



January 2026

The Bio-D Company

Sustainability & Impact Report

Certified



Corporation

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Welcome

As we release our seventh annual Sustainability and Impact Report, I'm proud to share another year of significant progress driven by teamwork and commitment.

This year, Bio-D achieved:

A 5.7% year-on-year reduction in CO2e per single product.

An 8.5% cut in raw-materials-related CO2e emissions.

Our on-site solar systems generated 22.5% more energy than we consumed, making operations net-positive for electricity.

A 21.5% increase in relaudering our 20L containers, preventing 9.5 tonnes of plastic waste.

Donations exceeding £11,000 in essential products to support people in need.

We proudly recertified as a B Corp with a 30% score increase, reflecting our deep commitment to business as a force for good. Our new product launches included the Cotton Fresh Laundry range, alongside our expanded Energy UK-approved range, helping more households access safe, sustainable cleaning solutions.

The ongoing success of our 20L Closed Loop initiative continues to lead the way in circular solutions in the industry. We've also celebrated our team with new Energy Service Awards and the return of the Annual Soap Awards, highlighting the passion that fuels Bio-D.

In a personal note, turning 50 this year reminds me how far we've come—and how exciting the journey ahead is.

Thank you for being part of our story. Together, sustainability is not just a goal but a way of life.

Lloyd Atkin, Managing Director





about Bio-D

Bio-D was founded in 1989 with a mission to create safe, effective cleaning products that protect both people and the planet. Inspired by our founder Michael Barwell's vision, we've been committed to using naturally-derived, plant-based ingredients that are vegan, cruelty-free, and biodegradable.

Michael's legacy of innovation and sustainability continues to shape Bio-D, now led by Managing Director Lloyd Atkin, who has been part of the business since 1996.

Based in Hull, we are proud to be an independent eco-cleaning manufacturer. What sets us apart is our commitment to accessibility—because we believe that everyone should be able to clean their homes sustainably, without breaking the bank. At Bio-D, we strive to make products that don't cost the earth.

Our Mission, Vision and Values

Our Mission

To manufacture effective, natural, and ethical cleaning products that don't cost the earth.
We build strategic partnerships with customers, suppliers and the Bio-D team.
We innovate in all aspects of product development.
We minimise Environmental Impact.
We support the local community, charities and developing countries.
We act with integrity and honesty in all we do.
We actively seek positive change.

Our Vision

Lead the green cleaning movement, change attitudes, be the product of choice worldwide and avoid causing harm at all costs.

Our Values

Innovate



Integrity



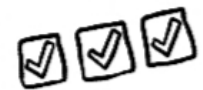
Actively seek positive change



Sustainable



Consistency



Collaborate



Reporting

We are committed to the social and environmental impacts of our organisation, along with our B Corp journey. It provides an opportunity to review our 2025 goals, highlight our achievements, identify areas for improvement, and set our targets for 2026.

Our aim is always to be ethical and transparent throughout our practices.

Why are we including B Corp Impact Reporting?

We truly believe that all businesses should be a force for good and have a positive impact on their customers, staff, communities and the planet. This report gives us the opportunity to report on our commitment and progress.

What are we trying to achieve with our B Corp Impact Reporting?

We want to record our achievements as well as challenge ourselves to improve and do better. Our stakeholders can see that The Bio-D Company is against greenwashing and unproven claims.

How often will we publish an Impact Report?

This will be published annually giving you lots of interesting & useful information in one place.

Having a positive impact on the world is a journey and we hope that this document demonstrates our full commitment to People & Planet.



This company meets the highest standards of social and environmental impact

25th January 2026
4th B Corp Birthday

25th January 2025
3rd B Corp Birthday

September 2024
BIA Submitted for recertification

25th January 2023
1st B Corp Birthday

24th October 2021
Verification stage completed

February 2020
Where it all began

June 2025

Score of 104.8 –
30% increase

October 2024

Recertification
initiated

25th January 2022
2nd B Corp Birthday

25th January 2021
B Corp Certified!

As you may recall from last year's Sustainability and Impact Report, we were eagerly awaiting feedback from the B Corp team on our recertification score.

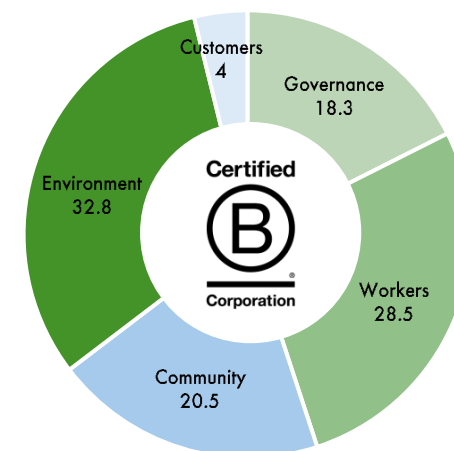
We set ourselves an ambitious target to recertify at 95 — but we surpassed that with flying colours, achieving an outstanding **104.8**. To put this in perspective, our score back in January 2022 was 80.2, meaning we've improved by an incredible 30%. We've been proudly shouting about this achievement from the (solar-paneled) rooftops!

As a Certified B Corporation and leaders in this emerging economy, we firmly believe:

- That we must be the change we seek in the world.
- That all business should be conducted as if people and place mattered.
- That, through their products, practices, and profits, businesses should aspire to do no harm and benefit all.

This commitment means acting with the awareness that we are interconnected and responsible for one another and for future generations.

To become B Corp certified, a business must achieve a verified minimum score of 80 on the B Impact Assessment (BIA). Our 2025 verified score of 104.8 not only meets but exceeds this benchmark — reinforcing Bio-D's dedication to leading with purpose and impact.





Alana packing Handwashes ready for customers.

As a purpose led business, Governance is the control we have over our impact.

This consideration has been imbedded in our DNA since day one of trading. We are accountable to people and planet, and this is a responsibility we take very seriously.

The Governance category looks at our social and environmental impacts, ethics, and transparency. Our mission is simple – to produce ethical cleaning products that don’t cost the Earth.

2025 Governance Pledge and what we did



To verify our increased score at audit

We increased our B Core score by an incredible 30% !

To collaborate with a minimum of 5 B Corp Companies

In 2025, we collaborated with six B Corps, including The Fine Bedding Company, Cawston Press, Freedom Confectionery, and Big Potato Games. Our Sales & Marketing team also attended a B Corp event in Leeds, where they connected with many local B Corps.

To support other local companies who are considering the B Corp certification

Heather, our Sustainability Manager, had a meeting with F. Duerr & Sons Ltd to share insights on our B Corp journey, including challenges, strategies to gain additional points through small changes, sustainability ideas for manufacturing, and key policies.

To continue to support and align with UN Goals

We are proud to announce that Bio-D now aligns with all 17 UN Sustainable Development Goals. We support Goal 16—Peace, Justice, and Strong Institutions—through our partnership with Hull Help for Refugees.

To work on a project with other members from The Climate Pledge

While we didn’t pursue a project with Climate Pledge members last year, we focused our collaboration efforts within the B Corp community.

2026 Governance Pledge

- To prepare for the new B Corp standard and certification
- To continue to collaborate and work with B Corp companies
- To support other local companies who are considering the B Corp certification
- To continue to support and align with UN Goals

2025 Goals Almost Achieved

Aligning with UN Goals

We are proud to highlight that Bio-D’s sustainability efforts are fully aligned with all 17 United Nations Sustainable Development Goals.

