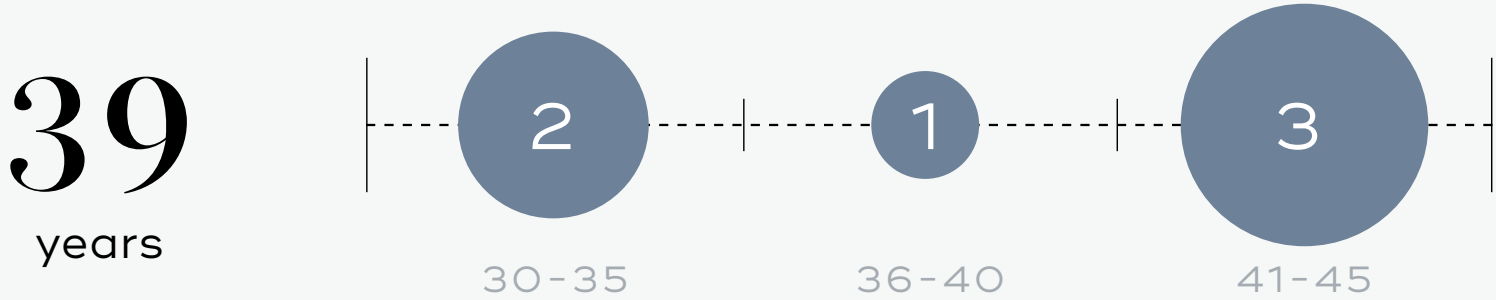
EXECUTIVE COMMITTEE STATISTICS



AVERAGE TENURE



AVERAGE AGE



Our Sustainability Strategy

OUR MISSION

Reduce the footprint of our products so our customers never have to choose between results, experience, and impact on the planet.

OUR PILLARS



Four green fern fronds are arranged in a square pattern around the central text. The fronds are vibrant green and have a feathery, pinnate structure. They are positioned in the top-left, top-right, bottom-left, and bottom-right corners of the image, framing the text in the center.

Beautiful Skin For Life.
Beautiful Planet Forever.

OUR SUSTAINABILITY STRATEGY

01 CLIMATE ACTION

02 WASTE REDUCTION

03 ETHICAL BUSINESS

04 SOCIAL INVESTMENT

CLIMATE ACTION

Responding to the current climate emergency requires action to reduce carbon emissions across our entire business.

OUR OBJECTIVES

- REACH NET ZERO BY 2040
- REDUCE CARBON EMISSIONS / £MIL SOLD



FROM CARBON NEUTRAL TO NET ZERO

TAKING CLIMATE ACTION

The science is unquestionable: we are in the middle of a climate emergency and don't have much longer to address it. As a brand, we recognise the impact the cosmetics industry has on the climate and nature due to the likes of ingredient extraction, water usage, manufacturing, distribution and the end-of-life of products. At Medik8, we are always led by the latest science, so are wholly committed to addressing the most burning issue of our time.

WHAT IS NET ZERO?

Put simply, net zero means cutting greenhouse gas emissions to as close to zero as possible, with any remaining emissions re-absorbed from the atmosphere, by oceans and forests for instance. This is what climate scientists deem indispensable so that the global temperature can stay under 1.5 degrees vs the pre-industrial era.

OUR NET ZERO COMMITMENT

In 2022, we made a public commitment to reach Net Zero by 2040, 10 years ahead of the Paris Agreement deadline. This means cutting our carbon emissions by 90% from our FY21 baseline, and offsetting the remaining 10% residual emissions.

What do we need to do to get there? The answer is to drastically decarbonise our entire business, from how we power our manufacturing and offices, to how our employees travel to work, how we obtain raw materials and distribute finished products and, most importantly, dramatically reduce the carbon emitted by the raw materials and packaging we buy to manufacture our products.

This is a big ask, and we don't have all the answers yet. However, we do know that the first step is to measure where we are currently, to better understand the areas where the most carbon is emitted and how we can begin to address them. From there, we need to establish an action plan that will help bridge the gap between where we are and where we need to get to by 2040 - including the progress we need to make every year (our decarbonisation action plan). Most importantly, we need to act now, taking all carbon emissions into account in everything we do.

CARBON NEUTRAL - OUR FIRST STEP IN THE JOURNEY

In 2022, we became verified carbon neutral across our entire company, in accordance with PAS2060. We recognise this is only the first step in our Net Zero journey however, by choosing to voluntarily offset our entire carbon footprint, we are signalling our unyielding commitment to carbon reduction as well as investing in multiple co-benefit projects that not only have a positive impact on the climate, but also on society.

HOW DID WE BECOME A CARBON NEUTRAL COMPANY?

We followed the strict requirements of PAS2060 to:

- 1 Measure all emissions across the entire business (scopes 1,2,& 3)
- 2 Reduce emissions and set future reduction plans
- 3 Neutralise emissions that we could not reduce with credible, gold-standard carbon offsets

OUR FY22 CARBON FOOTPRINT

FY22 PROGRESS

In FY22 we made positive progress towards our Net Zero by 2040 goal, achieving a reduction in absolute and intensity terms vs the previous year. The reduction was mainly a result of decreasing our upstream transportation emissions by completely cutting out air freight for inbound logistics.

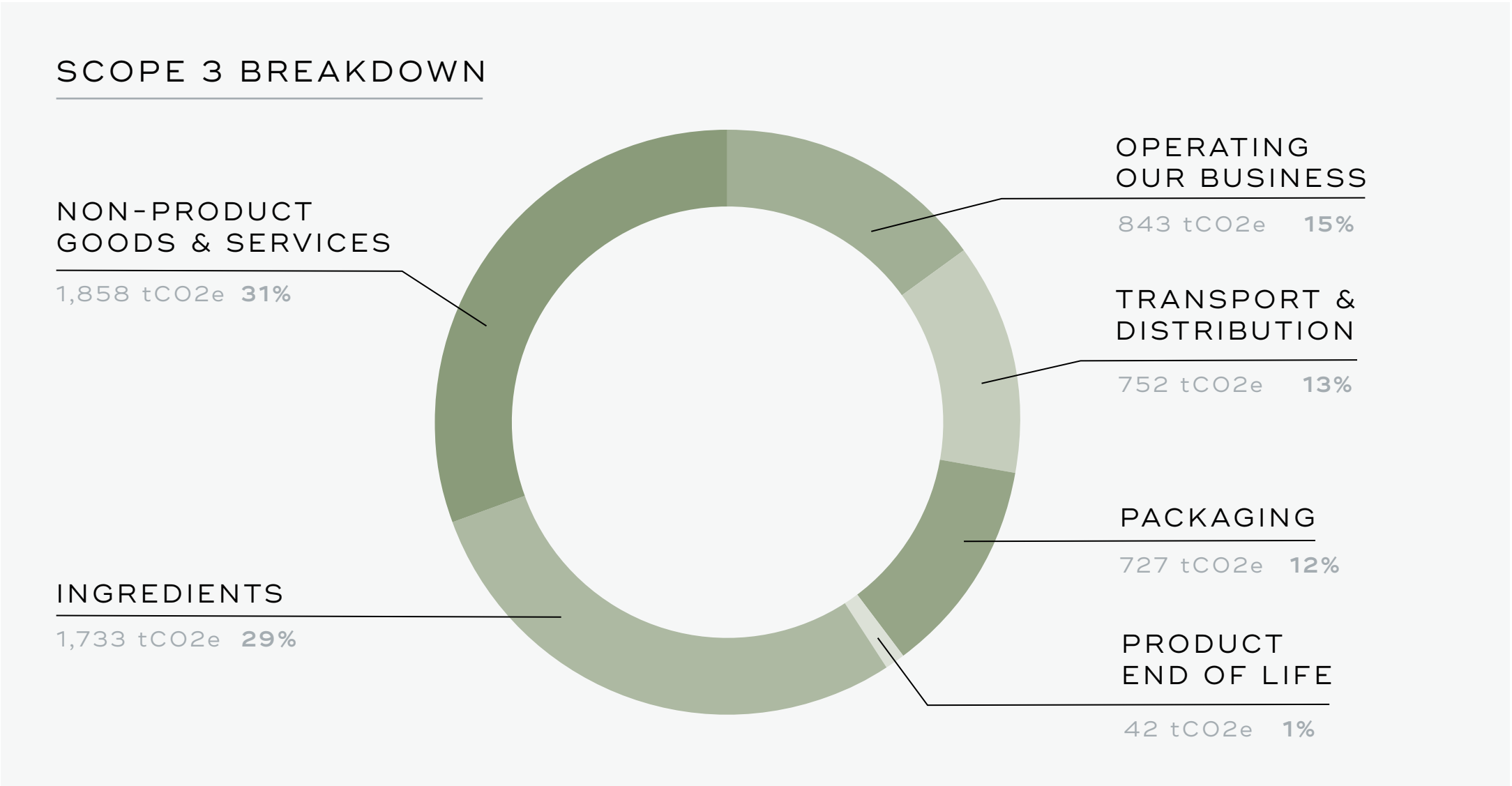
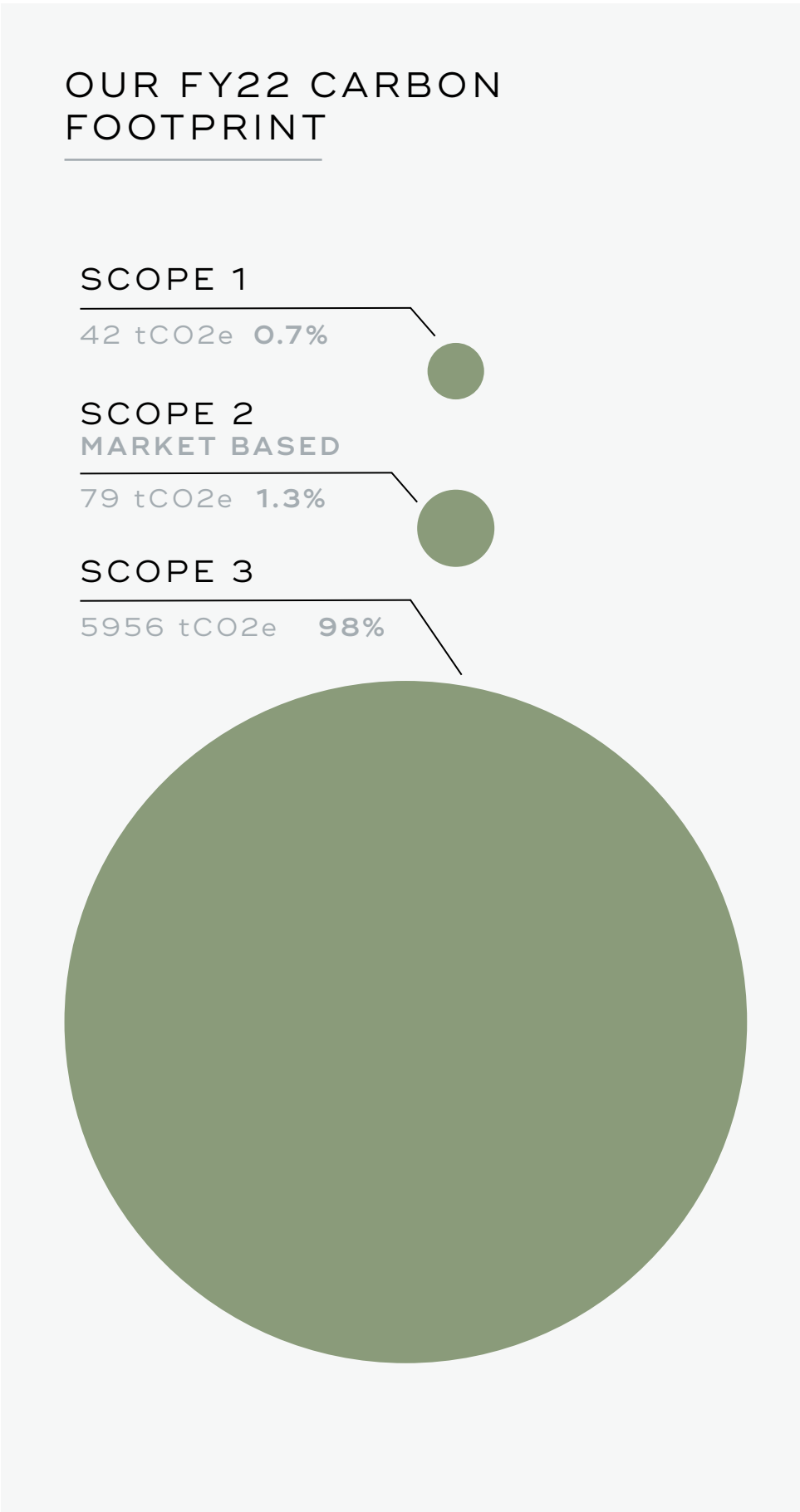
CHALLENGES

As a small company, our biggest challenge comes from measuring and reducing our Scope 3 value chain emissions. For the FY22 assessment, we used a combination of spend-based (for chemicals and non-product suppliers) and product based data (for packaging). Significant capital expenditure for the fit-out of our new Innovation Centre, as well as increased in-person activities post COVID have also resulted in an increase in our Scope 3 operational emissions.

