



MEDIGOLD
HEALTH

2023-2024

Environmental, Social and Governance (ESG)

Annual Report



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Building a stronger, more sustainable future:

A message from our CEO



Welcome to our Annual Environmental, Social and Governance (ESG) Report, covering the period from April 2023 to September 2024. This timeframe aligns with changes to our financial year and carbon accounting cycle. It also reflects the significant phase of transition we've experienced as a business over the last 18 months while navigating the integration of Matrix Diagnostics Limited (hereafter referred to as Matrix Diagnostics) and Health Management Limited (hereafter referred to as Health Management) into our operations.

Medigold's journey following our acquisition of these two companies has been both challenging and extremely rewarding, requiring a huge amount of dedication and perseverance from our teams at every level. I would like to express my heartfelt gratitude to all our people—both longstanding and new—whose close collaboration and tireless work has been instrumental in allowing us to successfully blend our cultures, systems and processes. The commitment and adaptability they have shown has helped us lay the foundation for the future of our business, and we are now looking ahead with a renewed sense of unity and purpose.

The insights and learnings we have gained during the integration process are also helping to shape our ESG strategy, having highlighted exciting opportunities for enhancing our service delivery, improving the experience we provide to our customers and expanding our responsible business practices.

As we present this report, we remain steadfast in our core mission of helping more people stay in work, safe and well. It is this, alongside our commitment to environmental stewardship, social equity and robust governance, that drives us and will continue to be at the heart of everything we do in the years ahead as we work towards building a more sustainable future for our people, the communities we serve and our planet.

A handwritten signature in black ink, appearing to read 'A Goldsmith'.

Alex Goldsmith
Chief Executive Officer

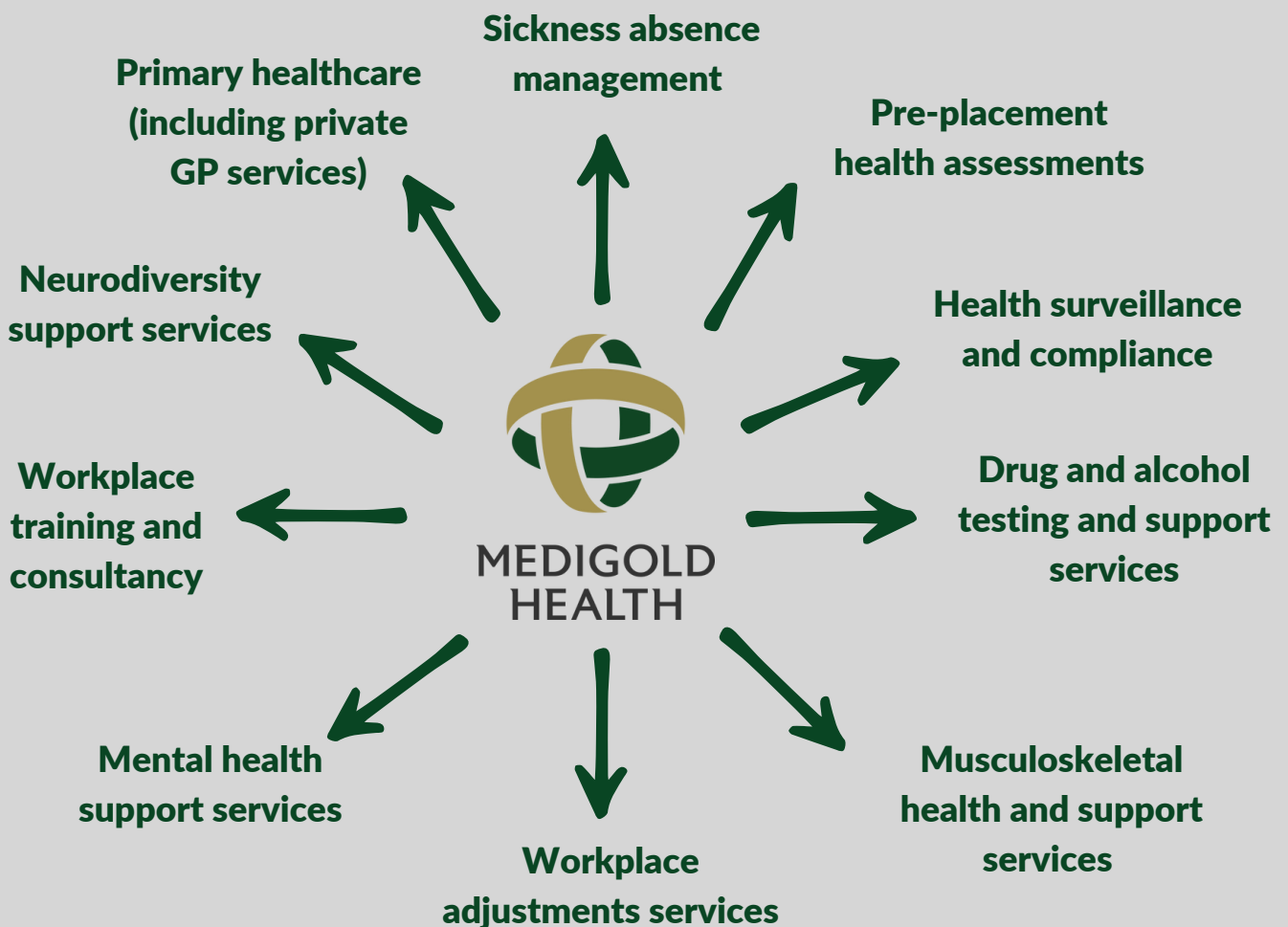
About Medigold Health

Medigold Health has been providing workplace health and wellbeing solutions to businesses and organisations across the UK for more than a quarter of a century. During this time, we've built a reputation for quality and for delivering the highest standards of care and clinical excellence to the customers and people we look after.