	• Ongoing innovation in R&D for continuous product and packaging improvement.
	• Supporting underprivileged communities through charity donations. • Read more on page 36.
	• Over half of our team use green commute options. • EV charging facilities available for the Bio-D team and visitors.
	• Closed loop system has relaunched 9,103 containers. • 100% PCR content in our bottles and containers.
	• Actively reducing CO2e emissions to combat climate change. • CO2e per product down 9% and water CO2e down 20% year on year.
	• Our cleaning products are designed to be non-harmful to aquatic life.
	• Products are environmentally safe and sustainable. • Donated products to The Animal Welfare Trust, Holderness Hedgehog Hospital and Oakwood Dog Rescue.
	• Support Hull Help for Refugees to aid asylum seekers and refugees in humanitarian crises. • Read more on page 37.
	• Member of Cruelty Free International, campaigning to end animal testing. • Partnering with other B Corp companies to drive positive change.
	• Products, packaging and financial donations to charity.
	• Supporting local farmers and sustainable agriculture. • We have continued to purchase local crops where possible for our furniture polish.
	• Allergy UK certified products, suitable for allergy sufferers. • Simply Health benefits for all workers. • Read more on page 30 and 38.
	• Investing in university collaborations, offering real life business experience to students.
	• Ensuring pay equality across all roles. • 50% of higher management positions held by women. • Gender balance with almost 50/50 male/female team.
	• Carbon offset program funding clean water projects in Rwanda. • Nearly 1000 soap bar donations to support sanitation initiatives.
	• Products made using green solar energy. • No gas on site. • Energy-efficient LED lighting in production and warehouse.
	• Fair wages, good working conditions and opportunities for all are part of our company ethos. • Investment into the 252 MW Wind Energy Project.



March is B Corp Month, a time to celebrate what it means to be a B Corp business—Bio-D is one of only a few in the Yorkshire region. Our local Yorkshire B Corps stay connected through a WhatsApp group, which serves as a valuable resource for sharing advice and best practices on sustainability. During last year's B Corp Month, we launched our 6th Annual Sustainability and Impact Report, celebrated our team internally, and collaborated with other B Corps to strengthen our collective impact.

Long Service Awards

During B Corp Month, we proudly introduced our Long Service Awards to honour Bio-D team members who have reached significant milestones:

- 5 Years of Service
- 5+ Years of Service
- 10+ Years of Service

To celebrate these achievements, each recipient received Love2Shop vouchers to treat themselves, along with a specially designed, eco-friendly award that embodies our core values of sustainability, appreciation, and purpose.

With over 100 years of collective service, we're incredibly proud to have such a dedicated team driving our mission to make a positive difference.



Cawston Press

For B Corp Month, we partnered with our friends at Cawston Press to celebrate our shared commitment to sustainability and ethical business. Together, we gave away our Yorkshire Rhubarb Candle alongside their refreshing Sparkling Rhubarb cans, combining fragrance and flavour in a perfect rhubarb pairing.

In November, Bio-D's Sales and Marketing team joined fellow B Corps to celebrate a decade of the UK B Corp movement at Northern Monk Brewery in Leeds. The event fostered inspiring discussions, collaboration, and creative activities focused on responsible business and shared values.

We proudly showcased our products and connected with like-minded businesses, reaffirming our commitment to continuous improvement.

During the event, we pledged to **continue embedding B Corp values within our team the wider community.**

This means fostering a culture of sustainability, transparency, and social responsibility in everything we do—supporting our employees' growth and wellbeing, engaging with local partners, and driving positive environmental and social impact beyond our business.

We look forward to driving positive impact in the next decade.



Charlotte & Nikki representing Bio-D to Yorkshire B Corps

Collaborating with B Corp businesses



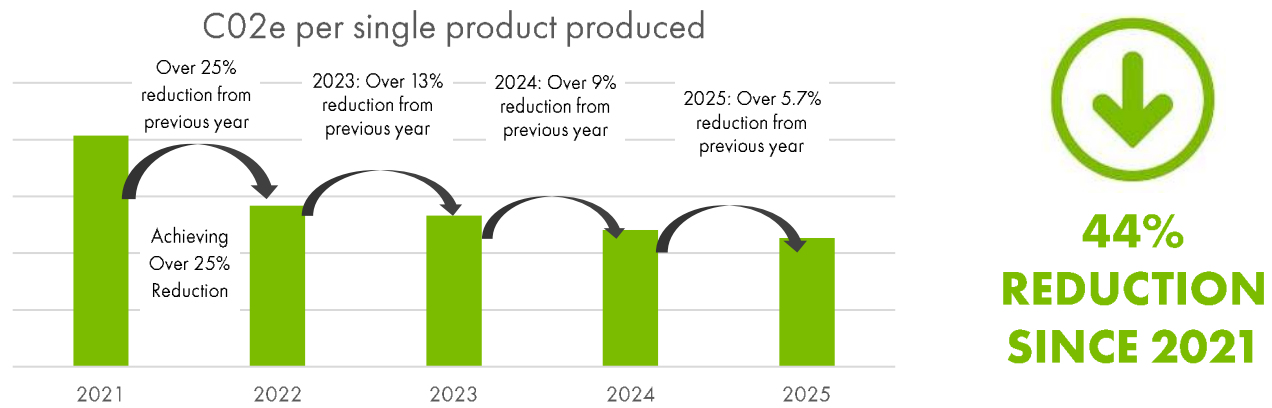
We're passionate about partnering with like-minded B Corps—if you'd like to collaborate, please get in touch!

Carbon Footprint: Energy

How Do We Report Our Carbon Footprint?

At Bio-D, we understand the importance of accurately measuring and reporting our carbon footprint. Despite making significant sustainability improvements over the years, the natural growth of our business can lead to an increase in our overall footprint. To ensure we track meaningful progress, we measure our impact using a key variable.

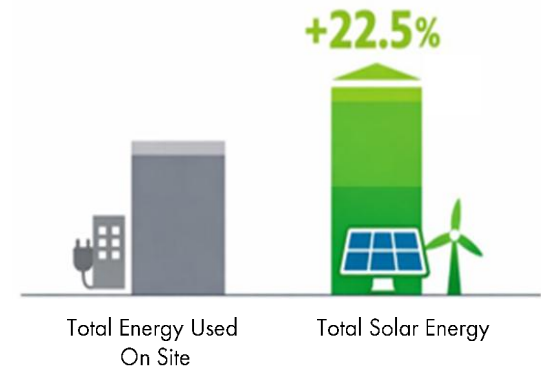
For several years, we have calculated the CO2e per single product produced and compared this data year-on-year. This approach allows us to clearly assess the progress we've made in reducing our environmental impact, helping us identify areas for continued improvement as we grow.



Surpassing Sustainability: Producing More Energy Than We Consume

In 2025, Bio-D achieved a remarkable milestone in our sustainability efforts. Our solar energy systems generated **over 22.5%** more energy than we used on-site.

This achievement highlights our commitment to renewable energy and reducing our environmental impact. By producing more energy than we consume, we're not only powering our operations sustainably but also contributing clean energy back to the grid, reinforcing our role as a leader in environmental responsibility.



After meeting our own energy needs, we generated enough surplus renewable electricity to power **over 10 average UK homes for a year!**

We are Net Zero!
for Scope 1 and 2

Scope 1 – Gas was banished from site in 2021
Scope 2 – Solar Energy used on site

Harnessing Business as a Force for Good: The Power of the Ripple Effect



We often talk about the ripple effect and the potential for business to drive positive change. Here's a powerful example of how impactful this can be. While traditional manufacturing sites may produce significant CO2 emissions, Bio-D's commitment to green energy means we actually generate surplus clean energy—energy that can be shared and used by others.

To put this in perspective, there are approximately 423,000 warehouses across the UK. If each of these buildings were fitted with solar panels and produced surplus energy*, they could collectively generate enough green electricity to power over 4.2 million households. Similarly, the UK's 6,000 multi-storey car parks hold the potential to generate enough energy for an additional 60,000 homes. And beyond these, thousands of other large, flat-roofed commercial buildings remain untapped sources of renewable energy.

