



Environmental Policy

Sustainability is key part of everything we do. Our mission is to 'support science. Sustainably' and our vision is to help 'contribute towards a healthier, safer and more sustainable world for everyone'. One of our five core values is to be environmentally friendly as we strive to protect the planet for future generations. Our vision, mission and values is communicated to staff, suppliers and customers and more details can be found via our [website](#).

Henderson Biomedical recognises that it has a responsibility to the environment beyond legal and regulatory requirements. We are committed to reducing our environmental impact and continually improving our performance as an integral part of our business strategy and operating methods.

To achieve this, we adopt a multi-strand strategy to minimise the environmental impact of every aspect of our business operation.

Our commitment

- Strive to continuously improve our environmental performance and integrate UK regulations and legislation into our business where possible.
- Reduce our consumption of resources and improve efficiency in the use of these resources.
- Manage waste generated from our business operations according to the principles of reduction, reuse, and recycling.
- Manage our business operations to prevent pollution in all forms.
- Pursue opportunities to minimise the environmental impact of our business operations.
- Review our Environmental Policy on a regular basis to ensure that it aligns with current UK regulations and legislation.

To achieve this commitment, we are conducting the following:

Paper

We aim to be a paperless business operation by implementing the following:

- The use of hard copy marketing material is kept to an absolute minimum. Electronic versions are used instead unless the customer specifically asks for a hard copy.
- All invoices will be emailed to customers instead of sending paper copies, unless specified otherwise.

- We use electronic job sheets instead of paper ones. This is not only better for the environment but also improves efficiency.
- All hard copy print outs on our office printers will be double sided to minimise paper wastage.
- All quality procedures, sales quotations and other day-to-day business documents are accessed by staff electronically via our internal server. Hard copies are no longer kept.
- Ban on marketing via paper mailshots.
- We use 100% bamboo toilet paper supplied by [Who Gives a Crap](#) in plastic free packaging. Bamboo is more sustainable because it is a grass and thus grows much quicker than a tree (which traditional toilet paper is made of). Who Gives a Crap is an FSC certified company who donate 50% of their profits to clean water and eco-friendly charities.
- Any paper or cardboard that cannot be re-used is recycled via Collect My Waste (www.collectmywaste.com).

Packaging

We aim to be as environmentally friendly as possible by using:

- Paper packing tape to seal boxes.
- Biodegradable document wallets and grip seal bags for products.
- Recyclable paper filler instead of bubble wrap.
- Re-using any cardboard boxes and filler for both internal and external use.

Energy and water

We reduce energy consumption wherever possible in the following ways:

- Use of ultra-efficient LED lightbulbs throughout the premises.
- Use of motion sensor lighting ensuring that lights are not left on in certain areas of the building.
- Reflective vinyl installed on all windows to reduce the amount of sun rays coming into the offices. This lowers the internal temperature of the building during the summer and thus reduces the need for air conditioning.
- All PCs automatically go into sleep mode after 15 minutes of inactivity.
- The installation of double glazing in all parts of the building.
- We have water efficient toilets installed into all bathrooms on the premises.
- We use two A grade energy efficient boilers to heat our premises. The heating is automatically turned off when our premises is closed (e.g. during weekends and Bank Holidays).

We have signed up to the Refill London scheme, which is supported by the Mayor of London. The scheme aims to reduce the use of single use plastic bottles by allowing members of the public access to refill their bottle using our tap water instead of mineral water.

More information on the scheme can be found here: <https://www.refill.org.uk/>.

Waste Disposal

We reduce our waste production wherever possible in the following ways:

- All paper, cardboard, plastic tubs, plastic film, tins and food waste are recycled via our waste collection service. (www.collectmywaste.com).
- Old IT equipment such as laptops, desktop PCs, printers, computer screens, keyboards and mice are responsibly recycled via [Green IT Disposal](#).
- WEEE such as fridges and freezers are collected and responsibly disposed of by [Haz Expert](#).
- Metalwork such as chassis from old centrifuges and other lab equipment is disposed of via [Phoenix Scrap Metal](#).
- Using rechargeable batteries wherever possible. When rechargeable batteries get to the end of their working life, they will be recycled via a local recycling scheme (Either Tesco, Elmers End or Lidl, Selhurst).
- All coffee espresso capsules are recycled with [Podback](#).
- All laser printer cartridges are recycled via [Brother](#) and ink jet cartridges are recycled via [Recycle4Charity](#) raising funds for local conservation charity [Surrey Wildlife Trust](#).
- We encourage people in the local community to donate their used ink jet cartridges to our collection point, so we can send more to Recycle4Charity.
- We encourage all staff to donate their used batteries, coffee pods and ink jet cartridges at our collection point.