FOCUS FOR THE NEXT PERIOD

In FY23, we want to focus on making our data collection more granular, accurate and efficient, as well as starting to engage with our main suppliers on their carbon emissions, while we continue to drive down our operational emissions, aiming for zero Scope 1 and 2 emissions (market based).

 [CLICK HERE FOR FULL TARGETS](#)



CLIMATE ACTION HIGHLIGHTS
OPENING OUR NEW
INNOVATION CENTRE

In September 2022, we opened our state-of-the-art Innovation Centre near Aylesbury, Buckinghamshire (UK). With 18,000 sq ft of offices and R&D lab, as well as 74,850 sq ft warehouse and production space, our new home is not just the foundation for our future growth, but also an enabler for reaching our sustainability targets.

Since the design phase, every opportunity has been taken to ensure that the project is delivered with sustainable-led decision making, that will either decrease its embodied impact (e.g Net Zero construction), or set us up for future impact reductions in the future (e.g BREEAM rating of ‘Very Good’ and EPC ‘A’).

No fossil fuels used on site. All warehouse vehicles, production & packaging machines, heating/cooling and ventilation operate on 100% renewable electricity



25% of the usable roof space is installed with solar



Electric charging points



All carpets used on the site are cradle-to-cradle certified and office furniture is upcycled where possible



Greenery and foliage are part of the office design to connect employees with nature and bring a sense of well-being to office spaces

OUR SUSTAINABILITY STRATEGY

01 CLIMATE ACTION

02 WASTE REDUCTION

03 ETHICAL BUSINESS

04 SOCIAL INVESTMENT

WASTE REDUCTION

Our waste reduction efforts fall into two areas: the packaging of our products and their end of life, and minimising waste from our manufacturing, distribution and operations.

OUR OBJECTIVES

- REDUCE OUR PACKAGING IMPACT (LESS PACKAGING, BETTER PACKAGING)
- REDUCE THE IMPACT OF OUR OPERATIONS (LESS WATER, ENERGY & WASTE)



OUR APPROACH TO PACKAGING

LESS PACKAGING,
BETTER PACKAGING

As a consumer-facing brand, a large share of our environmental impact comes from the manufacturing, transportation and end of life of our packaging. At the same time, we are a results-first skincare company so we must ensure that our formulations remain active, effective and safe for as long as possible. We must also take into account sustainability science alongside customer needs, ease of use and desirability. Striking this delicate balance allows us to provide our customers with the exceptional experience and results they expect.

However, we are fully committed to minimising the amount of packaging per ml of formulation. Our goal is to remove unnecessary elements (less packaging) and increase the amount of recycled materials (PCR) we use where possible, ensuring it's reusable or refillable and/or recyclable at the end of its life (better packaging).

OUR PACKAGING JOURNEY

The main purpose of packaging is to ensure the product – in our case, the formulation – is preserved for as long as specified and reaches the customer in its intended form, to deliver the desired results. However, we must also take into account other less practical, more emotional factors: its shelf appeal and the experience of using it. Each one of these factors must be considered when designing packaging alongside the sustainability aspect, of course.

We do not have a stated preference for a particular material, but will consider the best option for each type of formulation. For example, glass and pipettes are most appropriate for serums, while foamer pumps are more suitable for cleansers and airless pump tubes are required for retinoid stability. That is why we use a mix of materials across our product range. However, in each case, we try to reduce the environmental impact by including PCR wherever possible, choosing reusable or refillable formats, and making sure the packaging can be recycled at the end of its life.

ECO DESIGN AND
SUSTAINABLE
PROCUREMENT

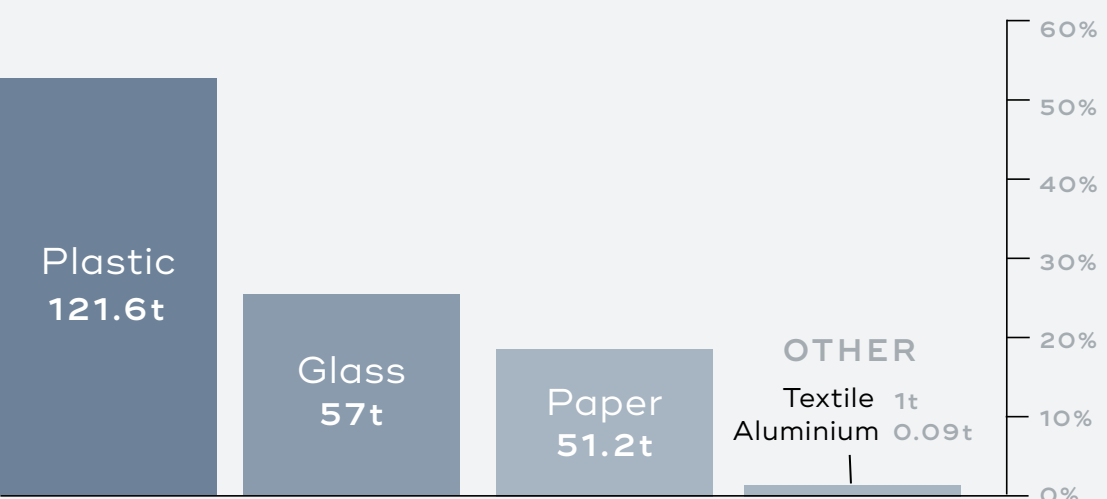
We recognise that reducing at source and implementing sustainable procurement practices are the most effective ways to prevent negative impact from taking place to begin with. We do not design packaging in-house, therefore the best way to ensure we only purchase lower impact packaging is to abide by our sustainable procurement policy. This is fully aligned with our wider Waste Reduction targets.

OUR PRINCIPLES:

- Reduce material consumption at design phase
- Remove any unnecessary or problematic components
- Ensure highest % of recycled content
- Ensure wide recyclability

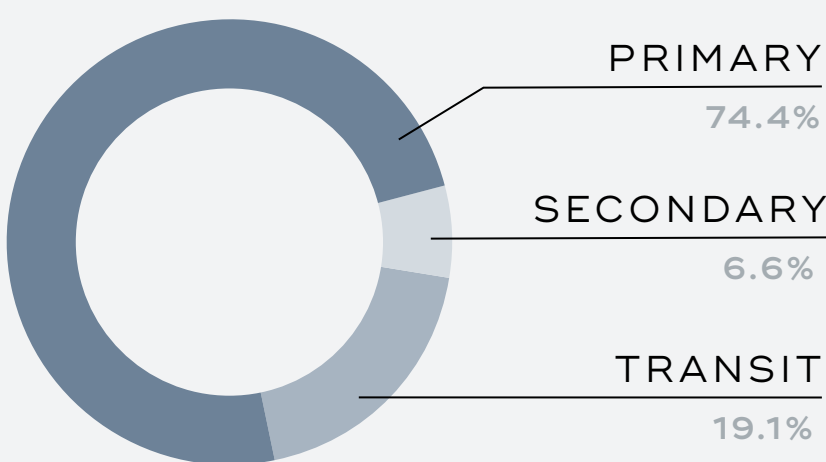
MAIN
MATERIALS
USED IN
PACKAGING

By weight of
FY22 product
sold



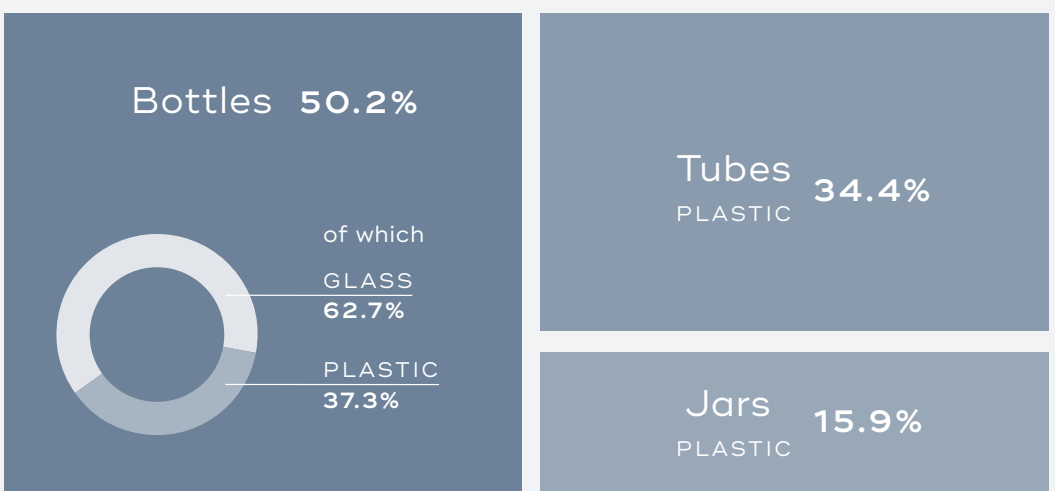
BREAKDOWN
OF PACKAGING
LEVELS

By weight of FY22
product sold



MAIN
PACKAGING
COMPONENTS

Based on units
sold in FY22



NOT A STANDING START

Since FY22, we are undergoing a major packaging update programme, to support the delivery of our sustainability targets. But we are not starting from scratch. Here are some examples where we are already using lower impact packaging.

PROFESSIONAL RANGE PCR

All the bottles in the Professional range are made from **100% recycled plastic**.



GLASS PCR

An average of **40% recycled glass** in our amber bottles.



TUBES PCR

All our white non-airless tubes contain over **50% recycled plastic**.



REFILLS

The 'Press &' range comes with a refill option. The pump can be **removed and reused**, while **the bottle is fully recyclable**.



OUR PROGRESS TOWARDS BETTER PACKAGING

REDUCING USAGE OF MATERIALS

In FY22 we removed plastic spatulas, and started offering a reusable stainless steel spatula instead. This saved 274kgs of plastic from going to landfill.

We are continuing our efforts to reduce overall packaging weight, ensuring as little packaging as possible is needed to transport a unit of formulation.

The calculation for this target is based on units sold, so customer preference will play a part in this metric (e.g. buying more travel-sized products), but we are focusing on improving bestsellers as a priority.

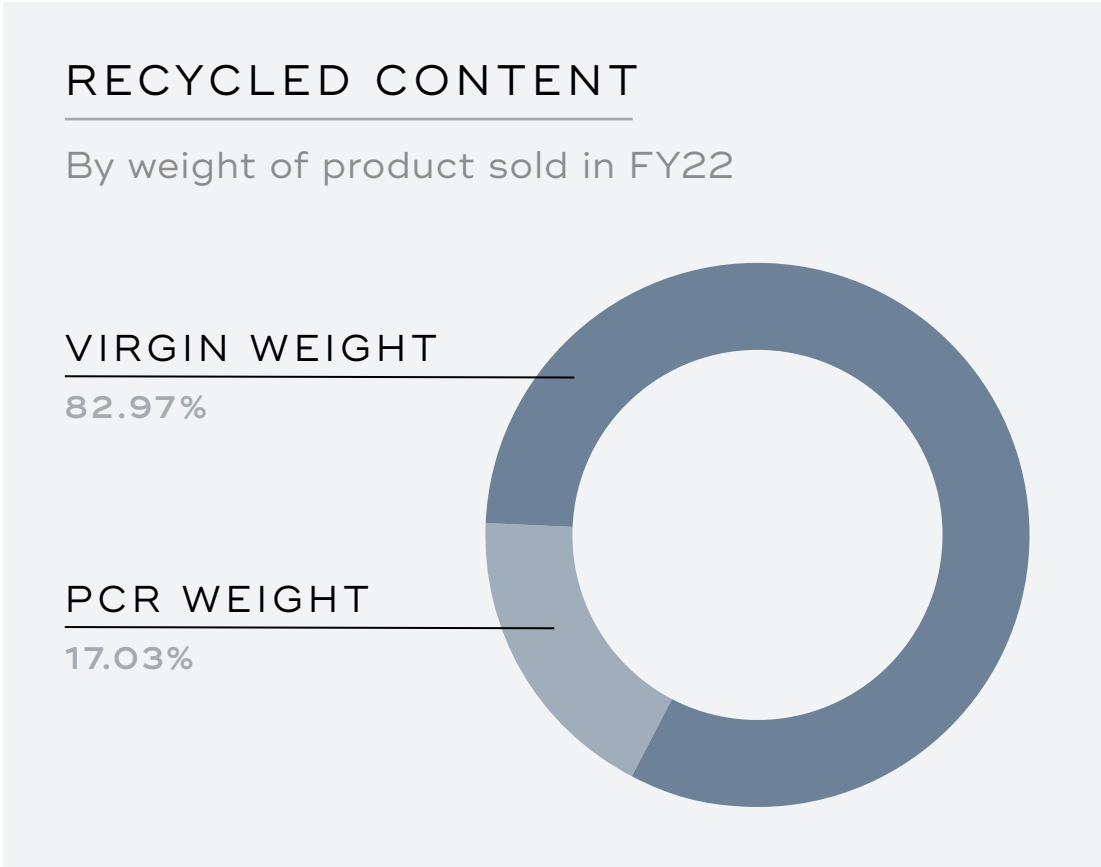
1.9
grams

Average amount of packaging in grams used to transport 1 g or ml or formula (primary and secondary packaging)

INCREASING RECYCLED CONTENT

Although the majority of our white, non-airless tubes contain over 50% recycled plastic and Pro range bottles contain 100% PCR, in FY22 we saw an overall reduction in our average PCR content from 18.66% in FY21 to 17.03%, for primary and secondary packaging. As this calculation is based on weight of sold products, the increased sales of packaging with less or no PCR is the main cause for the reduction.