This example shows how, by embracing sustainable technologies and practices, businesses can transform not just their own impact, but also contribute to a wider, greener future—demonstrating the true power of using business as a force for good.

*Based on Bio-D surplus energy.

Carbon Footprint: Team Commute



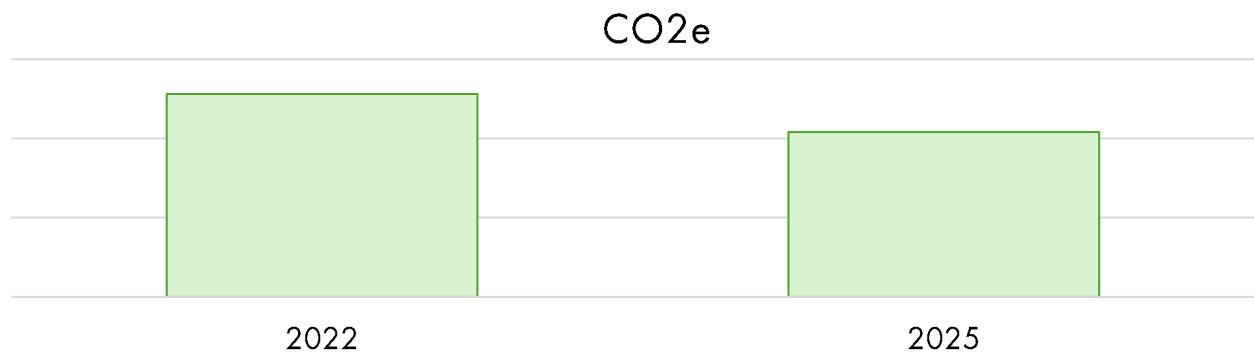
Walking the Walk with Greener Travel

We are committed to reducing our carbon footprint in practical, measurable ways—and team commuting is a key part of that journey. Through more sustainable travel choices and flexible working practices, **team commute CO2e emissions have reduced by 5.2% since 2024**, and by **over 18% since 2022**. These reductions reflect a growing culture of conscious travel across the business, with team members increasingly opting for lower-carbon ways of getting to work.

Our team is also increasingly adopting more sustainable car choices. This shift is reflected in our car park, where we have welcomed an additional hybrid vehicle, supporting a gradual move away from higher-emission transport options.

Beyond emissions reduction, we recognise the wider benefits of active travel for health and wellbeing. Several members of our team regularly take a one-mile walk during their lunch break, supporting both physical and mental wellbeing while reinforcing the value of movement and time outdoors. Encouraging walking and other low-impact travel choices helps us reduce emissions while fostering a healthier, more engaged workforce.

Together, these actions demonstrate that sustainability is not just a target—it’s embedded in how we work, travel, and support our people every day.



James Harrison, Finance Manager, charging up his electric car which is powered by our solar panels.

Carbon Footprint: Team

Our commitment to protecting the environment is reflected in our team’s enthusiastic embrace of green commuting. Today, half of our team actively choose sustainable transportation options such as carsharing, cycling, walking, and using public transport. This shift not only reduces our overall carbon footprint but also supports cleaner air and less congestion in our local community.

By encouraging eco-friendly commutes, we’re fostering a culture of environmental responsibility that extends beyond the workplace — one where every journey contributes to a more sustainable future.

Carbon Footprint: Waste Management at Bio-D

"We're the first generation to feel the impact of climate change, and the last generation that can do something about it"

-Barack Obama

We’re always honest about our environmental progress because being transparent helps us do better for the planet. This year, our waste-related CO2e emissions went up slightly by 1%. While that’s not ideal, tracking these changes helps us understand what’s happening and where we can make improvements. Every bit of insight moves us closer to reducing our impact and creating a cleaner, greener future for everyone.



At Bio-D, we care deeply about our impact on the planet and work hard to manage waste responsibly. In 2025, our waste CO2e is still:

LESS THAN 1/3 OF 2023 LEVELS

Thanks to thoughtful planning and the proactive sharing of materials we no longer need so they can be put to good use instead of thrown away.

By embracing innovative waste management approaches, we give materials a valuable second life. We regularly review how we work so we can keep reducing, minimising, and eliminating waste wherever we can, and our recycling efforts cover a wide variety of materials



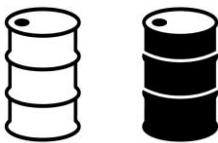
Paper



Plastic pallet wrap



Cardboard



Metal drums and Plastic drums

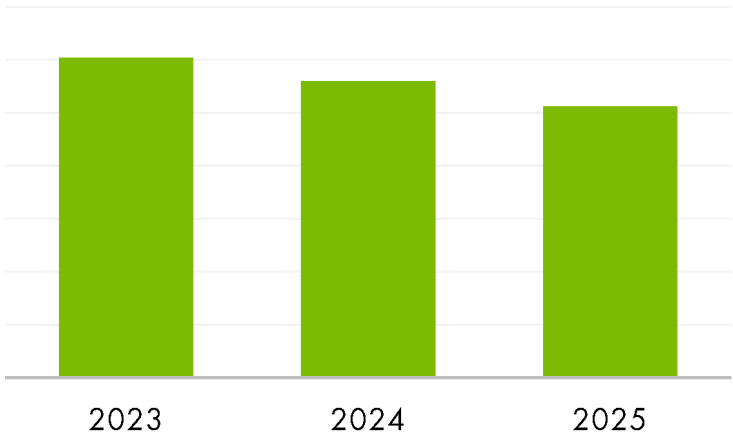
Additionally, we collaborate with charities by donating unused packaging for craft projects, fostering community engagement and resourcefulness. Any remaining waste is converted into **Refuse Derived Fuel (RDF)**, transforming it into a valuable energy source.

Tip: Be resourceful! Consider sharing waste materials that can be repurposed by others to reduce landfill impact and support creative reuse. One man's waste is another man's treasure!

Carbon Footprint: Raw Materials

Through the refinement of our raw materials and the optimisation of our supply chain, we have successfully reduced CO2e emissions by 8.5% compared to 2024. This achievement is the result of targeted efforts to source more sustainable ingredients and enhance manufacturing efficiency.

Product Raw Materials




**8.5%
REDUCTION**



By prioritising local and lower-impact suppliers, minimising waste in production, and investing in energy-efficient processes, we have not only reduced our carbon footprint but also strengthened our commitment to long-term environmental responsibility. These initiatives form part of our ongoing strategy to drive continuous improvements in sustainability while maintaining the highest standards of product performance and ethical sourcing.

Carbon Footprint Raw Materials

“Choosing cleaning products from a company that reduces the carbon footprint of raw materials is important because it allows you to lower your own environmental impact through everyday habits.”

Heather Nixon – Sustainability Manager

2025 Environment Pledge and what we did

Continue to reduce emissions where possible.

We achieved significant progress in reducing our carbon footprint across key areas:

- 5.7% reduction in CO2e per single product.
- 5.2% reduction in team commute CO2e emissions.
- A huge 8.5% reduction in raw materials CO2e emissions.

Invest in carbon emission reduction projects to compensate for specific CO2 emissions.

We offset our water usage, business travel, team commuting, waste and recycling, tins, virgin packaging, PCR packaging, and cardboard boxes through the 252 MW Wind Energy Project. For more details, see page 19.

To have a fresh review by a consultant to see what new energy savings can be made on site.

We called in the experts and ... shock horror... they didn't have anything new to recommend!

To get those sensors fitted in the Canteen and Locker Room for auto lights

This one has slipped through our (green) fingers again so we will put it on the list for 2026.

