



Healthcare 21 Group

SUSTAINABLE BUSINESS STRATEGY

April 2026





VISION

To become a leader in sustainable medical device distribution by minimizing environmental impact, enhancing social value, and ensuring ethical governance across the supply chain.

MISSION

Deliver safe, reliable, and innovative medical devices while embedding sustainability throughout procurement, operations, logistics, and customer engagement.



OVERVIEW

Healthcare 21 Group Companies' Sustainable Strategy follows a three-pillar approach—Sustainable Growth, Sustainable Culture, and Sustainable Solutions—under the HC21 Green Framework. This strategy ensures sustainability is embedded in decision-making, risk management, and operational controls across the organization. It emphasizes ethical leadership, transparency, and accountability, while fostering collaboration with employees, customers, suppliers, and communities to drive positive social and environmental impact.

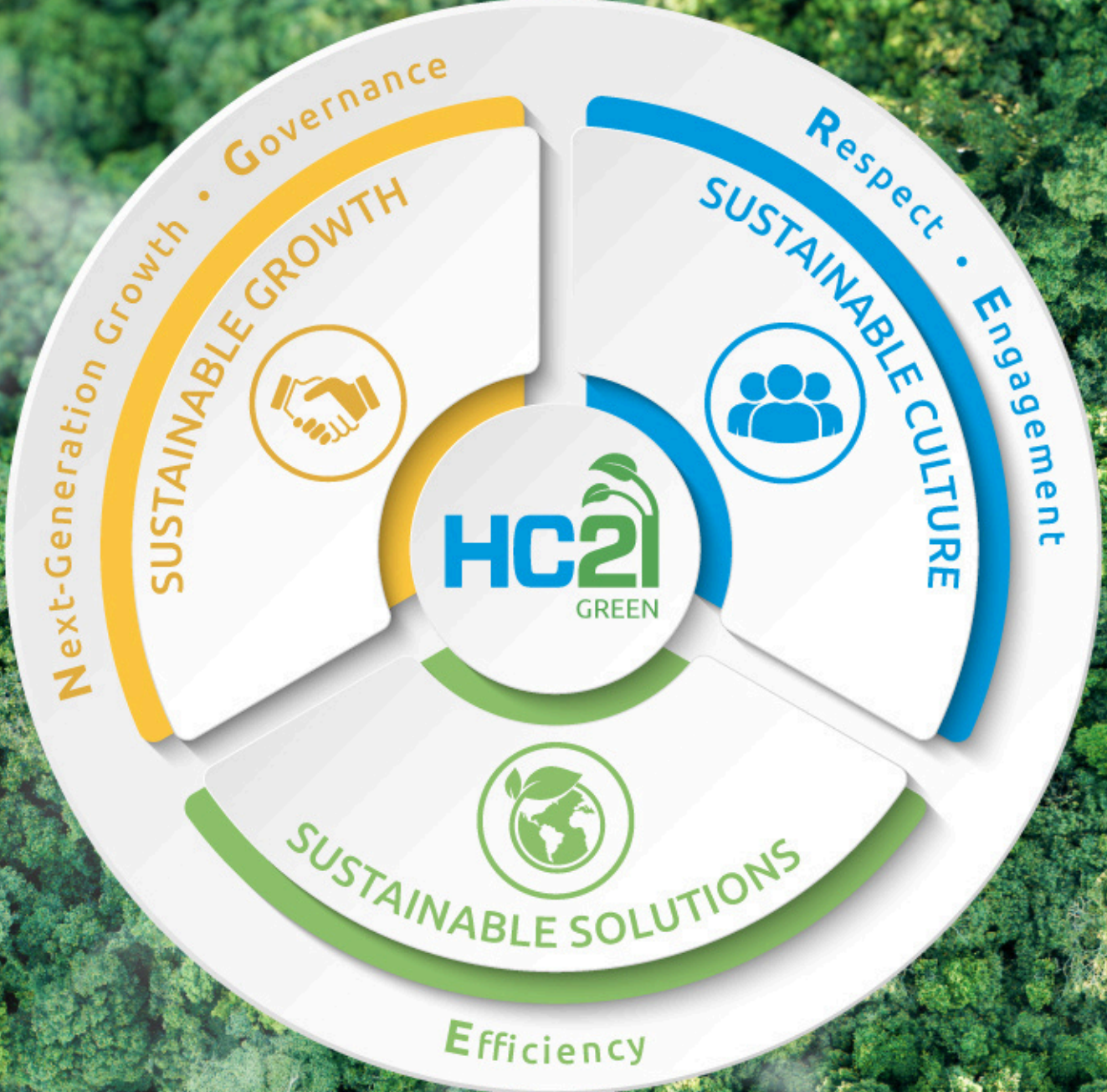


Standards' alignment:

10 Principles UN Global Compact
ILO Core Conventions
Modern Slavery Act 2015

Governance & Compliance
Business Ethics
Sustainable Products
Innovations

Diversity, Equity and Inclusion
Labour Practices & Employee
Development
Graduate Program
Health & Safety Culture
Stakeholder Engagement
Community Engagement



Emissions Management
Waste & Water Management
Sustainable Logistics
Circular Economy
Biodiversity



SUSTAINABLE GROWTH

Ensures that sustainability is embedded in decision-making, risk management, and operational controls across the organisation. It promotes strong governance through ethical leadership, transparency, and regulatory compliance while reinforcing accountability throughout operations and the supply chain. The pillar also supports innovation and long-term value creation by encouraging sustainable products, responsible procurement practices, and forward-looking partnerships that contribute to the future of healthcare.

Key Goals:

1. Maintain full compliance with all applicable regulatory requirements and reporting obligations
2. Maintain sustainability and ESG criteria into supplier selection and procurement processes.
3. Strengthen governance and compliance through mandatory employee training on Code of Conduct, Modern Slavery, and ethical practices.
4. Advance environmental and operational standards by implementing ISO 14001-aligned environmental management practices across all sites in GB.
