

The Bio-D
Company
2020-2021
Sustainability
Report

bio[®]

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Statement from Lloyd Atkin, Managing Director

2020 was a challenging year for everyone. From established businesses to individuals, all around the globe, we had one main goal and that was to get through the worldwide pandemic while supporting the community and each other.

Under these unprecedented circumstances and through the difficult changes we all had to make in our day to day lives, there have been some great strides forward in tackling climate change. Reduced national and international travel led to cleaner air, clearer water and wildlife returning to previously occupied areas. We hope that businesses and individuals will take learnings from this experience in increased digital meetings and flexible working to help continue this positive trend.

Keeping our staff safe was our priority and, like all businesses, we had to adapt quickly to remote working practices and social distancing throughout our manufacturing facility. A steep increase in demand created challenges with packaging supplies and raw materials. These factors led to some delays in deliveries and I would like to thank all of our customers and suppliers for working with us to achieve the new 'normal'.

Throughout the year, even at our busiest, we kept our focus on our Mission, Vision and Values. We knew it was important to continue our sustainability journey in spite of the unprecedented changes that now, more than ever, clarify the need for us all to live sustainably.

I am proud to report that we achieved 78% of the ambitious goals we laid out in our 2020 report.

For us, sustainability will never take a back seat. It is the core of everything we do and the hallmark of our products. We look forward to continuing our sustainability journey into 2021.

Kind Regards

Lloyd Atkin

Lloyd Atkin
Managing Director





About Bio-D

Back in the 1980s, our founder Michael Barwell's job was to clean and maintain commercial ships. It was tough work using industrial cleaning products for which heavy-duty safety equipment, including a respirator, had to be worn.

Michael was shocked to discover that many of the ingredients in the products he used at work could also be found in everyday household cleaners. It prompted him to look for naturally-derived alternatives that would clean safely and effectively without harming people or the environment, and in 1989, Bio-D was born.

Michael has since retired from the business with Lloyd Atkin taking over after working with the business since 1996. Lloyd has been a big part of the Bio-D story and we remain committed to making cleaning products that don't cost the earth.

We use plant based ingredients and, because we don't believe you should have to choose between the planet and your pocket, we work hard to make sure our range is accessible regardless of budget.