2026 Environment Pledge

- Continue to reduce emissions where possible.
- Invest in carbon emission reduction projects to compensate for specific CO2 emissions.
- To get sensors fitted in the Canteen and Locker Room for auto lights.
- To source toilet rolls and cleaning accessories from certified B Corp suppliers for use within our HQ, supporting our environmental goals.

2025 Goals
Almost Achieved

Carbon Offsets



At Bio-D, we are dedicated to **reducing** our **environmental footprint** and supporting global communities through strategic **investments** in carbon offset projects.

Carbon offsets are initiatives designed to counterbalance greenhouse gas emissions by funding projects that reduce or remove carbon dioxide from the atmosphere. By supporting these projects, we take a proactive role in mitigating climate change while fostering social and environmental well-being.

Investing in Carbon Offsets

For 2025 emissions we have invested to offset our carbon footprint for:

Water

Team Commute

Business Travel

PCR & Virgin Packaging

Waste & Recycling

Aluminium

Cardboard

Over the years, we have steadily increased our carbon offset initiatives, introducing Bio-D Virgin packaging, tins, cardboard boxes, and Bio-D PCR packaging. We remain committed to exploring new opportunities to further invest in carbon offsets and reduce our environmental impact as a business.

Year	Scope 1	Scope 2								
							Virgin			PCR
2020										
2021										
2022	N/A	N/A								
2023	N/A	N/A								
2024	N/A	N/A								
2025	N/A	N/A								

Carbon Offsets

252 MW WIND ENERGY PROJECT BY GREEN INFRA WIND ENERGY LIMITED



As part of our commitment to environmental stewardship and climate responsibility, we have partnered with **Sembcorp** to support a **252 MW Wind Energy Project** that helps offset our operational carbon footprint.

The project generates electricity from a clean, renewable source—wind power—and supplies this clean energy to the national power grid in India. The electricity produced displaces energy generated predominantly by thermal and fossil fuel-based power plants connected to the Indian grid.

Through our participation, Bio-D offsets **tonnes of CO2e**, directly supporting the transition to renewable energy and contributing to global climate mitigation efforts.

This initiative aligns with our broader sustainability strategy and supports the United Nations Sustainable Development Goals by:

Goal 7: Affordable and Clean Energy — Promoting access to reliable and sustainable energy through renewable wind power.

Goal 8: Decent Work and Economic Growth — Supporting green jobs and sustainable economic growth in the renewable energy sector.

Goal 13: Climate Action — Reducing greenhouse gas emissions and strengthening resilience against climate change.

We are dedication to reducing emissions, fostering clean energy infrastructure, and driving positive environmental and social impact for a sustainable future.

7 AFFORDABLE AND CLEAN ENERGY

8 DECENT WORK AND ECONOMIC GROWTH

13 CLIMATE ACTION

Packaging: 20L Closed Loop

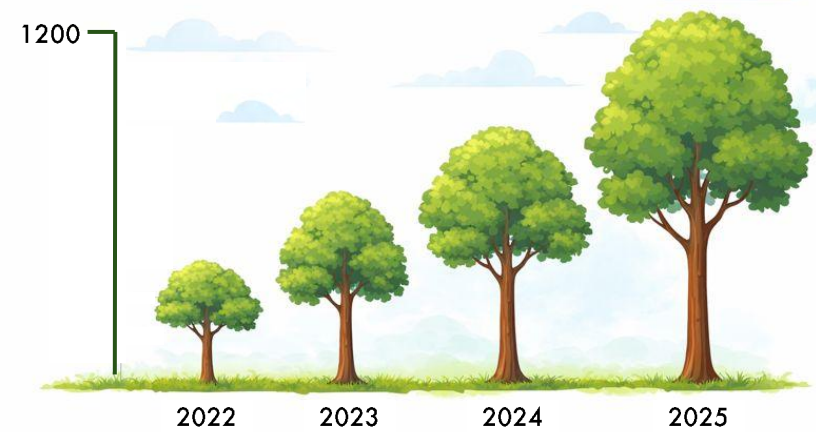


Each 20L container undergoes a rigorous process: rinsed, washed, steamed, dried, and QC swab-checked to ensure they meet our high standards before being approved for production.

These containers go beyond being just “as good as new” — they’re improved through our ‘No Brainer Containers’ Closed Loop process. Fully upcycled and preloved, they’re crafted to be reused repeatedly, minimising waste and driving a stronger circular economy.

In August, we proudly celebrated a significant milestone—**20,000 20L containers successfully relaunched** since the program's launch in 2022! This achievement wouldn't have been possible without the support of our customers, who have diligently returned their empty 20L containers in pairs and on pallets. Thank you for helping us drive sustainability forward!

No of Trees Saved



In 2025 our Closed Loop service saved the equivalent CO₂e of

1,210 trees

growing in a year!

9,103

20L's relaunched in 2025

If you have any empty Bio-D 20L in your shop, home or place of work, please send them back to us

FOR FREE!

Visit our website: biod.co.uk/closed-loop



Rosa and her mum, Lucy refilling at Bonitas Wholefoods

Packaging



With our focus on refill size products, we saved over

1.95 MILLION

consumer size bottles in 2025!*

* 5L, 20L, IBCs

↑ 10% increase on 2024

50%

of our cap range contain PCR

100% 82.7%

of our bottles contain PCR

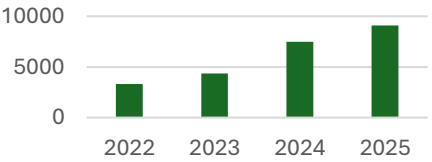
of our bottles contain 100% PCR

We saved over



tonnes of plastic in 2025 by relaunching our 20L containers

No of 20L Containers Relaunched



21.5%

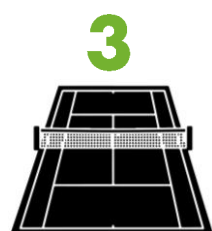
Increase in the numbers of containers re-launched from 2024 to 2025





Last year, we committed to reducing the size of our Washing Powder packaging. We're proud to share that we've successfully downsized both our 1KG and 2KG Washing Powder bags.

This simple change has resulted in saving over **760 square meters** of packaging film — an area equivalent to:



tennis courts



double-decker
buses lined up



parking spaces

This demonstrates how even small adjustments can lead to significant, long-term environmental benefits. Every little action counts on our journey toward greater sustainability.

