

### 1. Our vision

Highbourne Group Limited, through its brands City Plumbing, The Bathroom Showroom, PTS, The Underfloor Heating Store, Plumbnation, 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.

### 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 pressing the accelerator on closed-loop recycling. In addition, we are working with our suppliers to avoid the use of excess packaging materials and to reduce the use of plastic in our packaging.

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

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. To ensure that this policy remains effective and relevant to Highbourne Group activities it will be reviewed annually 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.



**David Wainwright**

Commercial Director

May 2023



### Packaging Policy

### 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
- 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.
- Ensure that primary and shipment packaging of own brand and import products are labelled either 'recycle' or 'do not recycle' with an accompanying OPRL logo
- 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

- Highbourne Group Support Team
- The Bathroom Showroom
- PTS: Plumbing Trade Supplies
- The Underfloor Heating Store
- City Plumbing
- PlumbNation
- NSS: National Shower Spares
- DHS
- Plumbworld

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)



#### Packaging Policy

## 6. Definition and Terminology

ISO 9001	Internationally agreed standard that sets out the requirements for an Quality management system.
ISo 14001	Internationally agreed standard that sets out the requirements for an Environmental management system.

## 7. Approval and Review

Policy Author	Malcolm Fisher		
Policy Sponsor	David Wainwright		
Title	Commercial Director		
Approval Date	May 2023	Policy Review Date	May 2024



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