

Jan 2023

# The Bio-D Company Sustainability & Impact Report





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*"Be the change  
that you wish to see in the world."*

Mahatma Gandhi

# Lloyd Atkin



Bio-D was born 34 years ago through a concern over people and the planet. 34 years on, we are still on a mission to ensure that we provide effective, natural, and ethical cleaning products that don't cost the Earth.

Reflecting back on 2022, there were some challenging months, as well as several milestones. The continued disruption from the COVID hangover did not dampen our spirits or progress.

Listening to our customers, they requested our Closed Loop to be more accessible in smaller volumes. We acted upon this and created a new version that enabled our 20L containers to be sent back for us to reuse in smaller quantities. With this boost to our Closed Loop process **we have saved the equivalent CO2e of 438 trees growing in a year!**

With a continued focus on packaging we spent valuable time working with Hull University to establish that **returning 5L containers had a negative impact on the environment.** Check out page 26 to see our additional plastic free products, and pages 30-31 to discover **why we use bottles and not pouches.**

Highlighting our people, Heather, Bio-D's Sustainability Manager reached **Finalist in the Women in Business awards.** Her tireless efforts ensure Bio-D is on a journey of continuous improvement. **Our annual staff survey was encouraging with 100% of staff stating they were happy in their jobs!**

In our Bio D home, we now manufacture all of our products using **clean renewable energy through our solar panels and electric boiler,** furthering our journey to reduce carbon emissions. **We are officially Net Zero! for Scope 1 & 2,** and with this incredible drastic change **we have saved a massive 25% reduction in CO2e per single product!**

Ingredients have remained at the forefront of new product development with the addition of hemp bran used in two of our bars. **Hemp absorbs 20 tonnes of CO2e per hectare** making it a great ingredient to use for a sustainable product.

Looking forward, the more awareness we can build will further the momentum to help drive change. Every effort is meaningful with **over 1700 litres of product donated to charity.** Every reduction - however small - is significant, and every decision that takes the planet into consideration is important.

One thing is certain and that is continuing our ever accelerating sustainable journey. So, join with us and read through the following pages to celebrate our work in 2022 and the targets set for 2023.

*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

*(It's a bit different this year!)*

Yes, it is bigger and better this year as we  
have extra VIPs

*(Very Important Pages)*

Many of you will have seen our previous  
Sustainability Reports so we are proud  
also to include our B Corp Impact  
Reporting.

This is our fourth year of public reporting,  
which outlines the economic, social, and  
environmental impacts of our organisation.

It is an opportunity for us to review our  
2022 goals, looking at our achievements  
and areas where we could have done  
better, and to set our targets for 2023.

Our aim is to be ethical and transparent  
throughout our practices, and clearly our  
readers appreciate this from the feedback.



## *Why are we including B Corp Impact Reporting?*

We truly believe that all businesses should be a force for good and have a positive impact on their customers, staff, communities and the planet. One requirement of being a B Corp is publishing regular Impact Reports to mark our progress.

## *What are we trying to achieve with our B Corp Impact Reporting?*

We want to record our achievements as well as challenge ourselves to improve and do better. Our stakeholders can see that The Bio-D Company is not about greenwashing but walking the walk, not just talking the talk.

## *How often will we publish an Impact Report?*

This will be published annually giving you lots of interesting useful information in one place.

Having a positive impact on the world is a journey and we hope that this document demonstrates full commitment to People & Planet.

# Mission, Vision & Values





# Our Vision

Lead the green cleaning movement, change attitudes, be the product of choice worldwide & avoid causing harm at all costs.

# Our Mission

To manufacture effective, natural, and ethical cleaning products that don't cost the earth

- We build strategic partnerships with suppliers and customers
- We innovate in all aspects of product development
- We minimise Environmental Impact
- We act with integrity and honesty in all we do
- We actively seek positive change

# Our Values



**Consistency**



**Collaborate**



**Actively seek positive change**



**Innovate**



**Integrity**



**Sustainable**

*"Cleaning without compromise"*



25<sup>th</sup> January 2022

**B Corp  
Certified!**

**B Corp  
Agreement signed**

24<sup>th</sup> October 2021

**Verification stage  
completed**

28<sup>th</sup> October 2021

**Meeting with  
Analyst**

22<sup>nd</sup> October 2021

**Assigned to an  
analyst for the  
verification stage**

15<sup>th</sup> October 2021

**BIA Verification  
Process starts**

4<sup>th</sup> August 2020

**Submitted B  
Impact Assessment**

Feb 2020

**Where it all began**

**Chris Turner,**

executive director of B Lab UK, the not-for-profit behind the B Corp movement, added: "We are delighted to welcome Bio-D to the B Corp community. This is a movement of companies who are committed to changing how business operates and believe business really can be a force for good. We know that Bio-D are going to be a fantastic addition to the community and will continue driving the conversation forward."



Bio-D's  
B Corp Birthday  
25<sup>th</sup> January 2023

*1 Year Old*

**Certified**



This company meets the  
highest standards of social  
and environmental impact

---

**Corporation**





# B Corp Impact Reporting

## Why B Corp?

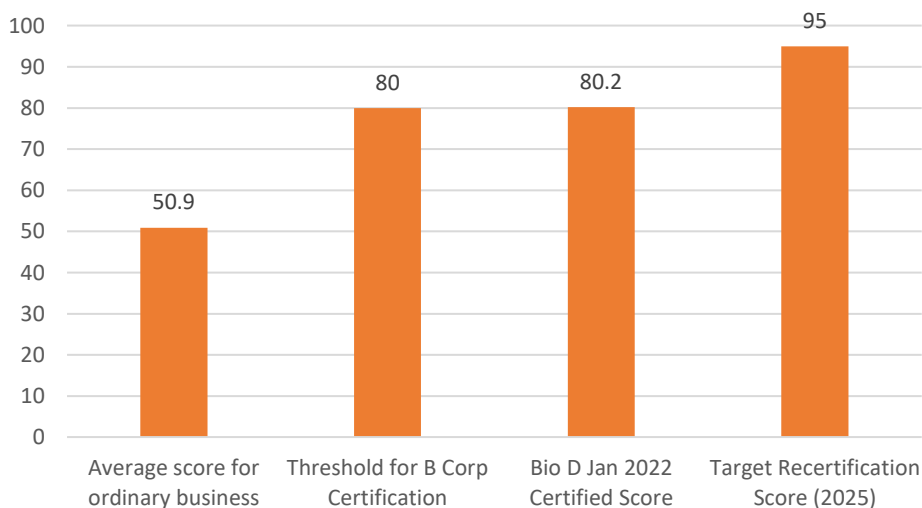
"B Corp has always been a certification I have held in high esteem. Businesses have to make a profit to continue to invest and grow, but this is often the main focus in today's world. So often companies fail to see the importance of the staff they employ, the people around them, and the importance of respecting our home the planet"

Lloyd Atkin

To become a B Corp, a business has to achieve a minimum verified score of 80 on the B Impact Assessment (BIA).

