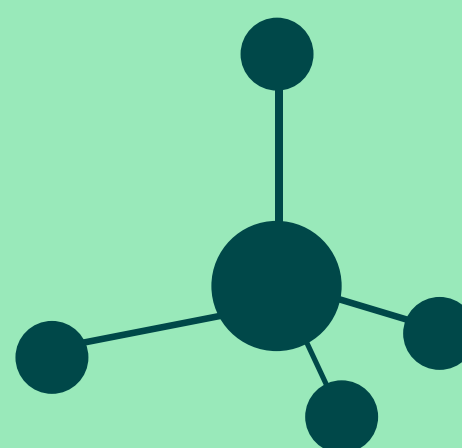
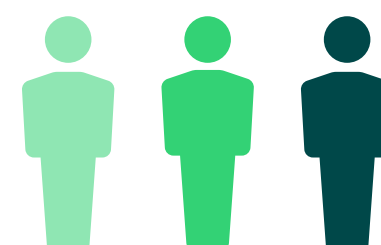
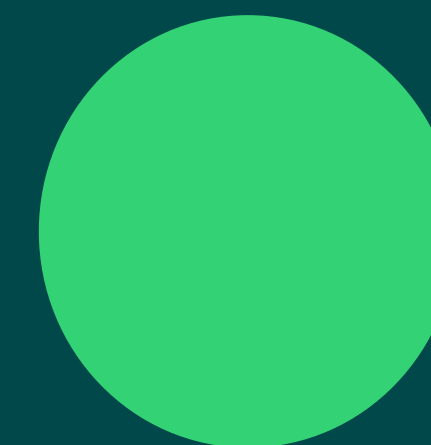
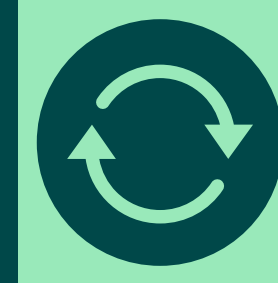




**SCIENTIFIC  
LABORATORY  
SUPPLIES**



**SUSTAINABILITY REPORT**

**2022**

For a healthier, smarter and safer world

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# Introduction

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# INTRODUCTION

Scientific Laboratory Supplies (SLS) are committed to operating in an environmentally responsible and socially ethical manner whilst contributing positively to economic growth. We strive to be progressively transparent about the impact of both operations, supply chain, and product portfolio, and as such aim to publish a sustainability report on an annual basis. In this report – the first we have released - we present an overview of our environmental and social performance in 2022, alongside ongoing sustainability initiatives and strategic activity.





# A MESSAGE FROM OUR MANAGING DIRECTOR

I am very pleased to present to you the first annual sustainability report for Scientific Laboratory Supplies Ltd (SLS), highlighting our unwavering commitment to sustainable and responsible business practices. As we navigate the challenges and opportunities of today's dynamic world, we are placing sustainability firmly at the core of our strategic vision and ensuring that it is a driver in all of our business decisions.

The world we live in faces pressing environmental and social issues and we recognise the significance of our role as a leading provider of laboratory supplies in contributing to addressing these. Our dedication to sustainability is not just a business imperative; it is a moral responsibility to ensure that our actions contribute positively to society and the planet.

Throughout this report, you will find a comprehensive overview of our progress in various areas of sustainability. We have made significant strides in reducing our environmental footprint, engaging with suppliers, and innovating for a more sustainable product portfolio. We have been working to integrate sustainability into every facet of our operations, demonstrating that responsible business practices can lead to both positive impact and economic success.

Our journey toward sustainability is a continuous one. As we reflect on our accomplishments, we also acknowledge the road ahead. We understand that the path to a truly sustainable future is characterised by continuous improvement, collaboration, and innovation. Therefore, we remain committed to further improving our performance, setting ambitious goals, and pushing the boundaries of what is possible.

Whilst there is still a long way to go, I extend my sincere gratitude to our employees, customers, partners, and all other stakeholders who have played such an important role in our sustainability journey so far. Thank you! Your ongoing support and engagement will help us to strive for even higher standards and together we will contribute meaningfully to a better world. As you explore this report, I encourage you to not only review our achievements but to also envision the opportunities that lie ahead. We will be glad to work with you to meet our mutual sustainability goals and it is together, that we will all make the biggest difference.

Thank you for being part of our sustainability journey. We hope you derive some real value from this report, and we look forward to updating you on the progress we are making here at SLS in the future.

Sincerely,

*Ian Roulstone*

Ian Roulstone  
Managing Director

[www.scientificlabs.co.uk](http://www.scientificlabs.co.uk)





We planted



4000  
trees

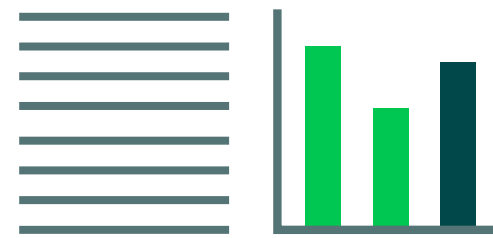


We recruited for  
a new position  
of Sustainability  
Manager



We collected  
**1960kg**  
of pipette tip boxes  
from customers  
thanks to our  
**Plastic to Purpose**  
scheme

We developed  
our first annual  
sustainability  
report



We achieved a  
**BRONZE**  
Ecovadis  
rating

We diverted **37 metric tonnes**  
of waste from landfill in 2022,  
**avoiding 10tCO<sub>2</sub>e**



## GOALS

01

Develop a well-informed carbon reduction plan which reflects our current supply chain activity and supplier maturity

02

Promote a climate conscious travel policy with all employees

03

Collect primary data from suppliers around key material topics

04

Migrate operations to our new purpose-built solar powered distribution centre – with the aim to further reduce Scope 1 and 2 emissions



# ORGANISATIONAL PROFILE



## Company Overview

SLS is a distributor of high-quality laboratory equipment, consumables, and services to research institutions, universities, and industrial laboratories such as food and beverage, pharmaceuticals, and biotech.

We have a varied product offering which enables us to meet customer demands through a tailored, flexible, and reliable service.



## Products & Services

Our product range includes cutting-edge laboratory equipment, chemicals, glassware, and research tools that enable advancements in various scientific fields from world-leading manufacturers.



## Operational Locations

We operate across the UK, Ireland, and East Africa with our primary distribution centre based in Nottingham and serving our broad customer base from localised offices in Scotland, Yorkshire, Dublin, and Lisburn.



# Sustainability Management

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## WHAT SUSTAINABILITY MEANS TO SLS

We recognise that the term 'sustainable' can often be misleading, misunderstood, and perhaps misused when applied to business activity. However, due to its extensive use and recognition, we do not shy away from the term.

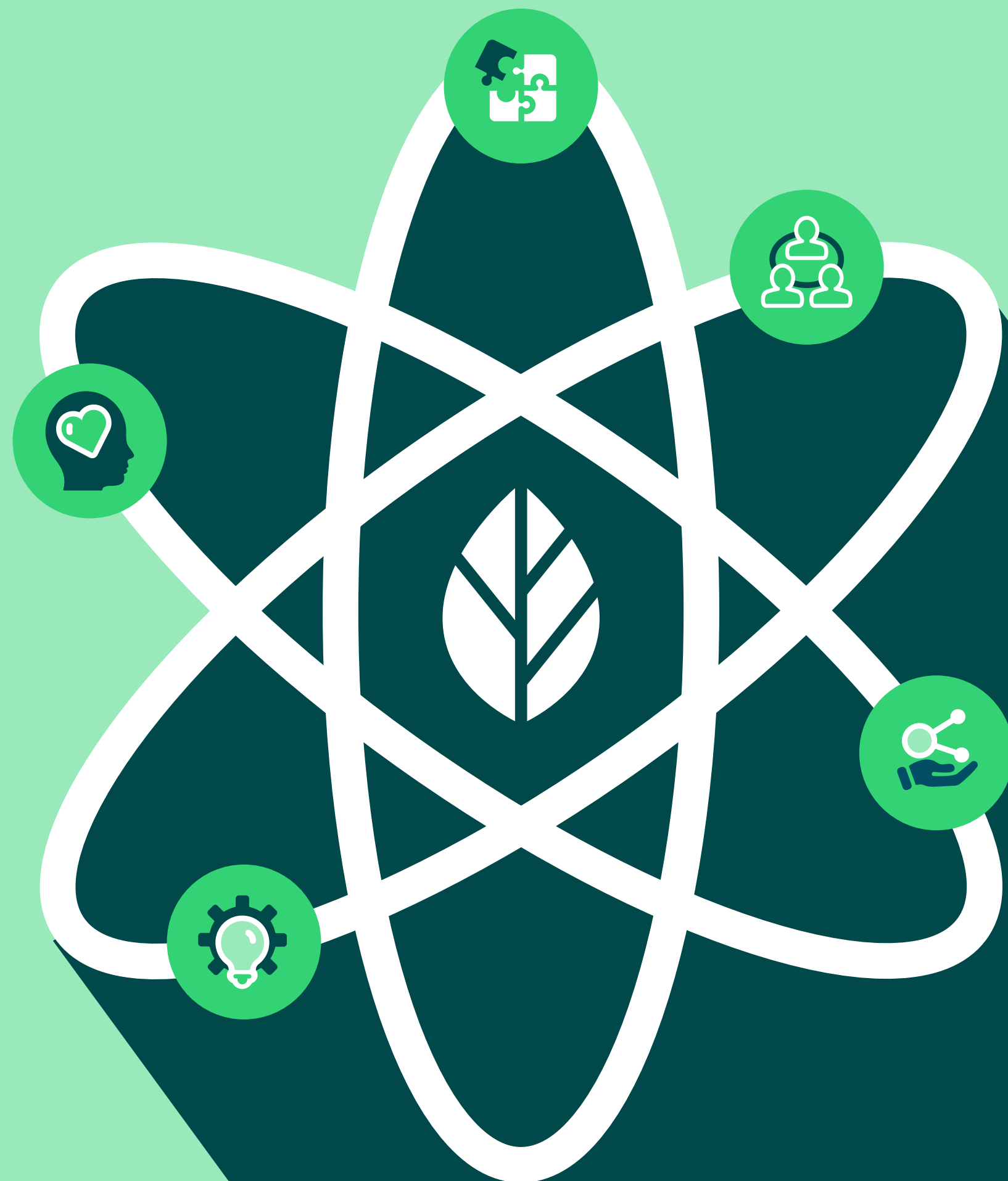
At SLS, we acknowledge that in our vision to become 'the most sustainable distributor' requires us to be a force for accountability and progress. We use this phrase to distinguish ourselves as a conscientious business which embraces its moral responsibility to pursue improvement and take action to do the best we can for the planet and its people.