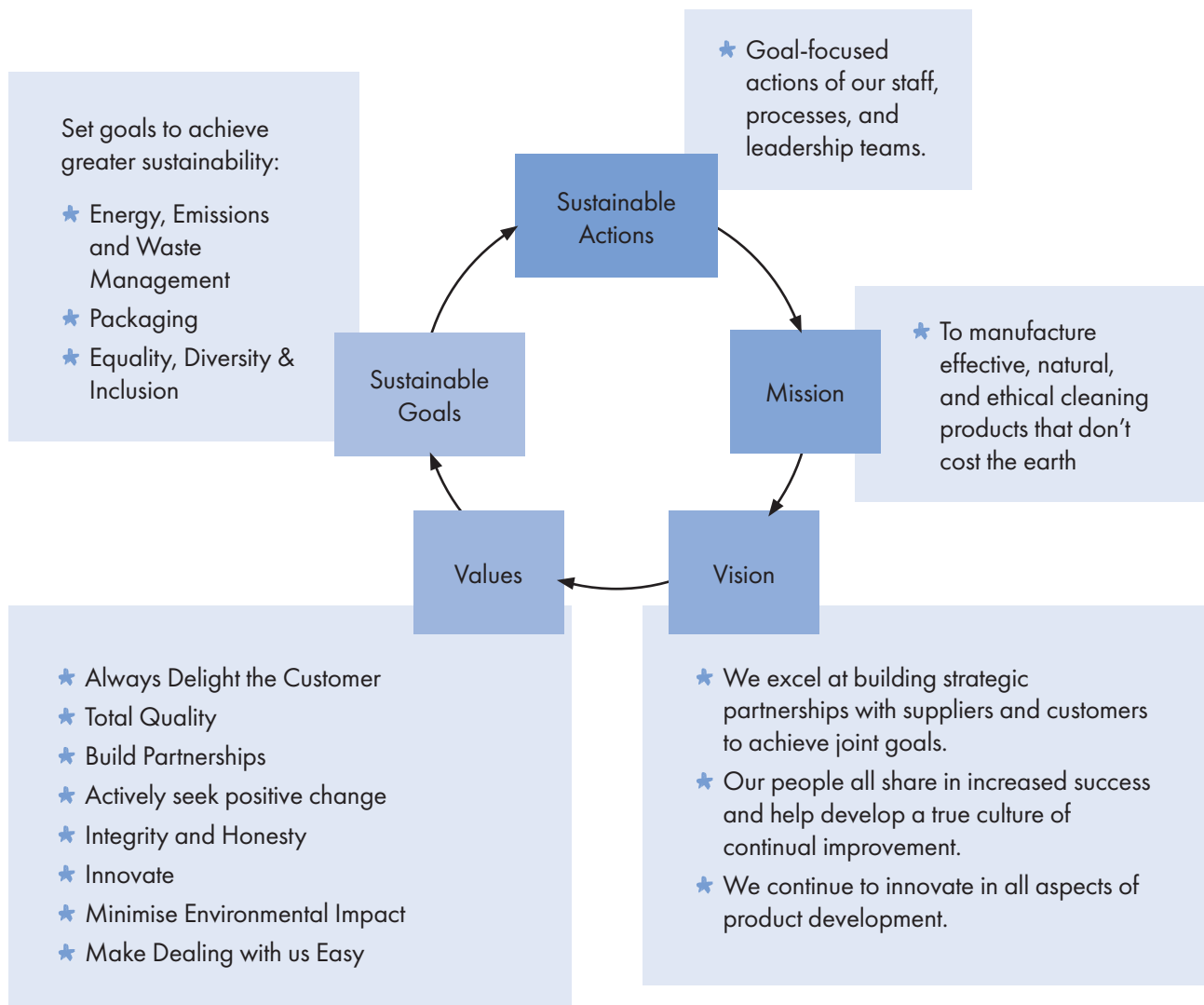
About this Report

We are pleased to complete our second annual sustainability report which outlines the economic, social, and environmental impacts of our organisation. It is an opportunity for us to review our 2020 goals, to look at our achievements and areas where we could have done better, and to set our targets for 2021.

Our aim is to be ethical and transparent throughout our practices. We are enjoying sharing our growth journey and the opportunity it provides to use business as a force for good.

Our Mission, Vision and Values

We use our mission, vision and values to shape our sustainability goals and develop action plans to achieve these.



Energy, Emissions and Waste Management

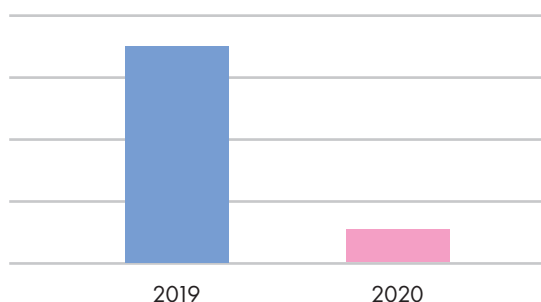
One of our 2020 energy and emissions goals was to calculate our Carbon Footprint. Following the report we made these calculations for 2019 and 2020. This analysis includes the evaluation of many areas of the business, from the impacts of raw materials and packaging to our Factory energy usage and travel. CO₂e stands for carbon dioxide equivalent emissions and is the agreed unit for measuring carbon footprints.

Travel

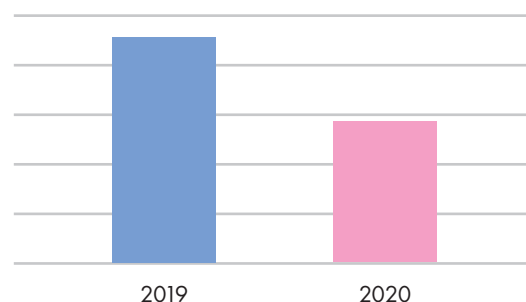
Worldwide CO₂ emissions dropped significantly in 2020 due to pandemic induced lockdowns. This was the largest absolute drop in emissions ever recorded and the largest relative fall since the second world war¹.

Comparing the two figures it is clear changes to ways of working in 2020 had an impact on business processes. Our biggest reduction was in business travel where meetings were conducted using Zoom or Teams. The impact of this was a reduction in CO₂ emissions of 85%. We also saw a reduction in the average commute CO₂ emissions per staff member of 35%, likely to be caused by home working and the continued roll out of our Cycle 2 work scheme:

Business Travel

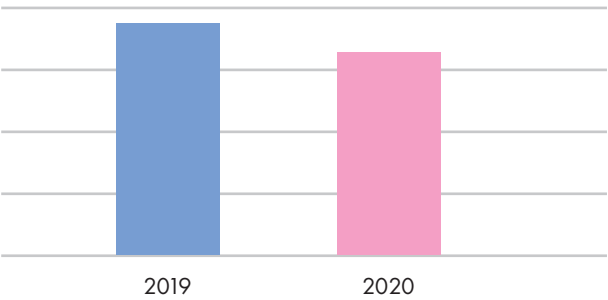


Average Staff Member commute CO₂e



Although we expanded our team throughout 2020 with 14 new staff members our total CO2e for commuting was still less in 2020 than 2019.