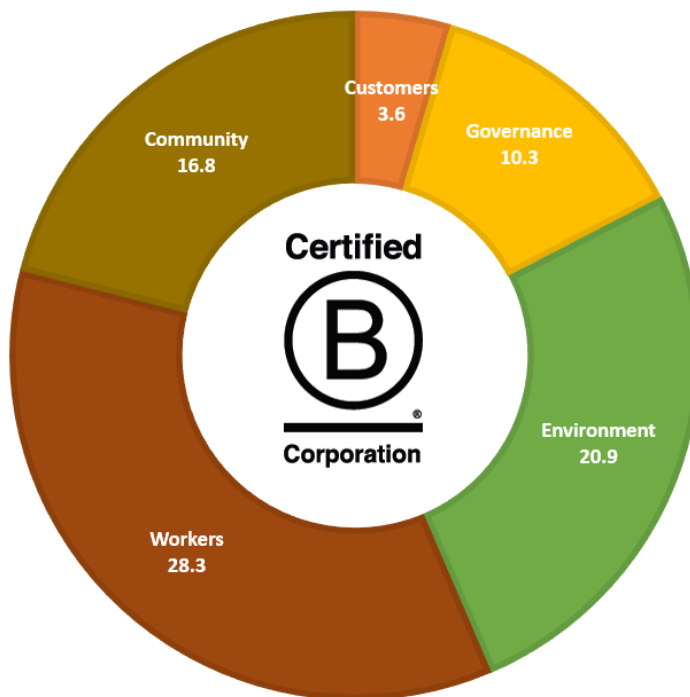
Our verified score at certification was

# 80.2



# B Corp Impact

"Our vision is to lead the green cleaning movement, change attitudes, be the product of choice worldwide, and avoid causing harm at all costs. B Corp felt a natural fit for Bio-D here. Our people all share in increased success and help develop a true culture of continuous improvement. We are continually innovating in all aspects of product development and do not compromise on our values, ethics or our quality"



We became the first company in Hull to be B Corp certified and have since been contacted by other companies who wanted to learn about the process of certification.

The positive impact of B Corp is like a wave of good across industry.



CLEANING WITHOUT   
compromise

DISHWASHER  
*rinse aid*

100% NATURALLY DERIVED | ETHICALLY SOURCED  
ENVIRONMENTALLY RESPONSIBLE INGREDIENTS



Sustainability is no longer  
about doing less harm.

It's about  
doing more good.



# Working with Local Talent



UNIVERSITY  
OF HULL

In January 2022, the Logistics Institute had the opportunity to participate in the Industry Insights Project, a collaboration between the University of Hull's Knowledge Exchange team and Marketing Humber. The aim of the project was to pair researchers/academics with industry partners to identify areas where the companies needed research expertise to address specific topics and to serve as a platform for industry engagement. We had three companies to choose from and straight away, we were drawn to Bio-D, a Hull based eco-friendly cleaning product business that uses plant-based ingredients as well as sustainable manufacturing processes.

We met the friendly Bio-D management team, Lloyd Atkin (Managing Director) and Heather Nixon (Sustainability, NPD & Regulatory Manager) to brainstorm and decide what to work on. Bio-D had a requirement to quantify the carbon emissions associated with the products they produce as well as the savings associated with reusing containers. Thus, our mandate involved investigating if there was any significant carbon emission (CO<sub>2</sub>e) savings from operating a closed loop returnable system for their 20 litre plastic container.



Site Visit: Barrie Law and Roland Getor with Heather Nixon

Roland Getor  
Barrie Law



Based on data they provided, we developed a CO<sub>2</sub>e calculator which not only allows Bio-D to meet their customer requests for measured carbon savings, but also help in practically demonstrating and accelerating the positive steps and initiatives the business has put in place to promote, showcase and achieve its sustainability goals and obligations.

This project has helped us to develop a healthy ongoing relationship with Bio-D culminating in us being invited on site and given a tour of the premises. We are very proud to be associated with a local company at the forefront of the sustainability agenda.

Roland Yawo Getor  
Barrie Law

*(More on the findings later in the report)*

# Working with Local Talent

Hollie McDougall, Hull University

Hollie started a month placement with the aims of understanding 3 different aspects:

- Manufacturing of products
- Selection of ingredients
- Laboratory processes used for making and testing of Bio D products.

These areas were managed by shadowing and helping staff in different production areas (i.e., soap and detergent lines), training on our ingredients and sustainability via presentations and videos, and helping in the laboratory with testing effectiveness of our products *versus* popular brands with chemical ingredients.

Hollie said: **"Bio D were attentive and provided a friendly atmosphere – thus I felt welcomed and comfortable at Bio D. And in turn, my confidence increasingly improved with respects to my interpersonal skills and academic ability – permitting my report to be at a higher standard."**

**"Furthermore, my interpersonal skills developed** as I was meeting various staff members involved in different areas of Bio D, so I had made adaptations to my communication, body language and listening skills to meet other individuals requirements. **I also improved my time management and organisation skills** as the placement required a planned journey to ensure I arrived at Bio D on time"

**"Notably, my ability to write the report and conduct statistical tests were enhanced** throughout the internship."

**"The internship has been beneficial in developing my professional attributes required to be successful in my future career.** The support provided from BioD, and my personal supervisor (Dr Georgios Efthimiou) permitted for a positive experience which I would unquestionably recommend to other students."



# Carbon Footprint

*We cannot solve our problems with the same thinking we used when we created them*



We're in a climate emergency and no business can ignore its impact on the environment. We have been measuring our carbon footprint since 2019 and this enables us to set new goals for reducing our CO2 emissions. Since 2020 we've also invested in carbon replacement schemes to offset our Scope 1 and 2 emissions. In 2021 we removed gas use from site as it is a non renewable fossil fuel. Since 2021 we have been manufacturing our products using solar energy. We have an inhouse Sustainability Team working on improvements and targets to reach.

We are Bio D.

We are B Corp.

We have invested in a renewable energy scheme in Kothapeta, India. The project has the capacity to meet the base-load requirements of India's southern grid.



## 2022 Environment Pledge

To reduce CO2e where possible.

Invest in a carbon emission reduction scheme to compensate not only Scope 1 and 2 emissions but also emissions created through:

1. Water usage
2. Staff commuting to site
3. Business travel
4. Recycling

To conduct a Life Cycle Assessment of our products

Provide an electric charging point to encourage staff and visitors to site to use electric cars  
Reduce emissions where possible.

## 2023 Environment Pledge

- To conduct a Life Cycle Assessment of our products.
- Provide an electric charging point to encourage staff and visitors to site to use electric cars.
- Continue to reduce emissions where possible.
- To have an external review of the site to see what other energy savings can be made and implemented.

