

Environmental, Social and Governance (ESG) Annual Report

2021-2022



MEDIGOLD
HEALTH

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A Message to our Colleagues, Clients, Shareholders and Communities from Alex Goldsmith, CEO

Welcome to our first Annual ESG Report, which covers our initiatives and achievements for the financial year 2021/22.

Environmental, Social and Governance (ESG) features highly in Medigold Health's long-term business planning and success. Over the last year, we have been embedding ESG and sustainability principles across our organisation and they now strategically sit alongside our Mission and Genetic Code.

Continuing to act responsibly and ethically and being committed to bringing about positive change can only help to drive our organisation forward.

Committing to achieve Net Zero by 2030 is a significant pledge for Medigold Health to make. However, given the latest United Nations Intergovernmental panel report on climate change, which says that missing the 1.5°C Paris Agreement goal is now "almost inevitable" unless strong action is taken within this decade, we have no choice – and neither does every other business.

We believe that our Environmental, Social and Governance actions will always speak louder than words. Being both credible and transparent in how we conduct ourselves and putting people and the planet alongside profit will remain key in our decision making.

Medigold Health also intends to take all stakeholders in our business with us on this continuing ESG journey. Our first ESG survey held in January 2022 has given us a good understanding of what is important to our people, and we intend to build on those findings.

Making a difference through our actions will help us to continue to attract talent, clients and investment. We hope those who invest in our services will, if they haven't already, be encouraged to start identifying their own ESG values as a matter of urgency.



Alex Goldsmith

Medigold Health Group CEO



Foreword

The world of business is changing. A narrow focus on maximising profit is no longer enough. Political, press, consumer and employee pressures are growing, with increasing expectations of businesses to use their skills and resources to help solve social problems as part of a more responsible, inclusive and fairer form of capitalism.

Under the 'stakeholder' model of capitalism, businesses are being asked to question their 'purpose' and how they add value to all their stakeholders as well as their shareholders – and over the long term, not just the short term. At the end of the day this comes down to self-interest – why wouldn't a company support the community/communities within which it operates, into which it sells and from which it recruits?

The aspirations of corporate social responsibility (CSR i.e. good company 'citizenship') are not new. What is new under the fast-growing ESG and 'purpose' movements is the importance of not only doing the right thing but also to be seen to be doing the right thing. This involves measuring and reporting on a company's **E**nvironmental and **S**ocial activities and impacts within its **G**overnance structure. Hence this first ESG report.

Medigold Health's committed leadership is investing the time and resources now to not only report on its impacts but also, by drawing on frameworks such as the B Corp Impact Assessment, to reduce its negative and enhance its positive impacts. This creates a solid base for the future in terms of risk management, resilience, reporting and, of course, reputation.

The evidence is growing that companies can do well by doing good. The nature of Medigold Health's services means that it is in a strong position not only to develop its own business but also that of its client companies. As occupational health and safety extends into employee wellbeing, motivation and productivity, a source of competitive advantage will come from unlocking the values, passion and creativity of employees to drive future innovation and growth.

It is a pleasure to be working with Medigold Health on its ESG journey and this report. Medigold is taking a truly enlightened approach to its social and environmental responsibilities and in so doing is becoming a great exemplar and beacon for other companies to follow.

Adrian H. Pryce DL FHEA, FICRS

Proud to be a Deputy Lieutenant of Northamptonshire

B Corp B Leader

Chair, ICRS Northamptonshire Hub

CSR-ESG Ambassador, Institute of Directors (Leics & SE Midlands)



ASSOCIATE PROFESSOR

Centre for Sustainable Business Practices (CSBP)

Faculty of Business & Law (FBL)

University of Northampton

northampton.ac.uk

Be better than **yesterday**

An Introduction to our ESG Strategy

Our Mission, Vision, Culture and Values

Medigold Health's mission is 'to keep people in work, safe and well', and our vision is 'a world where employers place the health and wellbeing of their people at the heart of everything they do'.

Supporting our ESG goals are our four corporate values – we call them our Genetic Code, and these foundations are at the core of everything we do.

Brilliant & Bold

We want to continually learn and improve, so for us we want to be better than yesterday. Being courageous is also part of our DNA, as is not being afraid to challenge the norm.