Having started as a small family business, we have grown significantly over the last 26 years through both organic expansion and strategic acquisitions, and we now employ over 1,100 people, supporting over 3,500 customer partners and 4.5 million individual employees. Despite this growth, we have always stayed true to our founding mission of helping more employers take better care of their people, and we remain as passionate as ever about the crucial role of occupational health and the benefits it offers, not only for organisations but for society as a whole.

Our integrated service model reflects our holistic approach to workplace health; rather than focusing solely on mitigating risk, it is designed to support organisations in both proactively managing all aspects of employee health and enhancing overall workforce wellbeing.

The comprehensive range of services we offer includes:



Transforming the occupational health sector through innovation

In recent years, accelerating shifts in working patterns, rising employee health challenges and increasing pressures on public healthcare services have reinforced the critical role of occupational health (OH). As a leading OH provider, we have always recognised the importance of the services we deliver. However, with demand continuing to grow, we understand that the need for transformation within our sector has never been greater—and we are committed to driving this change.

While we have long been early adopters of new technologies, over recent years we have also invested in pioneering innovation ourselves, building one of the largest and most productive in-house software development teams in the industry. This has enabled us to develop cutting-edge digital solutions to enhance efficiency and streamline our service delivery, so we can continue meeting the evolving needs of our customers while also better supporting our people.

In 2024, we introduced our proprietary clinical assistance technology, developed in collaboration with leading IT and cloud security experts. This innovation has allowed us to streamline our processes, reduce the administrative burden on our clinicians and allow them to optimise their consultation time with client employees, meaning we can deliver a more impactful, high-quality experience. By easing the cognitive load on our clinicians, it also ensures they feel better supported and equipped to perform their roles effectively, improving both employee satisfaction and customer outcomes.

Our technology-led approach to tackling the current challenges within occupational health is a core part of our ESG strategy, helping strengthen employee wellbeing (within both our own teams and the wider workforce) and support greater resilience and engagement in the broader labour market. It has also allowed us to improve talent retention, reinforcing our long-term sustainability and ensuring that we can give more people access to high-quality occupational health services, now and into the future.

Medigold are currently supporting the health of over **4.5 million** employees across the country (approximately **14%** of the UK's working population)





Our Genetic Code



Brilliant & Bold

- Be better than yesterday
- Smart tech for the right reason
- Don't stand still, be courageous
- Challenge the norm



Passion & Pride

- Celebrate success
- Go the extra mile
- Be proud of your role
- Live the brand



Recognition & Respect

- We depend on diversity
- Respect everybody
- Inspire and support
- Listen and be kind



Family & Friends

- People are at the heart of everything we do
- One family, one goal
- Friendship breeds trust
- Loyalty works both ways



At Medigold Health, we recognise that a healthy, thriving workforce is the foundation of success. That's why we're committed to prioritising the wellbeing of our people, at all times—not just because it's good for business but because we know it's the right thing to do.

Our company values—what we term our **Genetic Code**—have been instrumental in helping us create a positive and supportive business culture. These values were shaped by our people, and they reflect the high standards we hold ourselves to in everything we do, from the way we work and the care we provide to our customers to the respect we show one another as colleagues.

We strive to bring the Code to life every day, ensuring that it guides our decisions and actions. Aligning as a unified team behind the values it promotes allows us to remain resilient throughout periods of challenge and change and means that we can continue delivering outstanding outcomes for our customers while simultaneously ensuring our business always remains a place where everyone feels supported, valued and inspired to succeed.

Our accreditations and certifications

Accreditations and certifications are vital to our business, underpinning every aspect of our service delivery. By ensuring we meet the highest benchmarks in areas such as governance, quality, safety and environmental responsibility, these rigorous assessments by external bodies demonstrate our commitment to excellence and our proactive approach to fulfilling statutory and regulatory requirements and complying with industry standards.



Care Quality Commission are the independent regulator of health and adult social care in England. We have maintained our certification with the regulator for our Primary Care service.



CHAS - Accreditation by the Contractors Health and Safety Assessment Scheme provides assurance of an organisation's ability to maintain adequate health and safety, compliance and management standards.



Cyber Essentials - a Government-backed certification scheme that helps organisations protect against cyber threats by implementing security measures. Cyber Essentials Plus includes an independent technical audit.



Medigold Health is proud to be a **Disability Confident** employer. This scheme supports employers to employ and keep disabled people in work.



Healthcare Improvement Scotland exists to enable the people of Scotland to experience the best quality of health and social care. Our Medigold Health Glasgow Clinic has demonstrated our compliance with these regulations.



ISO - International Organisation for Standardisation certification demonstrates competence to deliver high-level services and quality management practices to international standards.

Medigold Health is **ISO 9001, ISO 14001, ISO 22301, ISO 27001** and **ISO 45001** certified by Alcumus ISOQAR. Matrix Diagnostics Ltd is accredited to **ISO 9001, ISO 14001** and **ISO 27001** certified by Alcumus ISOQAR.



Matrix Diagnostics Ltd products are manufactured in a facility which has **ISO 13485**. This covers the design, development and manufacturing processes related to in vitro diagnostic test kits and the reagents that are used in both the diagnosis and management of disease status.



All organisations that have access to **NHS** patient data and systems must use this toolkit to provide assurance that they are practising good data security and that information is handled correctly. Medigold Health measures their performance against the National Data Guardian's 10 data security standards.



RISQS – The Railway Industry Supplier Qualification Scheme (RISQS) is a safety accreditation and the supplier pre-qualification service used by buyers of all products and services throughout the GB rail industry.

Medigold Health is registered with RISQS - Supplier number: 2670

Matrix Diagnostics Ltd is registered with RISQS - Supplier number: 189186.



SEQOHS – Safe Effective Quality Occupational Health Service accreditation provides independent recognition that the service provider has demonstrated their competence to deliver against the SEQOHS standards. In 2024, Medigold Health was successfully re-accredited against the new 2023 standards.



UKAS – UK Accreditation Service accreditation provides assurance of an organisation's competence and reliability in providing specific services to a quality standard.

Matrix Diagnostics Ltd is accredited to **ISO/IEC** by the United Kingdom Accreditation Service (UKAS) for its in-house laboratory services.