We accept the sustainability challenges that come with operating within the laboratory market and recognise that this is a journey, and one which may not always be linear. We strive to be proactive in reducing emissions across our value chain, be transparent about our environmental and social impact, whilst ensuring that we are responsible in the way that we market products to our customers.

“  
our vision to become 'the  
most sustainable distributor'  
requires us to be a force for  
accountability and progress  
”







## GOVERNANCE STRUCTURE FOR SUSTAINABILITY

Our Sustainability Manager oversees the integration of sustainability into our business operations. This position engages frequently with the management team and board of directors to ensure that sustainability considerations are embedded in our decision-making processes.

We have expanded our corporate objectives from 5 pillars to 6 to put sustainability at the core of board level company goals.

## STAKEHOLDER ENGAGEMENT

We engage with stakeholders, including customers, employees, suppliers, and local communities, to understand their concerns and expectations related to sustainability.



# CUSTOMER ENGAGEMENT

We endeavour to build solid long-term relationships with our customers and aim to deliver industry-leading excellent customer service. We take pride in learning from our customer feedback, and their comments are invaluable in improving relationships and communications.

We seek to better understand our customers' sustainability goals and align activity and/or provide guidance to support those goals wherever possible. We strive to provide customers with sufficient information to help them make well-informed decisions around product level sustainability.

Our sales teams have undergone internal training around key business and laboratory sustainability topics to enable them to embed this into conversations with our customers with greater ease. Our Sustainability Manager is also frequently in front of customers to offer guidance, discuss overarching goals or frameworks, and gain insight into how SLS can support with these. This approach provides us with primary market intelligence directly from our customers and enables us to communicate this upstream to our suppliers.





# SUPPLIER ENGAGEMENT

We have made significant strides in terms of data collection and high-level supplier engagement around sustainability and aim to continue to do so. We are exploring supplier engagement and data collection platforms to assist with this and enhance our ability to engage suppliers on a multitude of topics at pace and scale.



## EMPLOYEE ENGAGEMENT

Throughout each year, all staff are involved in an engagement scheme to enable them to share their views and voice feedback on all company matters, including management, operations, well-being, incentive schemes, pay and conditions, and general business improvement.

We also have a dedicated working group ('social superheroes') to further promote employee well-being and staff engagement activity.





## COMMUNITY ENGAGEMENT

We recognise our responsibility to be good, supportive, and ethically engaged neighbours and we strive to build long-lasting relationships with our communities. We are committed to regular contact, mutual respect, and support. The company supports several charities with fundraising, promoting awareness, and actively encourages all employees to be involved and engaged with these causes. This is further supplemented by all staff being encouraged to take one days paid leave per annum to volunteer and to give support to their local community without having to give up a day's pay.





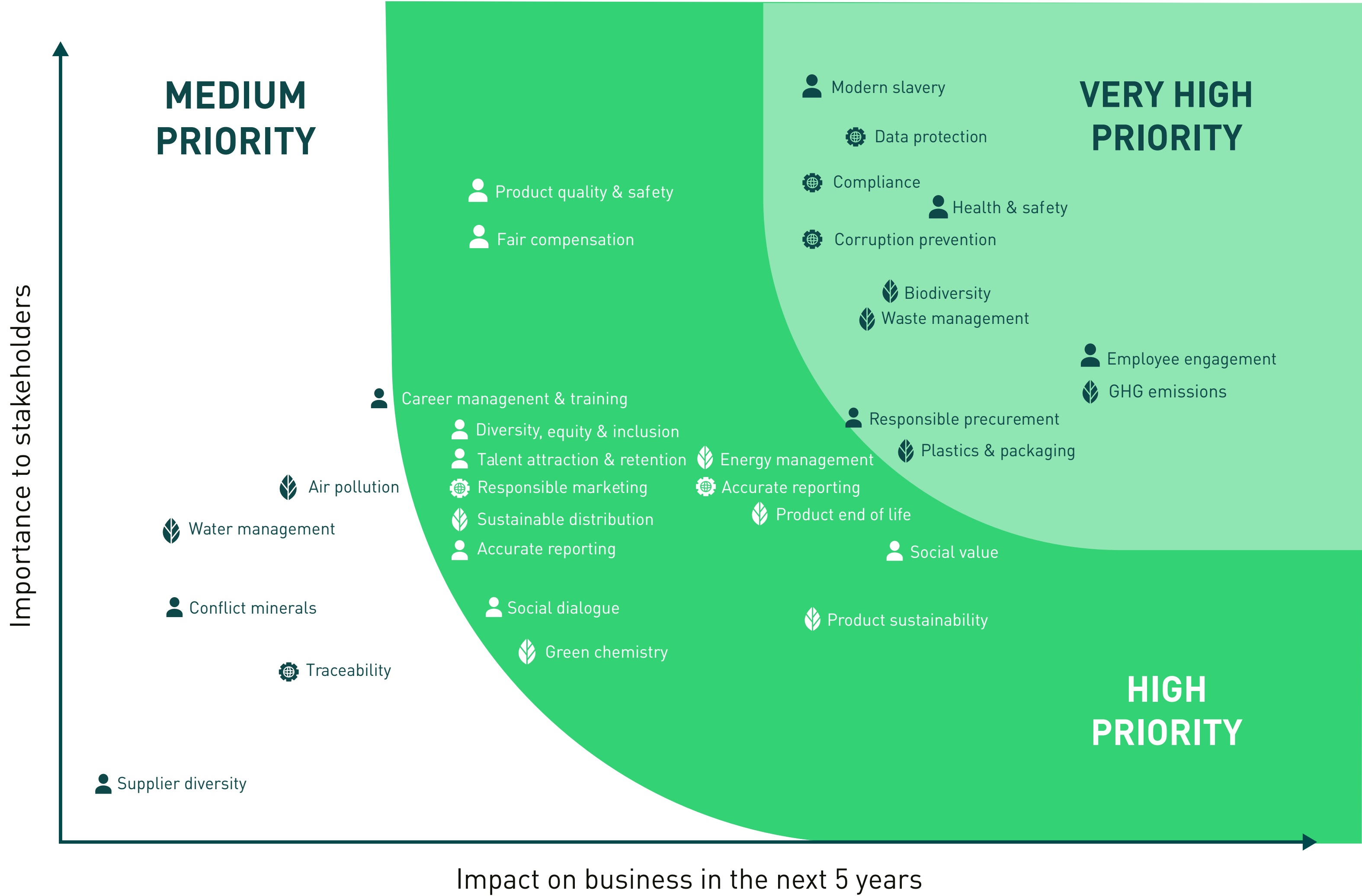
## MATERIALITY ASSESSMENT

SLS conducted a materiality assessment with the aim of developing a more well-informed sustainability strategy blueprint going forward. It offered a democratic approach to identifying strategic and reporting priorities within the context of environmental, social, and governance (ESG) issues.

Prior to stakeholder involvement, over 30 ESG topics were researched and identified as issues of material importance to SLS and its stakeholders within the next decade. This included industry-specific hot topics, identified trends from customer enquiries and tenders, as well as local authority and community priorities.

The list was also reflective of the latest global risk report, relevant certifications / frameworks / standardisation organisations, alongside current and emerging ESG legislation. An internal risk assessment was then carried out for each of these topics to assess potential impact on the business over in the next 5 years. Multiple stakeholder groups including staff, local council representatives and customers were then invited to rank these issues by level of importance to them, their role, or their organisation.





-  ENVIRONMENTAL
-  SOCIAL
-  GOVERNANCE

The materiality assessment results enable us to identify key issues ranked by priority and therefore embed these priorities into decision making processes across the business. For example, we know that from a supply chain perspective, we want to be regularly engaging suppliers, collecting data, and nurturing innovation for topics such as GHG emissions, plastics and packaging, waste management, biodiversity, modern slavery, and product sustainability.