Total Staff Commute CO2e

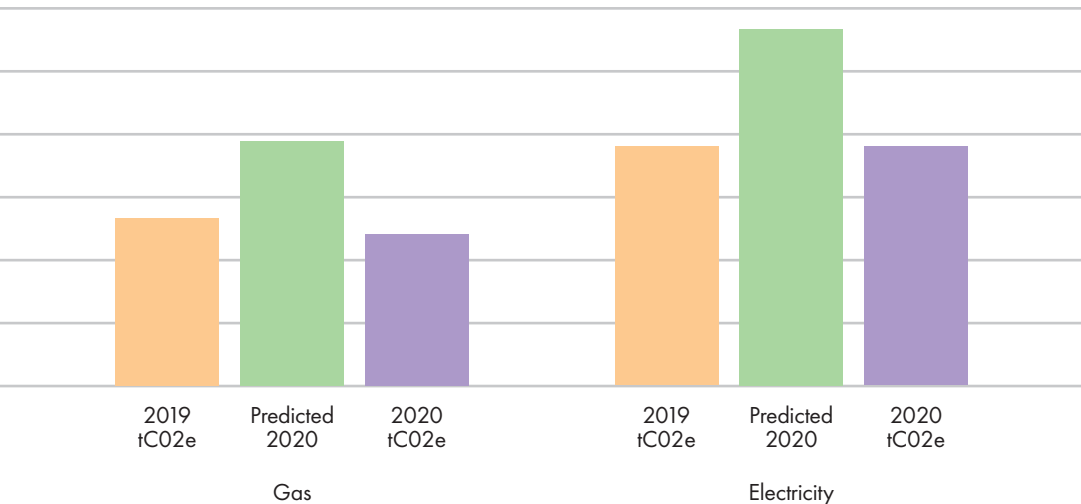


Gas & Electricity Usage

In order to keep up with extra demand we introduced a night shift, allowing active production 24 hours a day. We knew the additional 8 hours of energy required to run the machinery and facilities could have a significant impact on our gas and electricity emissions, so we installed a new energy efficient boiler and LED lighting. These changes led to a reduction in our 2020 gas and electricity usage:

- Electricity: 0.3% reduction
- Gas: 6.1% reduction

Electricity Emissions tCO2e



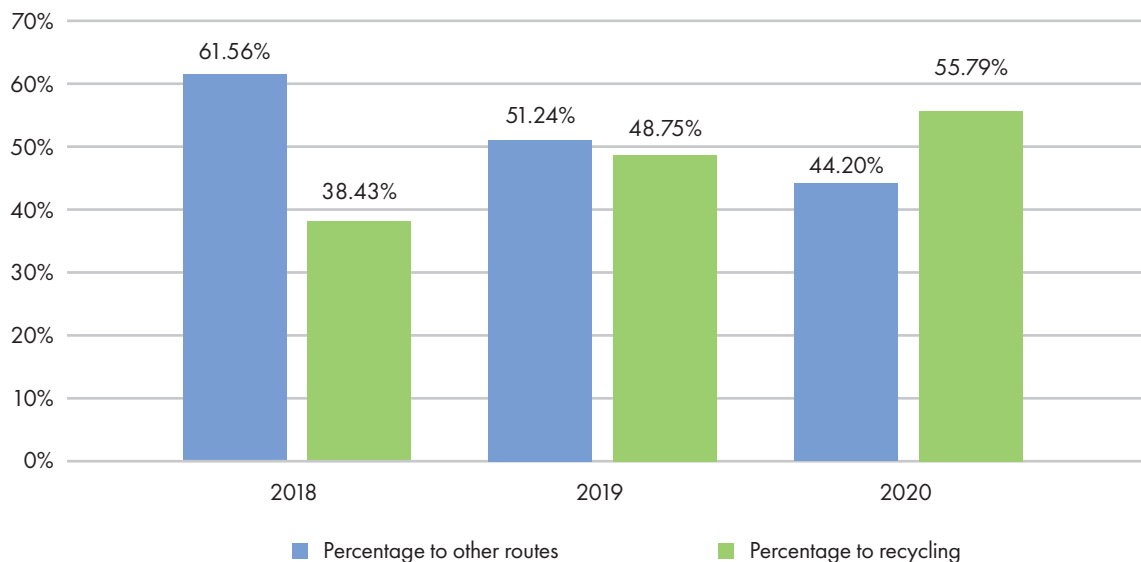
* 2020 predicted figures are based on adding an extra 8 hours of production energy to 2019 figures.

Waste Management

Waste is only waste if it is not utilised to its full potential and that is our responsibility. With more emphasis on individuals to buy preloved, upcycled and reclaimed goods as part of a Circular Economy, we need to implement these practices in a business setting.

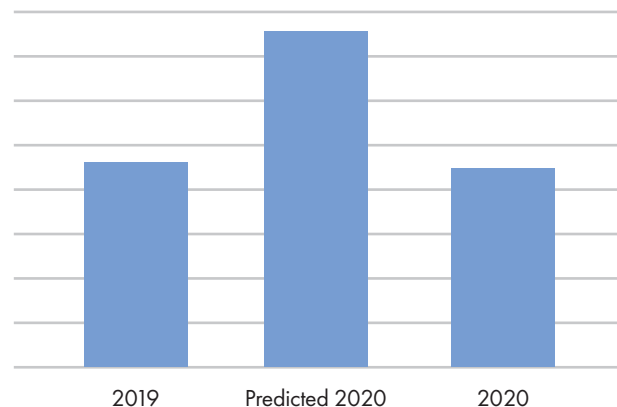
We are proud that, for the first time in the history of Bio-D, we have sent more of our 'disused excess' directly to recycling. This makes sure that anything we don't have a use for then goes on to its next chapter.

General Waste v Recycling



From 2020 our **general waste no longer ends up in landfill!** It goes to create Refuse Derived Fuel (RDF) which is then sent on to an energy recovery facility. Here it is turned in to steam and goes back to the grid as low carbon green energy. This process produces much lower CO₂e than landfill. This graph on the right shows the predicted 2020 increase for CO₂e based on the increase of number of single units produced. Yet with the RDF route for our general waste the 2020 figures are still lower than 2019 by 4.5%.

tCO₂ of waste



* 2020 predicted figures are based on the percentage of waste per single product produced compared to 2019 figures.

