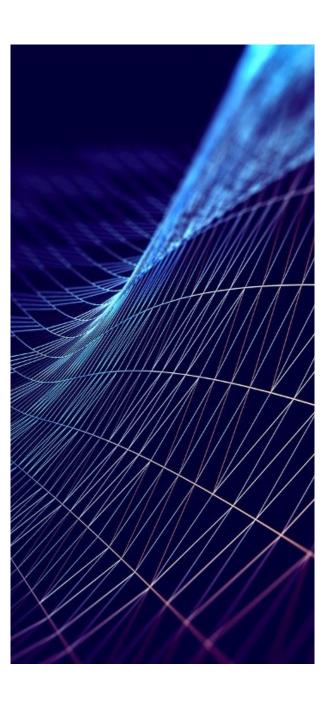
THE HEALTHCARE INNOVATORS



Actively measuring our environmental impact to ensure sustainable business practices for now and in to the future





THE ABOUT

Vision and Mission

Our sustainability mission at Twist seeks to be a responsible, ethical business across all our operational activities. Our values are reflected in everything we do, from the everyday decisions we take to our long-term plans and goals.

Our strategy is focused on 4 key areas, covering the social and environmental topics which are most important to our customers, people and communities, and where we as Twist Health can have a real impact.

PEOPLE

People come first. We aim to offer supportive, collaborative work-spaces where our people can grow in their role and in their community.

WORKPLACE

We are committed to providing a sustainable workplace that does not negatively impact our environment.

COMMUNITY

We want to be a positive name in our community – giving back to the communities we work with and within

FUTURE FIRST

Everything we do is focused on having a positive impact on for the future. From our procurement practices through to disposing of coffee grinds – every detail is important!



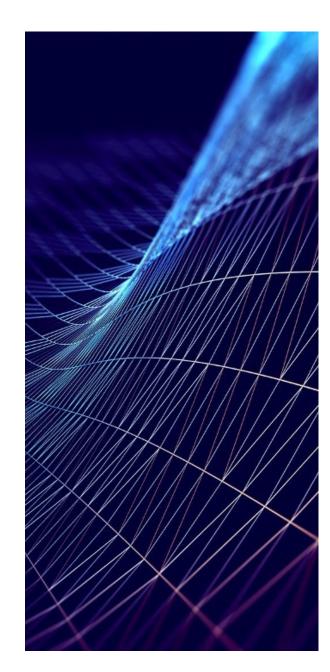
THE ABOUT

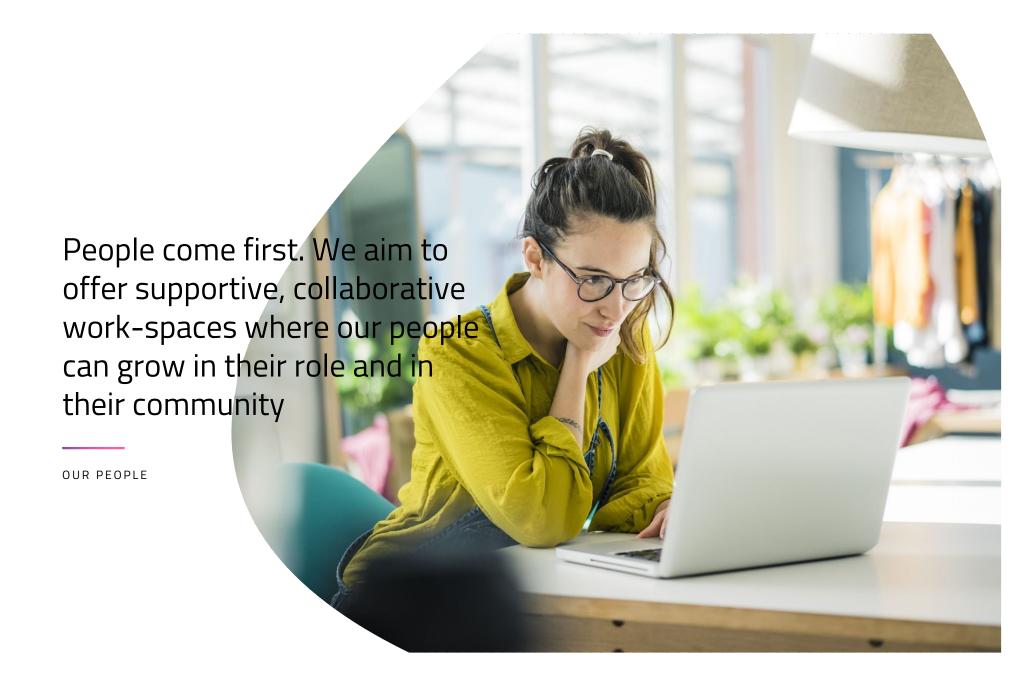
Introduction to Twist Sustainability

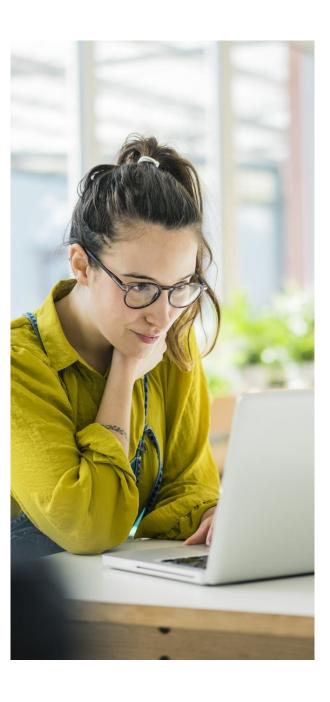
As a smaller business it is important to us that we set up ethical and sustainable business practices from day 1. This means that our business will scale and grow around sustainable practices, without having to implement huge change policies in years to come!