This supplier level assessment is currently in development in 2023 to ensure that going forward we are tracking our supply chain performance on issues which are important to SLS.



# Economic Performance

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# FINANCIAL OVERVIEW

In 2022, our turnover was

**£81million**

representing a

**1.25%**  
increase  
from 2021

The competitive challenges that arise in the market remain. This coupled with some significant supplier price inflation and increases in both inbound and outbound freight costs have inflicted a squeeze on margins. As a result, we have adopted strategies to mitigate these cost challenges and overall margins remain in line with expectations and comparable to the pre-pandemic normalised periods.

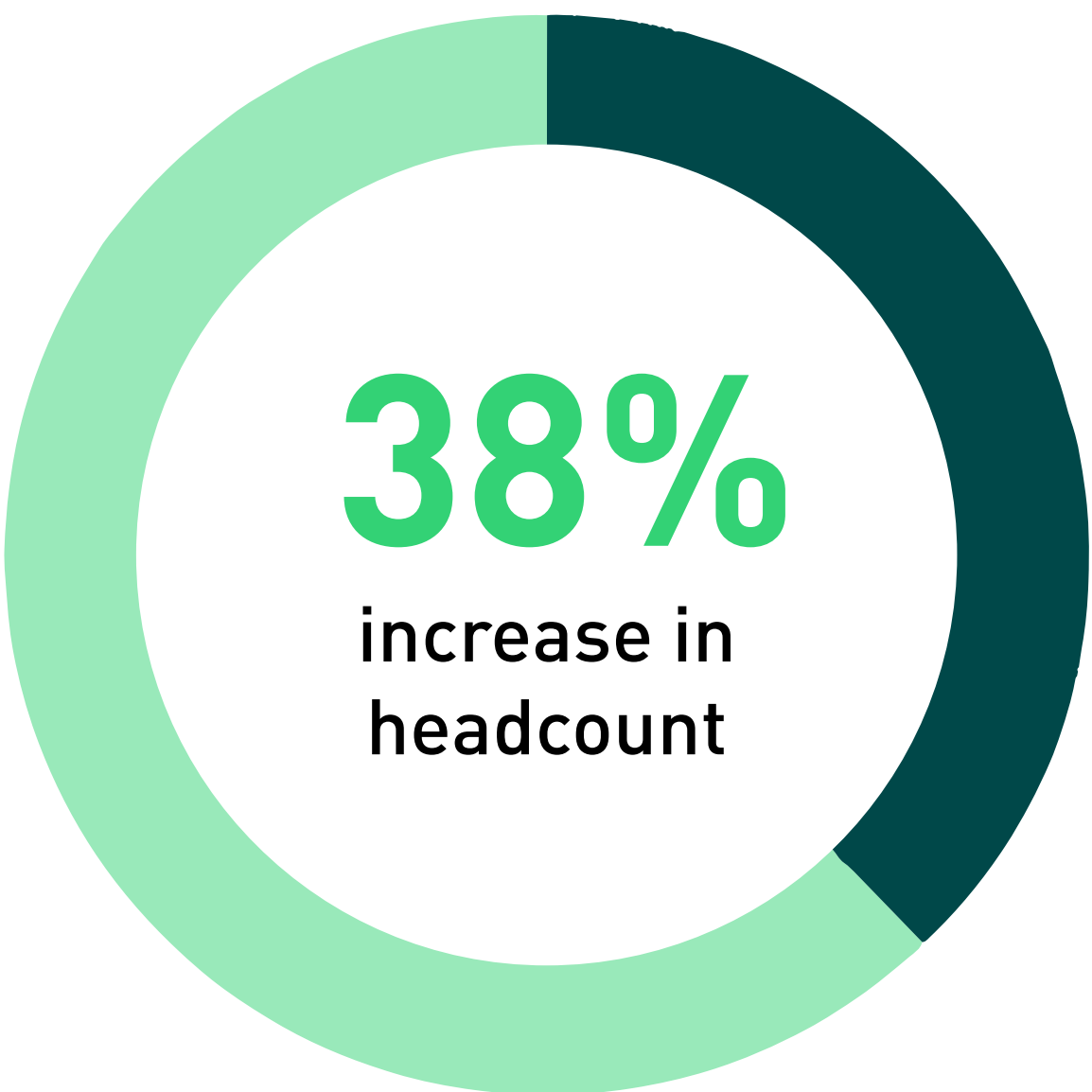
Post pandemic, we have fully refocused on serving our core markets and have built new relationships and developed additional product lines over the past few years. This has enabled us to address the market with a stronger portfolio and presence than the comparable pre-pandemic period. Our directors feel that the company has emerged from the pandemic well positioned to deliver its longer-term strategic goals.





# ECONOMIC CONTRIBUTIONS

We have continued to invest in people to position the business for the future, support job creation and economic growth. We filled nearly all our open positions in 2022 and welcomed over 65 new starters in 2022, a 38% increase in headcount. We remain keenly focused on the importance of our employees and ensure that employees have competitive pay and a strong selection of benefits.



65 new starters in 2022



# Environmental Performance

---



## ENERGY CONSUMPTION

### Electricity

In 2022, SLS's total electricity consumption was

**177,620kWh**

 **100%**

sourced from renewable energy sources (with REGO certificates made available on our website to support this).



We achieved targets of maintaining electricity consumption in our Nottingham office to 2021 levels due to changes in working practices (hybrid, remote).

For our Lisburn offices, our 2022 aim was to reduce electricity consumption by **5%**

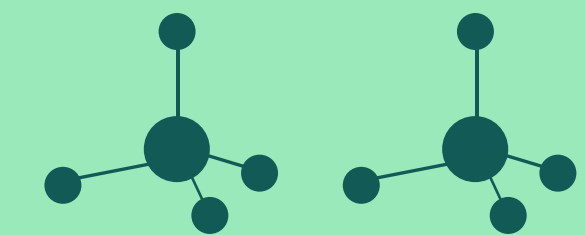
Compared to the monthly average usage in 2020 and we were able to reduce this by **19%**

We take action every year to improve our company energy efficiency as part of our drive for improvement in both energy performance and in the delivery of our ISO14001 Management System.

### Gas

In 2022, SLS's total gas consumption was

**197,259kWh**



SLS use exclusively biomethane gas to reduce our reliance on fossil fuel derived gas.

Our electricity and gas consumption data has been collected via invoices directly from our supplier and supported by meter readings taken on the last day of every month and converted from m<sup>3</sup> to kWh.

For our Lisburn offices, our 2022 aim was to reduce consumption by **2%**

Compared to the usage in 2021 and we were able to reduce this by **7%**



# EMISSIONS WE CONTROL (SCOPE 1 AND 2)

We have long been committed to investing in new technologies and initiatives to promote resource efficiency on-site.