One family, one goal

Our approach to ESG

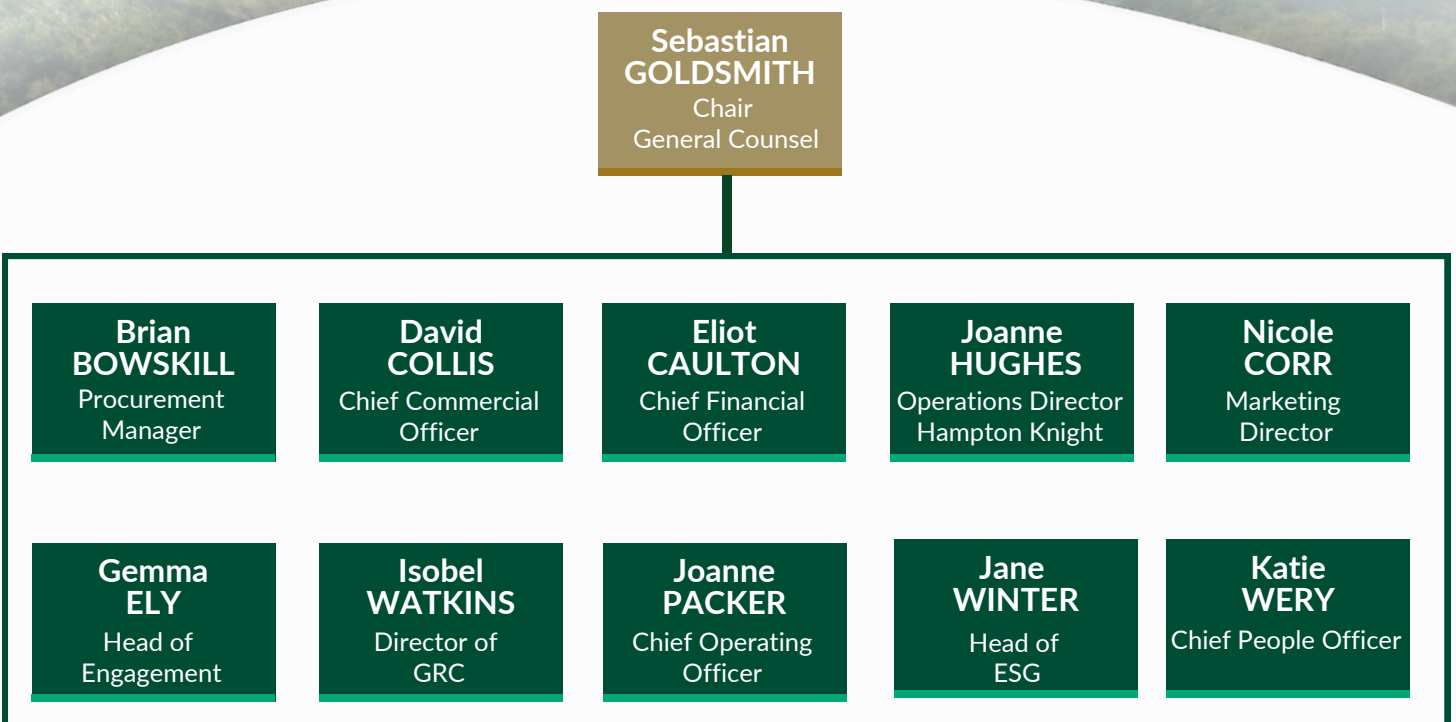


Medigold's ESG vision

'At Medigold Health, every individual within our organisation actively contributes to a sustainable world. Our commitment to ESG principles drives us to prioritise environmental stewardship, promote social equity and uphold high standards of corporate governance. Through collective effort, collaboration and innovation, we achieve lasting value for our shareholders, employees, communities and the planet, creating a more inclusive and responsible future.'

ESG Steering Committee during 2024

In 2024, we established an ESG Steering Committee to ensure the integration of environmental, social and governance principles into our business strategy and operations. The committee is chaired by Sebastian Goldsmith, Medigold's General Counsel and Company Secretary, and is supported by senior managers from key departments. It is responsible for setting ESG priorities, monitoring progress against targets and driving initiatives that align with our commitment to sustainability and social responsibility. This includes overseeing carbon reduction efforts, supporting employee wellbeing and community engagement initiatives and aligning actions with robust governance practices. The committee plays a pivotal role in embedding ESG into our decision-making processes and ensuring accountability at every level of the organisation.



Wellbeing for people and the planet

At Medigold Health, our ESG principles are integral to our goal of delivering excellence in occupational health services while ensuring a sustainable future for our business, our people, our customers and communities and the planet. In 2024, we revised our ESG strategy to align more closely with our values and stakeholder expectations and our commitment to being a responsible business.

MEDIGOLD HEALTH ESG PILLARS, OBJECTIVES AND FOCUS AREAS 2024-2027		
ENVIRONMENTAL STEWARDSHIP	SOCIAL RESPONSIBILITY	GOVERNANCE AND ETHICAL INTEGRITY
<p>Recognise and mitigate the environmental impact of our operations, products and services</p>	<p>Foster a supportive, inclusive and interactive environment for our employees, clients and communities</p>	<p>Ensure all business practices operate with integrity, transparency and accountability</p>
<p>Sustainable operations We implement practices to reduce our carbon footprint, manage resources (water, waste, energy) efficiently and promote biodiversity.</p>	<p>Workplace health and wellbeing We prioritise the health, safety and welfare of our employees and promote initiatives that enhance their professional and personal wellbeing.</p>	<p>Ethical conduct We demonstrate our accountability by integrating ethical processes in our decision-making across all of our operations.</p>
<p>Product and service impact We ensure the development and delivery of all our services is as sustainable as possible.</p>	<p>Diversity, equity and inclusion We maintain an inclusive and supportive workplace that respects diversity and provides equal opportunities.</p>	<p>Transparent communication We clearly review and communicate our ESG goals, performance metrics and challenges to all stakeholders.</p>
<p>Legacy commitment We set ambitious, measurable environmental goals for the future, including achieving net-zero emissions.</p>	<p>Community impact We are active within our local communities, developing partnerships and providing resources to enrich community wellbeing.</p>	<p>Continuous improvement and compliance We continually review and improve our governance policies and practices to meet legal, regulatory and good practice standards.</p>

Supporting the Sustainable Development Goals (SDGs)

The United Nations Sustainable Development Goals (SDGs) are a set of 17 global objectives established by the United Nations to address critical challenges, with the aim of creating a sustainable and equitable future for all.