## What we did

We did! A massive 25% reduction in CO2e per single product!!!!!!

We have zero Scope 1 or Scope 2 emissions to offset as we are Net Zero in these areas. (Happy dance). We have offset water usage, Staff Commute, Business Travel and Recycling CO2e.

This has been delayed but is on track for completion this year! Keep watching.

We attended a training course last year given by HBEES on Energy. As a result we may be suitable for grant funding so we are waiting to see if this will pan out.

2022 Goal  
Achieved

2022 Goal  
Achieved

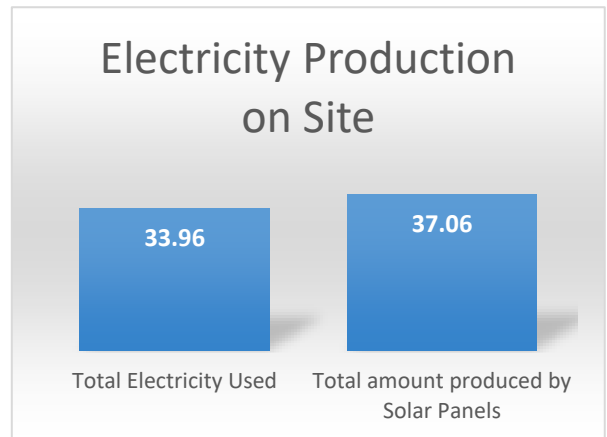
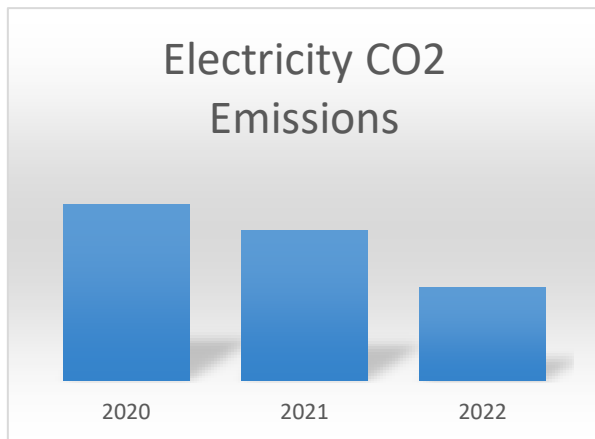
On track for  
2023

On track for  
2023

# Carbon Footprint: Energy

Scope 1 – Gas was banished from site in 2021

Scope 2 – Solar Energy used on site



We are officially *Net Zero!* for Scope 1 & 2

NET ZERO is different from CARBON NEUTRAL!!

Carbon Neutral is like balancing the scales. A company offsets the same amount of carbon or greenhouse gases that they emit. Carbon neutral means that emissions produced and offset are equivalent.

Net Zero is where green house gas emissions are eliminated, removed, booted out!!!

# Carbon Footprint: Products

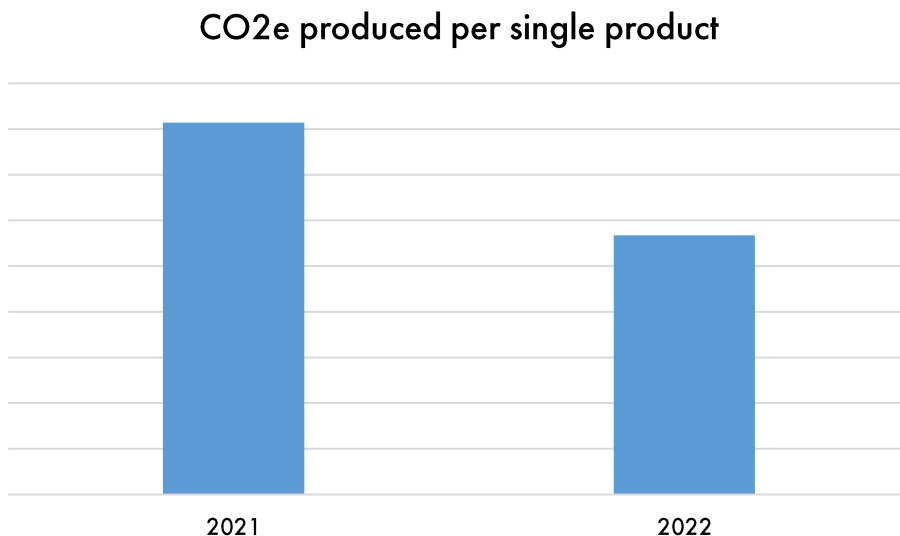
With the savings from Scope 1 and Scope 2 and other areas in Scope 3 we have significantly reduced our tCO<sub>2</sub>e per single product produced!!

Drum roll please...

A massive *25% reduction per single product!!!!!!!*

That's right. 25% reduction.

I can hear you clapping from the gallery!!! Thank you.



# Carbon Footprint

## Offsets - Is this the right thing to do?

Offsets are more than carbon.

While carbon offset projects prevent, reduce or remove greenhouse gas emissions from being released into the atmosphere - that's not all they do.

Often these projects have other benefits such as:

- Environmental benefits include increased biodiversity, maintaining habitat for native animal and plant species, improved local air and water quality, avoiding vegetation clearance, re-establishing vegetation on previously cleared areas, and improved environmental management.
- Social and cultural benefits are the positive aspects for communities where a project is based such as employment for local people, living and working on country, capacity building, improved health and education, and access to clean and affordable energy.
- Economic benefits occur when income from the sale of offset credits flows to the community where a project is located and often translates into employment and community support, improved infrastructure, technology transfer, and increased economic activity.

# Carbon Footprint: Waste

There is no such thing as 'away'. When we throw anything away it must go somewhere.

At Bio D we manage our waste, giving it a second life instead of going to landfill. It's not rocket science, it's simply about being creative and finding solutions.

What ever area we are looking at in the business our first priority is to reduce our impact.

In 2022 the Sustainability Team reviewed our waste and anything that didn't meet the easily recyclable criteria.

We made some changes, for example:

- 1) We reviewed raw material packaging and made changes so that this could be recycled.
- 2) We reviewed our in house use of paper, cardboard and waste from food.
- 3) Most batteries at end of life release harmful metals such as mercury, lead and cadmium into the environment causing soil contamination and water pollution. So we changed our batteries to rechargeable alternatives. Recharged from solar energy. Turning negatives in to positives!

As a result of the changes we increased our recycling collections and reduced our general waste collections .