Office Supplies

- We only use recycled paper which is PEFC certified.
- Our supplier of office stationery and consumables is ISO 14001 accredited. Currently, this is Office Depot.
- All stationary supplies are monitored to minimise wastage.

Equipment

- We comply with the Waste Electrical and Electronic Equipment (WEEE) Directive 2012/19/EU meaning we responsibly recycle any unwanted laboratory equipment and recover any harmful substances in the process.
- We advise customers on the running costs of their equipment, providing them with information on average power consumption and heat output (where applicable).
- We always endeavour to supply laboratory equipment from environmentally conscious suppliers. Many of our suppliers are ISO 14001 compliant.
- All laboratory equipment supplied to the customer will be RoHS compliant and any refrigerated devices will be CFC free.

Ethical Supply Chains

- Where possible, we will always try and purchase products locally where the cost and quality are the same or better. This will ensure that the carbon footprint of the products we supply is minimised.

- We will place large stock orders with our suppliers to minimise the number of deliveries and packaging required for those shipments.
- Where possible, we will encourage all customers to consolidate the delivery of new equipment into one single shipment instead of multiple deliveries.
- Wherever possible, we will source from sustainable suppliers and fair-trade organisations.
- We will emphasise our own environmental standards when choosing and auditing our suppliers.

Transportation

General:

- We use an ISO 14001 accredited supplier for transportation of our goods. Currently, this is DHL, and we consolidate deliveries into as few as possible. DHL are committed to reducing their carbon emissions and more information on this can be found via their [website](#).

Engineers:

- As part of the induction training program, all engineers undergo environmentally conscious driver training which helps minimise costs to the company and our environmental impact.
- Engineers will aim to consolidate service work into geographical areas, thus minimising travel.
- Engineers will often stay overnight in a local hotel to minimise the environmental impact of travel.
- All engineers drive vehicles which conform to the Euro 6 emissions standards.
- For routine service work, engineers will, whenever possible, travel to the customer site via public transport or car-share with other engineers.
- Engineers will use hybrid or electric vehicles wherever possible.

Other staff:

- The location of our premises is highly sustainable. Henderson Biomedical is conveniently located close to central Croydon and as such has access to excellent public transportation including train, bus and tram. This means that staff and visitors to our site can arrive by either rail, bus, or tram. Currently, 20% of our office-based staff come to work by public transport.
- Two members of our office staff often car share to come to work as they live very close to each other.
- Currently, 53% of our staff are flexible working (either remote or hybrid), thus reducing commuting emissions.
- Travelling and the motor expenses of our sales representatives and engineers will be continually monitored and kept to a minimum.
- We provide bike storage facilities for members of staff and visitors to cycle to our site.

Maintenance and cleaning:

- We have decided to eliminate the use of harsh chemicals and additives for everyday office cleaning.

- We aim to keep our premises properly maintained and implement new energy-saving technologies whenever possible.

Sustainability Training:

- We conduct internal training of our staff to highlight energy saving best practices, including but not limited to:
 - Minimising the need to print hard copy documents and instead storing electronically wherever possible.
 - Always ensuring any hard copy printing is double sided.
 - Turning off plug sockets when equipment at our site is not in use.
 - Avoiding overfilling the kettle when making tea and coffee.
 - Ensuring that air conditioning and central heating is used efficiently in the winter- i.e. not using the heating function of the air conditioning units in combination with central heating during the winter.
 - Avoiding opening windows during hot weather if the air conditioning is turned on.
 - Keeping internal doors closed to retain the heat.

Green Champions

Reducing our carbon footprint and being a more sustainable business is the responsibility of all staff and it has the commitment from senior managers as well. However, we have identified the need for a designated individual to help monitor and enforce our green measures. This is why we have three 'Green Champions' in the business as follows:

- A **Waste Disposal Champion** to ensure waste is minimised and correctly disposed of.
- A **Utilities Champion** to ensure that energy usage is kept to a minimum and energy saving measures are implemented.
- A **Goods Supplier Champion** to monitor the performance and sustainability of the goods and services we use.

Our Green Champions form part of our 'Green Team', who meet up every 3 months to discuss progress and any obstacles that have arisen with regards to lowering our carbon footprint.