While all the SDGs are interconnected and important, we have this year taken the decision to tighten our focus and prioritise the six key goals that align most closely with our business operations and values and the impact we seek to achieve. The aim of this strategic focus is to make more meaningful progress in those areas where we can make the greatest difference: promoting workplace health and wellbeing, reducing environmental impact and fostering equity and inclusivity in everything we do. By concentrating our efforts, we aim to deliver more measurable and sustainable outcomes.



Environmental stewardship

As a responsible business, we recognise the importance of taking meaningful environmental action to help ensure a sustainable future. We're committed to understanding and reducing our operational impact by adopting practices that protect natural resources and support biodiversity. With a clear objective to be Net Zero by 2030, we're embedding sustainability into everything we do, setting ambitious goals to safeguard the wellbeing of future generations. We believe our business can thrive only by actively contributing to nurturing a healthier, more resilient planet for everyone.


Working groups - Promoting efficiency

In 2024, our ESG Steering Committee established working groups to address two critical areas of our environmental impact: transportation and waste management.

The aim of these groups is to identify practical, innovative solutions to reduce emissions from business travel, encourage the use of sustainable transport options and minimise waste across our operations. By focusing on these areas and engaging employees in sustainability initiatives, we can align our practices with our ESG commitments and drive measurable progress toward reducing our carbon footprint and improving resource efficiency.

WASTE WORKING GROUP	TRAVEL WORKING GROUP
KEY RESPONSIBILITIES	KEY RESPONSIBILITIES
<ul style="list-style-type: none">• Assessment and analysis• Goal setting and strategy development• Monitoring, reporting and compliance• Stakeholder engagement and communication	<ul style="list-style-type: none">• Data collection and analysis• Carbon emissions assessment• Policy review and development• Technology and infrastructure evaluation• Carbon reduction strategy development• Monitoring and reporting• Continuous improvement

Growing a greener future

We know that trees are a powerful absorber of carbon, and by September 2024, with our partners at  , we had planted 642 trees in countries including Kenya, Nepal, Mozambique and Haiti, to help offset over 100 tonnes of CO2 generated by our business through our accommodation bookings and flight and rail travel. As well as allowing us to compensate for our emissions, these planting projects are also helping to restore ecosystems and biodiversity while simultaneously supporting local communities through valuable employment.

Carbon footprint

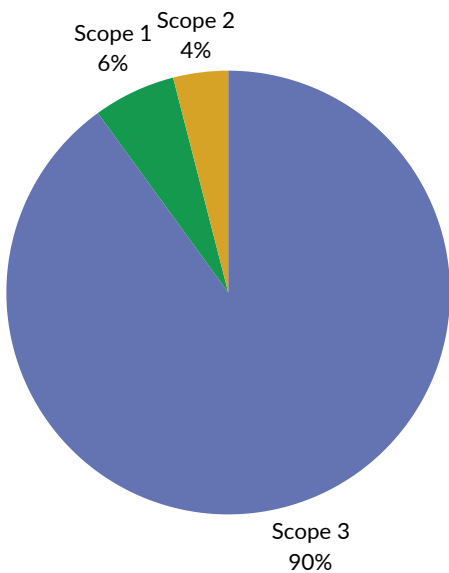
Medigold's initial carbon emissions assessment covered the period from October 2021 to September 2022 and is included in our previous ESG report.

Our emissions calculated for October 2022 to September 2023 included only six months of additional data following our acquisition of Health Management (HML) in March 2023.

Therefore, to ensure accuracy and consistency in our reporting, we have designated October 2023 to September 2024 as our new baseline year for measuring carbon emissions, which incorporates the acquisition of HML and Matrix Diagnostics (acquired in July 2022).

This approach aligns with best practices for establishing a reliable emissions baseline and reinforces our commitment to transparent and meaningful progress in our ESG goals.

EMISSIONS		
Disclosure	2022-2023	2023-2024
Scope 1 Emissions (tonnes CO ₂ e)	223.4	265.4
Scope 2 Emissions (tonnes CO ₂ e)	161.5	161.5
Scope 1 & 2 Emissions (tonnes CO ₂ e)	385.0	426.9
Scope 3 Emissions (tonnes CO ₂ e)	3,108.4	3,651.9
Total (tonnes CO₂e)	3,493.4	4,078.9



Emissions by Scope

Note: Our Scope 3 Emissions calculations for the last two years include the following categories: capital goods, purchased goods and services, and business travel.



ENERGY		
Disclosure	2022-2023	2023-2024
Total Electricity consumption (kWh)	1,441,247	1,419,647
Electricity Intensity (kWh/tonne CO ₂ e)	8,922	8,788
Proportion of energy from renewable sources	45.9%	45.0%
Diesel consumption (litres)	232,659	235,555

WATER		
Disclosure	2022-2023	2023-2024
Water supply (m3)	30,870	24,919
Water Supply (kg CO ₂ e)	5,464	4,411

Waste

We are currently undertaking a full review of all waste across the business to ensure that the data we have is as accurate as possible.



Reducing our carbon emissions

We are currently working to align our business operations, assets and service delivery model with the latest climate science recommendations and are committed to achieving net-zero carbon emissions.