In FY22 and early FY23, we have been developing new packaging to increase the PCR %. However, due to compatibility testing and lead times, we do not expect the changes to have an impact until FY24.



SOURCING WOOD-BASED MATERIALS RESPONSIBLY

Responsible sourcing for our nature-based raw materials is another key priority in our quest for better packaging. To guarantee the wood, paper and cardboard we use comes from responsibly managed sources, we have a policy of only buying FSC certified materials for our primary and secondary packaging and FSC and/or recycled for transit, as well as our e-commerce boxes.

In FY22, we carried out an audit of all suppliers to verify FSC certificates for primary and secondary packaging and are in the process of completing it for transit. We will publish a detailed breakdown of quantity data in the FY23 report.

100%

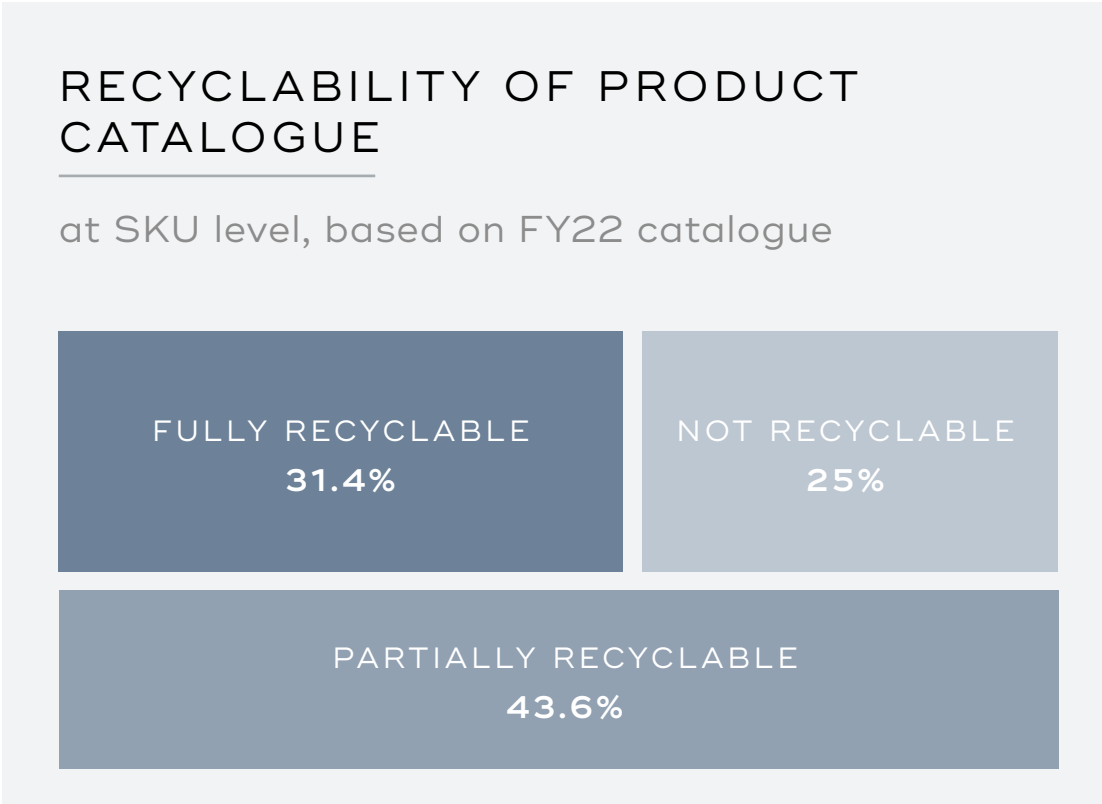
FSC Certified Primary & Secondary packaging

CLICK HERE FOR FULL TARGETS

RECYCLABLE, REUSABLE, REFILLABLE

We conducted a full packaging audit in FY22 and used the [OPRL](#) tool to analyse the recyclability of all our primary packaging formats. We classed any format that can be widely recycled, including all its components, as ‘Fully recyclable’ and any component where the non-recyclable components (e.g. pumps and pipettes) can be detached to allow the main component (bottle, tube) to be recycled as ‘partially recyclable’. We also applied this classification retrospectively to our FY21 range.

Only 25% of unique formats are not recyclable, so in FY23 we are focusing on improving their recyclability as part of our packaging upgrade programme.

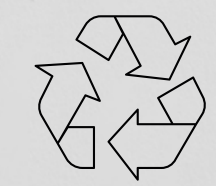


PACKAGING HIGHLIGHTS

CLARITY PEPTIDES PACKAGING REFRESH

Updating packaging for cosmetic products is a long journey. But every small step counts towards our goals.

We’ve started with Clarity Peptides which is now in a lighter, fully recyclable tube with less virgin plastic = less carbon emissions and more packaging you can easily recycle at home.



Tube now fully recyclable

55%

recycled content in the tube

56%

cut in carbon emissions achieved by halving the weight and reducing transport mileage

WHAT DOES THIS IMPACT LOOK LIKE OVER ONE YEAR?*

*estimation based on units sold in FY22

737kgs

of materials saved from going to landfill or incineration (fully recyclable packaging)

352kgs

of virgin plastics saved (lighter tube + increased recycled content)



REDUCING THE IMPACT OF OUR OPERATIONS

 [CLICK HERE FOR FULL TARGETS](#)

LESS WASTE, BETTER MANUFACTURING

Because we develop, manufacture and distribute our products from our UK-based Innovation Centre, we are in a great position to control our usage of resources during the manufacturing process across all key areas: energy, waste and water. Our ultimate goal is to manufacture our products more efficiently. That means using less energy (with as much as possible being renewable), as well as using less water and generating less waste per unit we manufacture. We also want to ensure we do not send any waste to landfill. We call this ‘better manufacturing’.

ENERGY

When we moved to the Innovation Centre in September 2022, we stopped using fossil fuels in operations, manufacturing, and heating/cooling of the building. We don’t own a fleet of vehicles and all forklifts in the warehouse are electric – as is all other machinery. As we continue to buy 100% renewable energy for both our Innovation Centre and Centennial Park sites, and we now also self-generate via the roof solar panels, we have significantly reduced our emissions and consumption, making achieving our energy (and carbon) targets much easier.

In addition, our in-house manufacturing allows us to carefully monitor our energy usage and put processes in place to reduce use. For example, over half of our formulations are cold-processed which reduces the need for high heat (and therefore more energy usage) during the blending process.

WATER

Water is a key ingredient for many of our formulations (listed as ‘Aqua’ in our INCI lists). But water is also an essential part of the manufacturing process. We use it to clean and cool our blending and filling machines.

We recognise that water is a significant issue of concern in our industry, so we are always looking at ways to reduce the amount we draw from the network, as well as the amount of used water we release back into the drains. That is why we have set targets to optimise the amount required to manufacture our products as well as reducing the amount we pour back into the water network. We operate a reverse osmosis system, which will eventually allow us to reuse the grey water for toilets in the office.

WASTE

We aim to reduce physical waste as much as possible, adopting the principles of the waste hierarchy – avoid, reduce, reuse, recycle, recover. Our goal is always to move our waste towards the upper levels of the hierarchy. We have set a target to become a certified Zero Waste to Landfill company by 2025, and we are currently in the process of conducting audits to establish the baseline and, from this, an action plan. Our waste streams are:

- Solid general waste
- Mixed, dry recycled waste
- Chemicals: non-hazardous and hazardous (raw materials, formulation, lab waste, trials and quality samples)
- Waste water
- Office waste (sanitary, toner, electronic waste, confidential)

OUR OPERATIONS TARGETS

As a growing business, we decided to link our operational targets to the number of products we manufacture, so all the targets are intensity-based, except the Zero Waste to Landfill One. We aim to reduce by 25% by FY26:

- Water in the manufacturing process
- Energy required to run our offices, factory and distribution centre
- Non-recyclable waste, incl. hazardous

OPERATIONAL IMPACT HIGHLIGHTS

FROM PPE TO PLANTERS

We partnered with MyGroup to give a new lease of life to our PPE (the use of which is a mandatory component of the Good Manufacturing Standards which we adhere to). Instead of allowing them to end up in the general waste stream, we collect all of our used hairnets, gloves, and shoe covers and pass them back to MyGroup to be processed into StormBoard.

StormBoard is a plastic MDF material that can be used in construction, as well as to make new items like benches and bins.

SEE IT IN ACTION

HERE'S HOW WE GET FROM HAIRNETS AND GLOVES TO PLANTERS:

- 1 PPE is collected in a segregated waste stream and passed on to MyGroup
- 2 The materials get ground into small pieces (plastic flakes)
- 3 The flakes are levelled into a mould and, using high heat and pressure, moulded into a board-like shape
- 4 Using CNC machines, the boards are cut into various shapes, that get assembled into many useful objects (or used in construction).



Planters made from StormBoard™

2,000 
face masks go into each board

OUR SUSTAINABILITY STRATEGY

- 01 CLIMATE ACTION
- 02 WASTE REDUCTION
- 03 ETHICAL BUSINESS
- 04 SOCIAL INVESTMENT

ETHICAL BUSINESS

We strive to always do the right thing by the planet, suppliers, our colleagues and customers. That is why under this all-encompassing pillar we have set the most objectives:

OUR OBJECTIVES

- JOIN THE B CORP MOVEMENT
- SOURCE OUR INGREDIENTS RESPONSIBLY
- WORK WITH RESPONSIBLE SUPPLIERS
- BE TRANSPARENT TO OUR CUSTOMERS AND EDUCATE & EMPOWER THEM TO LEAD MORE SUSTAINABLE LIVES
- DRIVE DIVERSITY, BUILD INCLUSION AND ENSURE EQUITY IN OUR TEAMS
- BUILD ENGAGED TEAMS



JOINING THE B CORP MOVEMENT

We started our B Corp journey in July 2022, set our improvement plan in October 2022 and, following a lot of hard work and dedication from teams across the business, we submitted our application in early April 2023. This is significantly ahead of our original target for submission at the end of 2023.

 [CLICK HERE FOR FULL TARGETS](#)

WHAT IS B CORP?

Certified B Corporations, or B Corps, are companies verified by B Lab which meet high standards of social and environmental performance, transparency, and accountability.