**This saved 7.8 Tonnes having to be managed!**

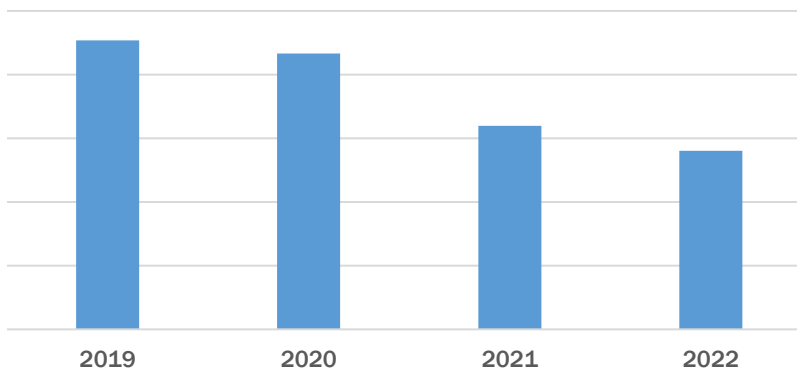


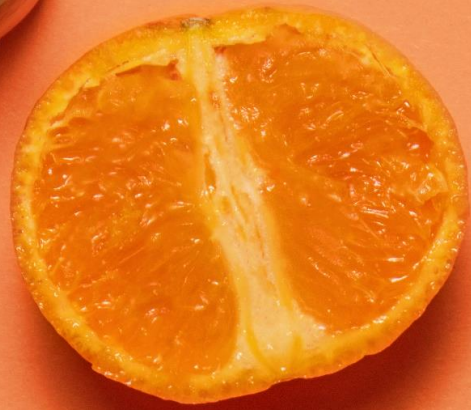
We recycle Paper, Cardboard, Plastic Pallet Wrap, Metal Drums, Plastic Drums, etc.

We send disused packaging to charities for craft projects.

All other waste goes to be made into RDF-REFUSE DERIVED FUEL

Waste





# Packaging



Our product packaging is a journey that continues and in 2022 we saw further changes take place.





Following customer input  
and feedback we added  
to our range of

## Plastic Free Packaging

including Hand Soap  
Bars, Laundry & Stain  
Remover Bar and  
Dishwash Bar.



These products  
joined our  
Fabulous Furniture  
Polish and  
Dazzling  
Dishwasher  
Tablets.

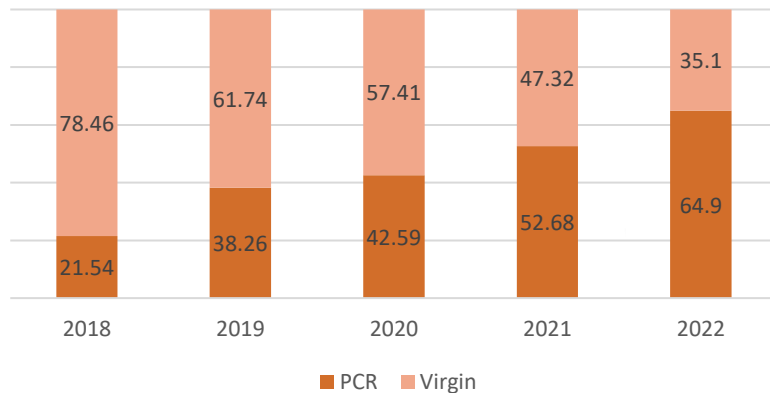


# Packaging

You can see how we have increased our use of PCR since it was introduced in 2018:

Compared to 2021 our use of PCR to Virgin ratio has increased by over

**23%.**



With our focus on refill size products we saved over **1.6 million** consumer size bottles in 2022!\*

Our refill\* products accounted for over **75.89%** of weight of Bio D product sold in 2022!

**In 2022 we saved over 78.9 tonnes of CO<sub>2</sub>e emissions by using PCR bottles.\***

\*Based on americanchemistry.com values on production of PCR v virgin

\*5L, 20L, IBCs

# Packaging: 20L Closed Loop

Over the past 2 years we have worked hard on a Closed Loop process. Accepting packaging returns for reuse is not straight forward.

Most critically, the packaging has to be **SANITISED before refill** or **POTENTIALLY THE NEXT PRODUCT COULD BECOME CONTAMINATED**. And the thought of contaminated packaging or products is something that would keep us awake at night.

So each 20L container is rinsed, washed, steamed, dried and then QC swab checks are conducted before the packaging has Positive Release for production.

You can be assured that the containers are as good as new, except they are better as they:

- 1) Part of our 'No Brainer Containers' Closed Loop process
- 2) Truly preloved, upcycled... whatever you want to call it. They have been used before and will be used time and time again.

We absolutely (pre)love them!!!



## Tree-mendous Fact:

In 2022 our No Brainer Container process saved the equivalent  
CO<sub>2</sub>e of **438 trees** growing in a year!

In 2022, **18.63%** sales of our 20L's were filled in to 'No Brainer Containers'. What can we do in 2023?



The 20L's returned via Royal Mail have a special homemade of upcycled pallets while they are awaiting relaunching. How neat is that?! Well done if you spotted our solar panel control panels on the left too?!



# Packaging: 5L Closed Loop

Oh no!!!

**Prepare for bad news.**

This is your final warning before you will see the truth.  
In black and White. Like you deserve.

Before we make changes we need to make sure that they make sense. That the environmental credentials are as right on paper as well as their good intentions.

We worked with the super intelligent Roland Getor and Barrie Law at Hull University and they helped us establish that the **20L closed loop process had a big positive impact on the environment.**

But when Hull University looked at **collecting and rewashing 5L's we found it used 3 ½ times the CO2e compared to making a new one.**

That's right.

When you calculate the CO2 emissions created in 5L collecting, washing, sanitising, drying and the proper QC checks it has a **NEGATIVE EFFECT** on the environment.

Be smart. Not everything is as green as it seems.

At Bio D we will give you the facts.

## Intelligence Verses Good Intentions

# Packaging



Have you seen our new trigger sprays made with 30% PCR content? Currently available in Oxfam stores

## 2022 Packaging Goals

Produce a range of cleaning products that have plastic free packaging..

Long Term Packaging Goal:  
For virgin plastic to be less than 30% of the plastic we use by 2026.  
Both as singles and in weight.

## 2023 Packaging Goals

- Attend a packaging show to see what new eco options are available.
- Continue to roll out the PCR trigger products to wholesalers & Distributors.
- Reduce weight in a products packaging.
- Review Powder Packaging.

## What we did

2022 Goal  
Achieved

Goal reached. We produced a range of products in plastic free packaging including hand soap bars, Dishwash Bar and Laundry & Stain Remover Bar

No. of singles; Goal Reached in 2021  
Weight: Virgin n now showing at 35.1% so we are nearly at our target.

# Packaging - PCR Bottles v Pouches.

Each decision at The Bio-D Company is made as a result of research and consideration of the facts. We take in to account ethical and environmental impacts to make an informed and responsible choice.