As we have now designated 2023/24 as our baseline year, we are in the process of establishing a comprehensive carbon reduction plan. Our actions will include the following:

TRANSITION TO LOW CARBON OPERATIONS	REDUCE VALUE CHAIN EMISSIONS	EMPOWER EMPLOYEES AND CUSTOMERS	TRANSPARENT REPORTING AND GOVERNANCE
Completing an energy audit of all facilities to identify efficiency opportunities.	Undertaking a comprehensive assessment of our Scope 3 emissions footprint.	Launching a sustainability programme for all employees.	Measuring and reporting emissions annually in accordance with the GHG protocol.
Expanding our use of renewable electricity providers to include all sites where landlord agreements are in place.	Engaging with key suppliers to set science-based emissions reduction targets.	Reviewing incentives for employees to adopt low carbon emissions for travel and commuting.	Reviewing all associated KPIs and linking to Scope 1, 2 & 3 emissions.
Undertaking a review of all fleet vehicles to identify opportunities to replace with electric or hybrid alternatives.	Developing a sustainable procurement policy.	Providing resources to help customers measure and reduce their own carbon footprints.	Annually reviewing our decarbonisation strategy to incorporate new technologies, policies and stakeholder feedback.
Implementing building upgrades (e.g. LED lighting).	Collaborating with logistics providers to shift to lower emission transport solutions.	Annually reviewing the sustainable business travel plan.	The ESG Steering Committee will be responsible for overseeing our decarbonisation strategy.

One family, one goal

Social responsibility

As previously noted, Medigold Health have experienced a significant period of growth and change during 2023-2024. The integration of two additional businesses into the Group has impacted every part of our organisation, but we have managed to navigate and overcome the inevitable challenges we've encountered thanks to the resilience, adaptability and collaboration demonstrated by our people throughout this process.

Maintaining a positive workplace culture and creating an environment where every individual feels valued, supported and empowered to thrive has been a key priority for us, with open communication, mutual respect, inclusivity and cultivating a sense of belonging central to our approach. Celebrating individual and collective achievements, encouraging collaboration, investing in the wellbeing and professional growth of our employees and equipping them with the tools to succeed ensures not only personal and organisational success, but also strengthens our ability to deliver on our ESG goals.

Below are some of the initiatives that have supported these efforts over the past 18 months.



Community Impact Programme - Making a meaningful difference

In October 2023, we introduced our new Community Impact Programme (CIP), which was primarily developed to support the local and national communities we operate in. The framework we created allows us to 'give back' by promoting and influencing positive actions.

Involving our people and encouraging their participation in the programme has been a key driver of its success. We now run regular CIP 'giving windows', allowing staff to apply for grants to support charities, community initiatives or causes they are passionate about and that are connected to their volunteering efforts, personal experiences or broader interests. Each of the 12 grants we issued in 2024 carried a unique story highlighting the personal connections and motivations of our team members. These stories not only showcase the positive impact our programme has but also help inspire and reinforce our collective commitment to making a meaningful difference in the communities we serve.



In June 2024, for our third CIP window, we asked our employees for nominations for local foodbanks run by the Trussell Trust, which resulted in 29 grants being issued to help combat food insecurity in their communities.



**ONE
PLANET**



**ONE
GOAL**



ESG Blog – Sharing ideas, inspiring action

In August 2024, we launched our ESG Blog to keep our teams across the business up to date on our sustainability actions. The blog highlights our progress towards our ESG goals and helps build a culture of collaboration, positivity and learning through the sharing of knowledge and success stories. It also aims to inspire our people to take small, personal actions towards sustainability, both at work and in their daily lives, that can help make a real difference to our environment and communities.





The Employee Forum Hub

The Employee Forum page is your go to for all the information you need on Medigold's Employee Forum and Disability Forum.

Listening to our people - Employee Forum

At Medigold, we deeply value the contributions that every one of our colleagues makes to our business and we are always seeking opportunities to enhance communication and collaboration both within departments and between our leadership and employees.

During 2024, this led us to launch our new Employee Forum, to provide a platform for us to engage more directly with our teams in our decision-making and help ensure the success of future projects and initiatives. The forum comprises 12 employee ambassadors from across the Group who play a vital role in amplifying the voices of our people and advocating for their interests.

Through these ambassadors, our employees are able to share their feedback and insights and put forward ideas and suggestions for how we can make our organisation a better place to be. The forum is already helping to drive positive change within our business, and following its successful launch, we are in

the process of creating our Employee Disability Forum. The aim is for this to operate alongside and complement the work of the general forum.

This initiative will allow us to build on our longstanding commitment to supporting diversity within Medigold Health by gaining feedback from our colleagues on changes we can make to help remove barriers, enhance the experience of employees with disabilities and ensure our workplace is as inclusive and accessible as possible.



Medi Goals

Here to help you achieve
your potential 



MediGoals - Supporting our people's professional development

In July 2024, we launched MediGoals, our new, comprehensive performance management process, designed to support the ongoing professional development of our people who are at the heart of our business and our success. Aligning with our ESG commitments and our focus on building a culture of sustainability, growth and inclusion, MediGoals has established a structured programme of quarterly meetings and regular one-to-one catch-ups between line managers and their direct reports. Replacing yearly appraisals, this new approach encourages continuous, meaningful discussions around performance, development and engagement with the aim of actively inspiring and supporting our people to reach their highest potential and achieve their personal and professional goals.



Code Champion RELAUNCH!



Nominating
your champion
is now even
easier!

Code Champion scheme - Recognising our people's success

Medigold's Code Champion scheme is our way of recognising the people within our business who truly embody the values of our Genetic Code. Our aim when we introduced the scheme back in 2018 was to celebrate and reward those employees who always go the extra mile to contribute positively to our workplace, whether by demonstrating exceptional performance and initiative, inspiring and supporting their colleagues, or going above and beyond to help make our company a better place to be..

During 2024, we relaunched the initiative, implementing a host of changes to make it more inclusive, impactful and rewarding for everyone. These included introducing clearer nomination criteria and a fairer, more thorough judging process and moving to quarterly, rather than monthly, awards to allow for more thoughtful consideration and meaningful recognition of our champions.

During 2023-2024, we received **132**
nominations for our Code Champion award!