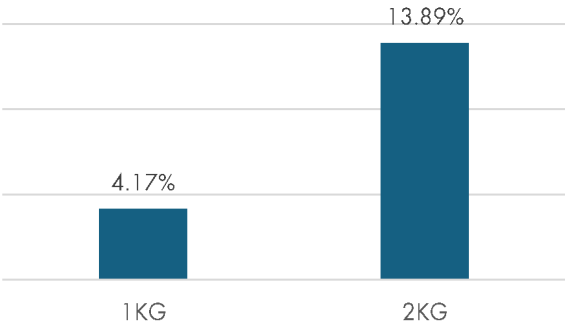


4.17% **13.89%**

1KG bags

2KG bags

Saving per Wash Powder Bag



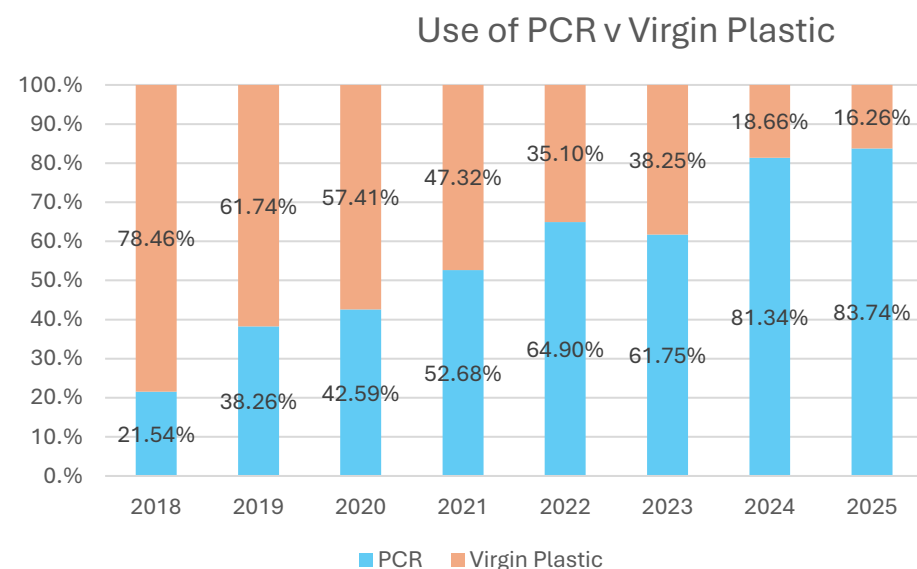


In 2025 we saved over **68 tonnes** of CO2e emissions by using PCR in our bottles and caps.*

14% Increase since 2024

*Based on americanchemistry.com values on production of PCR v virgin plastic

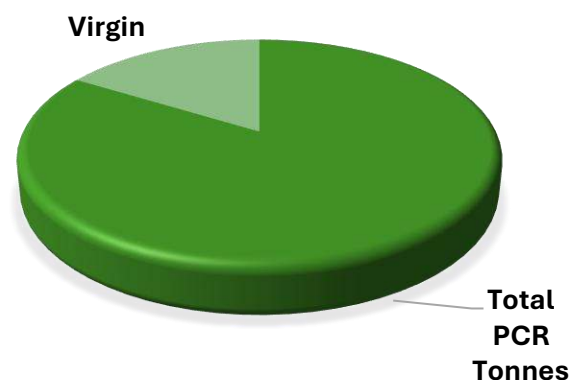
You can see how we have increased our use of PCR since it was introduced in 2018:



Nearly 60% increase of PCR over the last 5 years



2025 PCR V VIRGIN



We recently introduced recycled labels for our bottled products as part of our commitment to increase recycled content. While we successfully rolled out these labels on our 100% recycled bottles, we encountered an unexpected challenge — the recycled labels did not perform as well as hoped and began to peel.

As a result, we have temporarily reverted to our previous label material while we work closely with our supplier to improve the recycled label quality.



Despite this setback, we still achieved a significant milestone by saving over 155 kg of new material through the initial rollout. We believe in transparent reporting and will continue to share both our successes and challenges. Our team remains fully committed to finding a durable, sustainable labelling solution and pushing this goal forward.

155KG is equal to **310** 500g bags of sugar



2025 Packaging Pledge and what we did

3 **Reduce packaging sizes for 1KG and 2KG Washing Powder.**

We successfully reduced the size of our Washing Powder bags, saving 760 square meters of packaging film. We remain committed to exploring alternative film options to further reduce our environmental impact.

Roll out recycled labels across bottled products.

We introduced recycled labels as planned. However, we encountered an issue where the recycled material caused the labels to peel. As a result, we have temporarily reverted to the previous label material while working with our supplier to improve the recycled label's performance.

Increase our Closed Loop Relaundering by 10%

Our team exceeded all expectations, achieving an impressive 21.5% increase in closed loop relaundering compared to last year.

2026 Packaging Goals

- The 1KG and 2KG Washing Powder packaging continues. We will continue to investigate this in 2026.
- To increase our 20L Closed Loop by 5%
- Introduce paper tape for all outer packaging to enhance sustainability and reduce plastic use.

2025 Goals Achieved

We also removed the plastic wrap from Nappy Fresh Packaging

How we care for our customers remains a top priority. We are committed to providing ongoing customer service and support, ensuring the quality and reliability of our products and services.

This section also highlights our range of products thoughtfully designed to tackle specific social and environmental challenges—crafted with high-quality, non-toxic ingredients that are kind to people and the planet.

“The existence of this company makes my life so much easier! I’m allergic to multiple things and one or the other lurks in most brands. I finally have somewhere to buy everything in one go. Products are good. Not a ridiculous price and arrive quickly.”

Suzanne, Trustpilot

“Excellent service for an exceptional product. No longer breathing in harmful chemicals, which are commonly in other washing up products, which has enormously helped my asthma”

Kay Smith, Trustpilot

“I have been using the Bio-D products for a few years now and stick to them as they clean well and they are free from many chemicals. I went for the fragrance free washing liquid as I cannot tolerate the synthetic perfumes in product. Brilliant alternative to many big names in the market.”

Funda, Trustpilot

Customer Satisfaction Questionnaire

As part of our ongoing commitment to continuous improvement and customer satisfaction, this year’s customer satisfaction survey saw increased participation, with more than 300 regular Bio-D product users sharing their feedback. This initiative reflects our dedication to our B Corp values, highlighting the importance of both exceptional customer experience and environmental responsibility in shaping our product development.

95.7%

Rated us highly, between 4 and 5 out of 5 - for the overall quality of product/service they received

93.4%

Of customers rated us 8-10 out of 10 when asked if they would recommend Bio-D products/services

We asked customers why they choose Bio-D and the top 3 answers were:

1

Naturally Derived Ingredients

2

Sustainability

3

Made in the UK

Every interaction with our customers reflects our company’s commitment — customer care is everyone’s responsibility



At Bio-D, we actively invite customers to share feedback on every aspect of our products—from fragrances to usability and packaging. Our continued partnership with Trustpilot ensures a transparent space where both new and loyal customers can access genuine, up-to-date reviews. This ongoing dialogue is invaluable in helping us refine and enhance our products and services. We remain dedicated to growing our Trustpilot presence and encourage everyone to contribute their honest experiences, supporting our commitment to openness and continuous improvement.



2025 Customer Pledge and what we did

2025 Goals Achieved

- 3

tified
- To complete the rollout of member feedback collaboration
- We invited customers to participate in our annual survey to share their valuable feedback. Additionally, we continue to encourage customers to leave both service and product reviews through Trustpilot, ensuring an open and transparent dialogue.
- 3

oration
- To launch a newsletter for independent stockists
- We successfully launched a monthly newsletter, delivering the latest Bio-D news, cleaning tips, and promotional support directly to our independent stockists to help them engage their customers effectively. If you’re not yet signed up, simply email us at info@biod.co.uk, and we’ll be happy to add you to the mailing list.
- To increase our range of Allergy UK certified products
- We have increased our Allergy UK certified range by introducing new products including Furniture Polish, Laundry & Stain Remove Bar, Fragrance Free Toilet Cleaner, and Limescale Remover. We now proudly offer 12 Allergy UK approved products.
- To deliver consistently marvellous products
- We remain dedicated to producing high-quality, eco-friendly products that exceed expectations every time.
- To offer new innovation in packaging, products, or processes
- We’ve delivered on innovation with the launch of our Cotton Fresh Laundry range, a 200 tablet dishwasher box, and reduced packaging on our Washing Powder bags.
- To collaborate, listen and move forward together
- We continue to foster open communication and teamwork, ensuring every voice is heard as we progress collectively.

2026 Customer Pledge

- To increase our range of Allergy UK certified products
- Expand our product range
- To offer new innovation in packaging, products, or processes
- To deliver consistently marvellous products

Charlotte & Hannah representing Bio-D at Essential Open Day



We attended the Essential Open Day, where our Sales and Marketing team showcased Bio-D's expanding product range and connected directly with customers.