We want to share our reasons for our choices so that you can see the rationale behind what we do. We have our own Bio D compass which is guided by ethics, research and reason. We are not sheep – we do not follow blindly. Instead, we look at the facts and make a decision from there.

Last year we considered the Battle of the Bottles, Glass v Plastic, which confirmed we were using the right material. But times change and as some customers have asked us why we do not use pouches we thought it would be good to stand in the corner of the ring and watch the fight between:

Pouch Potato v Raise the Bar PCR

	PCR Bottles	Pouches	The Winner
Amount of plastic used	55.8g	23g	The pouch.  Seems good hey?!
Type of plastic used	Post-Consumer Waste. The bottles are made from milk bottle waste so it reduces the amount going to landfill.	Virgin plastic.	The PCR Bottle.
Recyclability	Kerbside recycling.  Easily recyclable.  Job done.	No Kerbside Recycling.  This is because the pouches are made from a combination of plastics so they are not easily recyclable.  You can take them to a supermarket to add to the Great Big Carrier Bag Bin... if you remember to take them. <b><u>A recent survey conducted by York University showed that 64% of consumers would put their empty pouches in to general waste.</u></b> General waste = landfill. Not a very eco option.  Local councils are also finding pouches in kerbside recycling due to consumers not being aware that this recycling route is not viable. So again, they end up in landfill.	The PCR Bottle

# Packaging - PCR Bottles v Pouches Cont.

	PCR Bottles	Pouches	The Winner
Amount in landfill	0g	23g	The PCR Bottle
Recycle Process	The PCR is shredded and made back in to Bottles.  This can go on for an infinite number of times.	Pouches are processed then made into plastic. The plastic is used to make 'other things'. It can't be made back in to pouches as they need virgin plastic mostly made from fossil fuels - oil or gas.	The PCR Bottle
Refills	Easily refillable at over 295 refill stores nationwide when you are next doing your weekly shop. No need for special journeys or added postage CO2 emissions.  Easily to rinse out and leave upside down to dry ready for refill.	Some companies offer a Return for Refill service. But in a recent survey conducted by York University only 4.8% of consumers said they return their pouch for refill. There were also questions raised for example:  1) How do you know you are getting the same pouch back? You probably aren't. Do you mind receiving packaging that has sat in someone else's bathroom cupboard?  2) Is the pouch sanitised before refill? Is there any residue from the previous fill? Have you asked? Can this be proved?	The PCR Bottle
Country of Origin	United Kingdom. We are all about supporting UK jobs.	Most of the pouches are manufactured in China by non UK workers often with questionable working conditions.	The PCR Bottle
Reduced transport CO2 emisisions	Our bottles are transported to us from less than 50 miles away	A shipment of pouches from China travels nearly 5000 miles creating significant CO2 emissions.	The PCR Bottle

Don't want to take our word for it? Here's what from the CEO of recycling giant [TerraCycle](#) had to say. Yes, it's Tom Szaky himself with a very balanced view on refill pouches:

*The challenge around this pouch construction is that the layers of different materials are all laminated together, and they cannot be mechanically separated. So, when you go to recycle these materials, the incompatible materials are forged together into one low-end material mixture that has virtually no value and is difficult to use in new product manufacturing."*

Szaky also disagrees that the 'greener' manufacturing processes of flexible packaging outweigh the recyclability issues. He says: *"While there have been major advancements in modern manufacturing processes that minimise energy used and waste, these advancements do not substitute for the fact that these packages are not traditionally recyclable. This means that every single package is designed without an end-of-life solution in mind and is earmarked as 'waste' from the moment it is produced."*

The final round is over, ding ding. We are just awaiting the Pouch's coach to help it out of the ring defeated and deflated, while the PCR Bottle is proudly parading the prize trophy.



# Ingredients

Customers continue to ask us to provide information about our ingredients and the sustainability spotlight that goes on before we approve them for use in our products. We included this in our last report and many of you appreciated this.

We want to purchase from companies who have the same ethics that are so important to us, companies that think of today and tomorrow. So we delve straight in and ask a lot of questions to start with. This is a process with many steps to complete before we review, and if appropriate, then approve for trading with.

We ask a lot of details about the ingredients used in the production of our **plant based** raw materials, where they are sourced from, what the harvesting process is, making sure that the workers are treated well, making sure no GMOs are used or no animal testing is conducted, etc. A lot of this supplier information is protected and they all have their own ways of working to be sustainable in the areas in which they work.

However we would like to share the following individual examples with you to give you an idea of just some of our suppliers sustainable practices:

Our lavender fragrance is sourced by a supplier who works in partnership with 100 farmers. They also work closely together on projects that focus on supporting the lavender production and fighting plant disease.

Our supplier supporting communities around local education, health & nutrition as well as food agriculture and production practices..

We purchase from a supplier that works on the principles of advancing a circular economy into our practices globally.

The processing of some raw materials requires heat. Instead of using trees or natural fossil fuels to provide this energy the 'waste' part of the plant(stems etc) is used as the fuel.

Another supplier has committed to support local communities in the places where we source our raw materials by working jointly on causes that benefit them and the raw material supply chain.

Our supplier's goal is to improve the livelihoods of individual producer families in our collection network while protecting precious natural resources.

The project, for example, involves trainings in good agricultural and distillation practices, as well as strengthening of household financial management and nutritional habits. Another supplier contributes to a scheme for providing better education for the children of workers.

A supplier's mission is to take responsibility and hold themselves and each other accountable.

# Ingredients



## Hemp



Helpful Hemp captures more carbon during its growth cycle than any other crop.



*One hectare removes 20 tonnes of CO<sub>2</sub>e!*

When you buy our Lime & Aloe Soap Bar and Dishwash Bar you can be assured you are **helping UK Farmers** and **helping to reduce CO<sub>2</sub>e**

All our hemp is grown and processed in the UK, which guarantees a high quality ingredient



# Green Washing



In a world of smoke and mirrors we  
will always show our true colours

# Green washing

## Plant Based is the New Black!

'Eco' Products are everywhere. Everyone is adding supposed green credentials to labels and to the consumer this can be confusing and baffling to say the least.