Passion & Pride

We think it's important to celebrate our achievements and successes, however big or small they are. We also want everyone in the Medigold Health team to be proud of the role they play.

Recognition & Respect

We recognise that our business depends on diversity and respect, that together we inspire and support each other, and that our approach relies on us listening and always being kind.

Family & Friends

We believe that people are at the heart of everything we do, that loyalty works both ways, and our friendships breed trust.

Our ESG Pillars

Medigold Health's previous Corporate Social Responsibility programme moved into the wider realm of ESG in early 2021 with the appointment of our Head of ESG. We have now been able to set out five ambitious ESG goals, or pillars, which demonstrate to everyone connected with our business that we intend to have a positive impact on people, our communities and the environment.

Profit with
Purpose

Positive
People

Stronger
Communities

A Healthier
Environment

Customer
Responsibility

An overview of our ESG Strategy Pillars and Objectives is shown at Appendix 1.

We have also recognised that our ESG agenda needs to be able to adapt and respond to the constantly changing sustainability landscape. It is key that we can continually learn, share ideas and collaborate with all our stakeholders, as well as connect with other businesses and organisations, so that we can achieve our goals.

Within this report, we have highlighted our achievements across each of the five pillars over the last twelve months, together with the initial objectives we will be working towards in 2022/23.

Note: each of the actions we have taken or are taking is cross-referenced with the relevant Pillar(s) and Objectives. We have also included references to the [THE 17 GOALS | Sustainable Development \(un.org\)](#). These were an urgent call for action by all United Nations Member States in 2015 and are a shared blueprint for peace and prosperity for people and the planet, now and into the future.

An overview of the SDGs is shown at Appendix 2.

Profit with Purpose

Our first pillar focuses on all aspects of our governance. Our commitment to our ESG agenda flows from the decisions that are made and the commitments given by our Board of Directors and senior leaders. The basis of our approach is to act ethically, fairly and transparently and to consider all stakeholders when making our decisions.

Our Board receives quarterly updates on our ESG achievements and monitors, supports and challenges our ongoing activities and future objectives.

WHAT WE HAVE ACHIEVED

B Corp Impact Assessment (Links to all of our ESG Pillars and Objectives and all SDGs)

We have seen the impact that Certified B Corporations are having on the world stage when it comes to their social and environmental impact. **Certifying as a B Corp** means we would join a global community of over 4,800 businesses and leaders who have a shared belief that business can be a benefit for the world and for the people who live in it.

Colleagues from across our organisation, co-ordinated by our Head of ESG, have been working through the rigorous and challenging B Corp Impact Assessment. This process requires us to review existing policies and practices, enhance and improve our social and environmental impact, and introduce new systems and performance measures.

We are grateful to Assistant Professor Adrian Pryce, from Northampton University, in supporting this process. Both Adrian and our Head of ESG have undertaken the B Leader training with B Lab UK to help guide us through our application and meet the high standards of verification required. Our aim is to submit our application during 2022.

ESG Staff Survey (Links to Pillar 1/Objective c, Pillar 2/Objective e and Sustainable Development Goal 8)

Our first ESG survey took place in January 2022 and we were pleased to receive 200 comprehensive responses back. The survey has helped us to understand the environmental and social concerns and priorities of our people and how engaged they currently are with Medigold Health's ESG agenda. The survey has also given us important insight into the preferred working and travelling to work arrangements for staff, following the lifting of COVID restrictions.

The outcomes of the survey and the actions we are taking are being shared with staff through an interactive Lunch and Learn session.

Promoting our ESG Work with our Suppliers (Links to P1/Ob/Oc/Od and SDG 12)

Working together and collaborating is essential if we are to make the changes that are necessary. We are currently asking our existing suppliers to set out their sustainability ambitions and targets for their businesses with the aim of seeking alignment with ours, as we strongly believe that if everyone drives ESG considerations into their business, it will improve long-term sustainability and financial returns, whilst reducing the impact on climate change and increasing social responsibility.

In the future, we will actively seek out and prioritise partnerships with partners and suppliers who have sustainability ambitions in place.

WHAT WE ARE WORKING ON IN 2022/23

ESG Training for Staff (Links to P1/Oe & P2/Oe and SDG 4)

We will be designing an ESG induction programme for all new starters to our business, together with a programme of learning for legacy staff and managers. Further Lunch and Learn sessions will also be developed to keep our people updated on our ESG activities and future goals.