Essential Trading, one of the UK's largest worker co-operatives, shares Bio-D's commitment to sustainability and ethical business practices, making this milestone a perfect opportunity to strengthen our collaboration.

Following the event, Charlotte and Hannah explored Gloucester Road, visiting several independent stores that proudly stock Bio-D products. These visits highlighted the crucial role of local retailers in promoting sustainable, eco-friendly cleaning solutions and fostering community values.

This trip reinforced our dedication to supporting independent retail and celebrating long-term partnerships rooted in shared environmental and ethical goals.



L-R: Adele, Davina, Lloyd & Hannah

As part of our ongoing commitment to sustainability and community, our team visited **The Beecham Weigh**, an independent refill and health store in Malton, North Yorkshire, that stocks our refill products. This visit was filmed in collaboration with local video production team **E On Media** to highlight Bio-D's refill range and showcase our Closed Loop packaging process.

The store is expertly supported by our external sales team, **Natural Trade Brokers** who maintain strong relationships with independent retailers like The Beecham Weigh.

This collaboration spotlighted the tangible impact of refill culture while showcasing Bio-D's commitment to promoting sustainable practices at a grassroots level, supporting local businesses, and inspiring customers to make environmentally conscious choices every day.

"Refill stores are a huge part of our mission to reduce plastic waste and create a circular economy. When stores like The Beecham Weigh commit to the Closed Loop system, it proves that sustainability doesn't have to be expensive or difficult, it just needs the right support."

— Lloyd Atkin



Product Innovation

We reintroduced our Limited Edition Spiced Apple from a 300ml bottle to a 500ml bottle and with a 500ml Washing Up Liquid limited edition, seasonal treat for our customers.



Our Toilet Cleaner — available in both Fragrance Free and Pine & Cedarwood — has achieved BS EN 1276 certification, confirming its proven antibacterial performance while upholding our high eco-friendly and sustainable standards.



Our best-selling Dishwasher Tablets are now available in a bulk box of 200, offering customers the option to save both money and reduce CO2 emissions. It's a win-win for the environment and your wallet. This bulk packaging is also a fantastic solution for refill stores nationwide that sell the tablets individually, supporting a more sustainable and waste-free shopping experience.



Allergy UK Approved

In May, we proudly announced the expansion of our Allergy UK approved range with three new additions: Fragrance-Free Toilet Cleaner, Limescale Remover, and Furniture Polish, all now accredited with Allergy UK approval.

Then in July, we celebrated another milestone as our small, yet mighty Laundry & Stain Remover Bar also received Allergy UK approval — making it the 12th product in our range to carry this important certification.



More than 150 million Europeans suffer from chronic allergic diseases, and the current prediction is that by 2026 half of the entire EU population will be affected (EAACI, 2019)

New Products

COMING IN FRESH

You asked for more scents, we listened

In February, we launched the Cotton Fresh Laundry range—our latest innovation inspired by customer demand for contemporary fragrances and effective, sustainable cleaning. This new collection combines powerful, plant-based, biodegradable formulas with a fresh, crisp scent reminiscent of sun-dried linens.

The range includes a Non-Bio Laundry Liquid and an Extra Concentrated Fabric Conditioner, both available in eco-friendly 1L and 5L refill sizes to reduce plastic waste. Designed to perform well even in low-temperature washes, these products are vegan, cruelty-free and free from harsh chemicals—and delicate fabrics.

Matthew Nixon, our New Product Development Manager, says:

“Cotton Fresh delivers exceptional cleaning with a sophisticated fragrance blend including natural essential oils of Cedarwood, Lemon, Amyris, Neroli and Petitgrain. Creating contemporary fragrances predominantly with essential oils remains relatively rare in the industry and is another example of staying true to our commitment of naturally derived ingredients.”

Don't just take our word for it . . .

Waters
★★★★★
I have been using Bio-D laundry for quite some time now. The scent in 'Cotton Fresh' is my favourite – it just smells fresh and clean!

Ami Greensted
★★★★★
Truly amazing product. Cleans so well and I really, really love the scent. Good for the environment too.



Bex Powell
★★★★★
All the Bio-D laundry products work great. Everything always comes out clean and fresh. My partner with eczema doesn't have any sensitivities to it. They all smell lovely even the fragrance free, the cotton fresh was new so I had to try it... I love it! New favourite for me.

Joanna Mann
★★★★★
Smells delightful and not full of yucky chemicals.

Working with Local Talent

We've enjoyed collaborating with local talent for years and were pleased to work with York University once again this year on another exciting project.



A team of students at York University, Studying Business and Management (BA) conducted a study on the CO2e savings on producing our own De-ionised Water in house!

The team spent weeks researching and analysing, then they presented their findings in a presentation at the university. Bio-D's Sustainability Manager, Heather attended the presentation and stated:



York University students Cyntia, Hollie, Luke, Sarvesh, Luke visiting Bio-D HQ and meeting Lloyd, Heather and Phil

"The team gave an impressive presentation of the work conducted, clearly reflecting the amount of work that had gone into the assignment. Having a dedicated independent unbiased team working on this was very valuable to us as we like to verify any changes to ensure they will be more environmentally beneficial."

"A huge thank you to the team at Bio-D for the opportunity to work on this project. It was a great experience that gave us real insight into the impact of sustainable operations, and we really appreciated being able to contribute."
- Will



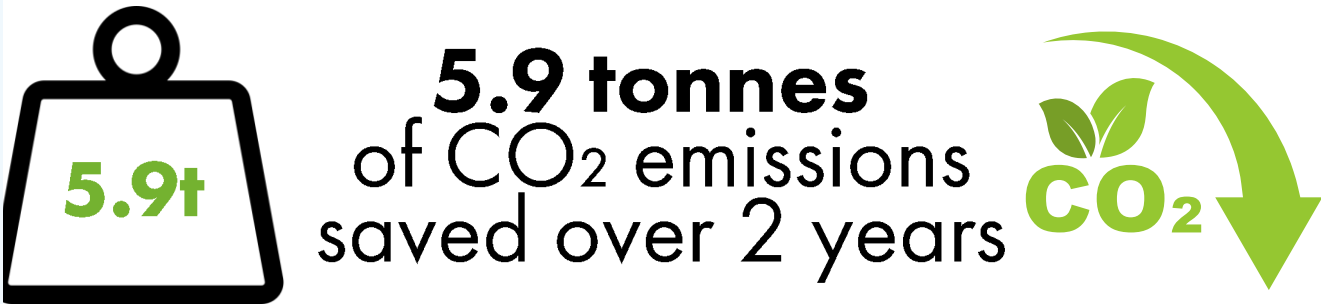
"Being assigned Bio-D for our university project was an amazing experience. The opportunity to work with and support a company with such admirable sustainability operations was incredible. Bio-D excel in their sustainability efforts and the team and I are genuinely proud to have contributed to this project. Alongside the exciting work we completed, the whole team at Bio-D were incredible, particularly Heather, and we thank the business for its time and expertise throughout the project!"
-Hollie

Process Update



You may recall Dee and Isa from our 2024 report, when we brought the production of our deionised water in-house. This change eliminated the need to transport tonnes of water across the UK, significantly reducing fuel use and CO2e emissions.

To quantify these environmental benefits, we partnered with students at York University. After a thorough analysis, they confirmed that two years of in-house production has resulted in substantial CO2e savings, reinforcing our commitment to reducing our carbon footprint.



Need a lift?

Pallet platform leaves workers feeling elevated!

We invested in a platform scissor lift pallet platform to enhance worker safety and ergonomics, significantly reducing the risk of back strains and injuries from manual lifting during pallet loading and unloading. It boosts our team's productivity (and morale) by raising pallets to an ideal working height, allowing faster packing and assembly tasks with less fatigue.



