

BigGreen
smile

SUSTAINABILITY
IMPACT REPORT

INTRODUCTION

At Big Green Smile we have adopted the United Nation's Sustainable Development Goals (SDGs) framework consisting of 17 goals which form a global call to action to end poverty, improve health and education, reduce inequality while tackling climate change and working to preserve our oceans and forests.

Sustainability has always been at the heart of Big Green Smile's ethos and we are already achieving so much. We understand the importance of all the SDG's but to undertake all of them at the same time would be a mammoth task. So we have taken the decision to prioritise and focus on some of the key goals.

For the purposes of this report we have segmented the SDG's into 3 categories: Environmental, Social and Governance which together will conclude in the ultimate Sustainable Development Goal.

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this
is our
journey
to a
better
world



ENVIRONMENTAL



13. CLIMATE ACTION

- Our in-house operations (Scope 1 & 2) have been carbon neutral since 2020 and the business aims to be net zero (Scope 1 & 2) carbon emissions by 2030. We are planning a path to net zero (Scope 3) by 2040 and will publish milestones to this annually.
- We have signed up to the United Nations Framework Convention pledge on climate change to help achieve the goals of the Paris Agreement.
- We have teamed up with ClimateCare.org to support carbon reduction projects including improved energy efficiency, reducing deforestation, and clean drinking water.
- We actively encourage customers to offset their carbon when placing an order.
- We offer a growing range of plastic free alternative products from cleaning to beauty.
- We offer customers complete transparency on what they purchase from us, from ingredients to advice on how to dispose of the packaging.
- We strive to educate and help customers with climate change issues with our 'Green Tips' pages.

Take action to
combat climate
change improving
energy efficiency,
reducing the
carbon footprint of
products, services
and processes.

14. LIFE BELOW WATER



Prevent any detrimental impact on marine environment and support businesses and people who depend on oceans, whether it be for employment, resources, or leisure.

- We give customers a wide range of plastic free product choices, with over 800 plastic free items available to purchase.
- By implementing our harmful ingredients elimination process, we continue to actively reduce any detrimental impact to marine and aquatic life.
- Plastic use is minimised at every stage of the supply chain.



15. LIFE ON LAND

Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss.

We use carbon offsetting - in 2020 over 400 tonnes of carbon was off-set - a combination of our own carbon and customer contributions.

We only stock products with ingredients that do not contribute to deforestation or soil erosion. In 2020 46,399 Palm Oil Free Products and 346,399 sustainable Palm Oil products were sold.

We will not accept products that uses unsustainable Palm Oil and we are an associate member of the Round Table on Sustainable Palm Oil.

We will not accept any products that have been tested on animals. In 2020 700,000 Cruelty Free International approved products were sold.



7. AFFORDABLE & CLEAN ENERGY

- In 2020 all carbon emissions from the warehouse were off-set, making the entire operation Carbon Neutral.
- Our Head Office only uses Green Energy.
- We are committed to being net zero by 2030.

Ensure affordable, reliable, and sustainable energy for all.



Make cities and communities inclusive, safe, resilient and sustainable.

- We centralised the location of the warehouse to both our supplier base and our customers - reducing the distance travelled by consignment both from suppliers and to customers, improving the environmental impact of the service.
- We have a cycle to work scheme in place for staff at the warehouse in Belgium.

11. SUSTAINABLE CITIES & COMMUNITIES





SOCIAL

Ensure
healthy lives
and promote
well-being
for all at
all ages.



3. GOOD HEALTH & WELL BEING

- We care about the mental health of our staff - while we're currently not in the office we check up on each other daily.
- Steps are being taken to take up mental health first aid training and to provide mental health first aiders.
- We encourage and support healthy behaviours. We are proud to have a low employee absence rate.
- Where the job allows, employees are offered flexible working patterns. 59% of our staff work on flexible hours.