To achieve and maintain certification, all B Corps must:

- 1 Complete the B Impact Assessment and achieve a verified total score of 80+ points
- 2 Meet the B Corp legal requirements – amending Articles of Association to embed a commitment to consider the impact of decisions on all stakeholders
- 3 Sign the B Corp Agreement and the Declaration of Interdependence

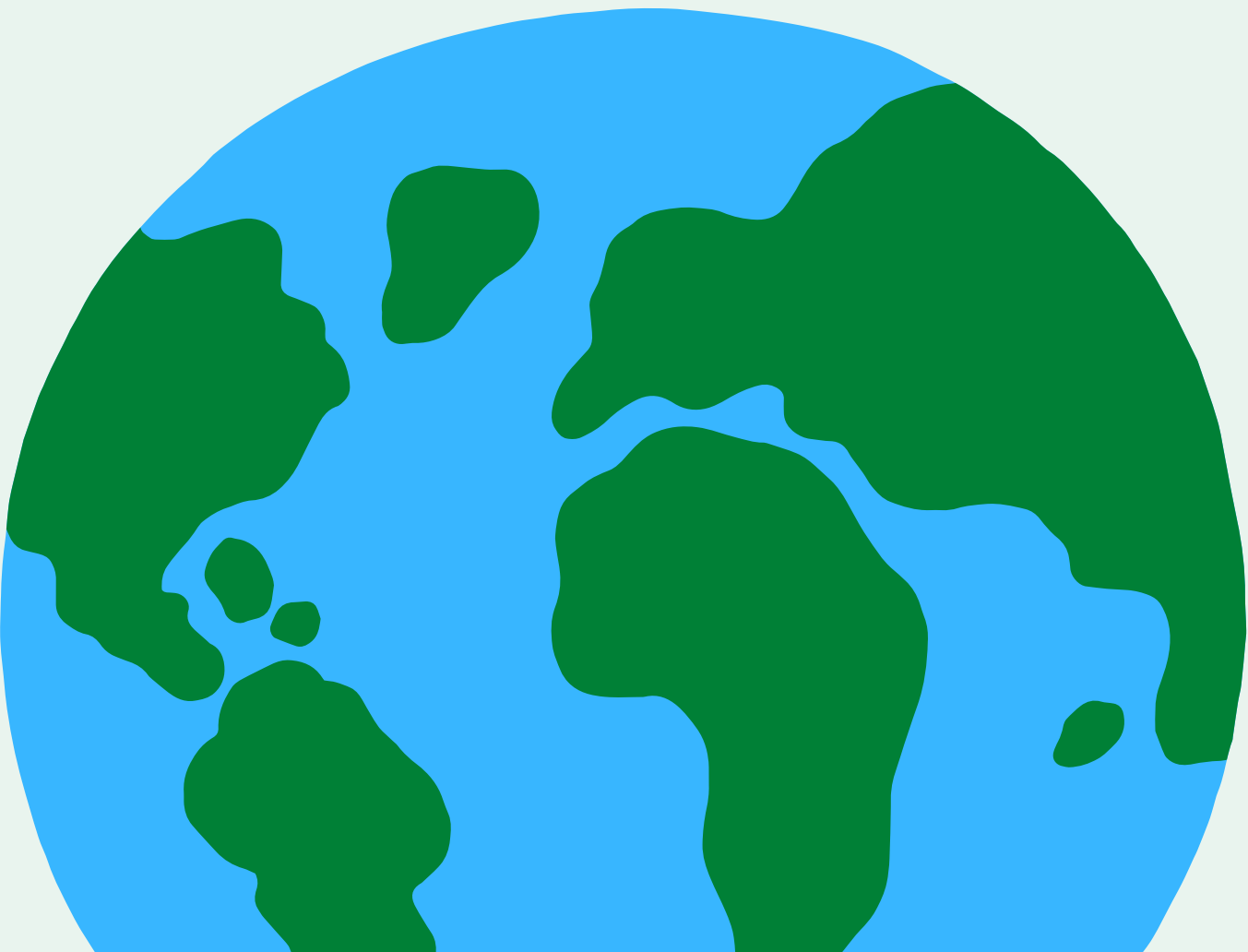
WHY B CORP FOR MEDIK8?

With only 6500 B Corp certified companies worldwide (1500 in the UK), B Corp is the gold standard when it comes to overall business sustainability. However, we see it as more than that. To us, B Corp signifies a significant shift in the ways our business must operate – one that takes into account all stakeholders.

Going through the assessment process has taught us a lot about what ‘good practice’ looks like, and has made us examine in great depth every single aspect of our business in order to do better.

We recognise that, should we become certified, that is by no means the end point. Rather, it’s a great opportunity to collaborate, learn, and improve by joining a great community of businesses striving to have a positive impact on our shared planet.

**BUSINESS AS
A FORCE FOR
GOOD**



CHOOSING OUR INGREDIENTS RESPONSIBLY AND TRANSPARENTLY

 [CLICK HERE FOR FULL TARGETS](#)

CONSIDERED INGREDIENTS

At Medik8, every ingredient we put into our products is a considered decision. We carefully assess each one for its effectiveness on the skin, safety and impact on the environment – seeking a balance between synthetic and natural ingredients. Each has a key purpose for use, whether it be an active ingredient for visible results or functional in terms of texture or stability.

We are wholly dedicated to minimising our environmental impact whenever we can, and are actively working on improving this every day. Key to this is ensuring we have full visibility of where our ingredients come from, so we are able to assess water, biodiversity and deforestation risks.

HOW DO WE CHOOSE OUR INGREDIENTS?

Key ingredient considerations (functional and active):

- Safety on the skin
- Potential environmental impact
- Vegan and not tested on animals
- Kindness to the skin & any potential to irritate
- Customer perception of ingredient & whether they will want to use it

SYNTHETIC VS NATURAL

We believe both have their merits. Broadly speaking, natural ingredients are not necessarily safer than synthetic. For instance, natural ingredients often have a higher potential for allergic reactions than synthetic ingredients as they are usually blends of many different molecules. In some cases, synthetic ingredients can be safer as they are a purer form of the active. From a sustainability perspective, we aim to always consider the full impact of the ingredient’s lifecycle, as sometimes the answer is more complicated than it appears and rarely black and white. But we believe that data and traceability are key to enabling us to make the best decisions overall and carefully select the very best and most appropriate options for Medik8 products; always safe, always effective.

INGREDIENTS SUSTAINABILITY FOCUS

In FY22, we started a detailed Ingredients Audit (80% complete), checking over 400 raw materials, to determine if they meet our sustainability requirements:

- TRACEABILITY
Understanding where our ingredients come from and the environmental and social impacts they have in their country of origin.
- RESPONSIBILITY
Preventing or avoiding deforestation, water overuse and biodiversity loss through sourcing policies and due diligence.
- OVERALL ENVIRONMENTAL IMPACT
Addressing the environmental impact of formulations once they enter the environment by choosing safe, biodegradable ingredients and avoiding any that may have negative effects.

We will analyse the resulting data and share it in the next report, as well as setting further targets.

WORKING WITH RESPONSIBLE SUPPLIERS

 [CLICK HERE FOR FULL TARGETS](#)

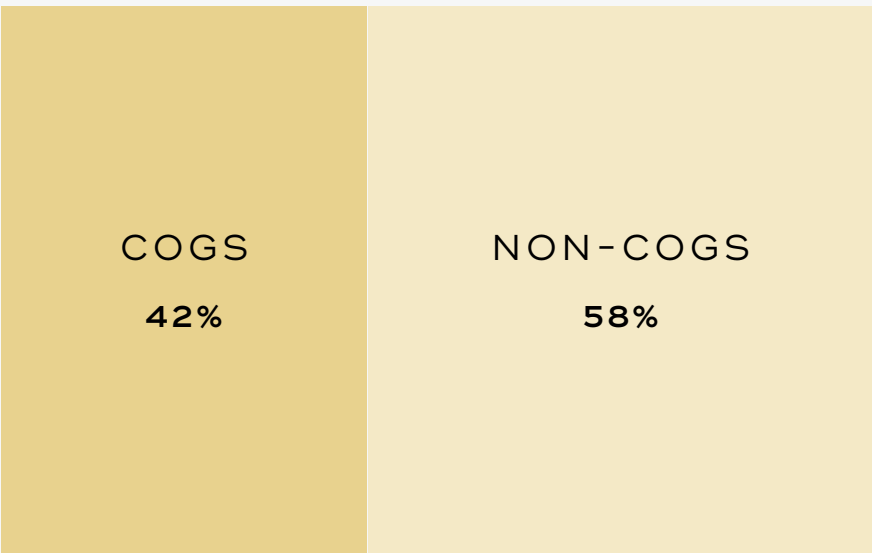
WHO ARE OUR SUPPLIERS?

Our suppliers are a key component of our daily business and our sustainability journey. The majority of our environmental and social impact is taking place in the supply chain, as opposed to within our direct operations. Therefore, it is critical that we choose the right partners and work together to minimise negative impacts while increasing positive value.

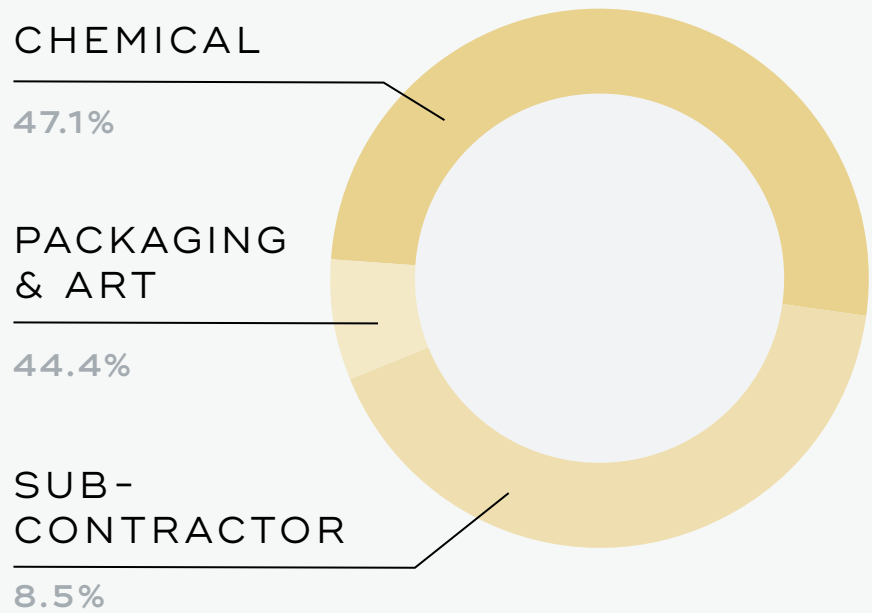
SUPPLIER CATEGORIES

- 1 COGS**
Suppliers of ingredients, packaging and services related to products (like 3rd party contractors).
- 2 Non-COGS**
Suppliers that provide goods and services that enable us to run our business. This covers a very wide range of suppliers, from cleaners and security services to advertising, PR services, stationery and other consumables, customer research agencies, servers and IT providers, machines maintenance and service, and more.

SUPPLIERS BY FY22 SPEND



COGS SUPPLIER TYPES BY FY22 SPEND



SUPPLIER SUSTAINABILITY PROGRAMME

Our Supplier Sustainability Programme aims to ensure we only work with responsible suppliers who also prioritise climate action and responsible sourcing. In FY23, we will focus initially on collecting baseline information about our direct suppliers, especially COGS, and starting to engage with them on this carbon data, which will be crucial to determining our own Scope 3 emissions. Based on the outcomes, we will determine the core areas where we can work together to improve.



JOINING SEDEX, THE WORLD’S LARGEST DATA PLATFORM FOR SUPPLY CHAIN ASSESSMENT

In March 2023, we joined Sedex to evaluate our suppliers on labour, health & safety, and environmental management practices. We want to reduce the data collection and audit burden on our suppliers. That is why we chose a platform like Sedex which allows suppliers to share their Self Assessment Questionnaire and audit reports with all of their customers. Sedex also offers a solid risk management tool, RADAR, which can help evaluate future procurement decisions. Using Sedex, we will ensure that all of our suppliers meet an agreed practice baseline. We are currently engaging with our suppliers to either link with us or join the platform directly.

OUR MINIMUM EXPECTATIONS OF RESPONSIBLE SUPPLIERS

- All of our suppliers must sign our Supplier Code of Conduct, which details our expectations for the life of every contract – across all areas of ESG.
- All suppliers must:
- Operate ethically and legally (abide by anti bribery, privacy, data protection, honest and accurate records).
 - Ensure their workers are treated fairly (safe working conditions, no modern slavery, health & safety best practices).
 - Adopt environmentally-friendly practices (measure and reduce their carbon footprint; use renewable energy and manage chemicals responsibly).

TRANSPARENCY AND EDUCATION FOR OUR CUSTOMERS

 [CLICK HERE FOR FULL TARGETS](#)

CUSTOMER STEWARDSHIP

Although creating value for our customers is driven by many areas of our business (not just sustainability), we wanted to put our customers at the core of our sustainability strategy. We strongly believe it’s our responsibility to be fully transparent with all stakeholders, as well as ensuring that our valued customers can follow our journey by keeping all of our communications accessible and accurate. At the same time, we want to share our passion and knowledge of the sustainability space with our customers, in the hope that we can help educate and empower them to lead more sustainable lives.

TRANSPARENCY

As part of our transparency efforts, in October 2022 we updated our [Medik8.com website](#) to reflect every aspect of our new sustainability strategy in detail. We also communicated it across all channels (emails, social media, LinkedIn, press releases), in order to engage as many customers and stakeholders as possible. In 2023, we published this document – our first sustainability report. Our key aims were to set out our approach, be fully transparent with our targets, establish a baseline for future measurements and, of course, celebrate our highlights for the previous reporting period. Going forward, we will continue to share our progress via all channels and a comprehensive annual report.