We installed LED lighting in our Nottingham facility, replacing

**75%** of lights so far.



We invested

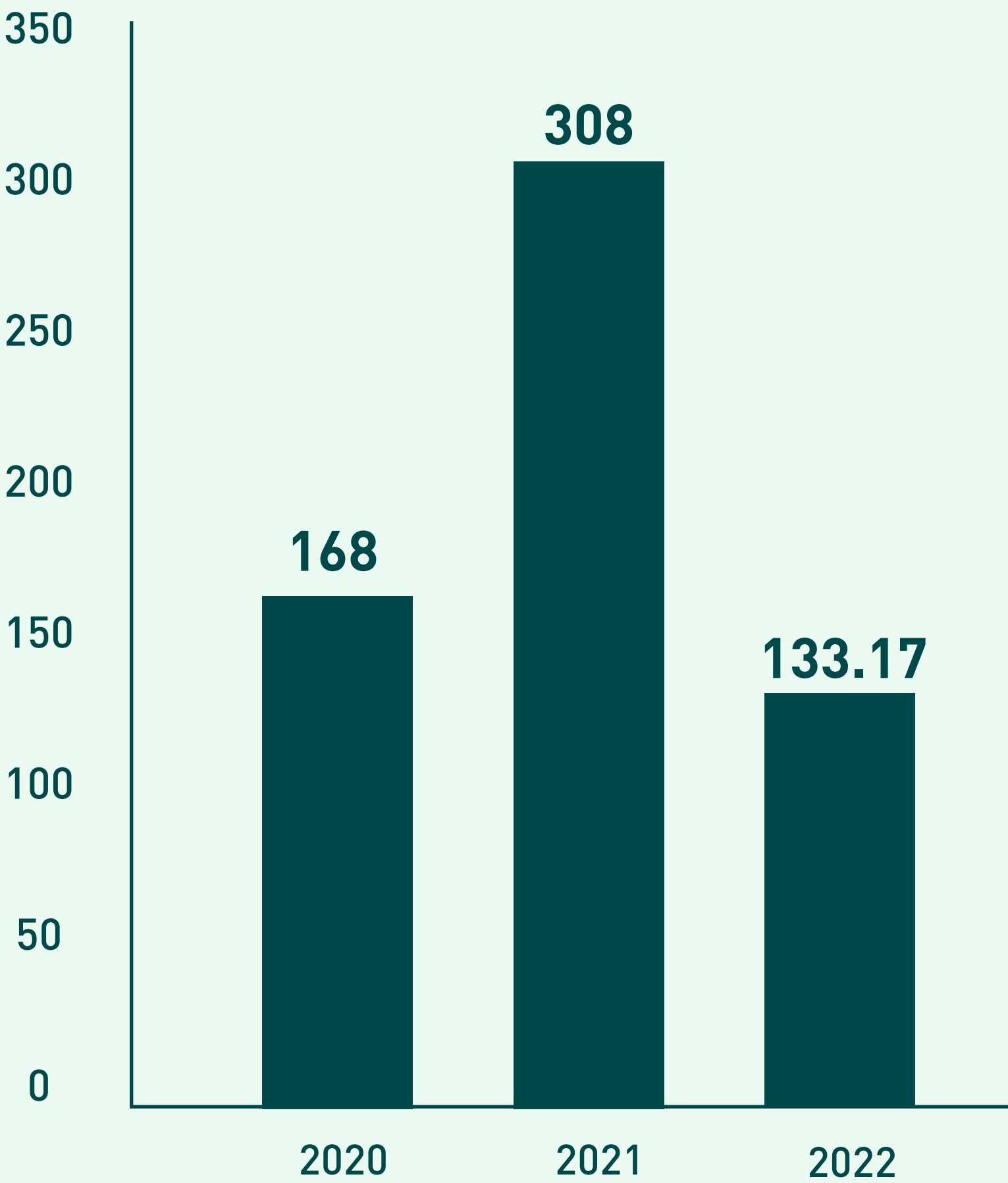
**£157,000**

in both a new insulated roof and a high-speed automatic door at goods in at our Nottingham site, reducing heat loss and leading to less gas usage.


Across Scope 1 and 2, SLS emitted 133.17 tCO<sub>2</sub>e in 2022 - a 57% reduction from the previous year due to increased energy efficiency measures in place and a 20% reduction from 2020 pandemic figures.

(Metrics in tCO <sub>2</sub> )	2020	2021	2022
SLS Scope 1	123	308	133.17
SLS Scope 2	45	0*	0*
Total Scope 1 & 2	168	308	133.17

TOTAL SCOPE 1 AND 2 EMISSIONS







Updated distribution  
system located at our  
new Fairham site

## IMPROVED FACILITIES

We plan to migrate our current distribution centre to a new purpose-built building. This will undoubtedly influence our Scope 1 and 2 emissions.

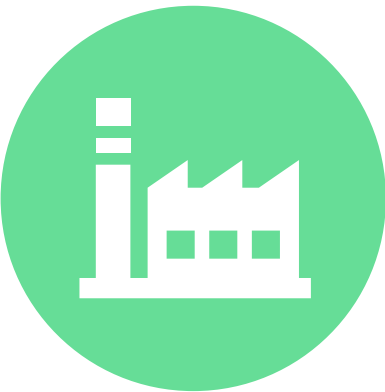
The new centre is larger in size and capacity yet will run exclusively on electricity. This will mean our gas consumption will be minimal going forward. Alongside this, the new centre is powered by solar panels – please see the section of this report entitled Fairham for more detailed information. We are in the process of analysing how a significant scale-up mixed with new and increased renewable energy sources may have an impact on the forthcoming emissions goals we set as a business.



# VALUE CHAIN EMISSIONS (SCOPE 3)

We have conducted a spend-based analysis to get an estimate for our 2022 Scope 3 emissions using the GHG Procotol Evaluator Tool. This is the first year we have provided reporting data on Scope 3 emissions and this initial approach was intended to determine the extent of our Scope 3 impact (particularly that of our supply chain) comparatively to our Scope 1 and 2 emissions.

This, in turn, provides us with a preliminary indication of key areas of impact to address in a carbon reduction plan – notably supply chain emissions from purchased goods and services.



We recognise that using spend data is not the most accurate method of reporting, and since Scope 3 (particularly purchased goods and services) is responsible for the majority of SLS’s emissions, we are putting preparations in place to be able to collect primary data from suppliers at pace and scale going forward.

This will ensure that our data is more accurate and reflective of current and forthcoming supply chain activities, and will give us the ability to track and measure supplier KPIs to any carbon reduction targets set.

Purchased goods & services CAT. 1	Capital goods CAT. 2	Fuel and energy related activities CAT. 3
77,052	96	33.25
Upstream transport CAT. 4	Waste generated in operations CAT. 5	Business travel CAT. 6
434	90	202
Employee Commuting CAT. 7	Upstream leased assets CAT. 8	Downstream transport CAT. 9
212.5	N/A	1087.4

N/A: Downstream leased assets, Franchises  
No reporting data: Processing of sold products, Use of sold products, Investments

Total Scope 3 emissions: 79207

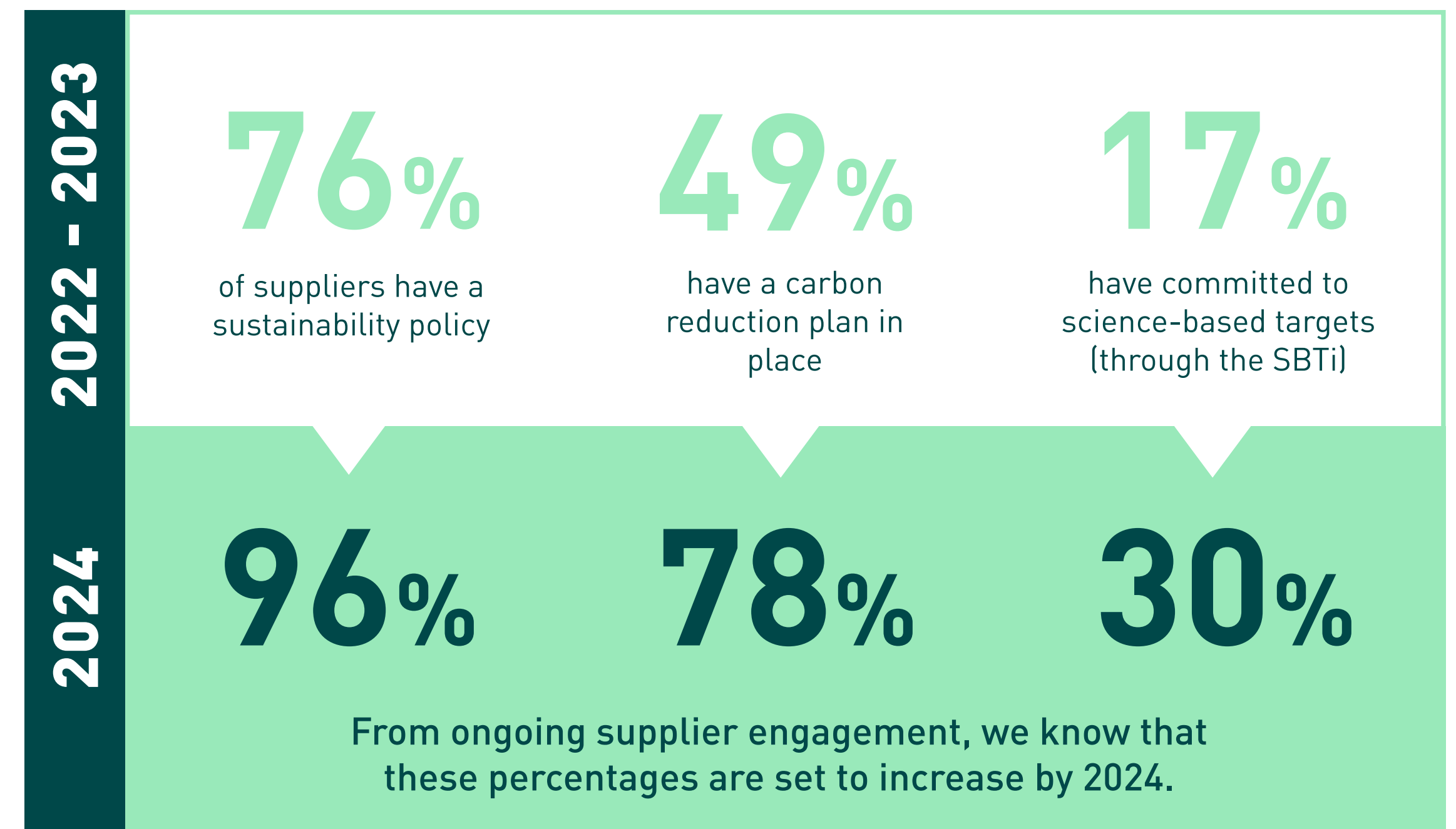


# SCOPE ANALYSIS AND CARBON REDUCTION

Scope 3 emissions make up **over 95%** of our overall emissions, with purchased goods and services accounting for similar proportion of our current Scope 3 estimations. As this is an area of high impact for SLS as a distributor, purchased goods and services will be a key focus for the business going forward and in the development of our carbon reduction plan.



We have some initial insights into the maturity of our suppliers when it comes to sustainability, greenhouse gas reduction, and target setting. We know that currently approximately...



We continue to work to collect more complete data from our supply base to use in the development of our carbon reduction plan and to set supplier KPIs going forward.