5. Develop and pilot circular economy solutions such as refurbishment, reuse, and lifecycle management of medical equipment.
6. Strengthen innovation partnerships to scale sustainable healthcare technologies



SUSTAINABLE CULTURE

Focuses on meaningful engagement with employees, customers, suppliers, and communities. It promotes a fair, inclusive, and respectful workplace where diversity is valued and human rights are upheld. The pillar focuses on creating equal opportunities, supporting employee wellbeing, and ensuring ethical labour practices across the organisation and its supply chain. By fostering collaboration and open dialogue, the company strengthens partnerships, encourages employee participation in sustainability initiatives, and supports community health and development

Key Goals:

1. Foster a safe, inclusive and respectful workplace with zero tolerance for discrimination, harassment, or unethical labour practices.
2. Support employee development, wellbeing, and engagement through learning programmes, sustainability initiatives, and health & safety practices.
3. Promote diversity, equity, and fair employment practices, including reducing pay gaps and ensuring equal opportunities.
4. Strengthen community engagement through volunteering, healthcare training, and partnerships that support health, education, and social wellbeing



SUSTAINABLE SOLUTIONS

focuses on environmental performance and operational innovation. It aims to reduce the environmental footprint of operations while promoting sustainable technologies, resource efficiency, and circular practices across the business. This includes reducing emissions, improving energy performance, and implementing circular practices across operations.

This pillar ensures that environmental responsibility is integrated into daily operations, logistics, and infrastructure, while also enabling the company to develop future-ready solutions that support sustainable healthcare delivery. It also focuses on innovation and sustainable value creation for the future of healthcare. It encourages the development of sustainable products, responsible procurement, and forward-looking partnerships that support long-term growth.

Key Goals:

1. Reduce operational carbon emissions by 25% by 2030 through energy efficiency and transport improvements.
2. Improve resource efficiency across operations by reducing waste, increasing recycling, and eliminating landfill disposal.
3. Transition company transport and logistics towards low-emission solutions, including electric and hybrid vehicle adoption.