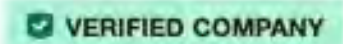
EDUCATION

We are extremely passionate about sustainability and are making significant strides in how we operate our business. However, we need the help of our valued customers to make even more of a difference. That is why we are committed to ensuring our consumers understand how to treat our packaging at the end of its life, and why we put together our handy Recyclability Guide (see next page).

QUALITY AND SERVICE

It goes without saying that we are deeply committed to providing the highest quality products, and the same exceptional level of customer service. We voluntarily open our doors to external auditors for regular independent inspections and advice on our quality system to help maintain both our transparency and quality. We are ISO 9001 and GMP (Good Manufacturing Practices) certified, and are audited periodically for both. Our highly experienced Customer Care team also work tirelessly to maintain our consistent 5* TrustPilot ratings.



Medik8
Reviews 499 • Excellent
 4.9 ⓘ


**Pamela W**
1 review • US

18 May 2023

Medik8 Customer service is outstanding
Medik8 Customer service is outstanding. They have always answered my questions in a timely fashion.--

CUSTOMER HIGHLIGHTS

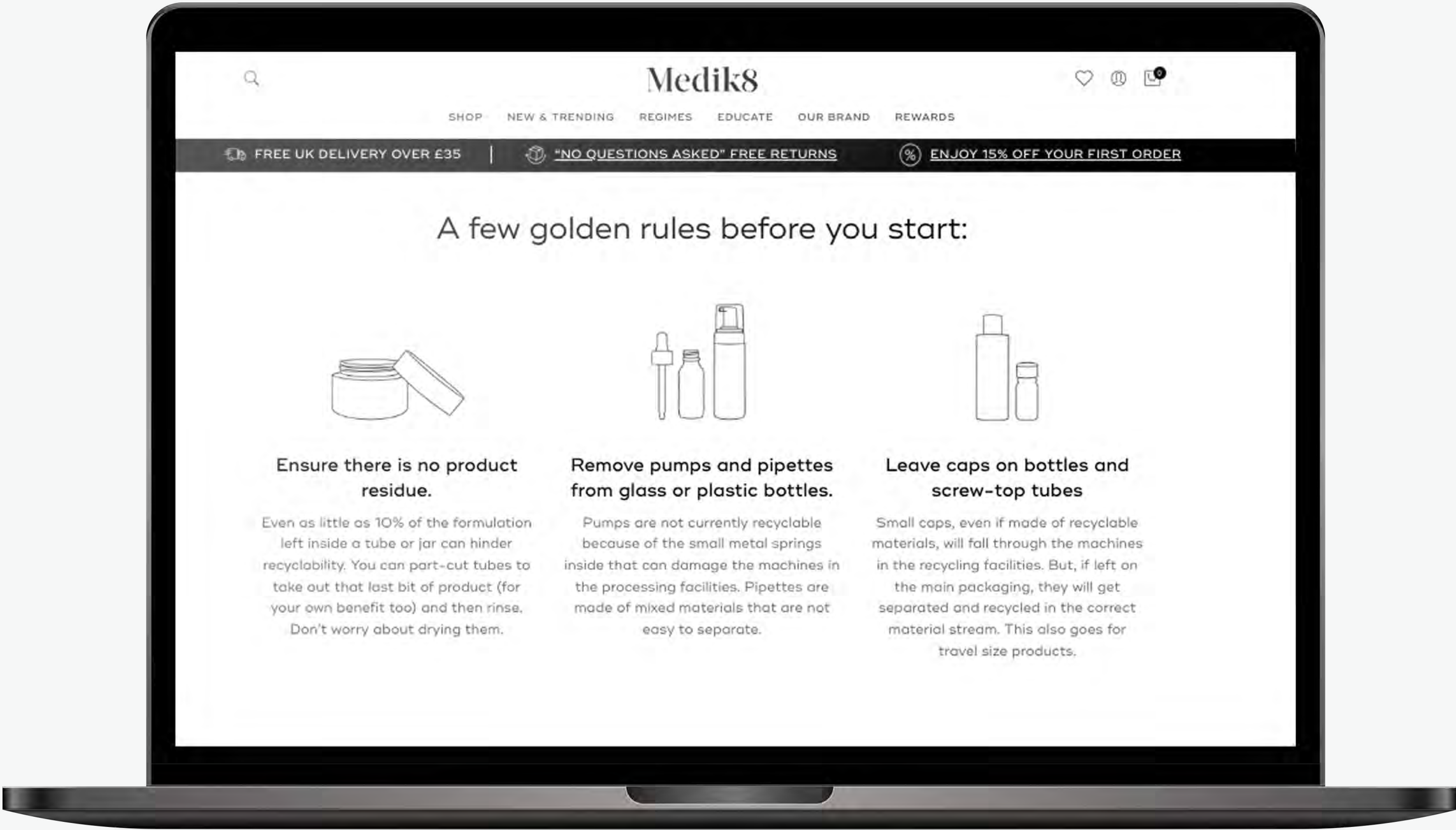
RECYCLABILITY GUIDE

We are working hard behind the scenes to make the necessary changes to our packaging. But, in the meantime, we want to ensure our valued customers are well-informed about how to responsibly dispose of our empty packaging. This helps them to lead more sustainable lives while also ensuring that what is currently widely recyclable actually gets put in the correct waste stream.

We launched a dedicated page on our website to help them do just that.

However, we are also aware there is much more we can do in this area. Our next step is to provide specific recyclability guides for our Professional ranges and more detailed guides in our major territories (US, EU).

VISIT PAGE



DRIVING DIVERSITY, BUILDING INCLUSION AND ENSURING EQUITY IN OUR TEAMS

 [CLICK HERE FOR FULL TARGETS](#)

OUR APPROACH TO ED&I

Equity, Diversity & Inclusion are so important to allow our teams to feel comfortable in bringing their whole selves to work. This ultimately ensures that we get the very best out of the diverse thoughts and experiences that sit within our teams.

Our strategy is built around 4 key pillars:

- 1 Visibility through data
- 2 Inclusion as the priority
- 3 Building awareness & community
- 4 Removing bias by design

OUR GOALS AND TARGETS

We want to be truly representative of our customers and the community we serve. As we research, design, manufacture and distribute our products from our office in Elstree and Innovation Centre in Aylesbury, our goals are to be as close to representative of the UK population as possible.

Our targets are to be reflective of, or ahead of, UK 2021 Census data in minority representation, comparing against the following data points:

- Race (historically underrepresented groups): **14%**
- LGBTQ+: **3.2%**
- Disability: **21.6%**

We have a strong baseline to work with, being ahead of census on many pillars already. Our main focus will be improving disability representation & employment, while maintaining or increasing the other metrics. In addition, we also collect data on other diversity metrics, such as social mobility and education.

MEASURING OUR BASELINE AND ONGOING PROGRESS

Since November 2022, we run a self-declaration, voice & inclusion-focused survey annually and build our focus for each year based on the responses of the minority groups. Our focus in FY23 is on LGBTQ+ and we have established a community that meets regularly to discuss concerns and gather input from this group.