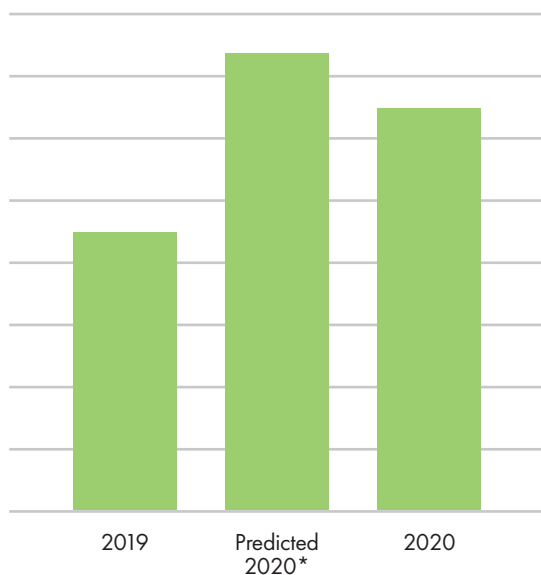
Overall Carbon Footprint

With the individual areas of travel, gas, electricity and waste all reviewed, it is time to look at our overall carbon footprint. This includes the areas mentioned, the production of our packaging and ingredients, and the delivery of them to our site.

With an increase in production, we knew our carbon footprint would increase from 2019-2020. However, as a growing business we have managed to limit our emissions through some of the initiatives mentioned and actually **reduced the CO2e per product by 10.1%.**

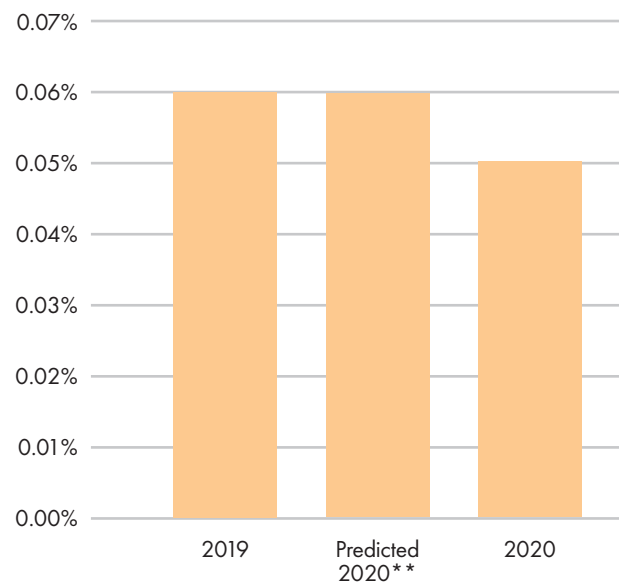
Monitoring the emissions gave us knowledge, knowledge gave us opportunities, opportunities gave us results.

Total CO2e



*Predicted 2020 figures based on No of Singles produced

% of CO2e per single produced



**Predicted 2020 figures based on CO2e per single product compared to 2019

Water

Less is more:

Last year our New Product Development gurus put their heads together to develop two new concentrated products to save water. After much time in the lab and many cups of coffee later we have finalised two new formulations that will be rolled out this year. Keep your eyes open for details to follow.

Having more concentrated products means less water, less packaging, fewer trips to the shops or ordering, and lower carbon emissions.

We want more of using less!!!

2020 Energy & Emission Goals:

1. To conduct a Carbon Impact study of our processes enabling us to set targets and goals for following years.
2. To introduce concentrated products to our range thereby reducing our water usage required in production.
3. Send more waste for recycling and repurposing than to landfill.

**2020 GOALS
ACHIEVED**

2021: Energy & Emission Goals:

The Green Industrial Revolution has started. With the government's goal of reaching net zero greenhouse gas emissions by 2050 we commit to actively reducing our carbon emissions. This will be by:

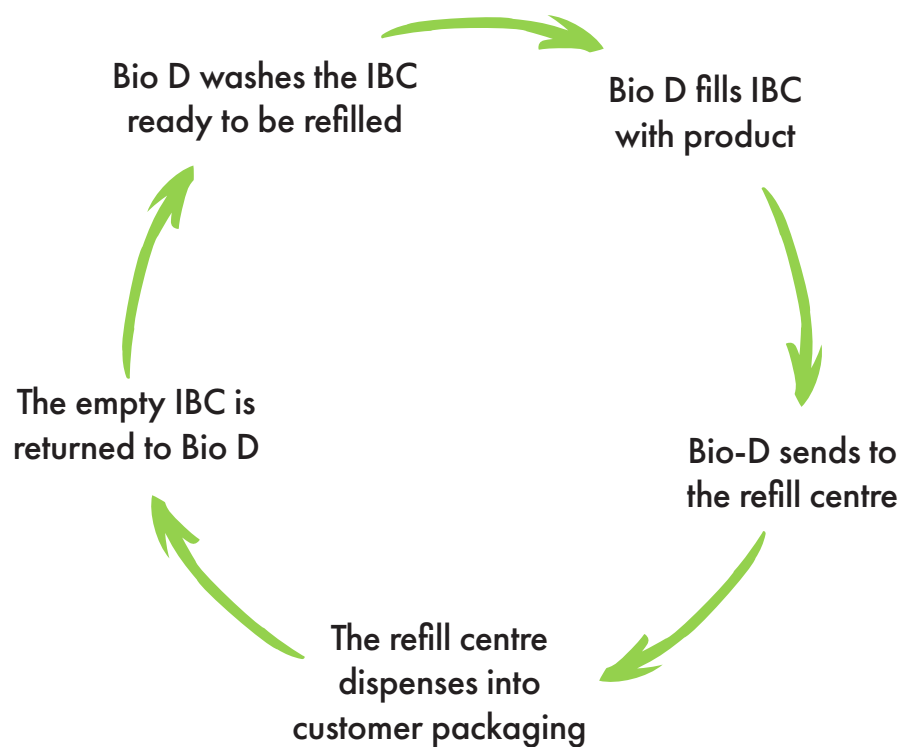
1. Reducing emissions where possible.
2. Implementing our own source of renewable energy
3. Investing in approved carbon emission reduction projects to compensate for our Scope 1 and Scope 2 emissions.
4. To join an ethical recycling label scheme that helps consumers identify correct methods of recycling.