Policy Reviews (Links to P1/Oe and all SDGs)

We will be continuing to review all our social and environmental policies and linking them to the relevant Sustainable Development Goals. This will promote awareness of these critical global goals to our stakeholders and the actions Medigold Health is taking to help support them.

Amendment to Articles of Association (Links to P1/Oa/Ob/Oc/Od/Oe and SDG 16)

We intend to legally amend our corporate governing documents during 2022/23 to show that our organisation considers all stakeholders in our decision-making.

Positive People

Being able to live our values is incredibly important at Medigold Health. We recognise that people are at the heart of everything we do and, like any family, we are a complex bunch of talented people who really care about delivering the best services we can. The following actions highlight what we have done in the last year to support and care for our people.

WHAT WE HAVE ACHIEVED

Annual Employment Engagement Survey (Links to P2/Oe, and SDG 8)

We're constantly striving to be better and want to ensure that Medigold Health remains a great place to work. Our communication and listening channels include a Suggestion Scheme which is always open for staff to make comments on, together with our annual Employee Engagement survey.

Measuring our strengths and understanding what drives our team is important for us to know and is part of our organisational culture. Our employee engagement survey in 2021 (which opened on 18 March and closed on 17 April) resulted in a 65% response rate. The findings of the survey were shared by our CEO during the May 2021 Question Time with the Board sessions.

Whilst all the findings have been considered by the Senior Leadership team, and actions included within the People Team's work programme and strategy wheel actions going forward, it was particularly interesting to note that staff stated that their top priority was to have a work environment that was flexible and allowed them to work in a way that suited them. It was good then to see that our people acknowledged Medigold Health was actually providing that working environment for them.

Many of our people also stated that their pay and benefits package needed to be improved. In response to this, we reviewed and increased the lowest levels of salaries in the organisation, which included implementing the National Living Wage three months earlier than required.

Gender Pay Gap Report (Links to P2/Ob/Od and SDGs 1, 5, 8 & 10)

We publish our gender pay gap report annually on our website. We regularly review whether any under-representation in work groups exists in our organisation and what actions we can take to improve this.

We also recognise that women and men do tend to do different jobs, and this can be reflected within the Medigold Health team. This also can have an impact on our gender pay gap figures. During our general pay reviews, we analyse all roles to ensure we are not undervaluing jobs predominantly done by women in our organisation.

Health and Wellbeing Support for Staff (Links to P1/Oc, P2/Oe and SDG 8)

We believe that a healthy, informed and supported workforce is key to our success. As a leading Occupational Health provider, it is important that we provide not only clear, committed and sound leadership for our people, but also offer additional health and wellbeing benefits.

During 2021/22 we continued to provide all of the following additional support elements for our people, which were reviewed, promoted regularly and made accessible to everyone through our Medigold Mine intranet:

- *Employee Assistance Programme* 24/7 free, confidential advice for all colleagues and family members over 16.
- *Online Health and Wellbeing Centre* Our hub for health, financial assistance, food and fitness inspiration.
- *Health Cash Plan* with BUPA.
- *Life Insurance Policy*.
- *Thrive - Mental Health and Wellbeing App* - Interactive, NHS approved mental health app which focuses on cognitive behavioural therapy (CBT), mindfulness and meditation.
- *ZenPower Rapid Stress Reduction App* Psychosensory techniques which use guided acupressure and tapping exercises.

Health and Safety Committee (Links to P2/Oa and SDGs 3 & 8)

Our health and safety committee met quarterly during 2021/22 and remained focused on keeping our staff safe at work. During 2021/22 the committee issued regular guidance to all staff on a wide variety of issues, which included responses to the changing COVID environment.

Medigold Mine Re-Launch (Links to P1/Oc, P2/Oc, P2/Oe and SDGs 3 & 8)

During 2021/22 our Communications and People teams collaborated in a re-launch of our intranet site, Medigold Mine, which is now fully accessible and has a wealth of corporate resources and latest in-house news. As a communication channel, it is used to acknowledge everyone's hard work and successes through employee-to-employee recognition schemes, including our monthly Code Champion Award, where everyone can nominate colleagues who have gone above and beyond. During 2021/22 our people sent a total of 2190 e-cards to each other across the business.