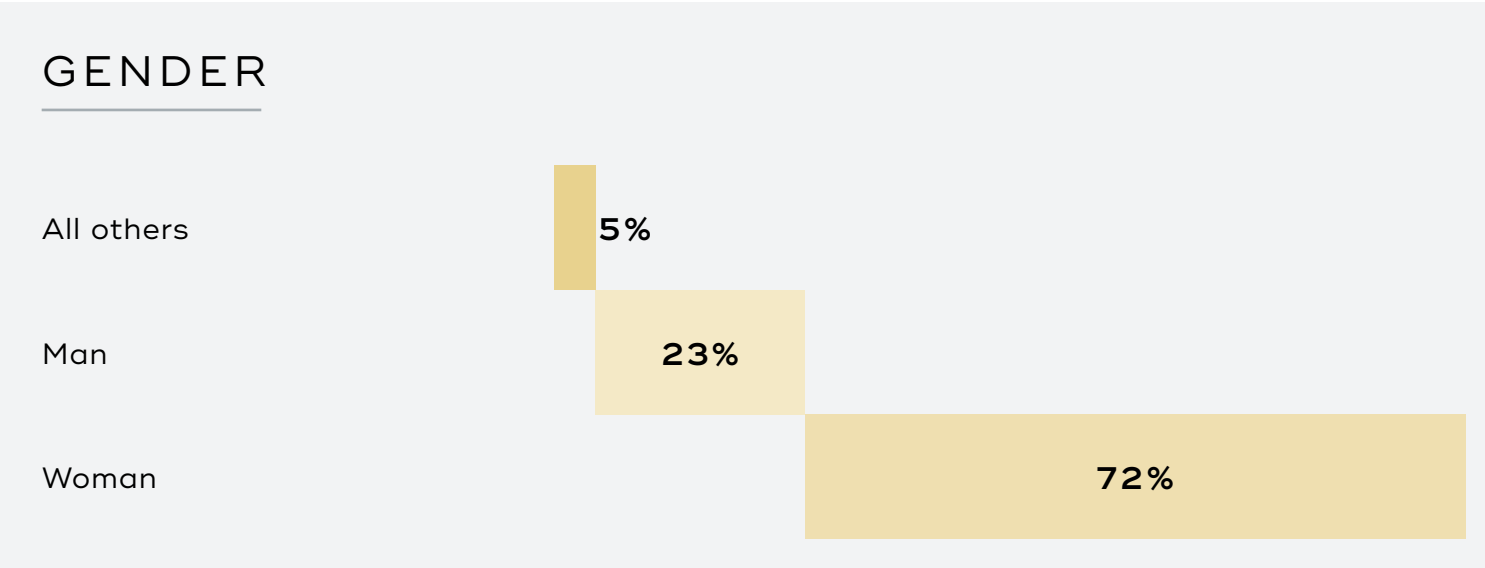
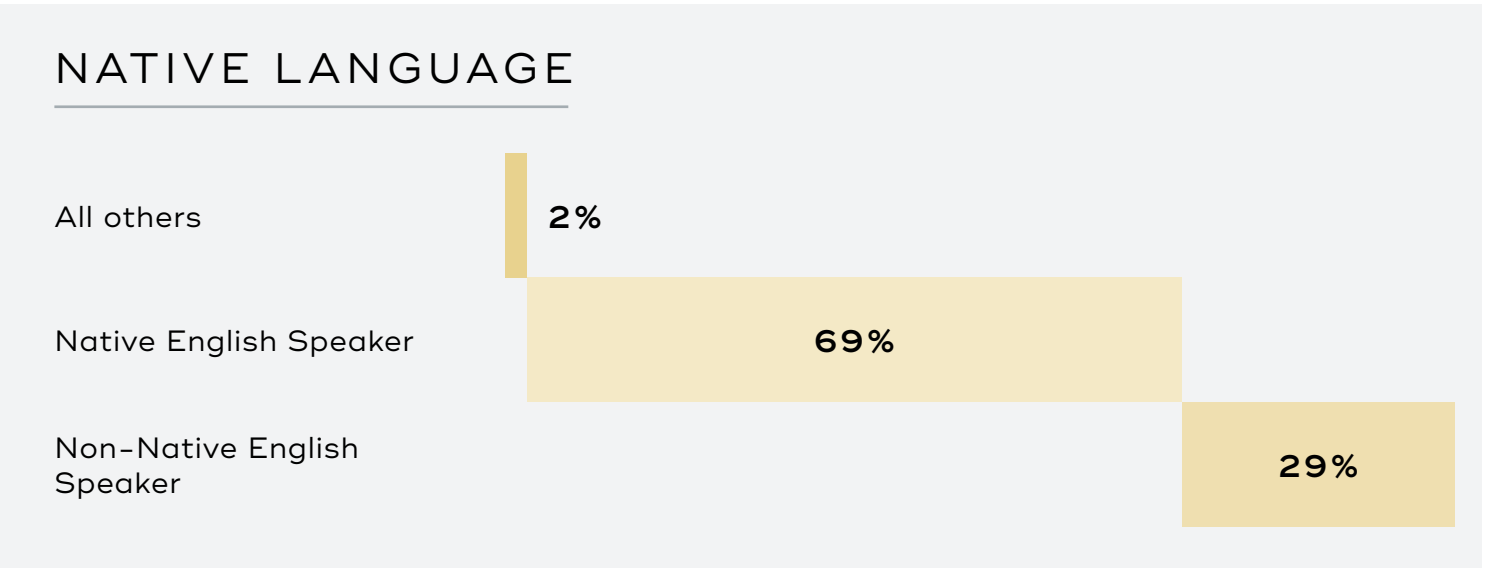
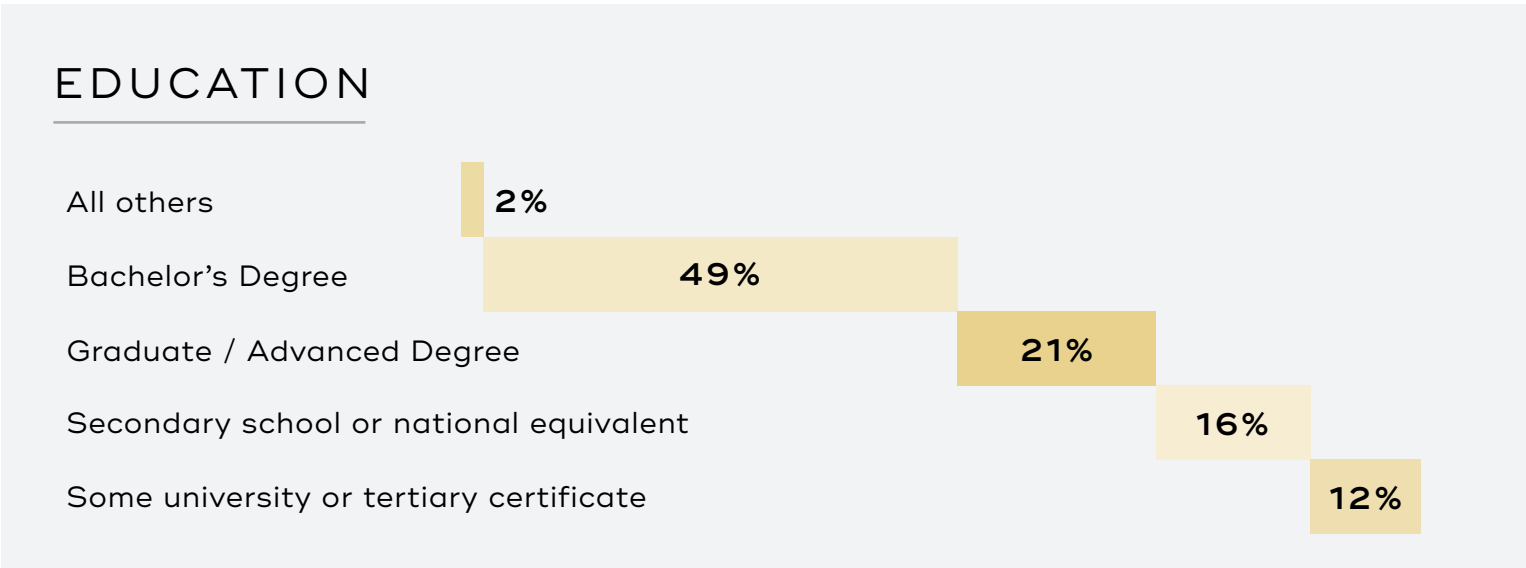
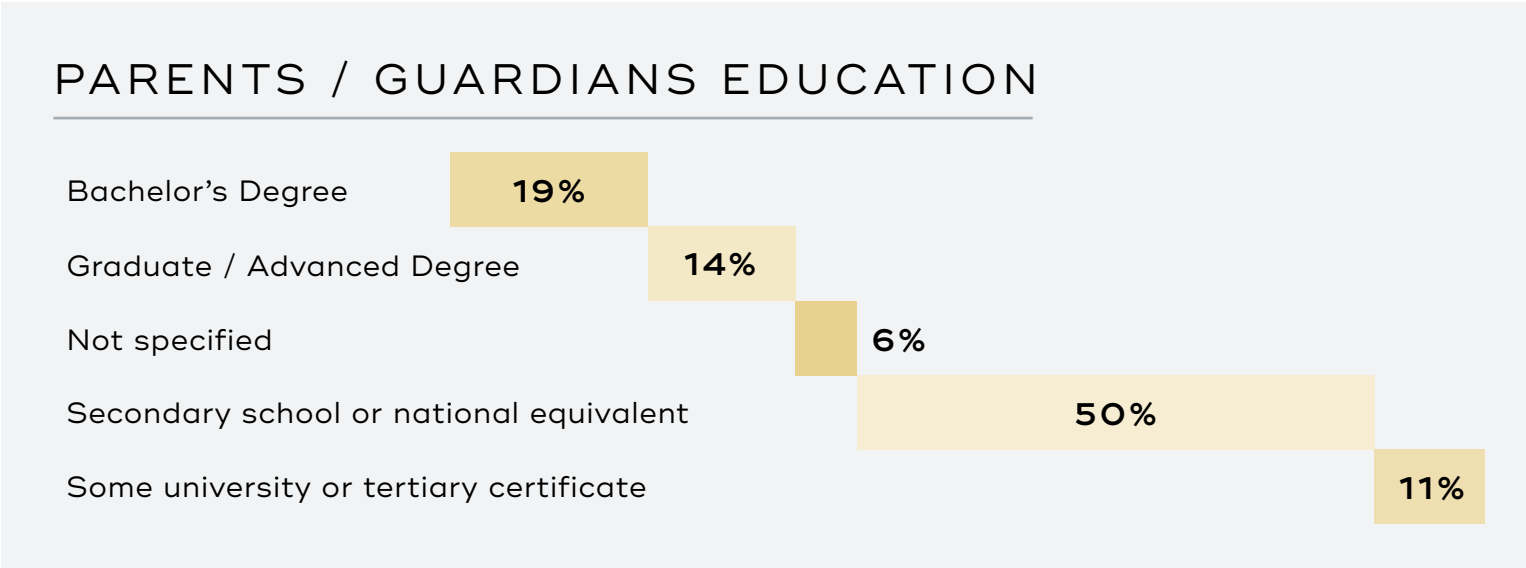
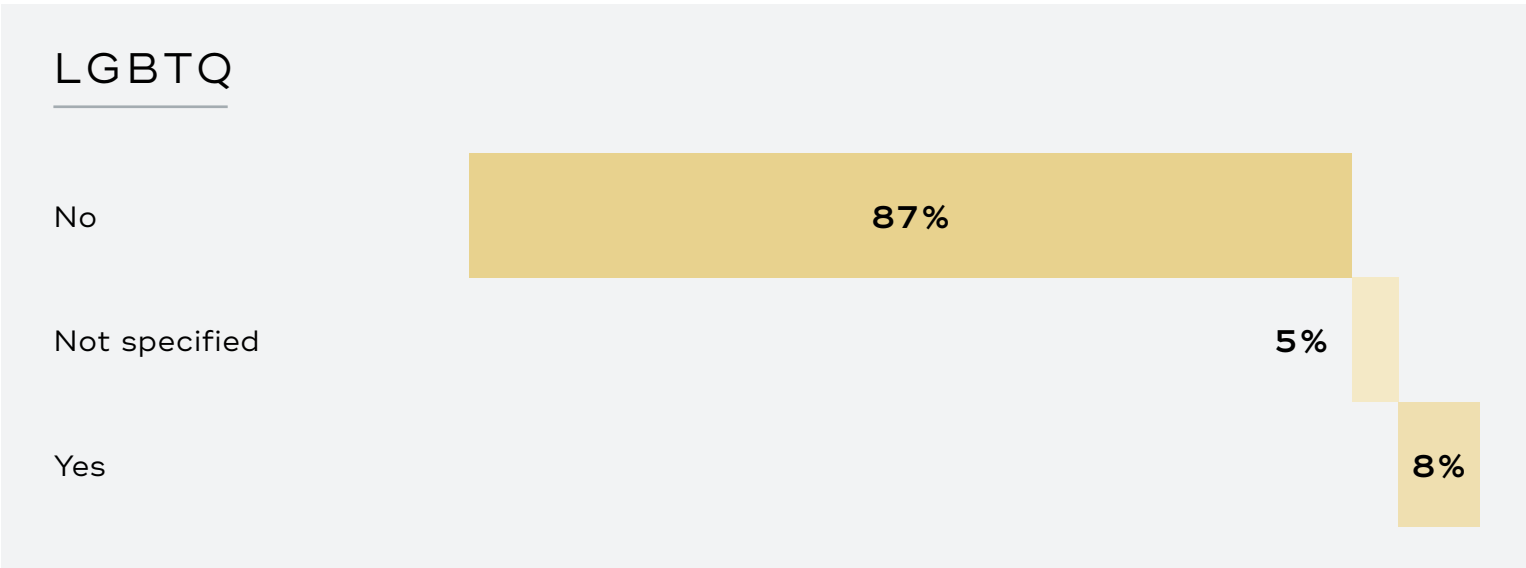
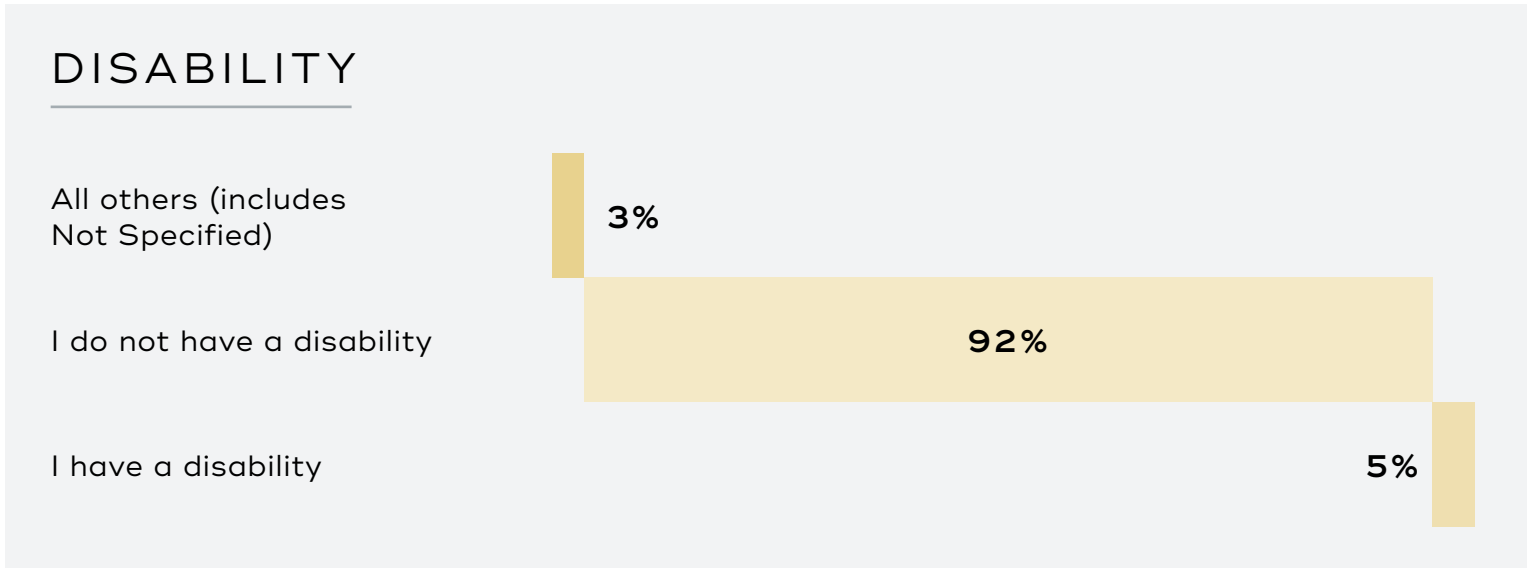
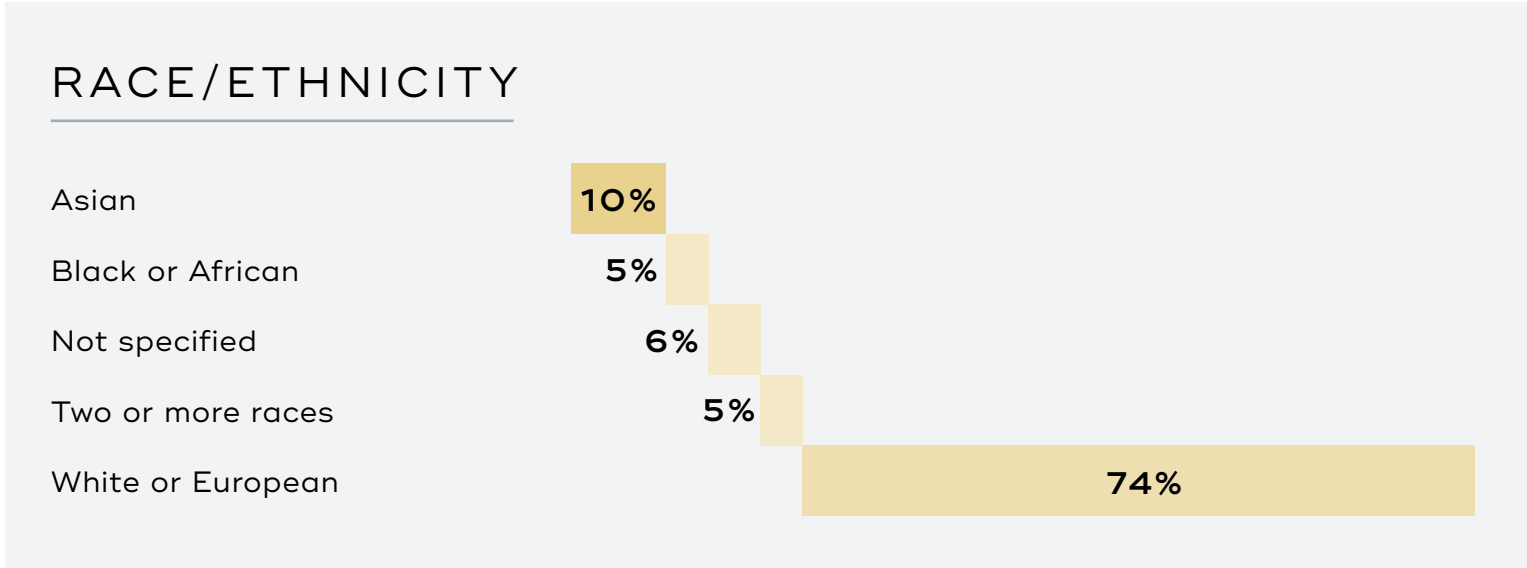
We have also established a series of ‘Lunch & Learns’ to dispel myths, raise awareness and discuss how the workplace can be more inclusive of specific minority groups, such as the deaf community.