Packaging

"From Pollution to Solution"

Our product packaging is a journey that continues and in 2020 we saw some great changes take place:

Jan 20 We set up a system to supply product in IBCs to refill stations. The IBC can be returned and refilled creating a zero-waste closed loop.

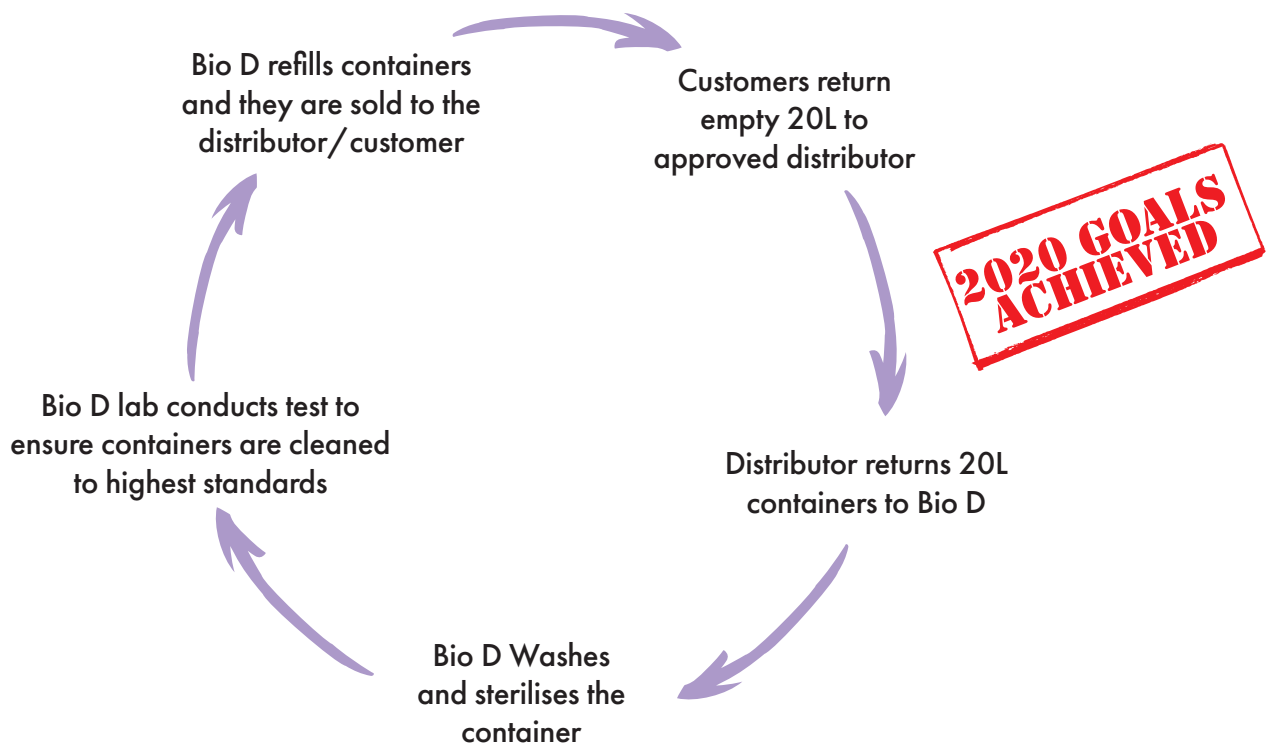


Jan 20 We switched our 15L and 25L containers to 20L.

Jan 20 We continued to work with refill stores to support and increase the reuse of consumer size packaging. New point of sale marketing materials were provided to stores giving great visuals to help promote the refill message.



- Feb 20** We increased our 5L refills range to include Lavender Washing Up Liquid, Glass and Mirror Cleaner and Bathroom Cleaner. This enables customers to buy in bulk and refill the consumer size bottles, reducing plastic waste.
- May 20** We increased our 20L refill range by adding Lavender Laundry Liquid, Lavender Fabric Conditioner, All Purpose Sanitiser and Hand Washes.
- Jul 20** We launched our own Closed Loop system with distributors who returned 20L containers for sterilisation and refill. Again, creating a closed loop for packaging.



- Jul 20** Launch of our new Furniture Polish – our first product to be packaged in Aluminium. Aluminium is one of the few 'infinitely recyclable' materials in the world, and can be recycled again and again and again with no loss of quality whatsoever. In fact, over three quarters of the aluminium ever produced is still in use today².