Medigold Mine also houses a vast array of consumer savings and discounts for staff, together with the wellbeing services and benefits mentioned above.

Internal Promotions (Links to P2/Od and SDGs 1, 3, 4, 5 & 8)

We proudly promoted 52 existing members of our Medigold Health team into new roles during 2021/22. We celebrated these successes and achievements through all-staff emails and People Blogs on Medigold Mine. We also continued to use these channels to say thank you and goodbye when colleagues decided to leave or retire.

Lunch and Learn (Links to P2/Oc/Od/Oe and SDGs 4, 5 & 8)

Since the arrival of COVID-19, like all businesses we have had to find other ways to deliver training and provide opportunities for our people to continue to learn and develop. One of our best successes has been our Lunch and Learn sessions, which were launched in April 2021.

Every month, we invite either a member of the Medigold Health Team or a guest speaker to host a webinar, over the lunch period, to share their knowledge and expertise on a variety of different subjects. The scheme has been incredibly well received and all staff have now had the opportunity to attend (or watch later, as the sessions are all recorded) 17 Lunch and Learn sessions. These have covered a wide variety of subjects including Excel, Wellbeing Gyms, the Menopause and ESG.

Question Time with the Board (Links to P1/Ob/Oc/Oe, P2/Oe and SDG 8)

From the beginning of the COVID-19 pandemic, our CEO and other members of the Board met with the whole of the workforce over Zoom, initially on a weekly basis. These sessions ensured

that everyone across the business had accurate and up to date information on what was happening with all our services and with our staff and customers. These live business updates provided an essential view of how we were doing and also gave colleagues the opportunity to speak directly to the senior leadership team, ask questions and hear their responses, in what was a rapidly changing environment.

Since January 2021 and throughout 2021/22, Question Time with the Board has become a regular monthly fixture in the diary and, as with all of the previous sessions, they were recorded for those unable to attend the live sessions. During 2021/22, 8 sessions were held (they are not held during holiday periods) and the success of these means they will be continuing into 2022/23.

Welba App (Links to P2/Oc, P3/Oc and SDGs 3, 12, 13, 14 & 15)

During 2021, we worked with Oli Coles BEM (who founded Hospitality for Heroes during the COVID-19 pandemic) to trial his new Welba App, which he designed to promote and track employee wellbeing, social responsibility, corporate sustainability and employee-led fundraising. In November, a small group of colleagues used the new App and provided feedback on it. We are hoping to use the App for an organisation wide event in the future.

WHAT WE ARE WORKING ON IN 2022/23

Learning and Development (Links to P2/Oe and SDGs 3 & 8)

In May 2021, we identified that our Learning and Development strategy needed to be strengthened and, whilst some great strides had already been taken during the year (with the Lunch and Learn programme and the Medigold Mine re-launch), the following programmes have now been identified as the next priorities:

- **Learn to Lead** This new series will be rolled out to people managers to support them with a wide variety of key skills.
- **E-learning platform** This will provide flexible and focused learning opportunities.
- **Career Pathways** This new strategy being developed by the People Team is due to be launched in 2022.

Stronger Communities

At Medigold Health we believe we have an important role in ensuring that we only have a positive impact on people, the planet and the local, national and global communities within which we operate.

Whilst Northamptonshire has been at the heart of Medigold Health since it was founded in 1998, we are determined that our positive community commitments exist because of our positive organisational culture and behaviour, because we support social equality and because we are reducing and removing our negative environmental impact. We know that delivering our high quality services and supporting people to keep them in work, safe and well will help individual wellbeing, social cohesion and help to reduce the numbers of people falling into poverty.

WHAT WE HAVE ACHIEVED

Ukraine Support Committee (Links to P3/Oa, Oc, Oe and SDGs 1, 2, 3, 4, 5, 8, 10 & 16)

At the beginning of March 2021, following a request from several members of our staff about what Medigold Health could do to help the appalling situation in Ukraine, we immediately set up an emergency Ukraine Support Committee, chaired by our CEO and attended by a raft of colleagues with a wide range of specialisms from across the organisation.