Monitoring and improvement

- Regular 'Green Team' meetings every 3 months.
- Use risk assessments to identify potential environmental hazards.
- We monitor the amount of electricity and gas we are using as follows:

Year	Average Gas Consumption	Actual Annual Electric Consumption
2023	14,850 kWh	13,135 kWh
2024	14,308 kWh	12,685 kWh
2025*	13,708 kWh	10,655 kWh

(*Projected target based on energy saving measures put in place and data for current year).

- We currently use a Worcester MT10 Greenstar 24i Junior Combi Mk V and a Worcester Greenstar 12i System Mk IV to heat our building. These are A graded energy efficient boilers.

- All lightbulbs are LED equivalents (with except of one in the main reception), which lowers our electricity consumption.
- We monitor the amount of water we are using as follows:

Year	Total Water Supplied and Treated
2023	182m ³
2024	180m ³
2025*	173m ³

(*Projected target based on energy saving measures put in place and data for current year).

Future plans

In the following 3-6 months we would like to:

- Maintain the achievements we have already made.
- Introduce biodegradable tea bags.
- Ban on use of mineral water in plastic bottles and use tap water in glass/reusable bottles instead.
- Ban on purchase of disposable pens and instead use refillable pens for staff.
- Install heat reflector foil for all radiators.
- Use Ocean Saver to clean our offices as many of their cleaning products are both natural and biodegradable.

In the following 6-12 months we would like to:

- Research recycled or organic materials for staff uniform.
- Research options for recyclable strapping when securing parcels to pallets.
- Make switch to more environmentally friendly stationary options.
- Install motion sensor lighting in warehouse.
- Install draught excluders around roller shutters in the warehouse.
- Replace any older appliances in our offices which are not energy efficient.
- Research the cost and feasibility of installing solar panels on our entire site.
- Research the cost and feasibility of providing either hybrid or electric vehicles to all Field Service Engineers by 2026.
- Aim for a minimum Grade B energy performance of our site.
- Implement route optimisation software for all engineers.
- Replace Main reception light with a more modern, LED equivalent once renovations take place and the false ceiling has been installed.
- Install self-closing, time delay taps throughout the building to lower our water consumption.
- Set up a cycle to work scheme to benefit the environment and the overall health and wellbeing of our staff.
- Be completely paperless once new IT infrastructure is implemented.
- Implement another energy audit on our building to check for improvements.

In 12+ months we would like to:

- Switch to an energy supplier with higher green credentials.
- Prepare documentation ready to apply for ISO 14001 by 2026.
- Create a wildlife haven for birds and insects in our private courtyard. This will also double as an area for staff to eat their lunch and have some down time.
- Replace diesel service cars with fully electric vehicles (EVs).
- Sign agreement with EV charging stations at Croydon HQ.
- Provide remote diagnostics tools to reduce on-site visits where possible.
- Introduce staff awareness programme on sustainability and energy efficiency as part of onboarding process.
- Install vehicle telematics for all fleet vehicles to monitor driving efficiency.
- Introduce internal carbon performance KPIs per department.
- Offset unavoidable emissions through certified UK-based schemes.
- Achieve Net-Zero for our carbon footprint by 2030.

Policy Owner

The person in charge of this Environmental Policy is the Quality & Compliance Manager (Mr. Mehmet Ozalp) with the support of the Managing Director (Mr. Alex Henderson).

Document Control

Date	Revision/Amendment Details and Reason	Author
18/3/17	Introduction of new Environment Policy	AH
16/5/18	Addition of battery and coffee recycling	AH
7/8/18	Addition of Refill London scheme	AH
1/3/19	Objectives achieved and removed from 'Future Plans' section. New objectives added	AH
30/8/19	Addition of Terracycle pen recycling	AH
1/3/20	Document Control has been integrated with QMS and will be followed through QF38 v15.0.0 Mar 20 MO Company Policy Review	MO
10/2/22	Addition of CRP and supplier requirements to Future Plans. Fixing of broken hyperlinks	AH
22/5/24	Introduction of new Environmental Policy and update of CRP in line with the company's relocation	LP
30/1/2025	Introduction of Green Champions and future plans updated. Latest water, gas and electricity consumption figures added.	AH

Mehmet Ozalp

Quality, Compliance, Service and H&S Manager



Dated: 12th May 2025

Next review: 11th May 2026 at the latest, if not reviewed at quarterly 'Green Team' meetings.

This Environment Policy is to be read annually by all staff.