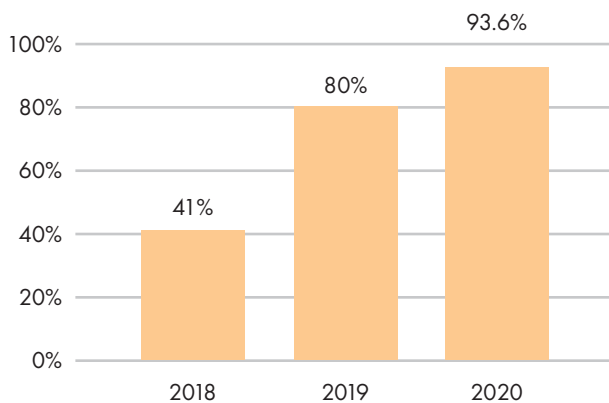


Plastic Packaging Usage

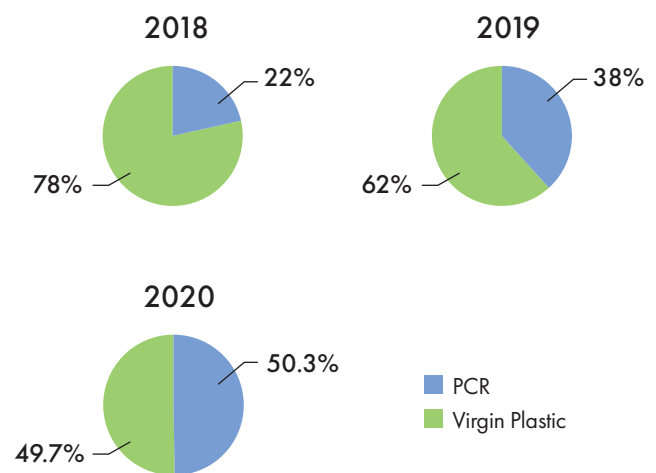
We want to make sure that the plastic packaging we use is monitored carefully and has a minimal impact on the environment. We monitor this by product range and by weight.

By Product Range:

No of Bottles in Range made from Post Consumer Waste

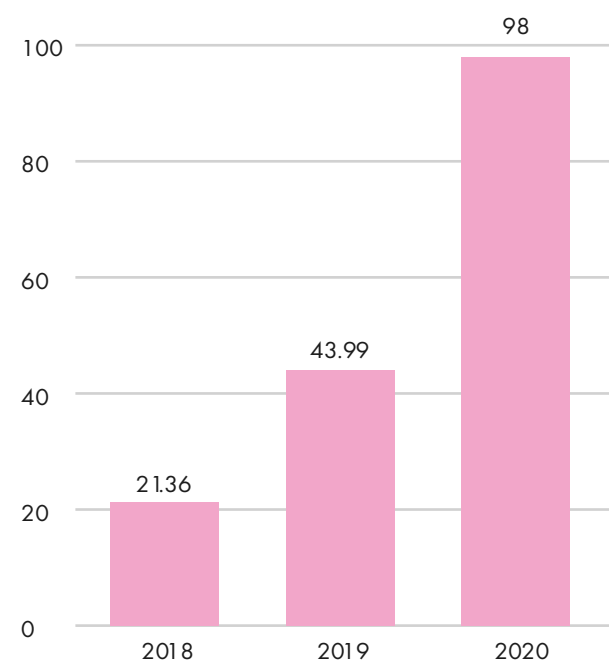


By Weight:



Amount of virgin plastic saved by using Post-Consumer Waste:

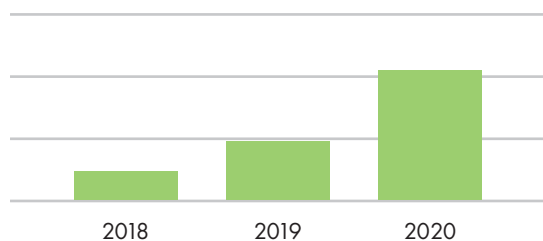
Packaging made from Post Consumer Waste by Weight (tonnes)



We are pleased to show an increase in the percentage of post-consumer waste plastics used.

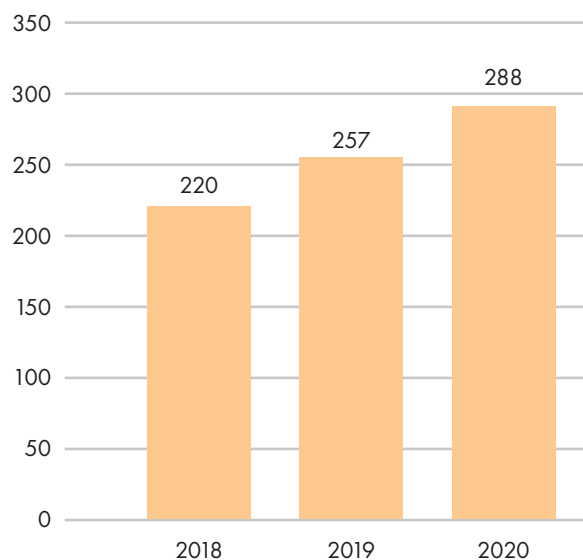
Sales of our larger size products for refill have increased by 114% compared to 2018-2019:

20L product sales



This enables retail outlets to set up Refill Stations whereby the consumer takes their bottle in store to refill. The number of refill centres has grown year on year giving more customers around the country access to this service:

No of Refill Centres



We hoped to see a larger increase in the refill products sales and number of refill stores, however, the lockdowns throughout the pandemic have made it more difficult for customers to access this service. Independent retailers have been working tirelessly to support people within their communities and we believe this support will be recognised and the popularity of refill stations and zero waste options will continue to increase.