So we will prove (without being uber tech-y) why you can trust our products and how you can be assured that we know what we are talking about.

bio® We have been doing this for over 30 years. This isn't a new trend for us and it's all we have concentrated on since day 1, back in 1989.

bio® We have a wealth of experience and in house knowledge. So you can ask us as many questions as you like, and we will answer honestly and truthfully. We have nothing to hide.

bio® Our products are certified by external auditors. We don't create symbols to add to our labels to try and make them look authentic. No home made badges for us – we will leave them to the Boy Scouts of the cleaning world.

bio® We hate nasty, unnecessary, toxic preservatives and won't use them. Benzisothiazolinone (BIT), Methylisothiazolinone (MIT), Methylchloroisothiazolinone (MCI), Phenoxyethanol, Bronopol, Phenoxyethanol, Propanediol, Octylisothiazolinone, for example. Known for triggering allergies and causing reactions that we don't want any of our customers to experience.

bio® We have a regulatory department that are trained to ensure our products, labels, documentation and registrations are compliant with legislation.

bio® 100% essential and natural oils used in our products. Only the best for the best.

bio® Our products are tested to make sure they are effective as well as eco friendly. You can clean with a clean green conscience.

bio® Products are made in the UK\* using Yorkshire water and Yorkshire sunshine. 'Nah Then, Chuffin' 'Eck, E by Gum' county!

bio® 100% naturally derived, suitable for septic tanks and sewage treatments (actually tested not just a copy USP.)

bio® We are not cowboys. We are pros. We are B Corp. We are Bio D!

\*Except for our dishwasher tablets.

# Governance

Aka: The control we have over our impact as a business.

The Governance category looks at our social and environmental impacts, ethics, and transparency. Our mission is simple – to produce ethical cleaning products that don't cost the Earth.

We were recognised for our Impact Business Model, which is designed to create a positive outcome for workers, the community, environment, and customers. All of our ingredients and packaging can be traced back to the source, meaning full transparency for our customers.

The greatest threat to our planet is the belief that someone else will save it.



2022 Goal  
Achieved



## 2022 Governance Pledge

Improve our B Corp score by 5%

### What we did

Our verified score was 80.2 so to reach our goal takes us to 84.2.

We did it. Our B Corp Impact Assessment now shows 86.4 !!

## 2023 Governance Pledge

- To improve our B Corp score by a further 5%

Sustainable development is the development that meets the needs of the present without compromising the ability of future generations to meet their own needs.



# Customers

This includes how we look after our customers including the quality of products and services. We are also scored on our ethical marketing, data privacy and security practices.

Part of this section includes recognising products designed to address a particular social problem, which we provide with high-quality and non-toxic ingredients that don't cost the Earth.

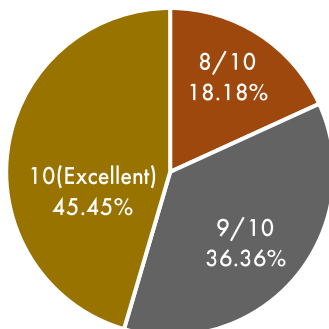
When we all work together we can change the rules of the game.



"There are no traffic jams on that extra mile"

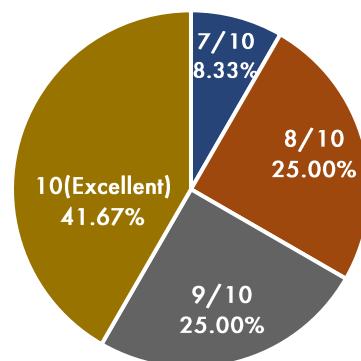
# Customer Satisfaction Questionnaire

Customer Service Rating



■ 1 (poor) ■ 2 ■ 3 ■ 4 ■ 5 ■ 6 ■ 7 ■ 8 ■ 9 ■ 10 (Excellent)

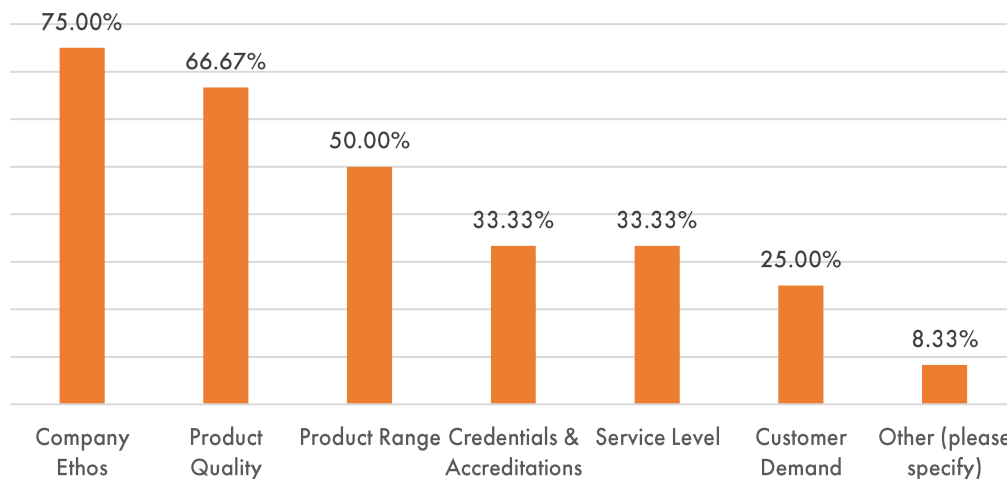
Level of Account Management Received by Customers



■ 1 (Poor) ■ 2 ■ 3 ■ 4 ■ 5 ■ 6 ■ 7 ■ 8 ■ 9 ■ 10 (Excellent)

Ethics, Product Quality, and Product Range were the highest ranking reasons for customers to buy from us

The Top 3 Reasons Customers Work with Bio D



# Customer Feedback

Such a great brand with amazing ethics! B-Corp certified cruelty free cleaning products! :) I love that your ingredients are ethically sourced. Well done in using recycled plastic packaging too! Keep up the great job!

Kellyander

I want to congratulate you on becoming B-Corp certified. This is no easy task, with good reason. B-Corp certification requires a demonstration of high social and environmental performance, so thank you for that. You are helping in giving our future generations a better planet.

Ekrebi

**I really appreciate the transparency that went into your sustainability report! It is very clear that your B Corp is extremely well deserved. I hope more companies follow your lead in the cleaning product industry.**  
Calamarii

B-Corp certified, naturally derived ingredients, vegan & cruelty-free, 100% recyclable packaging, very transparent by publishing sustainability reports on their website with future goals, and all made in the UK – Bio D is a fab alternative to some of the other ‘eco’ brands out there! Great to have a source for all the household products that don’t ‘cost the earth’.

Joanna W

I love that you are B Corp certified. I love that you are utilizing recyclable plastics. I especially love reading about how your ingredients are ethically sourced.

Sustainability2.0

Bio-D looks like a very nice brand! I am impressed by your commitment to protect the environment. Congrats on your well deserved B-Corp certification. Keep up the amazing work!  
Will

Congrats on your B Corp certification! Happy to see that you are tracking big issues and that you aim to improve your practices throughout the years. It is good to find products of excellent quality, free from all the nasty chemicals that harm the planet and our health.

Sheelpbee

A B-Corp certified company offering cruelty free cleaning products made from ethically sourced natural ingredients. All made in the UK, using recycled plastic packaging: a brand with great ethics and very transparent.

Slats96

Cleaning products that don't cost the earth! YES! It's great to see that you created in depth sustainability reports for each year. Thank you for caring!