We also recognise the limitations of being a smaller company, but we can still make an impact to our local communities and set forth our mission to do so.

This document sets out our vision, mission and our KPIs for working towards our sustainability goals.







Our People

Our people are the most important part of our business and as a female owned corporation we understand the pressures of juggling work and life as well as giving back to the local communities.

PEOPLE

People come first. We aim to offer supportive, collaborative work-spaces where our people can grow in their role and in their community.

WORKPLACE

We have a central office in Winchester, but our people are supported to work from the places that mean they get the most out of their day. Where you work should not be a barrier to advancement in your career.

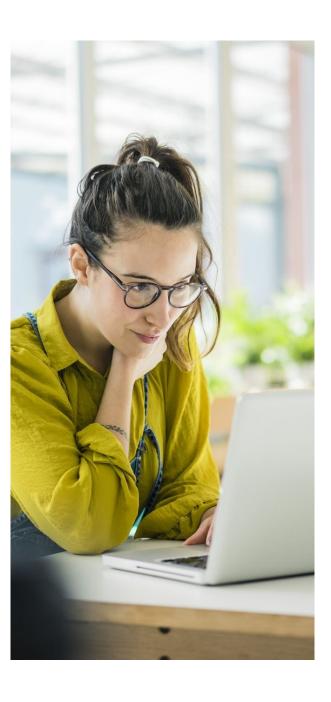
TRAINING

We offer our employees training in all aspects of their career from regulatory training to environmental impact training as well as funding further training to support career development. But we aim to do more.

ENVIRONMENTAL AND SOCIAL IMPACT

Ensuring that all job descriptions across Twist have considered social and environmental impact as well as managers. performance reviews reflect this consideration and action taken to support managers and staff where needed. We also endeavour to partner with smaller independent and local freelancers, where we will pay invoices immediately and not make our small suppliers wait, potentially putting their business at risk.





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WELLNESS

We want to ensure the health of our employees and as such our full-time (FT) employees have life and health insurance offered to them when working for Twist

REIMBURSEMENT

We strive to ensure that our employees are financially looked after, paying wages above that of living wage and ensuring bonus structures are aligned to overall performance, and not financial performance of the business

BALANCE

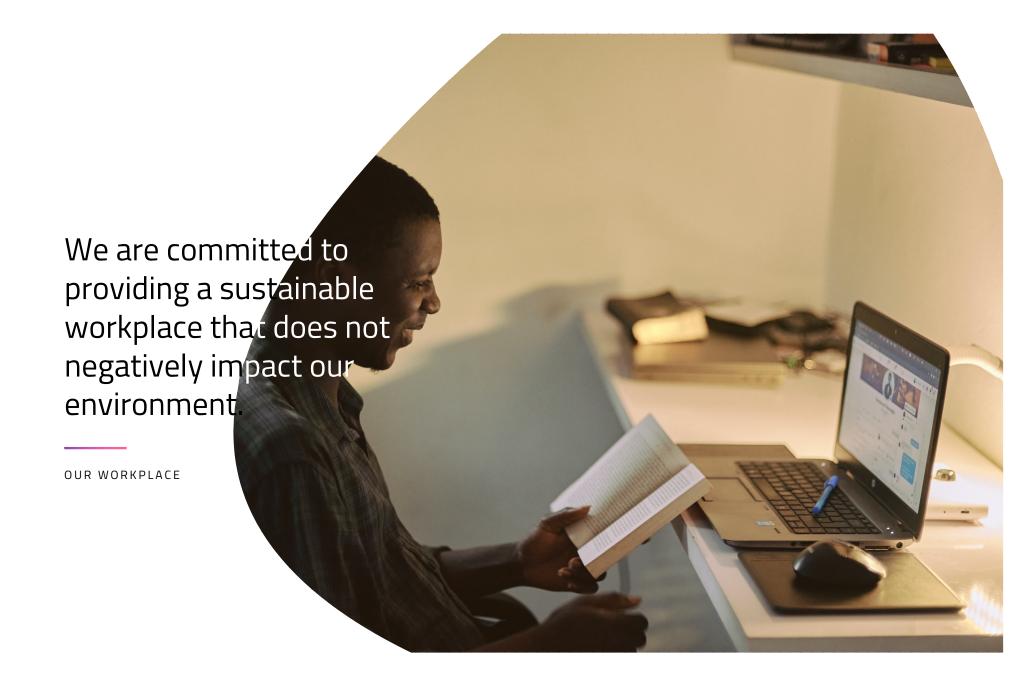
Ensuring our employees work in a safe and supported environment that ensures the success of out employees and not just the company is paramount. FT Employees are given a minimum of 33 days holiday a year plus 3 days between Christmas and New Year. We also offer flexible working to all employees inclusive of place of work and hours/days.



