

# Intus Healthcare Environmental Policy

**STANDARD OPERATING PROCEDURES  
MP037-2-11.04.2025**

**Purpose:** To identify and minimize environmental issues

**Scope:** All business operations



## Statement of Intent

Intus Healthcare is committed to safeguarding the environment and promoting sustainable practices in all aspects of our operations. While Intus Healthcare is not a direct manufacturer of Continuous Positive Airway Pressure (CPAP) or Non-Invasive Ventilation (NIV) devices, we recognise the urgent need to address environmental challenges. We pledge to minimize our ecological footprint and actively contribute to the global effort to combat climate change, conserve natural resources, and protect biodiversity.

We are also committed to preventing pollution by identifying and mitigating potential environmental risks associated with our operations. Through responsible waste management, efficient resource use, and sustainable procurement practices, we aim to reduce emissions, minimize waste, and prevent contamination of air, water, and land.

A handwritten signature in blue ink, appearing to read "T. Parr".

**Tom Parr**

General Manager  
Intus Healthcare

To achieve this, we will:

**Comply with Environmental Regulations**

Ensure strict adherence to all applicable environmental laws, regulations, and standards including Waste (England and Wales) Regulations 2011 and the Environmental Protection Act 1990 and associated amendments.

**Promote Sustainability**

Incorporate sustainable practices in procurement, resource utilisation, waste management, and energy consumption.

**Prevent Pollution**

Implement measures to reduce emissions, manage waste responsibly, and prevent environmental contamination.

**Enhance Awareness**

Foster a culture of environmental responsibility through education, training, and engagement with employees, stakeholders, and suppliers.

**Continuous Improvement**

Regularly assess and improve our environmental performance by setting measurable goals, monitoring progress, and integrating best practices.

By embedding these principles into our organisational strategy, we aim to reduce our environmental impact and contribute to a healthier, more sustainable planet for current and future generations.

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### Scope

This policy applies to all areas of our operations, including procurement, shipping, warehousing, online sales, and customer service. It encompasses our relationships with manufacturers, logistics partners, and other stakeholders.

### Environmental Aspects Management

To ensure compliance with ISO 14001 and minimise our environmental footprint, we systematically identify, assess, and monitor environmental aspects related to our operations. These aspects are reviewed regularly to determine their significance and to ensure continuous improvement.

The key environmental aspects we monitor include:

- **Air Emissions:** Emissions from heating systems and transport.
- **Energy:** Office energy consumption, sourcing from renewable sources, and efficiency initiatives.
- **Materials (Procurement):** Sustainable purchasing practices and supplier engagement.
- **Materials (Storage and Use):** Warehouse management and safe material handling.
- **Transport:** Shipping, delivery methods, and carbon footprint of logistics.
- **Waste Management:** Waste reduction, recycling initiatives, and responsible disposal.
- **Water Use:** Smart water usage, conservation, and drainage systems.
- **Impact on the Community:** Noise, traffic, and community interactions related to business operations.

Each of these categories is assessed using a rating matrix to determine significance, with necessary controls and monitoring measures put in place to mitigate environmental risks.

### Commitments

#### Sustainable Procurement and Supply Chain Management

We will:

- Collaborate with manufacturers and suppliers who demonstrate strong environmental responsibility, including compliance with environmental standards.
- Prioritise sourcing products and materials with minimal environmental impact, such as recyclable packaging and energy-efficient CPAP devices.

#### Efficient Shipping and Logistics

We will:

- Optimise shipping and delivery processes to reduce carbon emissions, including consolidating shipments wherever possible.

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- Partner with logistics providers that prioritise environmentally friendly transportation methods and practices.

### Waste Reduction and Recycling

By focusing on recycling and upcycling, we significantly reduce our carbon footprint and support the movement to a circular economy. These efforts decrease the demand for raw materials, reduce emissions associated with manufacturing new devices and minimises electronic waste.