Connecting our people through Medigold Mine

At Medigold, we believe that open communication is essential to employee engagement, helping to foster a sense of connection, inclusion, collaboration and shared purpose. As our workforce has grown through recent acquisitions, our company intranet, Medigold Mine—complemented by our Internal Communications channel—has become a vital tool for bringing together our predominantly hybrid workforce and ensuring that everyone feels informed, valued and able to contribute.

It serves as a hub for communicating key business updates and company news, as well as providing support resources, learning opportunities, wellbeing initiatives and cost-saving benefits.

But beyond information-sharing, Medigold Mine helps build a spirit of community, enabling our people to connect with our Employee and Disability Forums, provide feedback and ideas for continuous improvement and celebrate both collective and individual achievements. It also allows colleagues to recognise each other's contributions through commenting on and engaging with posts and success stories, sending eCards or nominating their Code Champion, all of which helps support a positive employee experience.

Throughout 2023-2024, our Medigold employees sent **2832** recognition cards to their colleagues across the company.



As of September 2024, our employee numbers had increased by **39%** compared to pre-acquisition levels since 1st March 2023. Making sure all colleagues transferring from Health Management and Matrix Diagnostics were given a comprehensive introduction to our intranet site as part of their induction was a key focus for us during the integration programme. This helped to ensure a positive transition into the Medigold Health team and that our new colleagues felt welcomed and supported during an intense period of change.



During 2023-2024, we reviewed the wide range of employee discount schemes that we offer and improved how we promote these to our staff so that they now receive personalised communications of their entitlements, ensuring they never miss out on savings. As a result, our people saved over **£21,000** in total by using our Medigold Mine discounts on their everyday purchases, including food shopping and gym memberships.

We are always looking to provide our people with opportunities to learn and support both their professional development and personal wellbeing. Throughout 2023 and 2024, our Head of Engagement coordinated a number of popular Lunch & Learn webinars for our employees, including on breast awareness, menopause at work and managing stress. We were also again able to host several sessions in collaboration with our pension provider for our employees on managing their pension, which helped give the many staff who attended a better understanding of their benefits and entitlements and how they can plan for the future.

These Lunch & Learn sessions complement the free resources available via our Wellbeing Centre on Medigold Mine, which provides a wealth of information, articles and video resources dedicated to empowering our employees to take charge of their physical, mental and financial wellbeing.



In May 2024, we rolled out a cyber training programme across the Medigold Group in partnership with the security awareness training company Usecure. The Usecure training sessions are designed to ensure all our employees are equipped with the knowledge and skills to respond appropriately to potential cyber threats, helping to safeguard our organisation and ensure our compliance with security requirements and standards.



Supporting our customers



Throughout 2023 and 2024, we have continued to produce and circulate our company newsletter, the Medigold Memo, which is produced by our in-house teams and sent to all Medigold Health customers on a quarterly basis. The newsletter provides a wealth of health and wellbeing content, including informative articles on pertinent occupational health topics, tips and strategies for how to support and promote improved employee wellbeing and links to downloadable resources that clients can share with their teams.

A new addition to the Medigold Memo this year is The Learning Loop, a dedicated feature led by our Training and Consultancy Team that focuses specifically on mental health and wellbeing. In each issue, one of our specialist trainers explores a key topic in this area, aiming to raise awareness, equip employers with actionable insights and highlight practical steps businesses can take to create more diverse, inclusive and supportive cultures where all employees can flourish.



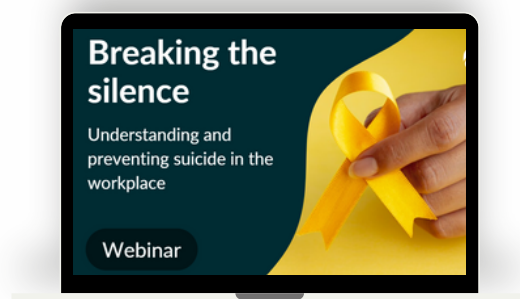
Providing health education for everyone, for free

During 2023-2024, we continued to have great success with our webinar series, which provides both our customers and the public with free access to expert insights from our team of clinical and workplace health specialists. These engaging sessions focus on topical occupational health issues, offering education and practical guidance to help businesses and employees improve individual and workforce health and wellbeing.

To maximise reach, we promote our webinars through an annual webinar calendar sent to customers at the start of each year, alongside targeted email campaigns. Sessions are also open to the public and widely advertised via our social media channels. Attendees benefit from free follow-up resources, including downloadable information documents to consolidate learning and share with their colleagues and employees.

We delivered a total of 18 sessions, with almost 15,000 people participating overall.

A number of our webinars coincided with key national health campaigns, including one on attracting and supporting diverse talent during Neurodiversity Celebration Week in March, and another on building resilience for wellbeing for Stress Awareness Month in April. Other focus topics included supporting disabled talent in the workplace, menopause awareness, understanding and preventing suicide in the workplace, and the link between mental health and substance misuse.



Learning for all – Growing knowledge across workplaces

From mid 2023, we also began offering delegate courses run by our Training Team on subjects including:

- **Mental Health First Aid**
- **Suicide First Aid Lite**
- **Menopause in the Workplace**
- **Dyslexia Awareness**
- **Disability and Health for Managers**
- **Neurodiversity Awareness for Managers**
- **Mental Wellbeing in the Workplace**

These day and short courses for individual delegates are a cost-effective option for individuals or smaller organisations who want to more actively improve their own knowledge or enhance wellbeing within their workplace, enabling them to access our expert training without the need to commit to our larger service offerings or full-scale programmes.



Governance and ethical integrity

All Medigold's services and operations are underpinned by strong governance principles and a commitment to ethical integrity. This foundation enables us to uphold trust and transparency and ensure long-term operational sustainability.

OneTrust – Enhancing Governance, Risk and Compliance

Our formal implementation of OneTrust, a new Governance, Risk and Compliance (GRC) system, during the last eighteen months has been a crucial advancement that will allow us to continue building on this foundation in the future, facilitating greater integration across our legal entities and helping to drive operational excellence.