Sjan

**I love this idea and that you have created environmentally-friendly alternatives to everyday cleaning products! Well done for being B-Corp certified, that's an amazing achievement. All your products are vegan and you use recycled plastic for your packaging. Keep up the great work!**

Steina29

Your products look great. Thank you for detailed sustainability reports on your website. Great job.

Shibabu

*A model of sustainability. B-Corp certified. High-quality vegan products, cruelty-free, recyclable packaging, and all very transparent. Congrats.*

Youben

# Customers

We don't focus on the competition, we focus on the customer!



## 2022 Customer Pledge

Promote a chosen store each month as 'Independent of the Month' to provide publicity for them and help their overall shop sales.

Provide 1<sup>st</sup> class customer service for consumers, distributors and wholesalers.

Conduct Customer Satisfaction Surveys to see how we are really doing.

Create 'Bundle' packs of products with savings for the consumer.

Exhibit at an exhibition so that we are available to discuss our products and ethics with both new and existing customers.

Create a Closed Loop service for website customers to facilitate the return of 20L containers through Royal Mail.

## 2023 Customer Pledge

1. To continue to work transparently with all communication, whether that be good or bad
2. To be trusted advisors
3. To deliver consistently marvellous products
4. To offer new innovation, whether that be packaging, product or process
5. To collaborate, listen and move forward together

## What we did

2022 Goals Achieved

Our 'Independent of the Month' is featured on Instagram and Twitter each month.

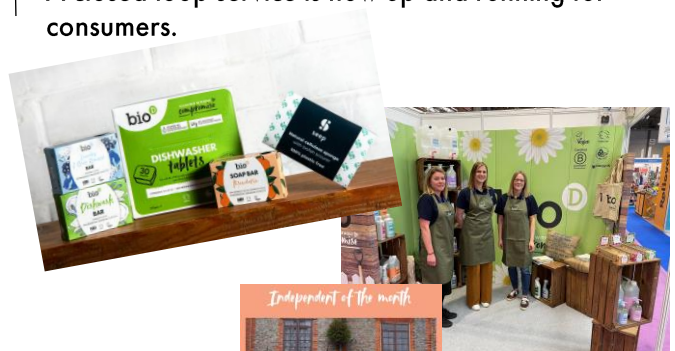
We have had great feedback from customers about our customer service.

Our Customer Satisfaction Survey showed that our customer service was rated between 8-10 out of 10. A great result.

Our 'Bundle' Packs are a great success with savings for the consumer of up to 19%. In a cost of living crisis this is a way that we could help customers.

We had the fun of exhibiting at the National Convenience Show in April 2022.

A closed loop service is now up and running for consumers.



Life's most persistent  
and urgent question  
is 'What are you  
doing for  
others?'



Martin Luther King

# Giving to the community

We believe that putting people first means *giving* to others and *helping* others.

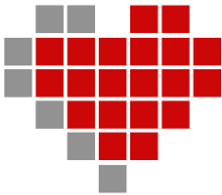
We donated over 1.7 tonnes of cleaning products to *those in need*.

Staff also raised £717 during 'It's a Knock Out for Doves House Hospice!'



# Charity and Community Partnerships

**THE STAFF** voted to donate all the 2022 in-house sales to the Ukraine Charity



The Ukraine Charity was established in 2007 in London in order to raise funds for various charitable causes in Ukraine. The primary focus has been on helping orphans and underprivileged children and young adults in Ukraine. The charity operates on a volunteer basis without overhead costs and they make sure the funds raised or contribute are all channelled to the desired beneficiaries in Ukraine and are controlled as tightly as possible.

Certified



## 2022 Community Pledge

Work with a local charity and donate goods for those in need.

Facilitate the discounted purchase of end of run products for staff with funds raised going to a charity of their choice.

Work with local talent to share our in house expertise to give students real life experience.

## What we did

2022 Goals  
Achieved

Donated over 1.7 tonnes of cleaning products to Fareshare and Spark. Members of Yorkshire Wildlife Trust.

Raised over £500 inhouse for the Ukraine Charity

Work Placement provided for Hull Uni student. Worked with 2 Hull Uni professors to establish the environmental impact of relaudering 5L and 20L containers.

Worked with Hull Uni student on dissertation 'How embracing a low carbon supply chain(including the use of renewable energy sources) effects a small company's competitiveness'.

## 2023 Community Pledge

- Continue to work with local charities and donate goods for those in need.
- Facilitate the discounted purchase of end of run products for staff with funds raised going to a charity of their choice.
- Work with local talent to share our in house expertise to give students real life experience.

# Charity and Community Partnerships



**Yorkshire**  
Wildlife Trust

We continue to be Gold Members of the Yorkshire Wildlife Trust, 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:

Save wildlife: We protect the incredible species that call Yorkshire home, by understanding what they need and creating spaces where they can flourish.

Connect people with nature: We inspire people, especially children, to experience wildlife, and enjoy it.

Protect the environment: We campaign to protect and restore Yorkshire's irreplaceable natural heritage.



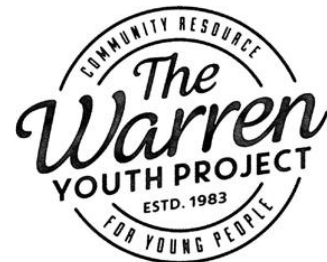
FareShare is the UK's national network of charitable food redistributors, made up of 18 independent organisations. Together, they take good quality surplus food from right across the food industry and get it to nearly 9,500 frontline charities and community groups.

The food they redistribute is nutritious and good to eat. It reaches charities across the UK, including school breakfast clubs, older people's lunch clubs, homeless shelters, and community cafes. Every week they provide enough food to create almost a million meals for vulnerable people.

Our cleaning products help provide vulnerable people with eco products they can use safely.



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.

# Workers

Great things in business are never done by one person.

They are done by a *team of people.*

Steve Jobs



In order to achieve our goals, it is important that we recruit and retain excellent staff who are highly motivated to work in the team.



All staff benefit from being members of Simply Health. This provides a wide range of benefits from optical and dental care, to acupuncture and physio etc.

We are members of Mindful Employer to ensure staff have access to professionals if they need help with their mental health.

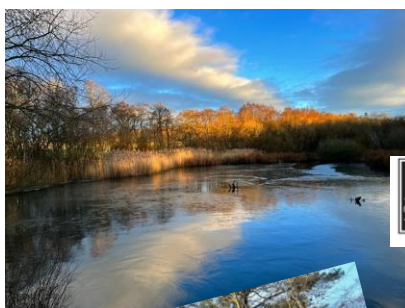


We also have trained Mental Health First Aiders on site.



Staff can also benefit from the Cycle 2 Work scheme, Terch Benefit scheme and other incentives available.