We are also working through each core process to remove bias at each stage with changes such as removing gendered language from role descriptions, bringing in a calibration stage for the Performance Cycle and changing family-friendly policies to be more inclusive.



ED&I SELF-ID SURVEY RESULTS

We ran our first company wide anonymous self-id survey in November 2022.



BUILDING ENGAGED TEAMS

 [CLICK HERE FOR FULL TARGETS](#)

OUR APPROACH TO BUILDING ENGAGED TEAMS

Engagement has long been the measure to establish the health of an organisation from a people perspective. It impacts performance, attrition, culture and many other areas. We keep on top of attrition through annual surveys, and quarterly pulse surveys, to monitor progress in key areas coming out of the annual survey. We then build our people and leadership plans against the insights we get from the surveys to ensure we are responding to what is most important to our employees.

Our ultimate goal is to be in the top 10% of UK companies for employee satisfaction by 2025, as benchmarked by Culture Amp data.

GIVING A VOICE TO OUR EMPLOYEES

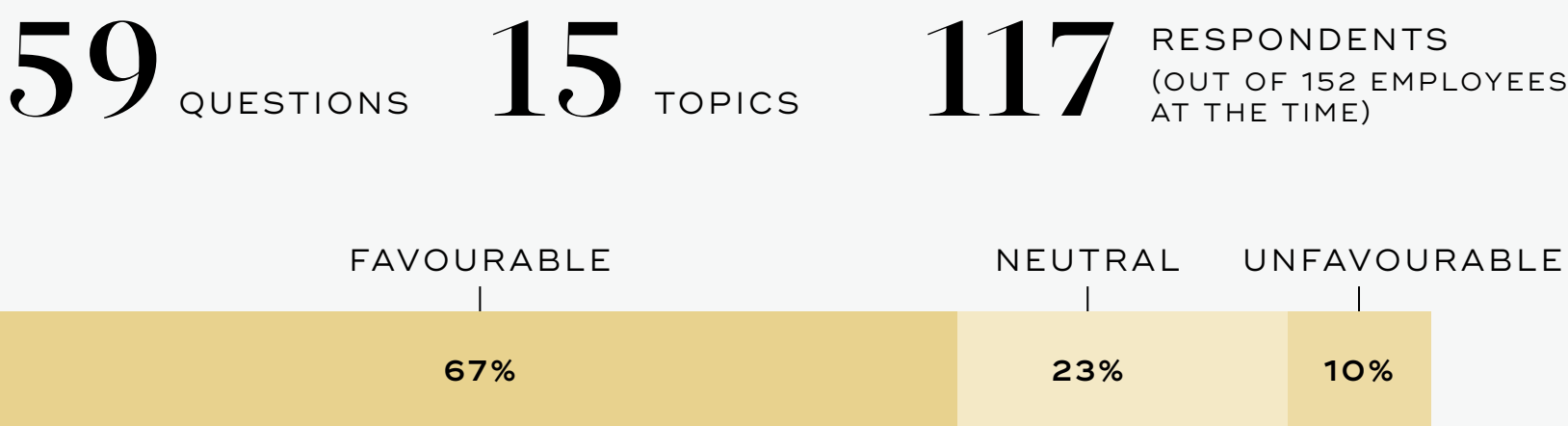
The annual and pulse surveys are a great opportunity for our teams to express their views across a set of topics, such as Engagement, Alignment & Involvement, Collaboration & Communication, Feedback & Recognition, Leadership, Learning & Development, Management, Social Connection, Teamwork & Ownership, Work & Life Blend. We also have free text questions to allow unfiltered sharing of what is important to them. Surveys are anonymous to encourage full transparency.

As a result of the survey, we put in place new communication channels and strengthened existing ones. Here are a few of our most used avenues of internal communication:

- Workplace - a digital social comms space
- Monthly company-wide town hall meetings
- Employee rep groups
- Google chat and Workspaces

ENGAGEMENT SURVEY

We ran our first company wide anonymous engagement survey in November 2022.



PEOPLE HIGHLIGHTS

OUR UPDATED BENEFITS

Benefits are a key part of building engaged and motivated teams. Using a data-driven approach, feedback from our Engagement Survey, and insights from our Internal Recruitment team, we completely re-configured our benefits package to ensure inclusion and support were at the heart of our offering. We also benchmarked against B Corp Business Impact Assessment, to ensure we meet the highest levels of benefits required in many areas. Here are some of the highlights of the benefits that are available to all of our teams:



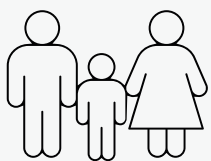
“Medik8 attracted me because of the focus on culture and professional development, as well as the incredible products! With the introduction of the new benefits, it is so wonderful to see that loyalty is appreciated and that Medik8 is as committed to me as I am to my job.

Sophie Waring | CRM Executive



FINANCIAL BENEFITS

Annual bonus, life assurance (4x annual salary), group income protection, long service awards at 3/5/7 years, and employee rewards & discounts via Perkbox (with £5 worth of redeemable points for each employee every month); we are an accredited Living Wage Employer, by the Living Wage Foundation



FAMILY SUPPORT BENEFITS

Enhanced family leave, with 3x statutory maternity & paternity benefit (24 weeks)



HEALTH, WELLNESS & FLEXIBILITY BENEFITS

Private medical insurance, increased sickness absence support, 25 days minimum holiday allowance for all employee, hybrid & flexible working, ‘work from anywhere’ for up to 4 weeks/year, gym subsidy or discount via Perkbox/Bupa, employee assistance via Bupa



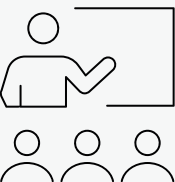
COMMUNITY IMPACT BENEFITS

2 paid volunteer days/year, fund-matching for employee charitable donation



PRODUCT BENEFITS

75% staff discount, product days with free gifts, plus many opportunities during the year for free product trials, facials, and beauty & wellness experiences



TRAINING & EDUCATION

Financial skills workshops, diversity & inclusion awareness, high performance coaching, and tuition reimbursement for external training, conferences and seminars

OUR SUSTAINABILITY STRATEGY

01 CLIMATE ACTION

02 WASTE REDUCTION

03 ETHICAL BUSINESS

04 SOCIAL INVESTMENT

SOCIAL INVESTMENT

We want to directly invest funds and the time of our teams to bring about further impact across the areas that matter to us: climate, waste and communities.

OUR OBJECTIVES

- DONATE FUNDS AND TIME FOR A POSITIVE IMPACT ON PEOPLE AND THE PLANET



INVEST FUNDS AND TIME TO SUPPORT PEOPLE AND THE PLANET

INVESTING FUNDS

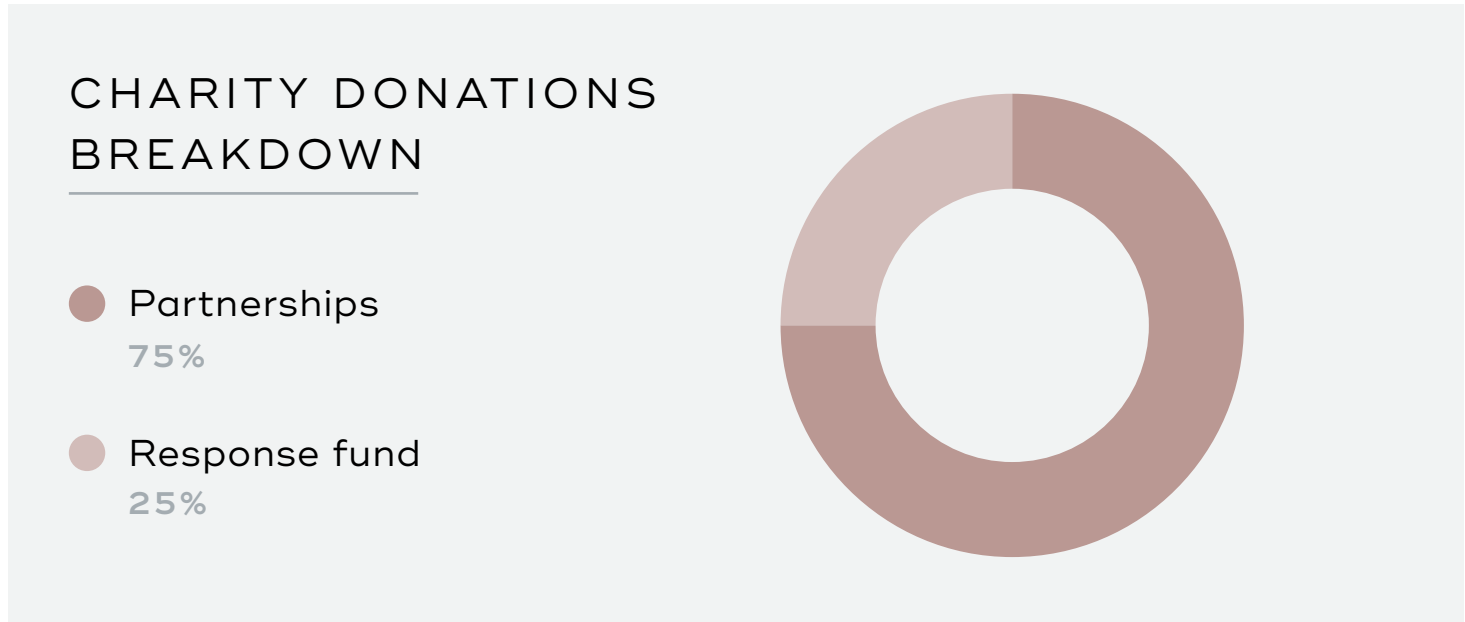
Prior to our Sustainability Strategy update in 2022, various donations were made by our leadership team on an ad hoc basis to worthy causes centred around children, animals and social injustice.

As part of our overhauled strategy, we have now pledged to split our donations so that 75% of our charity funds will be directed towards partnerships, while the other 25% will make up a discretionary fund that will allow us to respond to world events as they occur. We have also pledged to match fund the fundraising efforts of our employees and support volunteering activities.

Our overall objective remains; to positively contribute to society through supporting charitable causes, with the ultimate goal of ensuring an even greater impact on our other 3 pillars: Climate Action, Waste Reduction and Ethical Business.

INVESTING TIME & SKILLS

In addition to the above, we will also be contributing the time of our colleagues via the volunteering programme to have an even greater positive impact on our local community. We aim to offer a minimum of 200 volunteer hours each year – either given daily or hourly – to enable either a one-off mass participation event (such as litter pick-up days) or more regular contributions (such as weekly literacy volunteering). We particularly encourage skills-based volunteering as smaller charities often require specialist talent which can be harder to access.