This committee will continue to meet for as long as Medigold Health can continue to help. The initial actions, shown below, that have been taken from its first meeting have demonstrated a real willingness and ability for us to use our business as a 'force for good'.

- We immediately diverted our Employee Appreciation Day fund of £6,000 to the Disasters Emergency Committee Ukraine Humanitarian Appeal.
- Wherever possible, we will sponsor employment opportunities and/or assist with relocation packages for refugees coming to the UK.
- We are reviewing whether staff are able to use salary sacrifice mechanisms to raise funds for Ukraine or convert any surplus Medigold Mine vouchers.
- We are reviewing whether we have any underutilised PPE to send to Ukraine.
- We are keeping a watching brief on providing psychological support to refugees and potentially extending our EAP coverage to any staff family members affected by the Ukraine situation.
- We will continue to promote our ideas and actions and seek support and further suggestions from across our organisation, so we can work together to support the people of Ukraine.

Diversity and Inclusion Training (Links to P2/Ob/Od, P3/Oe and SDGs 4, 5 & 10)

Following training held for senior managers in February 2021, the People Team have rolled out training for all staff on diversity and inclusion during 2021.

The aim of this training was to raise awareness across our organisation on important issues such as unconscious bias and to promote positive behaviours and attitudes which we recognise as essential for us to maintain a respectful and inclusive working environment. The People Team will continue to identify and deliver further training in the future and are also responsible for updating all relevant equality, diversity and inclusion policies on an annual basis.

Support for Local Olympians and Paralympians (Links to P3/Oa, Oc, Oe & SDGs 5 & 8)

Medigold Health has been proud to sponsor Paralympic swimmer Maisie Summers-Newton since 2017, who trains at Northampton Swimming Club, close to Medigold Health's headquarters. We were extremely proud of Maisie when she won two gold medals in the 2020 Tokyo Paralympics (held due to COVID in August 2021) and the inspirational young woman she has become.

We are also proud of our connections with Brad Hall, pilot of the GB bobsleigh team, whom Medigold Health have sponsored since 2019 after UK Sport withdrew funding for the GB Bobsleigh programme. Our support has helped the team compete in the 2021/22 World Cup Championships in Canada (where they finished fourth) and the Beijing Winter Olympics in February 2022, (where the 4-man team finished sixth).

WHAT WE ARE WORKING ON IN 2022/23

Volunteer Programme (Links to P3/Oa/Oc/Od, and SDGs 1, 3, 4, 8, 10, 13, 14, 15 & 16)

Following the results of the ESG survey, 99% of our respondents provided us with feedback on where they would like us to focus our support if we were to introduce an organisation-wide volunteer programme. These included projects primarily in the following areas:

- Charity focused
- Environment focused
- Educational focused
- Local community

A review of a Volunteer Programme is now being included within our future work programme.

A Healthier Environment

“A reminder: the people in power don’t need conferences, treaties or agreements to start taking real climate action. They can start today. When enough people come together then change will come and we can achieve almost anything. So instead of looking for hope – start creating it.”

Greta Thunberg, 2021

Leaving a positive environmental legacy and a commitment to future generations is one of our critical aims. At Medigold Health we have started to take action towards reducing our environmental impact and we know we must do this as quickly as possible.

We must also take our partners, customers, suppliers and our people with us, because if we don’t work together to reduce ecological breakdown and lower our emissions, we will not stay below the 1.5-2 degrees Celsius of global warming that must be achieved if we are to stop the climate catastrophe from happening.

WHAT WE HAVE ACHIEVED

Commitment to Net Zero (Links to P4/Oa/Ob/Oc/Od/Oe, SDGs 6, 7, 12, 13, 14, 15 & 16)

Scientists have demonstrated that we must get our world to a state of net zero emissions as soon as possible in order to limit the worst effects of climate change.

Net Zero is defined by the Intergovernmental Panel on Climate Change (IPCC) (which is the United Nations body for assessing the science related to climate change), as “when anthropogenic CO2 emissions are balanced globally by anthropogenic CO2 removals over a specified period”.

In simple terms, at a global level we need to balance the amount of emissions we put into the atmosphere with the amount we take out.

At its meeting in December 2021, our Board and CEO pledged that Medigold Health would take the steps to reach Net Zero by 2030. It is also our intention that everyone who comes into contact with Medigold Health also adopts a credible net zero target.