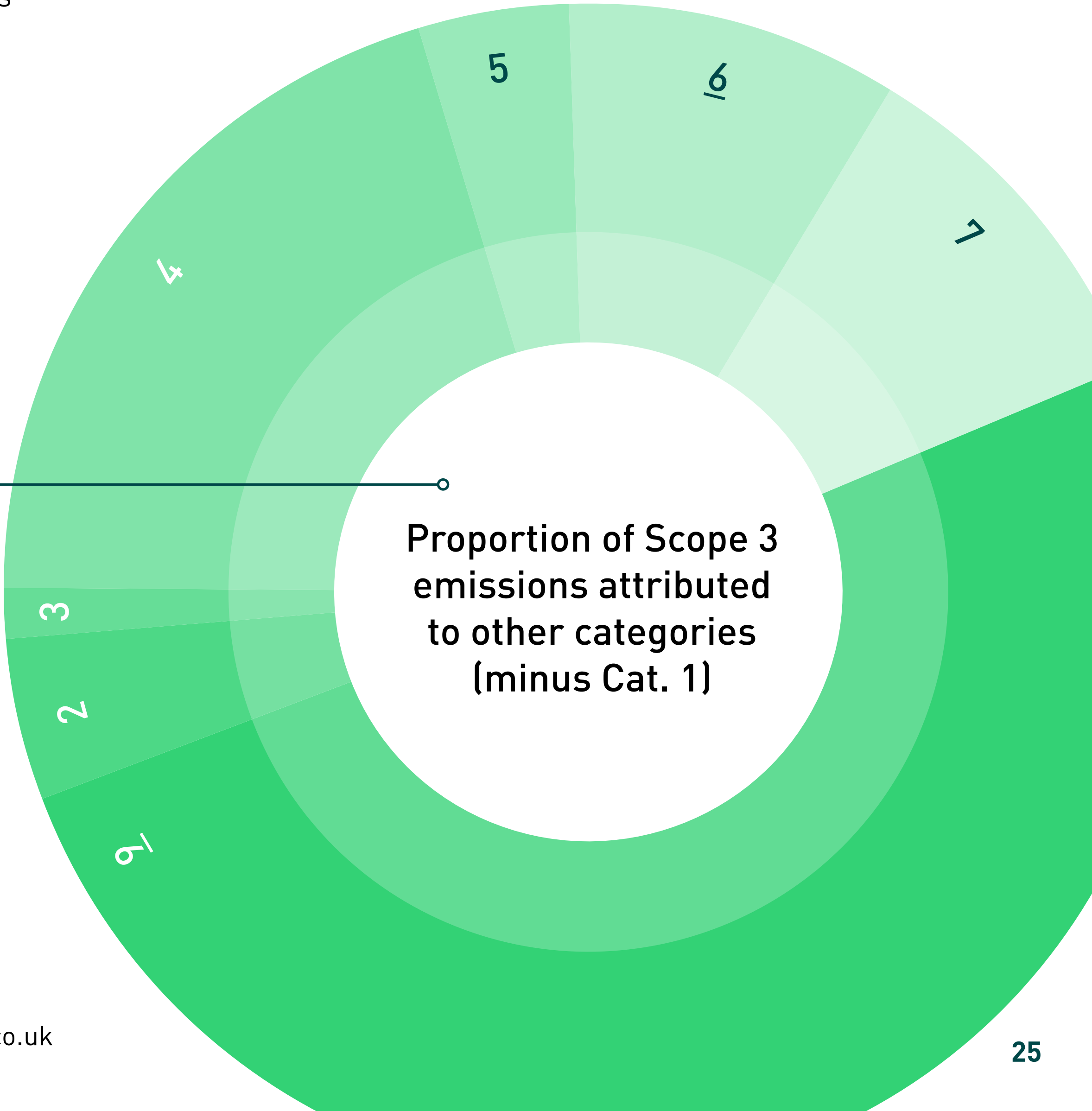


To the right is a chart which illustrates our estimated Scope 3 emissions with the exclusion of purchased goods and services. After Category 1, it is our downstream transportation to customers which represents the largest proportion of our emissions impact. As a nationwide distributor, this result matched our expectations and we are exploring multiple ways to further de-carbonise our fleet, consolidate shipments for customers wherever possible.

- Cat 2 ● Capital goods
- Cat 3 ● Fuel and energy related activities (not included in Scope 1 or 2)
- Cat 4 ● Upstream transport
- Cat 5 ● Waste generated in operations
- Cat 6 ● Business travel
- Cat 7 ● Employee commuting
- Cat 9 ● Downstream transport



SLS have also joined Nottingham’s **Tram2Work** scheme to encourage more employees to use public transport. This initiative offers a subsidy to employees using public transport to travel to our Nottingham facility and will continue to promote less carbon intensive commuting.





## WATER USAGE

In 2022, SLS's total electricity consumption was

**431m<sup>3</sup>**

compared to

**396m<sup>3</sup> (2021)**

**411m<sup>3</sup> (2020)**

Our aim for SLS was to maintain water usage to 2021 levels due to the sustained change in working practices and many employees working from home.



In 2022 we ended up going over our initial target by

**9%**



Our water consumption data has been collected from meter readings taken on the last day of every month (or as close as possible).

## WASTE MANAGEMENT

In 2022, SLS generated approximately

**60 metric tonnes of waste**

**48%**

of that waste was **recycled**

SLS operate zero-waste-to-landfill facilities and were able to divert

**37 metric tonnes of waste**

from landfill in 2022



**3%**

of diverted waste **was able to be recycled** and the **remainder was converted into energy** through a dedicated waste-to-energy supplier

**10tCO<sub>2</sub>e**

was saved as a result of the landfill diverted

Between 2016 and 2022, we have also reduced our WEEE waste by

**93%**

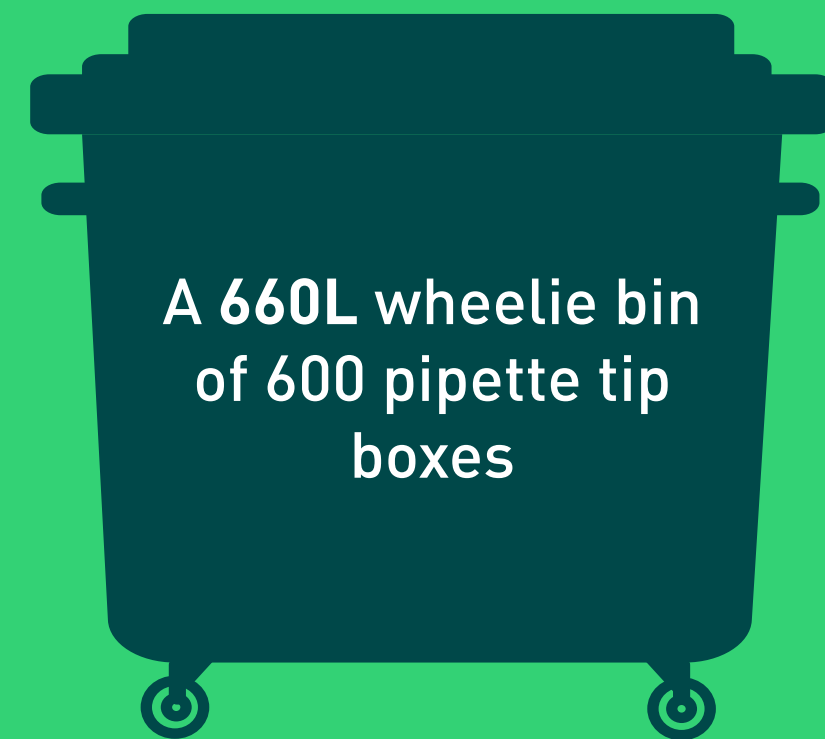




CAN PRODUCE



retail baskets annually



CAN PRODUCE



160 roadside edging kerbs annually



In 2022, approximately

**1.96 tons**

of plastic waste was collected from our customers sites a little less than the 5.13 tons in 2021

We foresee this number growing significantly in forthcoming years with new customer collection locations being added to the scheme at the beginning of 2023.

# Plastic to PURPOSE

Due to the linear nature of many laboratory products, waste is a key problem in the industry. We recognise our responsibility to take our customers' potential waste into consideration.

Our Plastic to Purpose initiative makes it easy to recycle previously hard-to-recycle pipette tip boxes. Our customers' waste is recycled and turned into a variety of useful products such as retail food baskets, street furniture, building materials and roadside kerbs.

**We offer this service for free to customers on a case-by-case basis.**



## WAREHOUSE RESOURCE EFFICIENCY MEASURES

In our warehouse, we prioritise the reuse of any non-damaged supplier boxes and pallet boxes with which to dispatch orders above newly purchased packaging. We also collect and reuse polystyrene cold storage boxes and ice packs from customers to avoid further waste on their part.

We make consolidated efforts to minimise our plastic use and promote reuse wherever logistically possible. All stretch wrap and plastic packaging purchased is now **at least 30% recycled plastic**. We have swapped our plastic tape to **100% recycled paper tape**, we only use one strip to seal a box rather than three strips of plastic, and our box fillers are paper rather than non-recyclable plastic pillows.