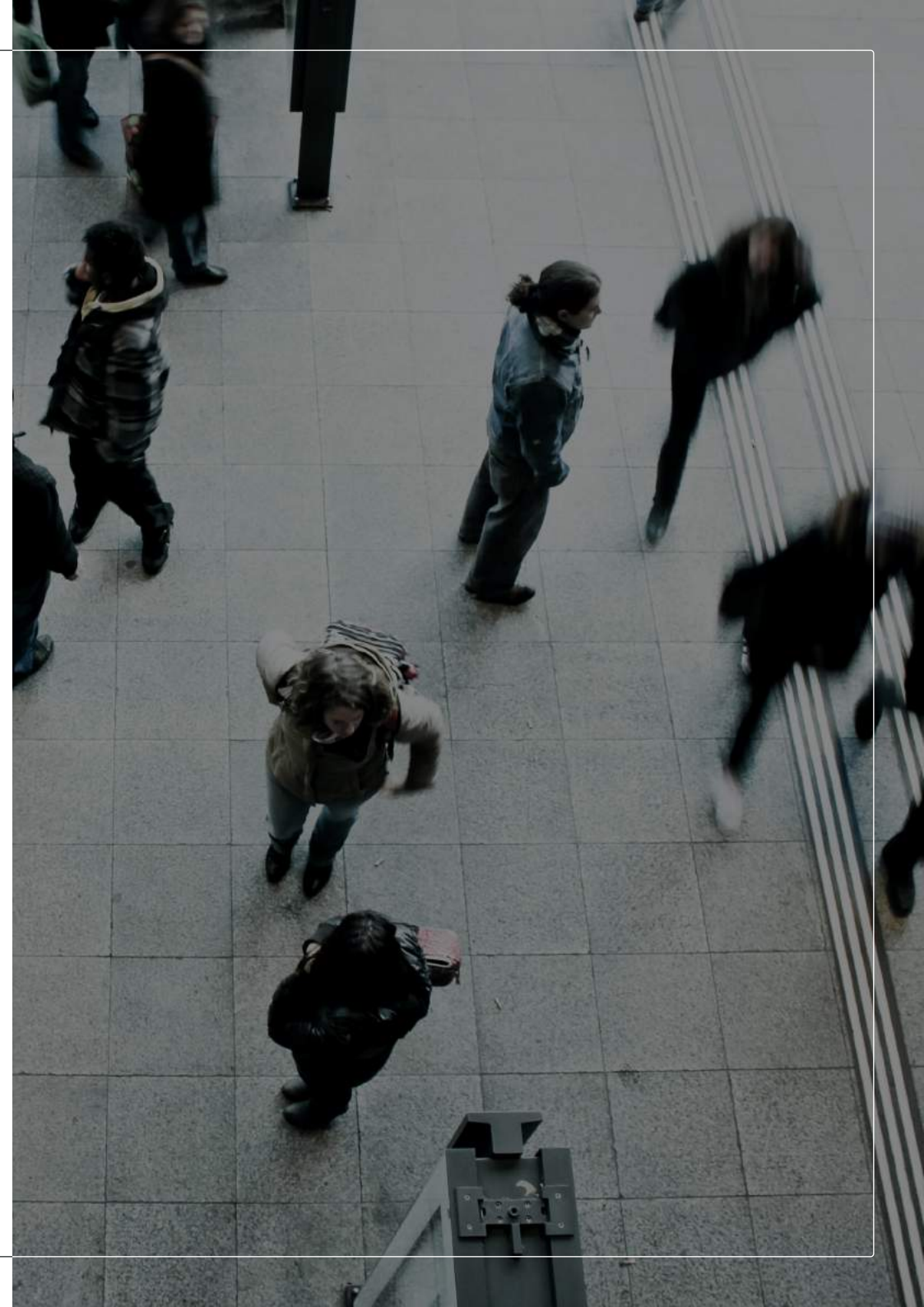




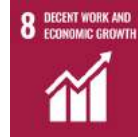
5. GENDER EQUALITY

- We are proud that 64% of our team are women.
- Women are represented across all roles and levels within the business, with 75% of women taking part in decision making.
- We have a zero pay-gap between male and female team members in 'like for like' roles.