Medigold Health has also joined the B Corp Collective and is one of 1,700 companies committing to Net Zero 2030. Participating companies in Net Zero 2030 commit to achieving net zero emissions by 2030, which apply to Scope 1, Scope 2, and most relevant Scope 3 emissions.

The principles of us achieving this goal are as follows:

- We will be using science-based targets to reduce our emissions wherever possible.
- We will use verified offsets, emphasising carbon removal projects, to balance emissions that cannot be eliminated.

We are now consolidating the actions we need to take towards achieving both interim and longer-term goals.

It will soon become law for large privately owned companies like Medigold Health to report their emissions and energy usage under the government's policy on Streamlined Energy and Carbon Reporting (SECR),

With the help and support of Simon Derrick from **Harmonise** we are learning how to monitor and measure our carbon emissions and will be able to meet the new requirements and increase the transparency with which we communicate about our environmental impact to our stakeholders.

By the end of 2022, we are aiming to have started setting targets, identify reduction opportunities and build a plan of action to reach net zero by 2030. We are also committing to report publicly on our progress against our interim and longer-term targets and the actions we are taking in the meantime.

Sustainable Business Travel Plan (Links to P4/Oa/Ob/Oc/Od/Oe and SDGs 7 & 11)

At its December 2021 meeting Our Board also supported our new Sustainable Business Travel Plan, which has been designed to improve our travel behaviours. Whilst we cannot eradicate all travel across our business, we are setting challenging targets to reduce the level and the impact of all our journeys and to make more purposeful travel decisions.

There are eight main aims of our Sustainable Travel Plan which we will monitor and measure our achievements by. These are to:

- i) Understand the full costs and impact that our travel has on the environment.
- ii) Measure and monitor all travel linked to Medigold Health activity.
- iii) Use technology for the right reasons.
- iv) Reduce the need to travel to and from and for work.
- v) Identify improvements in staff health, wellbeing and work-life balance which are linked to reductions in, or alternative methods of, travel.
- vi) Move to electric vehicles.
- vii) Demonstrate positive leadership and influence with all stakeholders to our business in relation to positive travel habits and reducing carbon footprints.

- viii) Make sound choices when offsetting the Green House Gas Emissions of any travel we are unable to avoid.

Renewable Energy Providers (Links to P4/Ob/Oc and SDG 7)

In February 2022, we moved eight of our gas and electricity accounts to a 100% renewable energy supplier, and a further three moved in March. Three remaining contracts will move when their contracts end (two in April 2022) and one in 2024. Even though we are moving to renewable energy providers, we will continue to look at ways we can reduce our energy consumption and create plans to meet these aims.

Travel Offsetting with Trees for Travel (Links to P4/Ob/Oc and SDGs 7 & 11)

From 1 January 2022, the carbon emissions from any rail, plane and hotel bookings Medigold Health makes through **Agiito** will be offset with their partners **Trees4Travel**, by the purchase of trees in developing countries, which are helping to restore ecosystems, biodiversity and support local communities through the dignity of employment. Agiito are providing us with a dashboard of information which includes monthly CO2 reports for this part of the business. Partnering with Trees4Travel will also give us options for purchasing additional trees.

Understanding our Individual Carbon Footprints (Links to P4/Od & SDGs 4, 11, 12 & 14)

During 2021-22 we partnered with our friends at **Greenr** to help Medigold Health colleagues track their carbon footprint by trialling their new Greenr App. From those colleagues completing the related questionnaire, we learned that their average carbon footprint was 8.7 tonnes per year (considerably lower than the UK average of 12 tonnes).

The App users also saved 152 kg of CO2 just by walking and eating vegetarian food in August. We also offset 27 tonnes of CO2 with Greenr, which represented one tonne for every colleague who completed the survey. We would like to thank Jimmy Murray, CEO and Gabrielle Bourret-Sicotte, Co-founder/Head of Products, for inviting us to take part and welcome the opportunity to extend our partnership during 2022/23.