In addition, all warehouse employees are trained to pack in a way that maximises the use of space, resulting in less packaging material being used in general.

We have swapped our plastic tape to

**100%**  
RECYCLED PAPER TAPE

All stretch wrap and plastic packaging purchased is

**30%+**  
RECYCLED PLASTIC





Producing 301.57MWh of energy each year

Saves 70.27tCO<sub>2</sub>e each year

# FAIRHAM

We have plans to move to a new, state-of-the-art National Distribution Centre in early 2024. The new site is located close to the existing location for a seamless transition to the new premises whilst minimising disruption to employees, partners, and customers.

The SLS national distribution centre building has been designed with sustainability at the forefront, with a minimum BREEAM rating of ‘Very Good’, with the aim to achieve ‘Excellent’. There is a big focus on more sustainable transport for employees and logistics; including 12 EV charging stations, a bike shelter to hold 20 bikes, as well as being just one-minute walk from the local tram stop. Further sustainable features will include greater energy conservation that come from modern builds, operating exclusively on electricity, as well as solar panels fitted to the exterior of the building. These solar panels will produce approximately 301.57MWh of energy each year, saving 70.27tCO<sub>2</sub>e each year – something we hope will help in efforts to reduce our annual Scope 1 and 2 emissions.

The new facility will ensure the business’s plans for continued growth can be achieved while also putting sustainability front and centre.



# Social Performance

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## EMPLOYEE WELL-BEING

We prioritise the well-being of our employees and conduct an annual survey to ensure our employees feel their views are heard, and that any suggestions for improvement are taken into consideration by our board of directors and senior management team.

Average satisfaction rate

**8.15**

in 2022, an increase from  
our 2021 rating of 8.0



### HYBRID WORKING

A consistent comment which came through from our annual staff survey was an appreciation of the fact that we have amended some employee contracts to a hybrid working model. This has worked well, and we continue to review how we can improve working conditions and sustained use of the hybrid model.

### NEW STARTERS

We appreciate that when a new employee joins the business, it has become more difficult to assimilate into the business due to some staff remote or hybrid working. To address this further going forward, we continue to work closely with managers to improve our induction processes, tailoring them to each department, and ensuring we make full use of technology available.

Alongside our directors' open-door policy, all new employees are also invited to join the first part of the next board meeting so that they can meet all our directors and ask any questions they have.



## OPEN COMMUNICATION

Leading on from our 2021 survey, we wanted to be mindful of effective cross department communication, particularly for remote and hybrid workers.

To help with this, we introduced Workvivo, a new staff intranet to improve internal business communications and interactions, and make SLS insights available to staff on a day-to-day basis.



## EMPLOYEE REWARDS


We have introduced an annual SLS Summer Awards evening, which offers employees a way to celebrate achievement across all departments. Employees are invited to put their colleagues forward for a multitude of internal awards, offering a democratic approach to celebration and business-wide recognition.






# RECRUITMENT AND STAFF RETENTION

Despite challenges throughout the year, SLS recruited 65 new starts in 2022. What has helped with recruitment challenges is the fact that our staff retention rate is



Turnover continues to remain at a low 1%












SLS are also a Real Living Wage Employer

# EMPLOYEE TRAINING AND DEVELOPMENT

SLS currently have 11 different training courses and subsequent assessments on the iHasco platform which are mandatory to all SLS employees.

THESE INCLUDE:

MANUAL HANDLING		FIRE AWARENESS		EQUALITY, DIVERSITY, AND INCLUSION	
GDPR UK		CYBER SECURITY AWARENESS		ENVIRONMENTAL AWARENESS	
HEALTH AND SAFETY ESSENTIALS		MENOPAUSE AWARENESS		DISPLAY SCREEN EQUIPMENT	
MODERN SLAVERY		MENTAL HEALTH AWARENESS		Annually, this equates to an average of <b>8.5 hours</b> training and development for every employee.	



## EMPLOYEE VOLUNTEERING

SLS now grant every member of staff the opportunity to have one days paid leave in each holiday year to partake in a volunteering day. We want to help and support the local communities we work with and demonstrate added value. This is voluntary and employees may decide whether they want to participate in any volunteering activity.

We aim to report the impact of the volunteering activities in our 2023 report in alignment with our contributions towards the UN's Sustainable Development Goals.

## ENHANCED MATERNITY, PATERNITY, AND ADOPTION

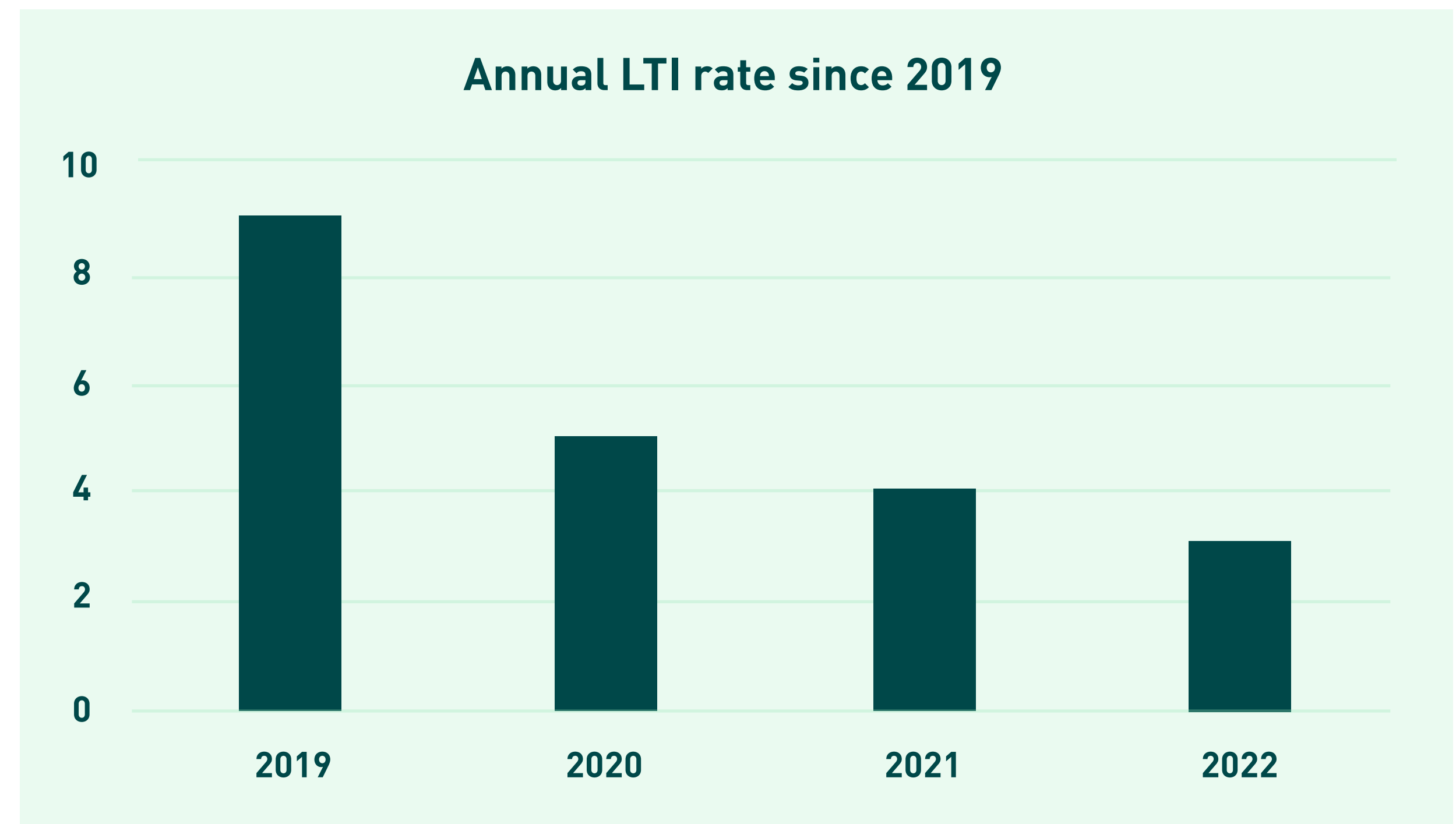
In 2022, SLS have completed a staff benefits review and have enhanced our maternity, paternity, and adoption policies. This came as a result of consistent messages coming through our staff satisfaction survey.

We have also increased our staff holiday allowance for each year. We believe that both changes will have a positive impact on the business as it will continue to improve staff retention and talent attraction across all departments.

## HEALTH AND SAFETY:

The lost time injury (LTI) frequency rate\* for the SLS workforce in 2022 was 3, a **25% decrease** from the previous year, demonstrating our ongoing commitment to maintaining a safe working environment.

\*This LTI frequency rate was calculated by multiplying the number of accidents (those with lost time) x 1000000, divided by the number of total hours worked by employees.