Graham using the platform scissor lift

Quality You Can Trust

In 2025 alone, our manufacturing site underwent over **100 on-site audits**, including those from **BRCGS, RSPO and ISO 14001**, to verify that we consistently meet high environmental and quality standards. This wouldn't be possible without the dedication and expertise of our Quality team, who work tirelessly behind the scenes to deliver the products you know and trust.

Internal audits are important for the consistency of product manufacturing because they systematically check whether everyday operations are truly following documented procedures, specifications, and quality standards.

We have 4 trained internal auditors who all play a vital role in our quest for continuous improvement.



Tammy, Tiago, Heather & Phil – the 'Qualiteam'

By regularly reviewing processes, batch records, equipment settings, calibration status, and operator practices, audits help ensure that each batch is made in the same way, resulting in the premium products that we are known for and our customer love.



Hands on Approach



At Bio-D, every product carries a real human touch. We don't rely solely on high-tech machinery or replace people with computers; instead, we ensure human presence throughout the production process to guarantee each product meets our exacting standards and reflects the care we put into everything we make.

We are proud to operate our own in-house laboratory, which enables us to maintain rigorous quality control and innovation throughout our production process. This hands-on capability ensures that every product is thoroughly tested for safety, effectiveness, and consistency before it reaches our customers.

Beyond quality, our commitment to sustainability is at the heart of everything we do. By combining scientific expertise with a strong sense of responsibility, we strive to create products that are not only high-performing but also contribute positively to the planet and society.



The Lab
Tiago working in our in-house lab

Giving to the community

"No act of kindness, no matter how small, is ever wasted."

We donated over £1,400 to chosen charities from sales made from the Bio-D team who have purchased end of the run products. These charities have been voted for by the team.



We donated over £11,000 worth of cleaning and personal care products to support those in need. Additionally, we gave our old computer screens to Girescope and contributed excess packaging waste from deliveries to Hull Scrap Store, where it's used for creative crafting projects.



We are pleased to highlight Hull Help for Refugees as our Charity of the Year. This partnership supports JN SDG 16—Peace, Justice, and Strong Institutions— by providing vital aid through donations and cleaning products, helping vulnerable community members and reinforcing our commitment to social responsibility and positive impact. We have provided both cash donations and cleaning supplies to help the charity, strengthening essential services, supporting dignity and wellbeing, and fostering long-term resilience within the local community.

2025 Community Pledge and what we did



Continue to work with local charities and donate goods for those in need.

We donated over £11,000 worth of cleaning products to various charities including:

- The Warren
- Oakwood Dog Rescue
- Rooted in Hull
- East Riding Food Poverty Alliance
- The Purple House
- FareShare
- Hull Help for Refugees

2025 Goals Achieved

Work with local talent to share our in-house expertise to give students real life experience. We worked with students at York University, see page 32.

Facilitate the discounted purchase of end of run products for the Bio-D team with funds raised going to a charity of their choice.

Total £1,436.06

Hull Lighthouse	£585.22
Special Stars Foundation	£520.66
Mysterious Minds	£330.18

2026 Community Pledge

- Continue to work with local charities and donate goods for those in need.
- Facilitate the discounted purchase of end of run products for the Bio-D team with funds raised going to a charity of their choice.
- Work with local talent to share our in-house expertise to give students real life experience.

Workers

We believe in fostering a workplace where everyone strives to be the kind of colleague they'd work alongside. Our team supports each other by inspiring, encouraging, and collaborating. To help maintain their wellbeing and provide financial support, we offer a range of benefits and perks designed with our people in mind.



We all love our holidays and the Bio-D team, get an **extra week** per year above what is required by law.

FRIDAY



We finish at **1pm** on a Friday. Why not start the weekend early?!



We have trained **Mental Health First Aiders** on site



All our team benefit from being members of **Simply Health**. This provides a wide range of benefits including →



£75 contribution towards eye care expenses.



£75 towards routine dental care **and £300** coverage for dental accidents.

Pedalling Towards a Greener Future

The Bio-D team is truly *gearing up* for sustainability by participating in the **Cycle 2 Work** scheme. Several team members bike daily to and from our HQ, helping us *shift* towards lower CO2 emissions and a healthier planet. Every pedal stroke brings us closer to a cleaner, greener future.



L-R: Rob, Jack, Steve, Mark, Marcus, Jay & Graham on their bikes

Workers

New Starters

In 2025, we proudly welcomed six new team members to the Bio-D family: Jay, Helio, Nikki, Mark, Andrew, and Marcus. Each brings unique skills and passion, helping us strengthen our commitment to sustainability, ethical business practices, and positive social impact—core values at the heart of our B Corp certification.

As we grow, we remain dedicated to fostering a collaborative, inclusive workplace where every individual contributes to our mission of creating effective, environmentally friendly products that make a real difference.

Our success is built on people, and we will continue empowering our team with the support, training, and opportunities they need to shape a greener, more sustainable future.



Bio-D Soap Awards

This year, we were excited to celebrate the second annual **Bio-D Soap Awards** — a fun tradition recognising outstanding team members who embody our brand values through excellence, dedication, and innovation.

From product development to safe and effective manufacturing, every individual at Bio-D contributes vitally to our mission of creating a positive environmental impact.

Our 2025 award winners are:

Small Idea, Big Impact: James Harrison

Team Player: Tiago Pinto

Outstanding Contribution: Nick Moulson and Yvonne Brown

Top Ingredient: Helio Silva

Goes the Extra Mile: Steve Johnson (second year running!)

Values Champion: Hannah Boynton

We also want to thank **Awards FC** for crafting our awards from eco-friendly acrylic, reinforcing our commitment to sustainability even in how we celebrate success.



Equality, Diversity & Inclusion

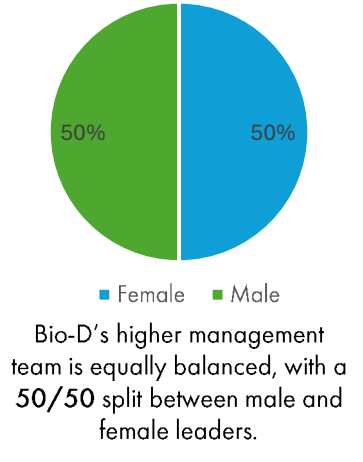
Our team are encouraged to welcome and respect diversity in the workplace. All members of the team should feel included and equal. As part of our 2024 goal, we asked our team some important questions to see how well we fared as a company in equality and respect of diversity:



Proportion of Male and Female team at Bio-D



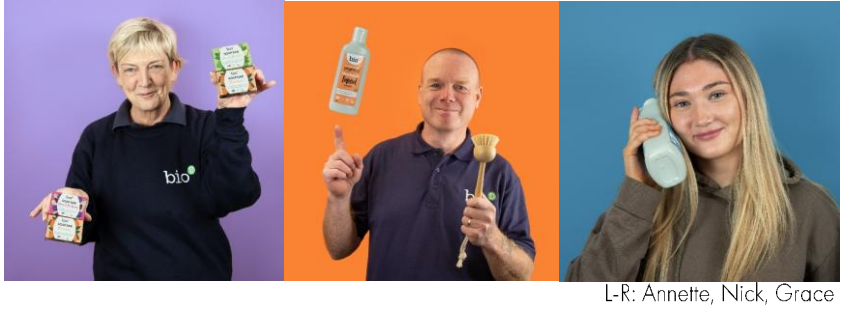
Proportion of Male and Female Higher Management team at Bio-D



Hours of Team External Training



OUR PRODUCTS ARE MADE BY US, IN THE UK, USING SOLAR ENERGY



Nurturing Our Team's Potential

Congratulations to Steve on his promotion from Blender to Production Supervisor! At Bio-D, we're proud to nurture talent from within, valuing team members who have deep knowledge of our products and values. Providing growth opportunities like this is central to our commitment to supporting and developing our people.