Achieve gender equality, creating an environment where women and girls thrive.



8. DECENT WORK & ECONOMIC GROWTH



Promote sustained and inclusive economic growth to drive progress, create decent jobs for all and improve living standards.

- We have a clear vision, values and commitment to our customers.
- We provide flexible working options, working patterns and times for staff.
- We have a Supplier Code of Conduct (CoC) which sets clear standards for suppliers wishing to work with us.
- We use local providers wherever possible for business supplies and services. Reducing our carbon footprint while helping the local community.



1. NO POVERTY

We ensure we support Fair Trade by listing products that are fairly traded, over 45,000 of which were sold in 2020. We recently joined the Living Wage Pledge and we actively work with charities; locally and internationally.

To end poverty for everyone, everywhere.



2. ZERO HUNGER

Although we do not directly impact this SDG, we understand its importance and are actively looking at ways in which to address it.

To end hunger, achieving food security while supporting sustainable agriculture.



4. QUALITY EDUCATION

As Big Green Smile grows, we are committed to creating a talent development strategy - making sure people continue to get the appropriate blend of training, mentoring and experience appropriate to their ambitions and role. In 2020 30% of our current positions were filled with internal candidates.

Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.



6. CLEAN WATER & SANITATION

We only stock products with ingredients that do not contribute to water supply issues or pollution issues, both in production and through use.

Ensure long-term availability of clean water, sanitation and prevent the pollution of water for all.

Promote inclusive and sustainable industrialisation, together with innovation and infrastructure.

- Efficient purchasing processes are in place to reduce waste in the supply chain.
- We have developed a tool to review all new products for ingredients on our banned 'no nasties' ingredients list.

9. INDUSTRY, INNOVATION & INFRASTRUCTURE





GOVERNANCE



12. RESPONSIBLE CONSUMPTION & PRODUCTION

Ensure sustainable consumption and production – doing more and better with less.

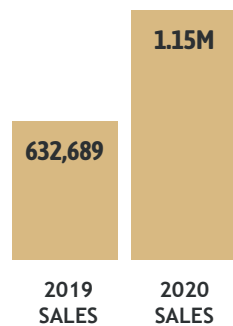
Our parcels are plastic free and our packaging is 100% biodegradable.

Plastic and cardboard packaging from inbound supply that is not reused for customer orders is recycled.

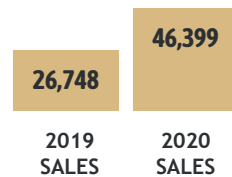
Our logistics operation is 98% plastic free and we aim to be 100% plastic free by 2023.

In 2020 we sold 155,000 refills - saving between 27%-74% plastic compared to smaller sized products.

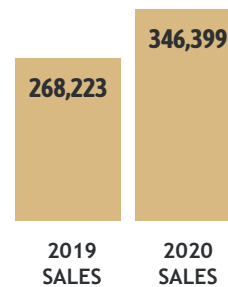
VEGAN



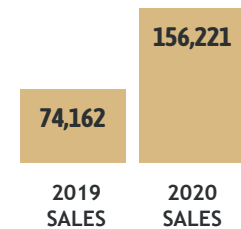
PALM OIL FREE



SUSTAINABLE PALM OIL



PLASTIC FREE





10. REDUCED INEQUALITIES

We are committed to having a team that is diverse and inclusive and encourage people from all backgrounds to work with us.

Reduce inequality, providing empowerment for marginalized groups in the workplace, marketplace and community.

Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels.

16. PEACE AND JUSTICE, STRONG INSTITUTIONS



17. PARTNERSHIPS TO ACHIEVE THE GOALS



At Big Green Smile we encourage everyone to be more green, ethical and sustainable, to work with others that promote a better future for our planet and to follow the guidelines of the Sustainable Development goals.

A photograph of two hands, one from the left and one from the right, reaching towards each other to form a heart shape. The hands are positioned in front of a large, textured tree trunk. The background is a soft-focus green, suggesting a forest or park setting. The overall mood is positive and eco-friendly.

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