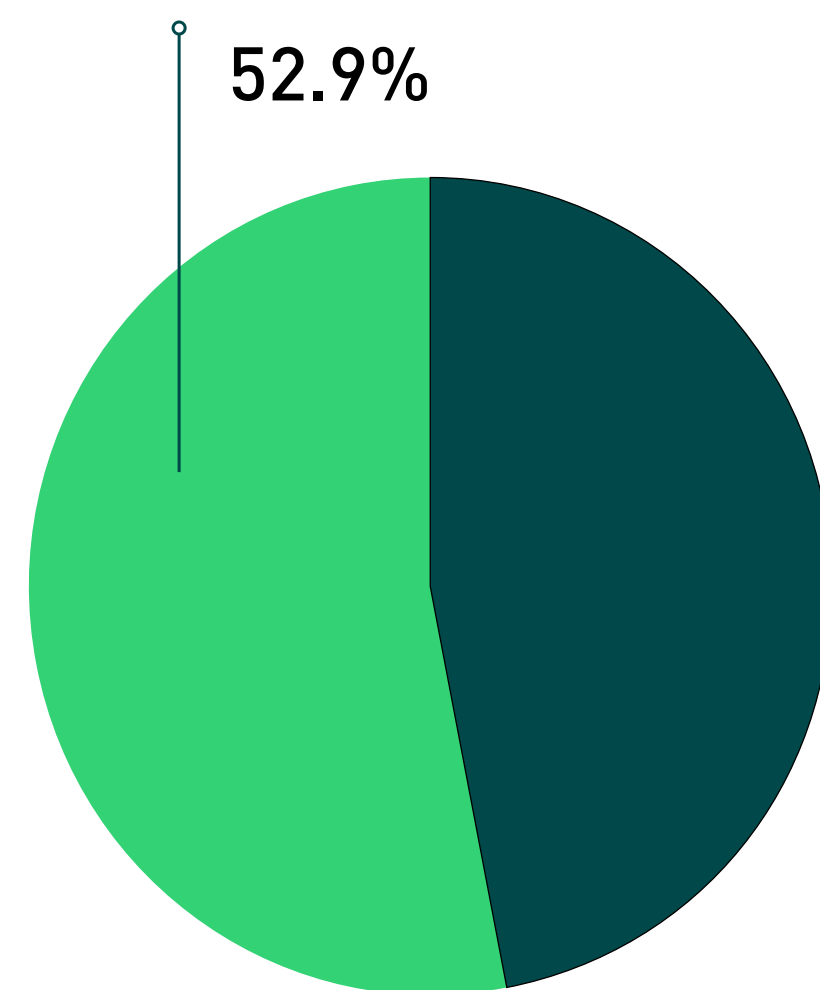




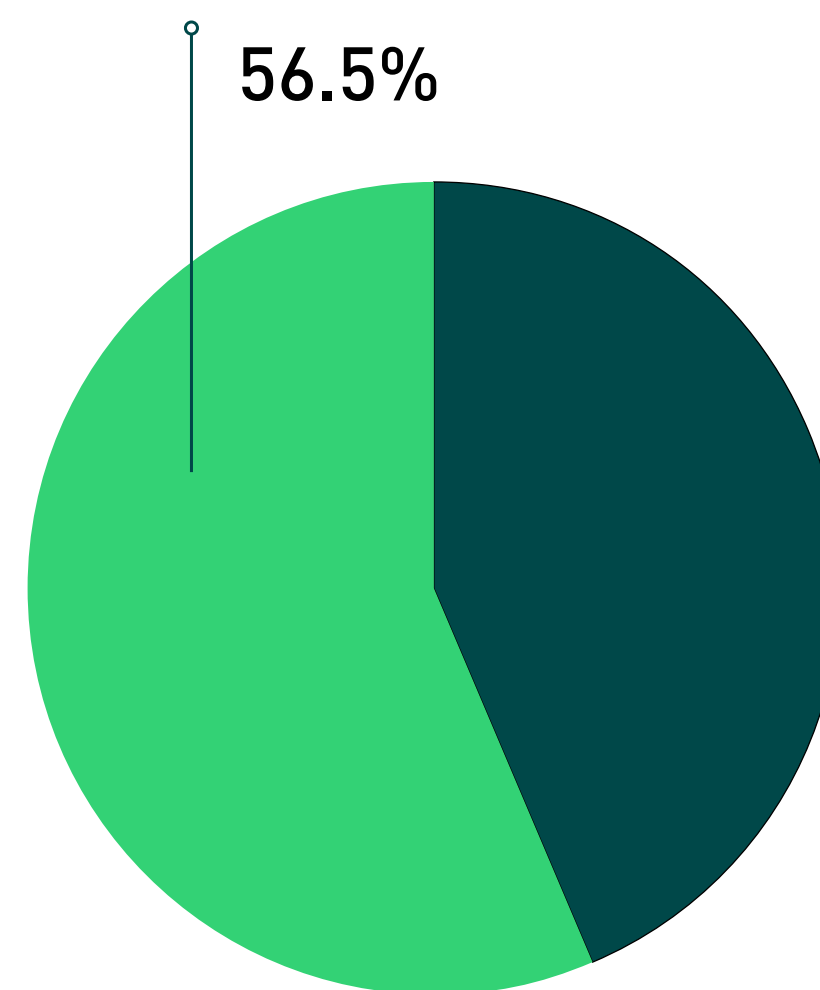
# DIVERSITY AND INCLUSION

SLS are committed to fostering a culture of diversity, equality, and inclusion that embraces the unique perspectives and backgrounds of our employees, partners, and stakeholders. We firmly believe that a diverse and inclusive workforce drives innovation, enhances collaboration, and strengthens our ability to address the complex challenges of our industry.

We also currently mandate equality and diversity training alongside menopause awareness training for all employees.



Percentage of women at SLS



Percentage of leadership positions held by women.



Since the start of 2022, we have made our recruitment process much more accessible with use of inclusive language and making sure we are explicit in saying we welcome applications from people of all backgrounds. We have also begun to be more proactive about attending recruitment fairs and as a result have seen a direct correlation between that activity and improvements in the diversity of our workforce (in all areas of the business).

We are in the process of gaining a more holistic understanding of our workforce diversity. Our policy is not to request protected characteristic data from employees, and it is optional for them share this information on our internal HR platform. Any data that is voluntarily shared is private, protected, and secure.



# PHILANTHROPY AND COMMUNITY ENGAGEMENT

Over the course of the year  
SLS have contributed

£4000+

towards both environmental  
and social causes.



This includes charitable donations, walking challenges for mental health, tree planting, the provision of hygiene and first aid products to those in need, alongside supporting education, food, and medicine to children in the UK. We are also a member of the youth council for Gambica trade association.

We provide approximately  
**40-50hrs**  
of support and outreach activity  
each year to enable young people  
in STEM education.

# SUSTAINABLE DEVELOPMENT GOALS (SDG) ALIGNMENT:

We do not currently have goals or KPI tracking against SDG contributions. However, from our philanthropy, community engagement, and CSR activity in 2022, SLS activity has aligned and contributed to 6 of the SDGs.

Activity	Impact	SDG
Mind charity donation: walking 612.68 miles for mental health awareness	Mental health education and support	
A new SLS green warehouse initiative	Replacement of plastic to renewable tape, pallet wrap 30% recycled material, supplier boxes/ice packs/polystyrene boxes reused where possible - see waste management	
Adoption of apprenticeships in several departments	Offering education and relevant upskilling, including technical and vocational skills, for employment	
Ongoing contributions to One Tree Planted	Creation of wet woodland on river floodplains, habitat creation, and connectivity across agricultural land and parkland creation	
British Red Cross Ukraine	Provision of hygiene kits, blankets, sleeping mats, and vital first aid kits to families affected by the war	
Save the Children (StC) - donation match	Education, food, and medicine to children in the UK	