2025 Goals Achieved

2025 Workers Pledge and what we did

- Implement long service awards to recognise and reward employee dedication, fostering loyalty and engagement within the business.
- We introduced our inaugural Long Service Awards to recognise and celebrate the dedication of our team members. Together, we honoured over 100 years of combined service, with several employees receiving awards for 15+ years of commitment to Bio-D. This initiative fosters loyalty and engagement throughout the business.
- To continue our Equality, Diversity & Inclusion commitment to providing equal opportunities to all employees through education, training and an inclusive culture.
- Steve Johnson's promotion to Production Supervisor highlights our ongoing commitment to equal opportunities, inclusive culture, and internal talent growth.
- To continue our employee surveys to monitor how employees feel about Bio-D's commitment to equality diversity and inclusion in the workplace.
- Surveys completed with encouraging results which are published in this report.
- To continue to provide more employment opportunities with our commitment to diversity, equality and inclusion.
- We are recruiting again. Come and join our Green Team.

2026 Workers Pledge

- To implement a STAR(Staff Thanks and Recognition) award scheme for our team.
- To continue our Equality, Diversity & Inclusion commitment to providing equal opportunities to all employees through education, training and an inclusive culture.
- To continue our employee surveys to monitor how employees feel about Bio-D's commitment to equality diversity and inclusion in the workplace.
- To continue to provide more employment opportunities with our commitment to diversity, equality and inclusion.

TAKING A DEEP DIVE IN TO SUPPORTING GOAL NO 14!



The United Nations Sustainable Development Goals. No 14 is a commitment to life below water.

This is so important because healthy oceans regulate the climate, produce much of the oxygen people breathe, and provide livelihoods for billions of people worldwide. Oceans absorb around 30 percent of human-produced carbon dioxide, helping to buffer climate change,

Many conventional cleaners contain substances (like chlorine bleach, certain surfactants, solvents and synthetic fragrances) that are directly toxic to fish, invertebrates and aquatic plants, even at low concentrations. These chemicals can impair growth, damage gills, affect nervous systems and reduce reproduction, leading to declines in populations and loss of biodiversity.

Ingredients such as phosphates act as fertilisers in water, causing algal blooms that use up oxygen and create “dead zones” where most aquatic life cannot survive. When key species die off or are weakened, food chains are disrupted, which affects everything from microscopic plankton to larger fish, birds and mammals.

Some cleaning chemicals are persistent and do not break down easily, so they remain in sediments and water for years. Others can build up in the tissues of organisms (bioaccumulation), moving up the food chain and potentially ending up in seafood eaten by humans.

At Bio-D, one of our non-negotiable formulating criteria's is that our products are not harmful to aquatic life. You can be assured that our products are gentle on water habitats.

Caring for Our Oceans & Rivers



You'll never find the “Toxic to Aquatic Life” logo on our packaging—because we’re committed to protecting our waterways and the planet. While you may see this symbol on other brands, it serves as a warning that those products contain harmful substances that can damage aquatic ecosystems. At Bio-D, we go beyond compliance, ensuring every ingredient is safe, biodegradable, and gentle on the environment, so you can trust that choosing us means choosing a healthier, cleaner future for all life.

A Major Step Forward for Animal Protection



MP Sarah Champion



L-R: Dylan Underhill, Heather Nixon, Charlie Stevenson & Russell Parker



Michelle Thew. CEO of Cruelty Free International



In December, Heather Nixon, Bio-D’s Sustainability and Regulatory Manager, had the honour of attending another significant event at the **House of Commons**, hosted by Cruelty Free International. It was truly inspiring to hear Labour MP Sarah Champion call on the government to take decisive action in ending animal testing for household and cosmetic products, while reaffirming commitments to cruelty-free standards.

At Bio-D, the Cruelty Free International Leaping Bunny logo on all our products is more than just an approval – **it’s a promise**. A promise to you, to the planet, and most importantly, to the animals who depend on us to advocate for their welfare. This logo reflects the unwavering efforts of the Cruelty Free International team, who work tirelessly to make cruelty-free the global norm for businesses like ours.

By choosing Bio-D products, you too are contributing to and supporting a great cause. Together, we are using business as a force for good and advancing the mission to end animal testing and promote cruelty-free standards.

We are incredibly grateful to Michelle Thew and the entire Cruelty Free International team for inviting us and for leading this crucial conversation. It’s events like these that fuel our passion and commitment to continue creating ethical, sustainable products that are kind to both the planet and its inhabitants.

Accreditations and Certifications



The King's Awards for Enterprise are the most prestigious business awards in the UK. The awards were first established in 1965 and since then over 7,000 companies have achieved a King's Award.



Our Allergy UK Certified products have been tooth combed by a consultant and a dermatologist resulting in approval that the products certified are very unlikely to cause any reaction.



The Vegan Society endorses product that are free from animal ingredient and derivatives, and animal testing.



All of our products are audited by Cruelty Free International to verify the no animal testing has been conducted in the supply chain.



Cyber Essentials is a UK government information assurance scheme operated by the National Cyber Security Centre (NCSC)



As audited members of RSPO we are helping to drive the change to ensure that only sustainable palm oil is used. Check our progress at rspo.org



We have team trained in Mental Health First Aid to enable us to identify, understand and help a member of our team who may be developing or suffering from a mental health issue.



ISO 14001:2015 is our audited Environmental Management System that controls the environmental impact of our operations.

We are certified

The British Retail Consortium Global Standard for Consumer Products is our in-house standard ensuring good manufacturing practice and verified processes to result in good quality products that are safe to use.



As audited members of SEDEX we consistently look at our supply chain and ways to make more sustainable choices.



The Ellen MacArthur Foundation work with business, government and academia to build a framework for an economy that is restorative and regenerative by design.



The OPRL scheme aims to deliver a simple, consistent and UK-wide recycling message on packaging to help consumers reuse and recycle correctly and more often.



Oh Yes Net Zero's aim is for Hull to lead the way to a net zero future.



We are pleased to join in this campaign which is run by HRH King Charles III. 'Terra Carta' - offers the basis of a recovery plan that puts Nature, People and Planet at the heart of global value creation



SME Climate Hub: We joined the RACE TO ZERO campaign through SME Climate Hub. The SME Climate Hub is a global initiative that aims to bring together climate action for small to medium sized businesses and enable SMEs to build resilient businesses for the future.

Closing words from our Sustainability Manager...

As we wrap up another year's Sustainability & Impact report I want to say a huge thank you to our Bio-D team, our customers and suppliers. Every goal we have achieved stems from a single shared belief - that cleaning should never come at the cost of our environment.

With Scope 1 and 2 at Net Zero it makes further high impact changes more challenging, but this is a positive position to be in. Each improvement may seem incremental on its own, but collectively these efforts become real, measurable progress. We've watched our team find creative ways to reuse materials and to refine production processes. We've seen our team innovate to improve products. Our customers share stories of how our products have helped them make more conscious choices. These moments, big and small, remind us that progress isn't just measured in metrics — it's measured in connection and in the genuine desire to do better.

We recognise the urgency of the climate challenge and remain dedicated to continuous improvement — setting new targets for 2026 and continuing our commitment to international UN Goals.



We will continue innovating, creating, and collaborating to make sustainability not just a goal, but a way of life. Together, we can create a cleaner, greener future for all.

From all of us at Bio-D, thank you for being part of our journey.

Heather Nixon,

Sustainability, NPD and Regulatory Manager