The system has already been pivotal in helping us standardise processes, maintain accreditations and ensure our continued compliance with regulatory standards.

The successfully launched Privacy Rights module has streamlined the management of data rights requests, reducing response times, supporting timely and efficient handling in compliance with UK GDPR requirements, and enhancing our oversight of this important area by ensuring traceability and accountability.

Meanwhile, the Policy Management Module has allowed us to centralise tracking of compliance with policies, procedures and standards across the organisation. This has significantly improved transparency and accountability, enabling teams to address compliance gaps promptly.

The next module we're due to release on OneTrust will directly support and enhance our auditing processes. The module's ability to centralise and document compliance efforts will allow us to collate evidence more efficiently while also improving accountability, making it easier to prepare for accreditation assessments and regulatory inspections and audits.



Maintaining accreditations and compliance with regulatory inspections

The OneTrust system has been instrumental in helping us retain critical accreditations by allowing us to demonstrate our ongoing compliance with regulatory requirements. The transparency and robust evidence tracking it affords supported us in successfully navigating all the inspections that took place throughout the period covered in this report.

Among others, this has included the annual review of our ISO14001 (Environmental Standards) certification and our SEQOHS (Safe Effective Quality Occupational Health Service) reaccreditation, for which we've been actively preparing since January 2024 (with the outcome expected in October 2024). Securing SEQOHS reaccreditation (which will then be subject to annual review) will be an important milestone for our business, and we are incredibly proud of everyone who has been involved in helping us achieve it.

Partnerships in action

We have been partnering with the Sustainable Business Alliance (SBA) since it was founded in 2023, and we are grateful for the support and significant value they have provided us in our sustainability journey. Through our collaboration with them, we benefit from:

- Access to expertise and resources, including tools and frameworks to help us measure, track and improve our sustainability performance
- Networking opportunities that allow us to learn from others, share innovative ideas and work with other like-minded businesses
- Support to achieve our goals—including reducing our carbon emissions—through ongoing guidance
- The opportunity to demonstrate our sustainability commitment to all our stakeholders
- The opportunity to assess and verify our carbon emissions calculations, plus support in establishing our carbon reduction plan
- Support to help us become a leader in sustainability in our industry



Our partnership with  continued throughout 2024 and remains ongoing.

Team Spotlight - Client Relationship Team



The past year has seen our Client Relationship Team face considerable challenges. Amidst a period of significant transformation within our Customer Service function—including a team restructure and the implementation of new systems and processes—they have not only demonstrated remarkable resilience in navigating these changes but have also ensured that ESG remains central to their operations and decision-making.

Through initiatives such as streamlining processes to reduce resource use, promoting collaboration to drive better outcomes and aligning their efforts with our broader ethical business goals, they have exemplified Medigold's commitment to our ESG agenda. Their actions demonstrate that ESG is not just a priority in times of stability, but a guiding principle that shapes our approach even in periods of change and challenge.

Over **75%** of our Client Relationship Team believe it's important for them to work for a company that prioritises sustainability and responsible business practices.



The Client Relationships team has significantly reduced travel to client meetings by leveraging digital communication tools such as Teams, Webex and Zoom, with **75%** of their meetings now held virtually. This has allowed them to continue collaborating with and supporting their customers effectively while reducing their carbon emissions from travel.



The majority of team members (**90%**) have moved to remote working, further reducing emissions by cutting commuting and also supporting improved work-life balance.



Throughout 2024, our team managers have focused on supporting engagement and professional development within the team, introducing a positive-thinking training workshop to help our Client Relationship Managers (CRMs) navigate change and challenges with resilience and a proactive mindset.

They also arranged additional training on our contract management and business intelligence reporting software, along with sessions aimed at deepening the team's knowledge of our service line portfolio and best practice for delivering quality customer service. This has helped to further strengthen the team's capabilities and operational effectiveness, while also supporting improved governance and compliance.

Collaboration has thrived, with senior team members providing shadowing opportunities, as well as guidance on complex queries, to help improve knowledge and support professional growth across the team.



The team also relaunched training on our customer relationship management software. This has supported more accurate tracking of client data, feedback and progress, enabling our CRMs to address risks proactively, make more data-driven decisions and identify opportunities to better support our clients' workplace health needs. This has not only allowed us to strengthen our service delivery but also reflects our overall ESG commitment to empowering people, driving operational efficiency and enhancing stakeholder satisfaction.

Over the past 18 months, every member of the Client Relationship Team has actively championed the employee health and wellbeing initiatives available to our clients and gone beyond contractual obligations to provide additional support. This has included promoting free webinars, resources and manager training sessions, as well as facilitating access to toolkits and wellbeing services designed to create healthier, more engaged and more inclusive workplaces.

By working collaboratively with our customers and alongside their other providers and proactively highlighting the full range of wellbeing support we offer—both paid for and complimentary—the team has reinforced our commitment to delivering added value and supporting healthier workplaces.



Following our acquisition of Health Management (HML) in early 2023, centralising our data and streamlining operations became a priority, in alignment with our long-term goals of improving efficiency across the business and enhancing our overall customer experience.

The Client Relationship Team played a key role in supporting this integration project, collaborating effectively with our Implementation and Operations Teams throughout to successfully migrate all HML clients across to Medigold's platforms and processes. Through implementing a range of educational sessions and demos and providing close telephone and email support, along with additional supporting resources, our CRMs helped ensure the transition process was as seamless as possible.

Throughout 2024, our Protect Client Relationship Team, who work exclusively with our SME customers, has worked diligently on a re-contracting initiative, successfully issuing updated data terms to hundreds of clients, ensuring continued compliance with regulatory requirements while strengthening client relationships.



One family, *one goal*

Team Spotlight - Facilities Management and Sustainable Operations



Our Facilities Management Team plays a vital role in supporting our ESG agenda. Through identifying opportunities to reduce energy consumption, minimise waste, recycle more effectively and promote resource efficiency across our sites, they help us ensure that our operations are environmentally responsible and aligned with our sustainability goals.