# Product Responsibility

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## PRODUCT QUALITY & SAFETY

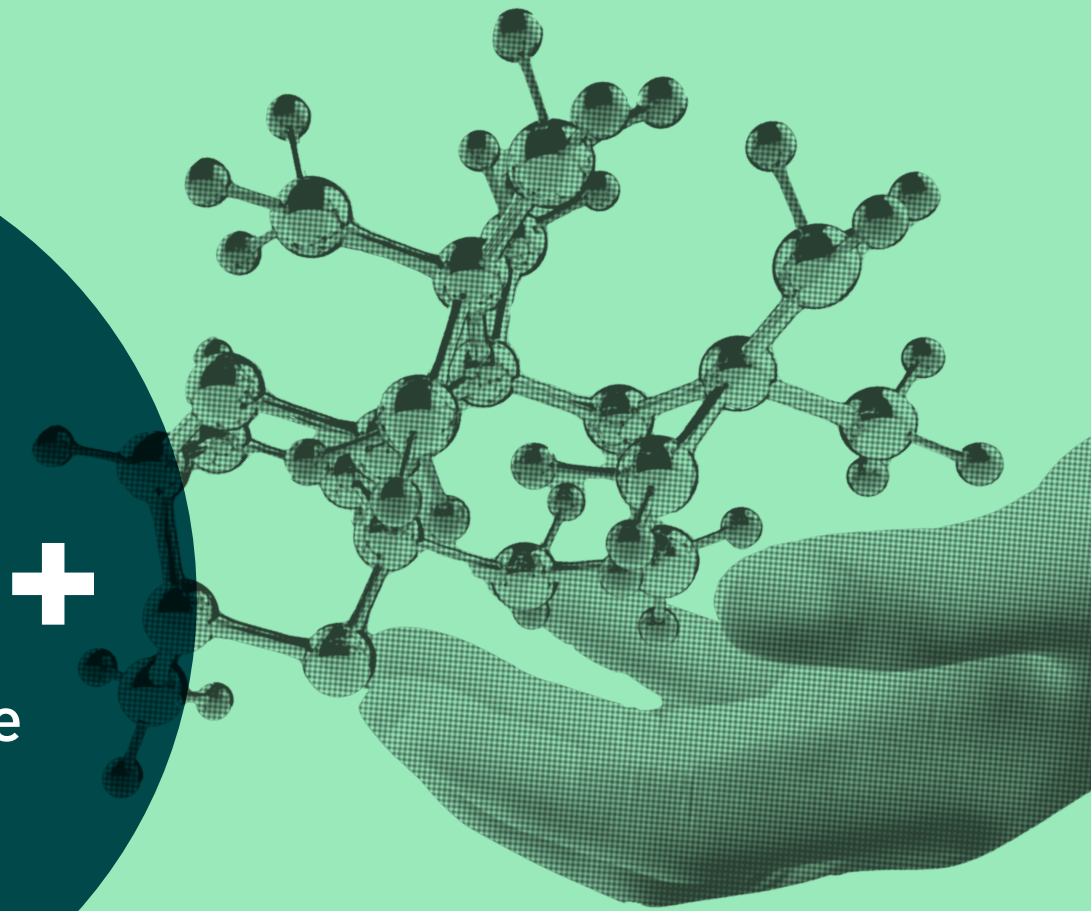
We believe that product quality and safety are integral components of our broader sustainability agenda, and we are committed to an ongoing process of improvement in both. We offer nationwide servicing to customers with the aim of extending product lifespan. By delivering reliable, long-lasting products, we contribute to reducing waste and resource consumption over time.

Feedback from our customers is invaluable in this journey - helping us identify opportunities for enhancement and innovation – and we are working on procedures to enable us to report in this area with greater ease.



## RESEARCH AND INNOVATION

In 2022, we invested  
**£19,000+**  
into independent case  
study research



This resulted in actionable insights for our customers around product usage and sustainability. The most notable was the case study we part-funded which explored the usage and efficiency of ultra-low temperature (ULT) freezers.

We continue to explore avenues with research facilities which contribute to scientific advancements which may result in more sustainable laboratory products and equipment.



# PRODUCT SUSTAINABILITY

SLS take pride in being genuine and as transparent as possible about the products we sell and want to support our customers in making purchasing decisions which best align with their own sustainability goals. The more well-informed our customers are about products, the better.

We have expanded our 'green leaf' icon initiative and are collecting primary product level data from suppliers for nineteen different life cycle criteria relating to raw material, manufacture, usage, end of life, as well as packaging/distribution. This data enables us to not only highlight any sustainability attributes/features of products but inform customers about what stage in the product life cycle they occur.



Click or scan QR code to head to our sustainability page to learn more about our attributes

## 06 PRODUCT RESPONSIBILITY

### SUSTAINABLE RAW MATERIAL AWARD



- Made using more than 80% recycled or renewable material
- Made using material with a reduced environmental impact, e.g. a refrigerant with a low GWP (Global Warming Potential)
- Designed to reduce the use of raw materials

### SUSTAINABLE PRODUCT MANUFACTURING AWARD



- Made in a facility which runs on >90% renewable energy
- Measures were in place during the manufacture of this product to reduce energy consumption, generate less waste and reduce water usage
- Aligns with the principles of green chemistry

### SUSTAINABLE DISTRIBUTION & PACKAGING AWARD



- Manufactured in the UK or Ireland
- Country of origin has an Environmental Performance Index (EPI) greater than 60
- Plastic-free packaging
- Reduces the need for packaging
- Packaging return scheme offered for this product

### SUSTAINABLE USE AWARD



- Product contributes to a reduced energy consumption and reduced water consumption
- Product contributes to a Product reduces or replaces the need for consumables
- Built to last – minimum 5-year warranty, and spare part-servicing available

### SUSTAINABLE DISPOSAL AWARD



- Product is recyclable (excludes packaging). A recycling or repurposing scheme is offered for this product.
- A feature of this product enhances its biodegradability.

### Our sustainability attributes align to the following principles:



Specific to individual products



Evidence-based using primary data from our suppliers



Aims to include as much information as possible about the entire product life cycle



# CUSTOMER SUPPORT

At SLS, we pride ourselves on the level and quality of customer service we provide.

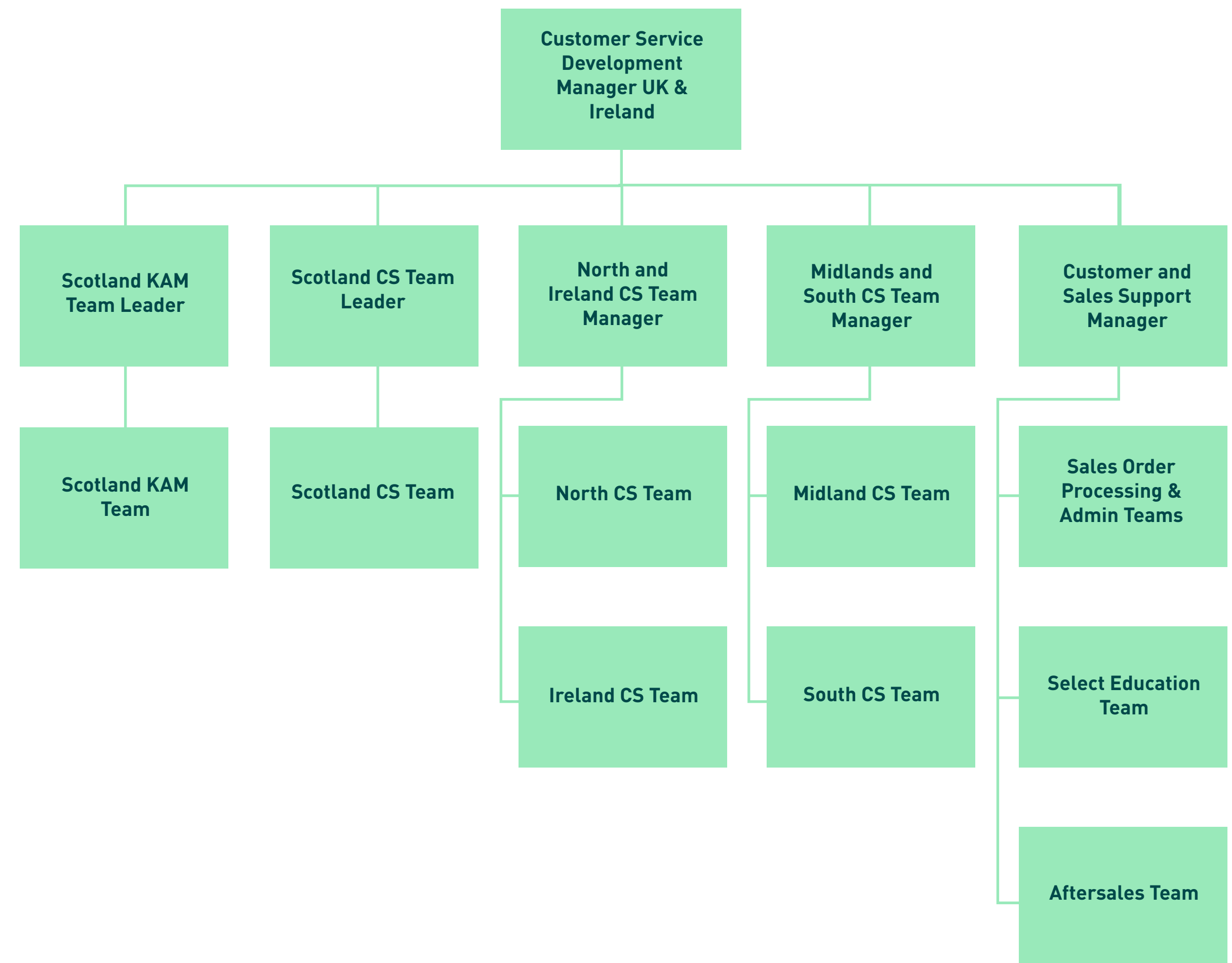
Every year, SLS  
dedicate approximately  
**91,250 hrs**  
to supporting our customers\*

ensuring high rates of customer satisfaction  
and maximum benefit of our products.

\*metrics calculated by number of staff hours

## THE TEAM

Below is a team-level organogram of our customer service department, demonstrating the broad scope of our dedicated customer service teams.





# Conclusion

The background is a solid dark teal color. On the right side, there are large, stylized letters 'O' and 'W' in a lighter teal shade. A thin white horizontal line extends from the left edge of the frame towards the right, ending with a small white circle.



# CONCLUSION

In 2022, we made significant strides in our sustainability journey, positively impacting our business, stakeholders, and the environment. However, we recognise that the metrics we were able to disclose in this report are only a fraction of a much broader set of reporting data possible. As we remain committed to continuous improvement, we hope to expand our environmental and social initiatives alongside our internal procedures to further enhance our ability to be as transparent as possible.





Thank you to everyone involved in the development of this report.

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