People KPI's and Actions Log

KPI	Current	Goal	Initiative
Offer employees environmental training to assess environmental impact	No Training	Environmental training Waste Social Impact	Training to be funded by Twist and provided by third party
Provide at least 1 day a month for full time employees to work in the community and offer voluntary time to local causes	Active	Continue	Continue
Performance reviews to reflect the social and environmental impact of the business	Discussed in reviews	Rigour and measurement placed around these discussions and measurable goals set	Review personnel development forms and include environmental and social impact as a review measure
Quarterly team meeting to ensure staff wellbeing and review staff training requirements	Active	Meetings are formalized and published internally with written actions	Template to be developed and roles assigned to meetings
Continue to track payment terms with small freelancers and suppliers to ensure immediate invoice payment	Active	Continue	Continue to pay invoices with immediate effect to small businesses and freelancers







Our Workplace

We are committed to providing a sustainable workplace environment that does not negatively impact our environment.

WORKPLACE

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WASTE

We are currently a zero waste to landfill workplace. Our paper is recycled, our old electronics are donated to charities for use and even our coffee grinds are given to the local allotments for use on the land.

ENERGY CONSUMPTION

We endeavor to use as little energy as possible and the energy we do use is sourced from sustainable and renewable resources. Our energy provider is Octopus a British renewable energy group specialising in sustainable energy.



Workplace KPI's and Actions Log

КРІ	Current	Goal	Initiative
Work towards zero printing across the business	Minimum print output currently <50 sheets per month printed	<10 sheets per month printed	Assess software to ensure that digital working is preferential to printing
Ensure suppliers are also minimizing paper waste	Unknown	Ensure suppliers are committed to printing as few sheets as possible	Review operating practices with suppliers
Review working from home practices to ensure staff are enabled to use energy responsibly when working from home	Not Started	Personnel are equipped with energy saving solutions	Review current energy use practices to assess how to improve energy consumption for staff WFH
Review all waste leaving the office and ensure the continuation of responsible waste practices	To be done	Ensure that existing zero landfill continues to be sustainable	Develop a checklist and formalize process for checking







Our Community

Health is something that affects all of us so, as a service provider in the healthcare space, it is important that where we can we raise awareness and support healthy living within our local community.

COMMUNITY

We want to be a positive name in our community – giving back to the communities we work with and within

LOCAL SUPPLIERS

Where possible we use local suppliers for work and contribute to the local community, this not only reduces our carbon footprint but supports local businesses.

OPPORTUNITIES FOR YOUNG PEOPLE

We sponsor a local youth football team and provide volunteering opportunities to our employees, to ensure that healthy mindsets and the opportunities for sports in young people are provided and easily accessible within the community.

CHARITABLE CAUSES

We will strive to identify further charitable causes to where we can support and donate either our time or resources over the next 12 months.



Community KPI's and Actions Log

KPI	Current	Goal	Initiative
Continue to support initiatives for local young people to play sports and adopt healthy mindsets	Current sponsorship of EITC and volunteering 4 hours per week	Contine	Continue
Proactively identify another local charitable cause where time or resource can be donated to support	Not Started	Partnership with local charity for support	Identify and shortlist charitable partner and ways Twist could support
Review all current suppliers and continue to identify opportunity where local suppliers could be resourced to reduce carbon footprint and support local suppliers	Misc. local suppliers for consumables	Include stationary and reduce reliance on supermarkets	Audit to be conducted of purchases made to Twist and where local suppliers could have been used



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FUTURE FIRST





Future First

Although small, we recognize the importance of ensuring sustainable practices are a part of our organization from the beginning. We want to position the future of our business for positive success within our environment and be mindful of our operations.

FUTURE FIRST

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PROCUREMENT

Ensure that our procurement practices have social and environmental consideration. Continue to evaluate suppliers based upon environmental impact.

OPERATIONS

Ensure reporting and measurement is more robust enabling Twist to measure their environmental impact in a more formal manner than current operations.

GROWTH STRATEGY

As part of our growth strategy, include a section that considers our social and environmental impact, assessment and action so sustainability is built in to every aspect of our business plan.



Community KPI's and Actions Log

KPI	Current	Goal	Initiative
As part of our supplier selection process ensure there is a formalised method of collecting environmental and social impact data	None	Ensure environmental and social commitments mirror our own as part of selection	Develop formalized vendor selection that includes consideration for environment and social impact
Measurement to be formalized	Ad-Hoc	Introduce a measurement strategy for environmental and social impact as well as carbon footprint and reduction	Partner with 3 rd party for initial scoring and development of measurement plan
Include sustainability strategy and measures as part of the Twist Health growth plan.	None	As part of our annual business meeting include sustainability as a key agenda item and ensure outputs are baked in to the growth plan.	Business plan to include sustainability as a key factor

