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POLICY AREA: Organisational

POLICY STATEMENT

Medicash's Commitments

Medicash is committed to minimising and controlling the impact of its business on the environment and will: strive to adopt the highest environmental standards in all areas of operations; minimise the use of all materials, supplies and energy; minimise waste produced in all areas of the organisation and aim for waste-free processes; publicise our environmental position; adopt an environmentally sound transport strategy; aim to include environmental and ethical considerations in investment decisions where appropriate; assess the environmental impact of all operations on a continual basis; comply with all relevant applicable environmental legislation; maintain carbon neutral status and work towards net zero; monitor our footprint, progress and seek external verification

Medicash Environmental Policy

To meet our environmental commitments, Medicash will undertake the following actions:

Assessing Environmental Impact (Purchasing)

For all purchases greater than £25,000 (including VAT) and when planning any significant new project, it is a requirement to produce a brief environmental impact assessment which will consider the resources used in the production and disposal of the purchase.

The purpose of the assessment will be to raise environmental awareness in purchasing, to select purchases with an extended life span, to promote the purchase of goods which may ultimately be disposed of in an environmentally sustainable way and to cut down on resources used.

Purchasing Specifications

Medicash will seek to achieve the following:

A preference for recycled or upcycled products over virgin wherever possible. The difference in cost should not on its own be used as an argument for virgin products and the environmental impact will always be considered.

All publications to be produced on recycled paper wherever possible. Where this is not possible, paper that has been sourced from Forest Stewardship Council (FSC) accredited sources will be preferred.

Fair trade considerations will be taken into account where such information is available.

Influencing Others

Medicash will seek to promote an awareness of environmental impact not only by ensuring that its own actions fall within its scope, but also by promoting the message among third parties involved with Medicash.

Suppliers: Medicash will express a preference for suppliers who have an adequate environmental housekeeping policy.

Policyholders: Policyholders will be encouraged to reduce Medicash's environmental impact by accessing claim forms, application forms, terms and conditions and other literature via the My Medicash app or electronically. Customers will also be encouraged to make and receive communications from us via e-mail and the My Medicash app, rather than by post. Payment of claims to customers will be made by direct credit unless the customer has a specific preference for cheque payment.

Due regard will still of course be given to policyholders who prefer to receive postal correspondence, considering our regulatory responsibilities.

Promotion: Medicash will promote its environmental policy by appropriate means. This may include the use of the intranet to give information and practical guide to employees, and to inform them of internal initiatives to reduce, reuse and recycle.

Monitoring Progress

In order for the environmental policy to be effective, it is essential to have the means by which progress and adherence can be monitored.

Medicash will identify its carbon output bi-annually. This will allow progress to be measured. Medicash will engage an external third-party climate action group to assist with measuring carbon output, monitoring progress and working to net zero.

The environmental policy will be reviewed annually.

Regular updates will be provided to the Senior Management and Board on environmental matters.

Transport

Medicash recognises the impact of car use on the carbon emissions of the organisation and will strive to adopt an environmentally sound transport strategy.

Company cars: these will only be provided to staff who are required to travel significantly as part of their job role. Wherever possible the cars provided will emit no more than 50 g/km of CO₂. Most employees with company vehicles already have hybrid or fully electric models.

Business journeys: wherever practical, public transport, cycling and walking are the preferred modes of transport for Medicash staff. Air travel will not be used unless there is a significant business case to do so.

Commuting: Medicash will provide interest free loans for public transport season tickets. Medicash will also operate a cycle to work scheme with the cost of purchasing a bike spread across a year, being deducted from pay via salary sacrifice. Medicash will also participate with any government or other appropriate scheme which encourages more environmentally friendly transport use.

Investing in the Future

Medicash will consider the environmental impact not only of its day-to-day operations, but also for its long-term decisions.

Investment policy: financial investments will be made with environmental and ethical considerations taken into account, subject to the requirement that they make an adequate return on investment. To this end, environmental and ethical investments are preferred to other investments, although they must perform as well as other investments.

Third party investment manager - Medicash ensures its values are aligned with the investment policies of our third party investment manager, Rathbones. Rathbones consider environment, social and governance (ESG) factors in the evaluation of investments to identify ESG opportunities and risks. They prioritise engagement where a real difference can be made in addressing the world's systemic environmental and social challenges. Rathbones actively votes across more than 95% of the value of its holdings in line with its responsible investment commitments and is prepared to reduce holdings in companies that continue to present an ESG risk over time.

Investing in Fixed Assets: When capital investment is being made, consideration will be given to the environmental impact of the purchase and relevant disposal scenarios.

Office Environment

Best practice measures will be implemented to assist in the delivery of the above action points on a daily basis:

Waste reduction:

- Printers to be set up to print on both sides of the paper.
- Mono print set as default.
- Use of email for circulation of internal information, as opposed to print.
- Provision of proper cutlery, crockery and drinking vessels for use by staff and visitors in preference to disposables.
- Waste audits will be carried out to monitor the impact of reduction strategies and messaging.

