



Nelsons' Commitment to Corporate Social Responsibility

OUR VISION AND MISSION

Nelsons has in place an existing corporate social responsibility framework; 'Happier & Healthier' Planet; Community; and People, which embraces our company's:

- Mission of inspiring generations to live healthier, happier lives;
- Vision of being a leading socially responsible natural healthcare group dedicated to our consumers' everyday health and wellness through high quality naturally inspired global brands that deliver effective results in a gentle and safe way for our consumers and everyone along the end to end supply chain; and
- Core values of passion, responsibility, integrity, excellence, and collaboration.

HEALTHIER, HAPPIER PLANET

Our Commitment:

By taking small sustainable steps along our end to end supply chain including our products, processes and packaging, we aim to minimise the impact on ecosystems from which our ingredients are sourced.

Our focus areas:

To realise our commitment we will focus on 3 core workstreams:

- Increase efficiencies in energy, waste and water:** We aim to use 100% of renewable energy, 0% waste to landfill and use water responsibly by 2030
- Maintain Carbon neutral status** through reducing and offsetting our residual carbon footprint¹
- Invest in sustainable packaging and ingredients:** We aim to use 100% wood based packaging and 100% ingredients from sustainable sources by 2030 and ensure our consumer packaging is > 75% recyclable.

All 3 workstreams will align with the relevant United Nations Sustainable Development Goals. Specifically, our goals across our workstreams are aligned with 5 of UN SDGs namely: 7 (Affordable and Clean Energy), 12 (Responsible Consumption and Production), 13 (Climate Action), 14 (Life Below Water) and 15 (Life on Land).

HEALTHIER, HAPPIER COMMUNITY

Our Commitment:

Nelsons has a long tradition of supporting communities both at home in the UK and abroad through its approach to fair and ethical business practises and its established charitable donations. For over 25 years we have committed to donating a % of profits every year to a wide variety of charity partners, with some organisations having been supported from their inception. We now want to increase this commitment to include more community projects particularly in the areas where our business is based and continue to donate a % of profits every year to charitable donations.

Our focus areas:

To realise our commitment we work across 3 core areas:

A. Corporate Partnerships

We have a number of corporate partnerships both in the UK and abroad some of which include:

- **SportsAid:** Our partnership extends over a 5 year period to support the next generation of paralympians with funding for training, travel and equipment as well as providing skill sharing sessions, internal engagement and fundraising events.
- **The Passage:** Nelsons has donated for many years to support the refuge and treatment of street sleepers in the borough of Westminster including providing a homeopathy service, both in house and home visits for the charity's more vulnerable clients.
- **College of Medicine:** Nelsons supports the College's work as the only nationally recognised body covering the whole complementary field and have also participated in several webinars educating its members on the benefits of our Bach™ Original Flower Essences.

B. Brand Partnerships

- **Rescue® and Home Start UK.** Our support will help Home Start deliver their vital services, providing families across the UK with tools they need to cope with life's setbacks, build resilience and spend quality time with each other to create cherished memories.
- **Bach™ Original Flower Remedies and Mosaic LGBT+ Young Persons' Trust:** Our support will help Mosaic to provide accessible wellbeing focused activities and programmes to support, educate and inspire young LGBT+ community members, including running a summer and winter camp, youth and culture clubs as well as holiday programmes.

C. Fair business practices and ethical sourcing

- Where we enter contractual relationships with 3rd parties, we embrace fair negotiations and always strive to ensure parity in the parties' agreed terms.
- We are continuing to work with our suppliers on completion of our ethical sourcing questionnaire to ensure they embrace standards of behaviour we expect.

HEALTHIER, HAPPIER PEOPLE

Our Commitment

Our people are passionate about their work and the communities around us. They are at the heart of what we do, therefore, we are committed to ensuring that they help shape our business within a diverse, equitable and inclusive working environment as well as providing opportunities to engage in volunteering initiatives.

Our focus areas:

A. Engagement Survey

Nelsons is proud to run a yearly Engagement Survey across the whole organisation, ensuring we provide everyone with the opportunity to make their voice heard. Often changes that are implemented across the organisation are a direct result of staff feedback and workshops that help make Nelsons a great place to work.

B. Diversity, Equity and Inclusion

We are committed to inspiring, nurturing and sustaining a culture of belonging where DE&I is embedded throughout Nelsons. We apply a policy of equal opportunity, by seeking to improve our current practices to ensure discrimination, unconscious or conscious, on the basis of colour, religion, origin, gender, sexual orientation, age, marital status or disability no longer exists

giving a fair voice to all.

C. Volunteering Opportunities

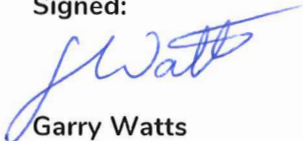
We want to enable an environment in which our employees can give back to the communities we operate in ensuring that each employee can take up to 3 volunteering days by 2023

Our Commitment to Ethical business conduct and working with Third Parties

Ethical business conduct is a fundamental element of what makes Nelsons a company of which we are all proud. This approach ensures that day to day business decisions are always taken with the appropriate mind-set, guided by our mission, vision, and core values. We expect to see these behaviours at all levels of the company and across our business partnerships with suppliers, distributors, and other business partners (collectively "Third Parties") who are also aiming to operate ethically and responsibly.

This Commitment was approved on behalf of the Nelsons' Board.

Signed:



Garry Watts

Nelsons' Chairman

Dated: 29/9/2021