FY22 CHARITY DONATIONS

 [CLICK HERE FOR FULL TARGETS](#)

At the end of 2022, prior to the establishment of our official partnership with PADI AWARE Foundation™, we engaged our teams to choose from a long list of causes to support. Here are those that received the majority of the votes. We also contributed £5,100 (in addition to the opposite) to our employee matching funds and other smaller charity donations, reaching our target of donating £40,000 in FY22 to causes chosen by our teams.

childline

ONLINE, ON THE PHONE, ANYTIME

CHILDLINE

£10,000

Our donation helped to fund Childline’s confidential, 24-7 helpline service for children and young people struggling all across the UK. On average, a child contacts Childline every 25 seconds. Last year alone, there were almost 200,000 Childline counselling sessions conducted with children and young people – another aspect our donation would have helped to support.



TRUSSELL TRUST

£10,000

We helped to support Trussell Trust in achieving its vision: a UK without the need for food banks or large-scale emergency food distribution, where ongoing financial and relational support are readily available. With the help of donations, the Trussell Trust’s UK-wide network distributed over 3 million emergency food parcels to people in crisis between 1st April 2022 and 31st March 2023.

UNICEF

UNICEF* PAKISTAN
FLOODS APPEAL

£7,700

Our financial contribution helped to provide essential shelter, education, child protection assistance and nutrition support to families displaced and generally affected by the devastating Pakistan floods in 2022. This included the likes of emergency tents, education materials, psychosocial support and nutritional supplements.

*UNICEF does not endorse any product, company, brand or service



INTERNATIONAL MEDICAL
CORPS - SUPPORT FOR
UKRAINE

£7,200

We helped International Medical Corps to continue their robust aid programmes in Poland, Moldova and Romania which support those affected by the Ukraine conflict. This support included: primary and emergency health services, mental health and psychosocial support (MHPSS), water, sanitation and hygiene (WASH) services, and medicines and medical supplies.

SOCIAL INVESTMENT HIGHLIGHTS

PADI AWARE FOUNDATION™ PARTNERSHIP

In February 2023, we announced our first charitable partner: PADI AWARE Foundation™. This partnership was a clear choice for us as we share PADI AWARE's passion to drive local action for global ocean conservation through a comprehensive, science-backed and results-driven approach. Like us, they put science at the heart of their programmes and endeavour to work collaboratively with others to bring about greater positive change. As a brand, we have always had a natural affiliation with our planet's oceans. Our founder, Elliot Isaacs, is a scientist as well as a PADI Master Scuba Diver, so has always passionately rallied for ocean conservation.

Our first collaborative project was the Kosamare Seagrass Restoration project. The hands-on initiative engaged the local community in Kefalonia, Greece to monitor and restore seagrass (Posidonia) meadows in the Mediterranean Sea. We are set to support 3 more of PADI AWARE Foundation's Community Grant Recipients to help restore and protect the planet's most productive ecosystem and help tackle some of the biggest issues facing the ocean today.

“ Medik8 is a like-minded organisation that shares our science-based, sustainability-driven, and community-oriented values – and will be a strong partner committed to helping us create positive ocean change.

Danna Moore, PADI AWARE Foundation's Global Director.

Looking Ahead

A MESSAGE FROM OUR NEW CEO

Bringing a wide experience across multiple sectors (FMCG, fashion, beauty & personal care), I am very excited to be joining Pangaea Laboratories and Medik8, to take the brand's existing success to the next level.

For me, sustainability is an integral part of this. I'm sure you will agree, having read this report, that the foundations are certainly strong and I look forward to working with multiple teams to build upon this even more. Values and authenticity are especially important to me, both personally and professionally. Therefore, reducing our negative impact as a business while increasing the positive contributions we make to people and the planet are exactly the values I want to see Medik8 continue to embody, particularly when we join the B Corp movement.

The main focus for the rest of FY23 will be to continue to deliver on our comprehensive sustainability strategy with particular spotlights on carbon reduction, supplier engagement, packaging, and operational efficiencies.

I hope to make even greater strides in communicating with our valued customers and other stakeholders, with honesty and transparency. And, of course, I'm excited to contribute to the hard work behind the scenes - putting even more meaning behind every milestone.



SIMON COBLE, CEO



Appendix

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- 37 ABOUT THIS REPORT
 - 38 SDG MAPPING
 - 39 FULL TARGETS AND B CORP
BIA MAPPING

About this report

Our first Sustainability Report lays out our sustainability ambitions and approach to delivering positive impact to benefit the planet and its people. Our aim is to establish the baselines for our targets, transparently set out what we are committing to, and what our plans to achieve them are.

Unless otherwise stated, the underlying data in this report covers our financial year 2022 (FY22), which ran from 1st October 2021 to 30th September 2022. However, some case studies and initiatives that have taken place since October 2022 have also been included. This is to demonstrate that we have already been taking action since re-launching our Sustainability Strategy. We have made it clear where that is the case.

In relation to targets, when we refer to FYxx, we mean by 30th September of that year. Where we say 20xx, we mean by 31st December of that year.

We have used the B Corp BIA framework to report our data, in conjunction with the targets we have set as part of our strategy.

Medik8 did not seek 3rd party assurance for this report but the information was collected, collated and analysed by internal SMEs, led by our Head of Sustainability. We have consulted an external 3rd party to ensure alignment with best practices for companies in our sector, and of our size and profile.



Our pillars mapped to SDGs



CLIMATE ACTION - ACHIEVE NET ZERO BY 2040					 CLICK HERE FOR FULL UPDATES
TARGET	TARGET YEAR	FY21	FY22	BIA MAPPING	
-21% tCO2e/£mil revenue vs FY21 base	FY25	210 tCO2e	-18% (172 tCO2e)	Environment – Air & Climate	
-50% tCO2e/£mil revenue FY21 base	2030				
Carbon Neutral Certification for Scopes 1,2,3, in line with PAS 2060	2022	Achieved	Achieved		
-42% reduction in scope 1 and 2 emissions vs FY21 base (approved SBT)	2030	134 tCO2e	-9.7% (121 tCO2e)		
100% renewable electricity procurement maintained	Ongoing	100%	100%		
20% of our total usage from renewable energy directly generated on site or directly purchased (calculated from FY23 onwards)	2027	N/A	N/A		

WASTE REDUCTION - BETTER PACKAGING, LESS PACKAGING


[CLICK HERE FOR FULL UPDATES](#)

TARGET	TARGET YEAR	FY21	FY22	BIA MAPPING
Packaging eco procurement minimum requirements developed and published	2023	N/A	Complete	Environment - Land & Life
Packaging audit to determine a baseline vs minimum requirements complete	2023	N/A	Complete	
100% of new packaging brief includes the eco procurement minimum requirements	From 2023	N/A	Not started	
100% reusable, refillable and/or recyclable (in the UK and in our other major markets) packaging, where formula/channels allow (by SKUs)	2026	28.66% (Fully) 43.31% (Part)	31.43% (Fully) 43.57% (Part)	
Minimum 30% PCR in all plastic main components (tubes, bottles, jars) by sales of unique packaging components	2025	31.87%	30.93%	
Double the amount of PCR across the range vs FY21 (by weight sold)	2025	18.66%	17.03%	
20% reduction in average packaging weight/ml of formulation vs FY21	2030	2.27 pack (g) / formula (g)	1.90 pack (g) / formula (g)	
100% of our wood, paper and pulp packaging, incl. transit, FSC certified and/or recycled including non-COGS	2023	N/A	- 100% primary & secondary - Transit % in progress	

WASTE REDUCTION - BETTER MANUFACTURING

 [CLICK HERE FOR FULL UPDATES](#)

TARGET	TARGET YEAR	FY21	FY22	BIA MAPPING
Waste streams audit complete action plan to become zero waste in place	2023	N/A	In progress	Environment - Land & Life
Become a Zero Waste to Landfill certified business	2025	N/A	In progress	
Water, waste and energy use in manufacturing baseline set and action plan for reduction in place	2023	N/A	In progress	Environment - Land & Life, Water, Air & Climate
25% reduction of waste water/unit manufactured (m3/unit)	FY26	N/A	Baseline to be calculated after 1 year in the Innovation Centre (end of FY23)	Environment - Water
25% reduction of general waste + hazardous/unit manufactured (kg/unit)	FY26	N/A		Environment - Land & Life
25% reduction in energy use/unit manufactured (kwh/unit)	FY26	N/A		Environment - Air & Climate

ETHICAL BUSINESS - JOIN THE B CORP MOVEMENT				 CLICK HERE FOR FULL UPDATES
TARGET	TARGET YEAR	FY21	FY22	BIA MAPPING
B Corp application submitted	2023	N/A	Complete	Customer - Customer Stewardship
B Corp certified	2024	N/A	In progress	
ETHICAL BUSINESS - SOURCE OUR INGREDIENTS RESPONSIBLY				 CLICK HERE FOR FULL UPDATES
TARGET	TARGET YEAR	FY21	FY22	BIA MAPPING
100% of key ingredients assessed for environmental, water and biodiversity impacts by 2024	2024	N/A	Not started	Environment - Land & Life Environment - Water
Ingredients audit conducted to establish a baseline for further optimisation	2023	N/A	In progress	
Analysis of biodegradability of our rinse-off formulas conducted	2024	N/A	In progress	
Natural ingredients review conducted (vs deforestation, land use, water and biodiversity risks)	2024	N/A	Not started	
100% of palm oil derivatives and palm kernel oil derivatives	2026	TBC	Not started	

ETHICAL BUSINESS - WORK WITH RESPONSIBLE SUPPLIERS

 [CLICK HERE FOR FULL UPDATES](#)

TARGET	TARGET YEAR	FY21	FY22	BIA MAPPING
100% of key suppliers surveyed on ESG initiatives	2023	N/A	Not started	Community - Supply Chain Management
Supplier engagement programme on carbon data collection and social sustainability due diligence set up	2023	N/A	Not started	
Responsible Sourcing Policy published and current key suppliers assessed against it	2023	N/A	In progress	
All new NPD and non-COGs goods & services sourced from compliant suppliers	2024 Onwards	N/A	Not started	
100% supplier compliance with our responsible sourcing policy and code of conduct	2025	N/A	Not started	

ETHICAL BUSINESS - BE TRANSPARENT TO OUR CUSTOMERS AND EDUCATE & EMPOWER THEM TO LEAD MORE SUSTAINABLE LIVES					 CLICK HERE FOR FULL UPDATES
TARGET	TARGET YEAR	FY21	FY22	BIA MAPPING	
Publish our approach to sustainability and targets on our consumer-facing website	2022	N/A	Complete	Governance - Ethics & Transparency	
Publish an annual sustainability report to share our progress against targets	2023 onwards	N/A	Complete		
Develop a digital recyclability guide for all our packaging formats on our website	2023	N/A	Complete	Customer - Customer Stewardship	

ETHICAL BUSINESS - DRIVE DIVERSITY, BUILD INCLUSION
AND ENSURE EQUITY FOR ALL TEAMS

 [CLICK HERE FOR FULL UPDATES](#)

TARGET	TARGET YEAR	FY21	FY22	BIA MAPPING
Engagement survey with anonymised self-declaration complete	2022	N/A	Complete	Workers - Engagement & Satisfaction
ED&I strategy in place	FY23	N/A	In progress	
Gender paygap report published yearly	FY23 and onwards	N/A	N/A	
Population representative or ahead of UK Census on key diversity metrics (race, LGBTQ+, disability)	2025	N/A	Race: 19.54% historically underrepresented groups	
			LGBTQ+: 8.05%	
			Disability: 4.60%	
Support 3 projects focused on progressing equity in the community	FY24	N/A	Not started	

ETHICAL BUSINESS - BUILD ENGAGED TEAMS

 [CLICK HERE FOR FULL UPDATES](#)

TARGET	TARGET YEAR	FY21	FY22	BIA MAPPING
Employee engagement score in top 10% of companies in the UK	2025	N/A	17pp gap (67% engagement score)	Community - Diversity, Equity, & Inclusion

**SOCIAL INVESTMENT - DONATE FUNDS AND TIME FOR
POSITIVE IMPACT ON PEOPLE AND PLANET**

 [CLICK HERE FOR FULL UPDATES](#)

TARGET	TARGET YEAR	FY21	FY22	BIA MAPPING
Partnership established	2022	N/A	Complete	Community – Civic Engagement & Giving
£40,000* donated	FY22	N/A	£40,000	
£60,000* donated	FY23	N/A	Not started	
£70,000* donated	FY24	N/A	Not started	
£80,000* donated	FY25	N/A	Not started	
£90,000 donated	FY26	N/A	Not started	
Volunteering policy developed and published	2023	N/A	Complete	
Volunteering programme and support in place	2023	N/A	Complete	
A minimum of 200 hours of volunteering/year	FY24 Onwards	N/A	N/A	

*The higher of 0.25% PY EBITDA and the minimum amount.

Medik8®