Waste reuse:

- Scrap paper to be saved and reused as notepads.

Recycling:

- Toners and ink cartridges will be collected for remanufacturing.
- Wastepaper, plastic, cardboard and metal will be collected for recycling.
- Recycling facilities will be provided in the staff canteen.
- Medicash will utilise waste disposal which converts any non-recyclable waste into Refuse Derived Fuel.
- Coffee pods to be collected and recycled

Energy and water consumption:

- Medicash will move towards the use of low energy light bulbs throughout the organisation.
- Use of power-down features on electronic equipment such as photocopiers.
- All personal computers and printers to be turned off at the end of the day.
- Lights, heating and air-conditioning to be turned off when not needed.
- Motion sensor lighting utilised which automatically turns off when not needed.

Purchasing:

- Consideration given to paper purchased with Woodland Trust paper used where possible.
- Purchase of products containing recycled materials for office use.
- Purchase of remanufactured toner and ink cartridges where possible.
- Purchase of cleaning products that are biodegradable where possible.

General Office Environment:

- Encourage the use of plants, especially those which are good at absorbing emissions from printers.
- Regular servicing of all office machinery to maintain optimum operating efficiency and longevity.

Being a Carbon Neutral Business and working to Net Zero

Medicash will undertake an audit and measurement of its carbon output each year. An external party will be engaged to provide oversight and verification.

Medicash recognises that some of its business processes will continue to generate carbon emissions. These will be offset by making an annual contribution to the charity Cool Earth and/or through a reputable carbon offset scheme.

Beyond maintaining carbon neutral status, Medicash will strive to work towards net zero status.

Regulation and Compliance

Medicash will fully comply with all environmental and regulatory requirements relating to the environment.

Green Team

Medicash have a dedicated 'Green Team' to innovate, drive initiatives forward in this area and communicate with colleagues. The Team will meet on a regular basis.

A member of the Green Team will be responsible for reporting back on progress to the Medicash Board on at least an annual basis. At present this is the Compliance Officer.

Information Security

ISO/IEC 27001:2022 Annex A Controls:

7.1, 7.2, 7.3, 7.4, 7.5, 7.6, 7.7, 7.8, 7.9, 7.10, 7.11, 7.12, 7.13 & 7.14

As part of our commitment to sustainability and environmental, Medicash recognises the significant role that information technology (IT) plays in reducing our environmental impact. We are dedicated to implementing eco-friendly practices in all areas of IT, including equipment procurement, energy consumption, and recycling.

1. Sustainable IT Equipment Procurement

- **Low-Power Consumption Equipment:** When purchasing new IT equipment, priority will be given to devices that are certified for low energy consumption. We will seek out products that carry energy efficiency certifications such as ENERGY STAR or EPEAT, ensuring that our technology footprint aligns with our environmental goals.

- **Refurbished Equipment:** To further reduce our environmental impact, we will actively consider and prioritise the purchase of refurbished IT equipment where feasible. Refurbished devices offer a high-quality alternative to new equipment while significantly reducing electronic waste and resource consumption.

2. Energy Efficiency in IT Operations

- **Optimised Power Management:** All IT equipment, including servers, computers, and peripherals, will be configured to optimise energy use. This includes implementing power-saving settings, such as automatic sleep modes, and scheduling non-essential systems to shut down outside of business hours.
- **Data Centre Efficiency:** We will continually assess and upgrade our data centre infrastructure to improve energy efficiency, including using virtualization technologies, optimising cooling systems, and exploring renewable energy sources to power our operations.

3. Responsible Recycling and Disposal

- **E-Waste Recycling:** We are committed to the responsible recycling and disposal of all electronic waste (e-waste). All obsolete or non-functional IT equipment, including computers, servers, peripherals, and mobile devices, will be recycled through certified e-waste recyclers that adhere to environmentally sound practices.
- **Toner and Ink Cartridge Recycling:** Medicash will ensure considerate recycling of toner and ink cartridges. All used cartridges will be collected and returned to manufacturers or sent to specialised recycling facilities to minimise landfill waste. Where possible, we will use remanufactured toner and ink cartridges, further reducing our environmental impact.

4. Green IT Practices

- **Sustainable Software Solutions:** We will evaluate and implement software solutions that support energy efficiency, such as cloud computing platforms that reduce the need for extensive on-premises hardware.
- **Employee Awareness and Training:** Employees will be educated on the importance of sustainable IT practices, including the proper disposal of electronic waste and the benefits of using energy-efficient equipment. Regular training sessions will be conducted to ensure all staff members are aware of and adhere to these practices.

Review

The Medicash Environmental Policy will be reviewed annually.