2020 Packaging Goals:

To create a Laundering service



2021 Packaging Goals:

To review the packaging for our powder products and develop a more sustainable solution.

Long Term Packaging Goal:

For virgin plastic to be less than 30% of the plastic we use by 2026.

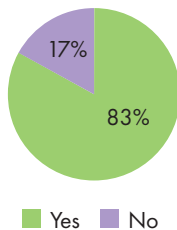
Equality, diversity & inclusion

Saying that you are a diverse and inclusive business is not enough. It isn't about the policies you have in place, but about promoting a company culture of inclusiveness where everyone feels valued and supported to do their best work.

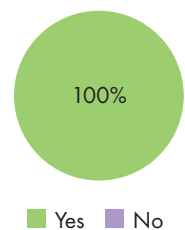
We want to encourage all staff regardless of age, culture, disability, race, religion, gender or sexual orientation among others. There is a strength in diversity that contributes to our company's future and we need this every day.

As part of our 2020 goal we asked staff some important questions to see how well we fared as a company in equality and respect of diversity:

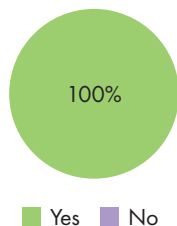
Do you feel all genders of staff are treated as equal?



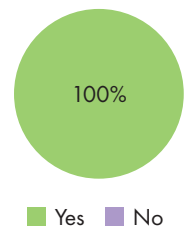
Do you feel that Bio-D encourages an inclusive and diverse workforce accepting staff regardless of age, disability, gender reassignment, race, religion or belief, sexual orientation, or marital status?



Do you feel the workplace is free of any racial prejudice?



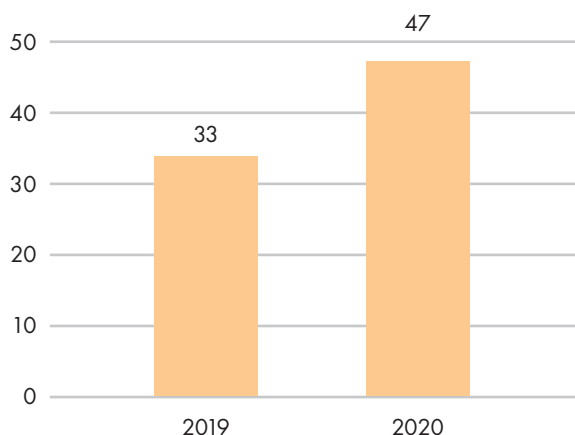
Do you feel that you can 'be yourself' at work?



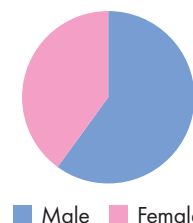
Having this data now gives us areas to work on to ensure that Bio D is a Great Place to Work.

Bio-D Workers: 47

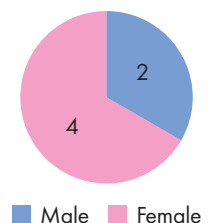
No of staff



Male / Female



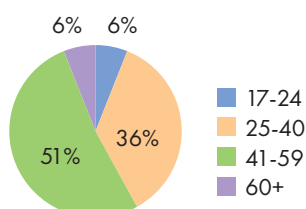
Higher Management



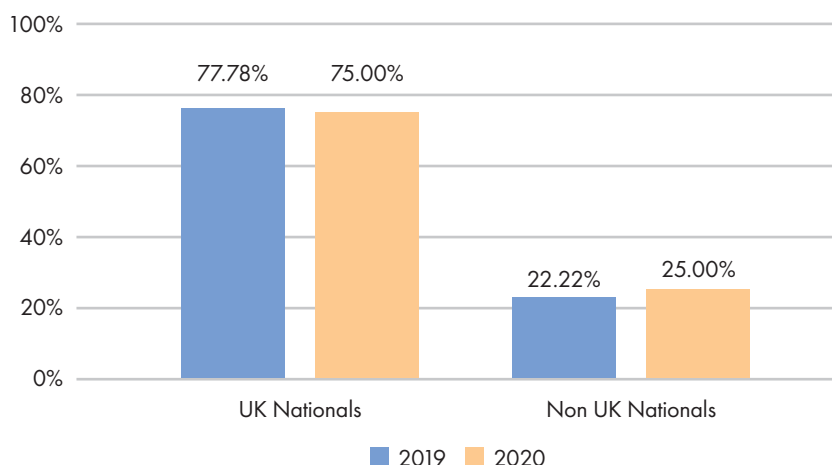
That is 14 more full time jobs provided to local people

2020 GOALS ACHIEVED

Employee Age Distribution



Staff Nationality Distribution



2020 GOALS ACHIEVED

2020 Equality, Diversity and Inclusion Goals:

To continue our commitment to providing equal opportunities to all employees through education, training and an inclusive culture.

To Engage our employees through structured, confidential surveys to identify our current organisational structure on areas on equality and diversity.

To provide more employment opportunities with our commitment to diversity, equality and inclusion.

2021 Equality, diversity & inclusion Goal:

To continue our 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 and diversity in the workplace.

To continue to provide more employment opportunities with our commitment to diversity, equality and inclusion.

