

CLASSIFICATION: PUBLIC

Version No	Date Issued	Update Details	Approved By	Issued By
v1.0	01.05.23	Published	Commercial Director	David Wainwright
v2.0	01.05.24	Annual Review - aligned to revised policy format	Commercial Director	Dominic Sarkar

## 1. Our vision

Highbourne Group Limited, through its brands City Plumbing, The Bathroom Showroom, PTS, The Underfloor Heating Store,, DHS, NSS and Plumbworld is one of the largest merchants operating in the UK’s plumbing and heating sector.

Sustainability sits at the heart of our business. It’s a principle driven by our board, our people and our customers, and inspires everything we do. Packaging helps us get products to our customers safely, reducing damage and waste, and meeting customer expectations. But it should never find its way into the environment. With hundreds of thousands of products sold to customers each year, packaging is one of the key areas where we can make efficiencies and reduce waste. So, our Quality team is constantly reviewing the amount of packaging and type of materials used to ensure the most environmentally friendly solutions are used.

## 2. Our commitments

Alongside our commitments to provide high standard products that meet customer requirements, we also are committed to providing products with appropriate packaging.

Highbourne Group is committed to reducing the impact we have on the environment from packaging, playing our part in reducing single-use plastic and accelerating closed-loop recycling. To reduce the impact of packaging and to ensure packaging never finds its way into landfill our key commitments are :

- **Remove:** focus on removing all unnecessary packaging and hard-to-recycle materials including the amount of plastic bags or unnecessary cardboard (including secondary outer boxes)
- **Reduce:** constantly striving to reduce the amount of packaging we use to an absolute minimum including the reduction of thickness or size of plastic bags or reduction of heat shrink plastics for outer box containment
- **Reuse:** exploring new opportunities to reuse packaging in support of a circular economy.
- **Recycle:** aim to ensure all plastic packaging we use has at least 30% recycled content (and is recyclable) and plastic carrier bags are replaced by paper carrier bags. We are also committed to ensuring packaging carries the appropriate recycle labelling with all Highbourne Own Brands carrying the OPRL labels

Continued full compliance with UK packaging legislation such as Extended Producer Requirements (EPR) and the Plastic Packaging Tax.

This Packaging Policy is communicated to all Highbourne Group colleagues and is available to our customers on request.



### Packaging Policy

To ensure that this policy remains effective and relevant to Highbourne Group activities it will be reviewed annually or when activity operations change significantly and updated as required. The Leadership Team is responsible for supporting employees in living our environmental culture and compliance by providing appropriate training, resources, business processes, and systems.

### 3. Embedding Our Commitments

To deliver on this policy we will:

- Continue to utilise the services of a packaging compliance provider (Valpak) where required for compliance and insight on changes to legislation (a member of the Valpak Advisory Group)
- Endeavour to ensure that all packaging is accurately weighed and correctly reported (focus on all own brands and imports plus continuing dialogue with suppliers to ensure their products are also correctly reported)
- Collaborate with our suppliers to change how they package their products and the materials used, such as: reduce and eliminate the use of plastics that cannot be recycled (such as PS and EPS Styrenes and PVC), metal staples, multilayered (incompatible) plastics, plastic sticky backed tape and clamshells; we will also reduce mixed materials, such as plastic backed cardboard, blister packs or boxes with cellophane windows. These principles are used by our Quality Control team with resulting Non-Conformances raised where required
- Ensure that primary and shipment packaging of own brand and import products are labelled with the approved On-Pack Recycling Label (OPRL) scheme and continue to be a member of OPRL
- Change our business activity to reduce the amount and type of packaging we use on our own-brand product and reduce additional transit packaging.
- Raise awareness with our customers to encourage, reuse and recycle packaging at the end of its useful life.
- Work with distribution to investigate the feasibility of using of returnable container solutions such as metal stillages or totes, timber collars
- Collect and recycle waste packaging throughout the business
- Train relevant colleagues to effectively meet the requirements of the policy.
- Maintain ISO 9001 and ISO 14001 registration to fulfil our compliance obligations

### 4. Scope

Applies to all employees and does not form part of any contract of employment or other contract to provide services, and we may amend it at any time.

### 5. Support and Feedback

If you have any questions regarding this policy or if you need support with sourcing related matters please email [environmental@cityplumbing.co.uk](mailto:environmental@cityplumbing.co.uk)

### 6. Definition and Terminology

**ISO 9001:** Internationally recognised standard for a Quality Management System

**ISO 14001:** Internationally recognised standard for an Environmental Management System



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