Phil was promoted from Blender to QHS (Quality Health & Safety) Officer



**Yorkshire**  
Wildlife Trust

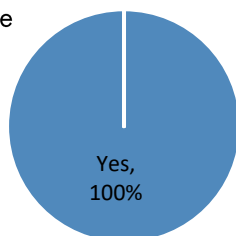


As members of Yorkshire Wildlife Trust this provides opportunities for Nature Walks. Charlotte, our Sales Key Account Manager, recently enjoyed a lovely walk around the Adel Dam nature reserve in Leeds

## Equality, Diversity & Inclusion

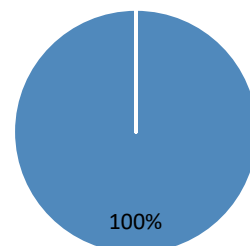
From day one at Bio D staff are encouraged to welcome and respect diversity in the workplace. All staff should feel included and equal. As part of our 2021 goal we asked staff some important questions to see how well we fared as a company in equality and respect of diversity:

Do you feel Male and Female staff are treated as equal?



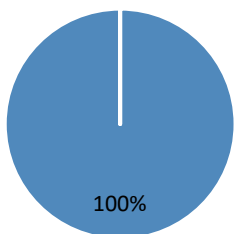
■ Yes ■ No

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?



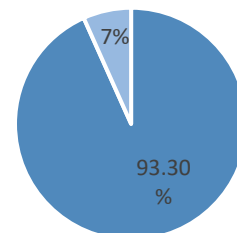
■ Yes ■ No

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



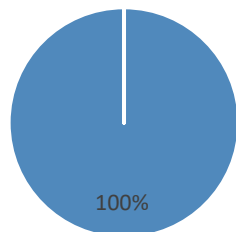
■ Yes ■ No

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



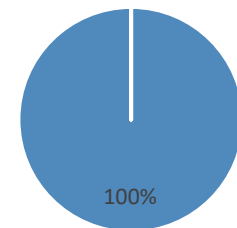
■ Yes ■ No

Do you feel able to voice any concerns or complaints to a member of management in the workplace?



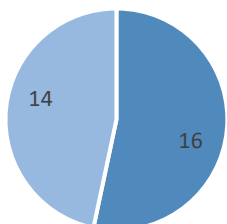
■ Yes ■ No

Are you happy in your job?



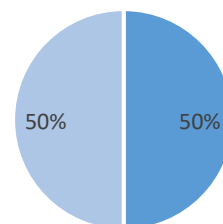
■ Yes ■ No

Male/Female



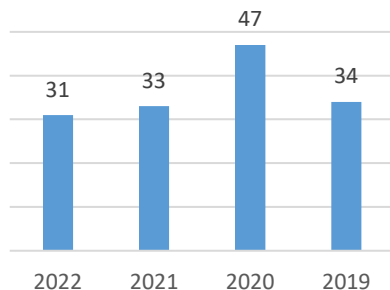
■ Male ■ Female

Higher Management



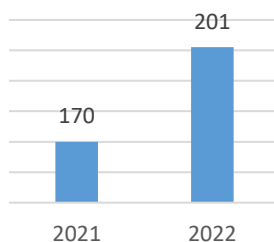
■ Female ■ Male

## No of Staff

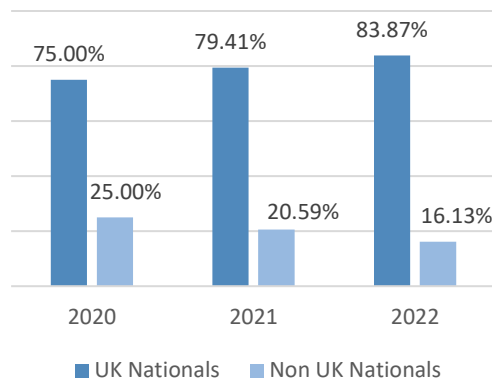


Over **18% increase**  
of hours in training  
courses compared to  
2021

## Hours of Staff Training



## Multi National Workforce



We are recruiting with our commitment  
to **Equality, Diversity & Inclusion**.



## 2022 Workers Pledge

To continue our Equality, Diversity & Inclusion 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 diversity and inclusion in the workplace.

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

## What we did

**2022 Goals  
Achieved**

Internal promotions when job opportunities became available. Over 18% increase of hours for staff in training courses.

Surveys completed and results published in this report

We are recruiting!!!!!!

## 2023 Workers Pledge

- To continue our Equality, Diversity & Inclusion 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 diversity and inclusion in the workplace.
- To continue to provide more employment opportunities with our commitment to diversity, equality and inclusion

# Other Accreditations and Certifications



Our Allergy UK Certified products have been tooth combed by a consultant and a dermatologist resulting in approval that the products certified are very unlikely to cause any reaction.



As audited members of RSPO we are helping to drive the change to ensure that only sustainable palm oil is used

Check our progress at [rspo.org](https://rspo.org)

No 9-3722-20-000-00



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



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



The OPRL scheme aims to deliver a simple, consistent and UK-wide recycling message on packaging to help consumers reuse and recycle correctly and more often.

SME Climate Hub:

We joined the RACE TO ZERO campaign through SME Climate Hub. The SME Climate Hub is a global initiative that aims to bring together climate action for small to medium sized businesses and enable SMEs to build resilient businesses for the future.



Sustainable Markets Initiative



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



All of our products are audited by Cruelty Free International to verify that no animal testing has been conducted in the supply chain.



Cyber Essentials is a UK government information assurance scheme operated by the National Cyber Security Centre (NCSC)



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.



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



The Ellen MacArthur Foundation works with business, government and academia to build a framework for an economy that is restorative and regenerative by design.



Oh Yes Net Zero's aim is for Hull to lead the way to a net zero future.

We are pleased to join in this campaign which is run by HRH King Charles III - 'Terra Carta' - offers the basis of a recovery plan that puts Nature, People and Planet at the heart of global value creation

# Finally

If you are still reading ... Bravo!

We have so much good news to relay to you and these reports have grown and grown. That's it for this year, I am almost finished.

But as a company we are never finished with our progress. Continuous improvement and the B Corp journey means the sustainability wheels will continue to roll, as the tanks blend, bottles are filled, and products are delivered to you.

For me, there were many highlights in 2022. Winning the Business Masters Award for Sustainability was one of them. Up against stiff competition we still beat the odds and brought home the trophy. A tribute to our ongoing resolve to ensure that sustainability and a transparency to the customer is what sets us apart in today's market.

The second highlight was reaching Finalist of the Women in Achievement as Employee of the Year. A truly humbling award to have been nominated for, and it was a complete surprise to be shortlisted let alone reach Finalist. I am ever grateful to work with such a great team of colleagues.

There is more I could add, but I will save that for the next report.

Until next year,  
Stay Green,  
Goodbye.

Heather Nixon  
Sustainability, NPD & Regulatory Manager