We will:

- Minimise packaging waste by using eco-friendly, recyclable, or reusable materials for our shipments.
- Encourage customers to recycle or properly dispose of used CPAP consumables and provide guidance where possible.
- Continue to work closely with our waste collection provider to segregate waste for recycling.
- Explore opportunities for refurbishing devices that reach the end of their serviceable life, wherever feasible.
- Continue to adhere to the Waste Electrical and Electronic Equipment (WEEE) regulations, ensuring that all electronic medical devices are responsibly disposed of at the end of their lifecycle.
- Provide recycling facilities for staff and encourage waste reduction by offering reusable items, such as drinks bottles and mugs.

### Energy and Resource Efficiency

We will:

- Implement energy-efficient practices in our offices and warehouses, such as LED lighting and energy-saving equipment.
- Reduce water and paper usage through digital operations and internal conservation measures.

### Engagement and Education

We will:

- Raise awareness among employees and partners about the importance of environmental sustainability and their role in achieving our goals.
- Share information with customers on the environmental benefits of our initiatives and encourage their participation in sustainable practices.

### Compliance and Continuous Improvement

We will:

- Comply with all relevant UK environmental laws and regulations.
- Regularly assess and improve our environmental performance by setting measurable goals and reviewing our progress annually.
- Stay informed about advancements in sustainable business practices and integrate them into our operations.

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## Benefits of recycling and upcycling initiatives

### For Suppliers

We drive a collaborative approach with our suppliers to improve their own environmental practices. This can lead to cost savings through more efficient waste management and reduced material usage. Suppliers who align with our sustainability expectations benefit from strengthened business relationships and increased opportunities for long-term contracts. Additionally, being part of an environmentally responsible supply chain enhances their reputation and positions them as a preferred supplier in other procurement opportunities.

### For Customer

We ask that our customers consider how they dispose of the products we supply. While we recognise that not all products include recycling information on the packaging, we are actively engaging with suppliers to adopt clearer labelling to support responsible disposal. In the meantime, we encourage customers to follow local recycling guidelines and to contact us if they need help understanding end-of-life disposal options.

### For Participating Authorities

Through our focus on refurbishing and upcycling equipment, we help participating authorities, such as NHS Trusts, achieve their sustainability goals and compliance with environmental regulations. By reusing and recycling devices, we contribute to reducing the volume of waste sent to landfill, which aligns with the NHS's Net Zero goals. This not only reduces environmental impact, but supports cost efficiency, as extending the lifecycle of equipment reduces new purchases.

## Potential barriers

Whilst we will endeavour to fully implement this policy, we recognise there are potential barriers. These include:

### Supplier willingness and capability

Not all suppliers may be equipped to align with our sustainability requirements. Overcoming this may require identifying and transitioning to more sustainable suppliers if feasible.

### Device refurbishment limitations

There may be technical limitations on refurbishing certain types of medical equipment due to regulatory requirements or patient safety standards.

## Employee Training and Awareness

At Intus Healthcare we recognise that staff engagement and awareness play a crucial role in achieving our environmental commitments. To ensure that all employees understand their responsibilities and the impact of our operations, we require:

- **Mandatory Environmental Awareness Training:** All staff must complete an online environmental awareness course as part of their onboarding training.
- **Ongoing Learning:** Periodic updates and refresher courses will be provided to ensure continuous improvement in environmental practices.
- **Competency Development:** Training will cover key areas such as waste reduction, energy conservation and sustainable procurement.

## Monitoring and Accountability

Responsibility for the implementation and oversight of this policy lies with the leadership team. Environmental performance will be monitored through our CRP, regular reviews and in the Management Review. Progress and updates will be communicated transparently to stakeholders.

## Maintaining this Policy

This policy and associated documents will be revised annually, or after any significant change or legislation likely to affect the policy. This policy will be publicised and available to third parties on request.

## Contact and Feedback

We welcome feedback on our environmental initiatives and invite stakeholders to share ideas for improvement.