WHAT WE ARE WORKING ON IN 2022/23

ISO14001 Environmental Standards (Links to P4/Oa/Ob/Oc/Od/Oe and SDGs 6, 7, 11, 12, 13, 14 & 15)

We will be reviewing our existing environmental management system to ensure we can meet the requirements of the ISO 14001 audit which is due to take place later in 2022. A one day pre-assessment took place in March 2022, which provided positive feedback and guidance together with actions and recommendations to be taken prior to the commencement of the formal stages.

ESG Working Group (Links to P3/Oc/Oe, P4/Oa/Od/Oe and SDGs 12, 13, 14 & 15)

Over 100 of our people said that they would like to see an ESG working group created and this is something that we will set up in the future, for task and finish projects. Feedback from our staff has suggested a wide variety of environmental topics which include:

- Recycling initiatives
- Reducing our carbon footprint
- Identifying local environmental issues
- Being greener

We believe that the ESG working group agenda could also help with the setting up of a new Volunteer Programme for our organisation.

Electric Vehicle Charging Points (Links to P4/Oc/Od and SDGs 11 & 12)

We will be actively reviewing the existing and potential need for electric vehicle charging points across all our Medigold Health UK sites. The review will include the associated costs and maintenance of a scheme together with potential timeframes for installation.

Reducing Plastic (Links to P4/Oa/Ob/Oc/Od/Oe and SDGs 12, 13, 14 & 15)

We will be undertaking reviews across all of our departments to identify, reduce, recycle and remove, as much as possible, the levels of plastic we are currently having to use to deliver some of our services.

In our Hampton Knight Alcohol and Drug Testing Service, we have potentially identified consumables that contain 60% less plastic. However, we will be continuing to have conversations with suppliers about alternative, ecologically sound products that both meet our requirements and are environmentally acceptable.

Tree Protection and Planting Scheme (Links to P4/Oc/Od/Oe and SDGs 13 & 15)

As part of our offsetting options, we will be considering implementing our own Medigold Health Tree Protection and Planting Scheme, which could include the Trees4Travel scheme.

We are aware that planting new trees must be managed well and that it is not necessarily the first line of defence for capturing CO2 in the fight against climate change that many people view it as, especially when poorly planned planting can actually increase the amount of CO2 in the atmosphere.

Therefore, we will be giving careful consideration to supporting existing forests, increasing biodiversity, the monitoring and maintenance of saplings and the communities surrounding those projects.

Customer Responsibility

Ensuring that we focus on maintaining our high-quality services for customers whilst at the same time demonstrating that we are also committed to achieving our ESG ambitions remains a key priority for Medigold Health. This all-encompassing approach and transparency shows our customers that we are committed to taking action on climate change, social issues and injustice and ethical governance and these are the foundations on which we will continue to grow our business and create a sustainable future for all.

WHAT WE HAVE ACHIEVED

Customer Survey (Links to P5/Od and SDG 8)

During November 2021, our Head of Customer Service ran a detailed customer survey, with 27 of our largest customers.

The telephone survey provided detailed responses on all areas of our Management Referral service. The responses also provided specific details on what we were doing well, and where

we needed to improve. A subsequent action plan has been put in place and shared with the customer service team following the results. Customers were supportive of the survey and 95% of respondents stated that they were willing to complete a regular survey and provide us with feedback.

The Customer Service team will, in the new financial year 2022/23, be running another more general, but wider ranging survey, targeting actual users, rather than contract leads, in order to receive a different perspective and feedback.

Maintaining Our ISO Accreditations (Links to P1/Oe and SDG 8)

In October 2021, our Compliance and Clinic Operations Manager led a successful review of all our existing ISO Accreditations:

- ISO 22301 Business Continuity Planning
- ISO 27001 Data Security
- ISO 45001 Occupational Health and Safety
- ISO 9001 Quality Management System

We are committed to maintaining these standards as they support the delivery of our quality services and we will continue to be assessed annually on each standard.

Compliance and Data Protection (Links to P5, Od and SDG 16)

In November 2021 Medigold Health appointed to a new role of Associate Director of Compliance and Data Protection Officer. This post has provided us with a dedicated resource to ensure that all our data protection policies and procedures are regularly maintained and updated and that full and relevant training is provided to ensure we are fully compliant and have sound systems in place.

By March 2022, the postholder had completed a review of the current Privacy Policies and consent processes and launched the annual Mandatory Level One Data Security and Data Protection Training. Released alongside the training was a knowledge assessment and a revised Data Protection Training Policy, ensuring clear responsibilities across all areas of the business.