The following table highlights some of the actions the team have taken during 2023-24 which are contributing to long-term positive change.

CONSERVING ENERGY	SUSTAINABLE PROCUREMENT	RECYCLING	CIRCULAR ECONOMY
<p>All Medigold Health and Matrix Diagnostics sites have now successfully transitioned to energy-efficient LED lighting.</p> <p>We are now continuing with energy and cost savings analysis for each site using LEDs.</p> <p>Remaining locations are currently being assessed and energy audits have been completed across a wide range of sites.</p>	<p>The transition from large-bottle water dispensers to plumbed systems has commenced at all viable sites, reducing plastic waste and delivery mileage.</p> <p>All consumable order requests are scrutinised by the Facilities Team to ensure they align with both operational need and sustainability goals.</p>	<p>A previously introduced recycling bin programme is being expanded to ensure coverage across all sites.</p> <p>Large mixed recyclable waste bins have been commissioned for sites that have a high packaging turnover.</p> <p>All spare furniture is now sorted and stored centrally and saved for re-use, reducing the need to purchase new items. Items that are no longer needed by the business are dismantled and recycled or sold/donated.</p> <p>We are now re-using approximately 70% of received cardboard boxes for company-wide consumable distribution.</p>	<p>Additional space has now been created at our central warehouse to improve the control of stock and reduce the number of deliveries required. We are also sourcing more of the products we need from ethical sources.</p> <p>Equipment from our central warehouse is sent out in clean medical reusable containers.</p> <p>All equipment breakdowns are now triaged and mended, where possible, prior to replacement (exchange or purchase). This practice also avoids unnecessary collection and delivery mileage.</p>

Team Spotlight - Matrix Diagnostics



Matrix Diagnostics became part of the Medigold Health Group in 2022 and is a trusted name in workplace drug, alcohol and blood-borne virus (BBV) screening. By 2024, our Matrix team achieved the following environmental actions:

A **33%** reduction in plastic in our urine lab kits. The team also contacted all our testing kit suppliers to transition our orders to kits made with the highest possible percentage of recycled plastic.



We reduced the size of our point of care testing kits, resulting in a **36%** reduction in plastic by weight.



We enhanced our Approved Supplier process to strengthen the evaluation of environmentally responsible companies within our supply chain. Our updated audits place greater emphasis on assessing company ethics, particularly for overseas suppliers.



We replaced track lighting in high traffic areas of the main Matrix building with motion-sensor systems, reducing electricity consumption and minimising energy waste.



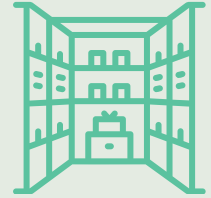
We implemented a preference for sea freight over air freight when importing products, to lower our carbon emissions.



We made changes to our stock planning and forecasting to enable more economical ordering, ensuring we fill containers to reduce or totally eliminate wastage.



We centralised the storage of all our testing kit stock to our Matrix warehouse so that deliveries to our customers and collection technicians go direct instead of via our Northampton Head Office, saving unnecessary mileage and carbon emissions.



We have enabled more staff to work from home or switch to hybrid working, to reduce commuting carbon emissions.



We have been promoting sustainable practices such as recycling, reducing paper use and encouraging staff to bring in packaging filler from personal deliveries at home to be reused in our packaging.



Team Spotlight - IT Department

Driving sustainability through technology



Our IT department plays a crucial role in supporting our sustainability goals, leveraging technology to reduce our environmental impact. During the last 18 months, the team has implemented smarter working practices and energy efficiency measures and increased our responsible IT asset management, to help minimise carbon emissions, reduce waste and conserve valuable resources in the following ways:

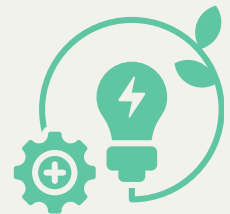
Remote support and collaboration

We have continued to provide remote IT support across the business, significantly reducing the need for employees to travel between Medigold offices and thereby cutting carbon emissions from transportation.



Energy-efficient server management

Our servers and IT equipment are powered down when not in use, reducing energy consumption and lowering the need for air conditioning. This also prolongs the lifespan of our hardware, reducing electronic waste.



Repair and upgrade-first approach

Our team have been trained to repair or upgrade IT equipment rather than replacing it, wherever possible. As well as saving costs on purchasing new hardware, this also reduces the demand for new electronic devices, which require energy-intensive manufacturing processes.



Responsible IT recycling programme

We aim to divert all electronic waste from landfills, preventing the release of harmful substances into the environment. All old IT equipment is either refurbished and reused, supporting the circular economy, or responsibly recycled.



Optimised printing solutions

We have started to remove surplus and unnecessary printing devices and strategically replaced these with newer, energy-star certified models in high-traffic areas, to minimise user inconvenience and maximise efficiency. As a result, energy usage, paper consumption and unnecessary maintenance have all been reduced.



Commitment to sustainability: IT Department Objectives for 2024-2025

We remain committed to sustainability and maintaining high levels of equipment recycling and upgrades while also working towards the following:

- Continuing to virtualise physical servers to the cloud to further reduce carbon emissions. The servers will then be recycled through our responsible IT recycling programme.
- Extending the use of digital technology to support a 20% reduction in paper and associated printer products.
- Reducing the need for multiple pieces of hardware, such as mobile devices, by 10 %.
- Measuring and monitoring our IT services carbon footprint more accurately.



'Aspiring to leave our world in a better place.'

Summary

This year's report highlights the importance of collaboration and working together towards a shared vision of responsible business. It is through the collective efforts of our teams that we continue to move forward, delivering the high-quality services our customers expect while integrating ESG principles into everything we do.

We extend our heartfelt thanks to all those who have continued to inspire us to be better: our colleagues, partners and industry leaders—all those who see the bigger picture. Their vision and dedication serve as a constant reminder that embedding ESG across our business is about more than compliance or efficiency. It's about unlocking new opportunities to build a legacy of a healthier, more sustainable future, for all.

Jane Winter
Head of ESG