Charity and Community Partnerships



Yorkshire
Wildlife Trust

As Gold Members of the Yorkshire Wildlife Trust we are so pleased to be supporting the great work they do in conserving, protecting and restoring wildlife and wild places in Yorkshire.

Their vision is for a Yorkshire that is abundant in wildlife, with more people having a genuine and meaningful connection with nature.

In September 2020 we allocated 3% of all website sales from 500ml and 5L hand washes to the Yorkshire Wildlife Trust. Along with a contribution from inhouse fundraising activities we were able to donate £1067 to their wildlife recovery fund.



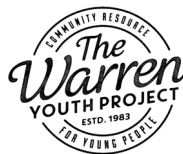
We're donating 3% of the RRP to the
Yorkshire Wildlife Trust
for every* sanitising hand wash sold
in September

bio^D

* 500ml and 5L handwashes

For
Entrepreneurs
Only

Our Managing Director Lloyd Atkin is on the board of directors at For Entrepreneurs Only. FEO is a Community Interest Company (CIC) based in Hull whose goal is to help entrepreneurs in Hull & East Yorkshire create wealth and jobs. Through regular events and initiatives, the aim is to motivate, educate, inspire and support others. Lloyd gives his time, energy, passion and resources, working hard to promote Hull and the Humber region as a great place to start up and run a business.



Lloyd is also on the board of The Warren, a charity that provides support services for vulnerable young people in the city.

This includes educational and employment support, counselling and food parcels. Regular donations of cleaning products are made to assist in the upkeep of the day to day duties.

In 2020 we donated over 300 Litres of product to various charities including our local hospital, The Warren, Fareshare, Rooted in Hull, and Project Mama.

Other Accreditations and Certifications



The Vegan Society endorses products that are free from animal ingredients and derivatives, and animal testing.

vegansociety.com



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

brcgs.com/our-standards/consumer-products/



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

qmsuk.com



The Round Table of Sustainable Palm is a global, multi-stakeholder initiative on sustainable palm oil. As audited members we are helping to drive the change to ensure that only sustainable palm oil is used.

rspo.org



We have a selection of products that are accredited with Allergy UK. These products have been toothcombed by a consultant and a dermatologist resulting in approval that the products certified are very unlikely to cause any reaction.

allergyuk.org



Cruelty Free International's Leaping Bunny programme is the globally recognisable gold standard for cruelty free cosmetics, personal care, and household products. With standards over and above legal requirements, approved brands must adhere to a fixed cut-off date policy and proactively monitor all their suppliers to ensure that products and ingredients continue to adhere to strict criteria. In addition, approved brands' systems are independently audited on an ongoing basis.

More information about Cruelty Free International, Leaping Bunny, and Leaping Bunny criteria can be found on their website.

crueltyfreeinternational.org



ELLEN MACARTHUR FOUNDATION
Rethink the future

We are proud to be members of The Ellen MacArthur Foundation. The foundation works with business, government and academia to build a framework for an economy that is restorative and regenerative by design. The concept is a circular economy which drives out waste and pollution.



**MINDFUL
EMPLOYER**

Mindful Employer is a UK wide initiative run by Devon Partnership NHS Trust. Providing employers with easy access to professional workplace mental health training, information and advice; their goal is to help empower organisations like us to take a lead in supporting the mental wellbeing of staff.



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

This includes approving all suppliers before trading with them to verify that their practises are in line with ours.

To facilitate post-consumer waste packaging we have switched approved suppliers to enable us to make more sustainable choices and reach our sustainability goals.



**CYBER
ESSENTIALS**

Cyber Essentials is a UK government information assurance scheme operated by the National Cyber Security Centre (NCSC) that encourages organisations to adopt good practice in information security. It includes an assurance framework and a simple set of security controls to protect information from threats coming from the internet.



MHFA England

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

**WE'RE ON
OUR WAY**

2020 Accreditation and Certification Goals:

To achieve the Great Place to
work Accreditation.

To achieve B- Corp certification.



Certified



Corporation

Due to the pandemic and changes to ways of working we have been delayed in reaching this goal. But, we have made progress on gaining new accreditations and certifications slower that we would have liked. But, we are full of optimism and have continued work on both of our 2020 goals pushing them forward into 2021.

2021 Accreditation and Certification Goals:

To achieve the Great Place to
work Accreditation.

To achieve B- Corp certification.



Certified



Corporation

Finally

In spite of all the 2020 challenges it didn't stop us making progress towards our sustainability goals.

Lockdown didn't lock down the Bio-D teams' dedication to continual improvement.

Raw material shortages and supply issues didn't stop the products from flowing out of our doors.

Social distancing was managed in order to maintain a safe workplace, and we worked closely as a team with the help of technology.

We learnt that business meetings could continue from a desk at home. We became more than just employees, it was acceptable to be real people with a child home schooling beside us or a dog barking in the background.

We worked harder, faster, and were more determined than ever to reach our goals, and this is clearly evident in our report.

We have improved against all odds and will continue to do so. There is no other option.

Thank you for reading.

Until next year...stay safe and goodbye.



Heather Nixon

Heather Nixon

Quality and Regulatory Manager

March 2021

References

1. IEA, April 2020, accessed 5 March 2021, (<https://www.iea.org/reports/global-energy-review-2020/global-energy-and-co2-emissions-in-2020>)
2. International Aluminium Institute, accessed 5 March 2021, (<https://recycling.world-aluminium.org/review/global-metal-flow/>)