The procedures for monitoring data protection breaches and outcomes have also been updated, to ensure that any serious incidents are referred to our General Counsel and Board.

WHAT WE ARE WORKING ON IN 2022/23

Data Protection and Training (Links to P5, Od and SDG 16)

From April 2022 we will be implementing further specific and targeted data protection training across the organisation, which is expected to last for several months, to ensure that everyone is fully updated on the principles of Data Protection and how we apply them within our business.

A new Data Protection Impact Assessment will be released in April 2022, including an enhanced policy and guidance for all staff to ensure standardisation in the privacy impact by design process. Our data rights portal will also be enhanced to provide greater visibility and oversight.

During 2022/23 the priority will be to review all the current policies for data protection and data security in order to provide an improved suite of information governance policies, procedures and flow charts in a newly launched standardised policy format.

Next Steps

We have a lot to do!

Our first annual ESG report has demonstrated that we have a long way to go if we are to truly make the changes we want and need to see, for people and the planet. We have, however, started to take action to make a real difference and use our business as a force for good.

The ESG challenges we face are wide-ranging and challenging, but meaningful and impactful. The B Corp Impact Assessment has given us a great starting point to look at what we are doing across the whole of our business and where we can have the greatest impact. From this, we are now taking important strides towards achieving our Net Zero ambition and we want to be able to have good dialogue and sound collaborations with everyone we are connected to.

We also know that we won't get everything right first time, and it may also take us a few attempts. That's because the ESG landscape is constantly changing, and we are on a steep learning curve. We therefore must ensure that our ESG strategy can flex and respond quickly whilst ensuring that we remain accountable for our commitments and our actions in the process.

Appendix 1: Medigold Health ESG Strategy Summary



Environmental, Social and Governance Commitment (2021 – 2024)

‘Using our Business as a Force for Good’

Our Mission *‘To keep people in work, safe and well’.*

Our Vision *‘A world where employers place the health and wellbeing of their people at the heart of everything they do’.*

Our Values – Genetic Code

Brilliant and Bold	Passion and Pride	Recognition and Respect	Family and Friends
Be better than yesterday Smart tech for the right reason Don’t stand still, be courageous Challenge the norm	Celebrate success Go the extra mile Be proud of your role Live the brand	We depend on diversity Respect everybody Inspire and support Listen and be kind	People are at the heart of everything we do One family, one goal Friendship breeds trust Loyalty works both ways

Our ESG Pillars and Objectives

1. Profit with Purpose	2. Positive People	3. Stronger Communities	4. A Healthier Environment	5. Customer Responsibility
(a) Our organisational mission reflects our commitment to our sustainability goals.	(a) Our working conditions protect the health, safety and welfare of our people.	(a) We are active participants within the communities we are part of.	(a) We understand our impact on the environment - air, climate, water, land and biodiversity.	(a) Our high-quality products, practices and services do no harm and benefit all.
(b) We demonstrate that we conduct ourselves ethically and transparently.	(b) We recognise diversity and inclusion and support those with barriers to employment.	(b) We understand our economic impact on our communities with a view to optimisation.	(b) We are actively measuring our environmental impact with a commitment to reducing it.	(b) We always market our services using ethical processes.
(c) We actively engage with all our stakeholders.	(c) The initiatives we provide support the wellbeing and wellness of our people.	(c) We actively contribute through civic engagement and volunteering opportunities.	(c) We have well-established positive environmental management practices in place.	(c) Our data privacy and security systems are clear and transparent.
(d) We consider all of our stakeholders when we make decisions.	(d) We provide financial security and career development opportunities.	(d) We have a clear and formulated charitable giving programme.	(d) Our environmental learning, communication and initiatives are continuous.	(d) We have well established, effective customer feedback and engagement channels.
(e) We operate policies and procedures that evidence our sustainability goals.	(e) We are excellent at engaging, communicating and learning from our people.	(e) The actions we take support reducing inequalities within our communities.	(e) We have set out our legacy goals and commitment to future generations.	(e) We recognise the social impact that our services have on other businesses and organisations.

Appendix 2: Sustainable Development Goals

SUSTAINABLE DEVELOPMENT GOALS

