

Attends Environment Report

2011



CEO's Message

YOU CAN RELY ON ATTENDS TO DO MORE

It is widely acknowledged that the future of the environment is still at stake. We continue to factor a green agenda into the thought process of the conception and development of our products.

The Attends vision is not only to become a sustainable company but to work positively to go one step further in contributing to environmental benefits and best practice within our industry. As a business, we further recognise the extent of wider global and climate change problem, and how we can make a contribution to solutions as they are proposed by ensuring the way we work is aligned to helping to tackle these global challenges.



We regard this as a responsibility of prime importance and, through our Attends: In Green initiative, we aim to become an exemplar for environmental considerations within the adult disposable incontinence products manufacturing sector. In all aspects of this, we have a policy of not making a statement unless we can show evidence and demonstrate it. In other words, we take our responsibility seriously.

Whilst we had already achieved ISO 9001, ISO 13485 and ISO 14001 manufacturing standards and implemented an Environmental Management System to manage our interaction with the environment, we wanted to do more.

As you will learn, we have taken considerable steps forward to create products which provide state of the art performance whilst significantly improving efficiencies in manufacture

and energy use. Our '**Big Idea**' is that this can be achieved through a revolutionary concept which actually provides further benefits to our customers and end users. Products arising from this concept have already been shipped to customers since early 2009.

We created the **Attends: In Green** initiative – an ongoing European-wide programme – to investigate internal operations versus the external environmental requirements of the wider world and to subsequently set targets against areas which could be improved. As part of our research, we carefully considered a wide range of studies, evidence, and best practice from businesses and organisations in other sectors. This enabled us to gain significant insight into how best to approach the challenge.

We have engaged, and will continue to involve, employees, partners, customers, consumers, and friends in this process to enable the sharing of best practice and mutual learning resulting in, we believe, a far more

impactful and productive initiative with greater and quicker progress towards our goal.

This document outlines what we are already doing, where we aim to do better, and what we plan to do, in order to achieve our vision, and particularly the internal consuming mantra we promote of 'Buy less, use less, recycle more'.

James Steele

Chief Executive, Attends Healthcare



OUR VISION

IS NOT ONLY TO BECOME A
SUSTAINABLE COMPANY BUT TO
GO ONE STEP FURTHER: TO DO
MORE.

Attends continually strives to be environmentally and ecologically responsible by improving the design and manufacture of our products, increasing both their quality and the efficiency of the manufacturing process through innovation and attention to detail. This has led to the implementation of a number of key measures, described below, and includes the significant product innovation under our '**Big Idea**'.

In addition we have formulated an initiative – **Attends: In Green** - that further defines our commitment to search for new ways to reduce the environmental impact of our products and set targets to improve the areas where we could do better. Working on a cross-functional basis, and with external representatives, this programme challenges everyone in the business to continuously improve their impact upon the environment.

We have listened to the views of the people we work with, and examined what others outside our industry have done and what they are doing in respect of sustainability and environmental stewardship. It is from this base that we are able to work towards our vision.



ATTENDS ETHOS

Attends has an open approach in environmental issues towards our customers, suppliers and other interested parties and share examples of best practice to promote mutual understanding and learning.

Our Attends: In Green initiative defines our commitment to our

responsibility in respect of responsible and pro-active environmental stewardship.

We aim to exceed the demands of applicable environmental laws and regulations and the expectations and needs of customers.

Attends has established an internal environmental group, represented by 'Green Champions' at our locations throughout Europe. These people will help educate, direct, and motivate our co-workers in order to minimise the environmental impact of daily work.



Attends in green

logistics

We have larger pallet unit capacity than others which enables more products to be transported in the same truck, resulting in less CO2 emissions.
Enabling more products to be transported in the same truck, resulting in less CO2 emission.
Saves transport fuel by compression of products to reduce bulk and avoid shipping "trash air".
We try to ship our products by rail rather than road transportation to generate lower emissions.

Our vision is not only to become a sustainable company, but to go one step further...
...to do more

materials

Every supplier is assessed against environmental criteria with a rigorous standard for raw material selection. Buy less, use less, recycle more is a standard operating procedure.
Our suppliers of pulp are committed to sustainable forestry standards to ensure regeneration and reforestation.
No usage of elementary chlorine bleaching which can pose a threat to aquatic life.



products

We evaluate the environmental aspects in the context of the product's entire life cycle.
We produce very thin and light products to create less solid waste.
The smaller bags reduce the solid waste because of less packaging (both cartons and poly bags).
Our packaging is made from low density polyethylene (PE) which can be finally recycled or utilized as energy.

energy

We are gradually converting to renewable sources of energy.
Our factory is heated with biogas, reducing fossil CO2.
Warm air from our plant is recycled to reduce the energy we need.
Waste is reused and recycled where possible.

Absorbent hygiene products (adult & baby diapers) comprise less than 0.05% of the total solid waste in Europe. This production site achieved certified Environmental Management System (EMS) according to ISO 9001, ISO 13485 and ISO 14001.

people

This production site achieved certified Environmental Management System (EMS) according to ISO 14001.
We have an Internal environmental work group represented by "Green Champions" to educate and motivate co-workers.
We share and take best practices with our customers, suppliers and those outside our industry.



Attends continually evaluates our suppliers' environmental performance. During the procurement process, every potential and actual purchase is assessed against environmental criteria as a standard operating procedure.

We choose materials and products with known properties and low environmental impact and use them in an effective and economical manner; criteria by which we also assess our suppliers.

All of our suppliers of Pulp are committed to sustainable forestry and are regulated by sustainable forestry standards to ensure regeneration and reforestation. Each year more trees are planted than are

felled. The wood required for pulp is also obtained from the waste produced in saw mills and from the regular thinning out of growing trees. Suppliers of both pulp and tissue are from Northern Europe and North America.

None of our suppliers use elementary chlorine bleaching, which can cause harmful emissions in effluent posing a threat to aquatic life, in the manufacture of their pulp.

The pulp manufacturing process is self-sufficient in respect of energy. Wood residue is used as fuel and process chemicals are recovered.

The packaging materials we use are made of polyethylene and corrugated cardboard which are materials that can be recycled.

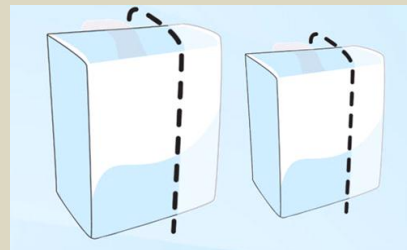
Share of ISO-Certified Suppliers

50%

INNOVATION

When developing products and techniques, we aim for properties that minimise the environmental impact of our products and use Life Cycle Analysis to evaluate products in terms of their entire lifecycle.

The Attends Cover-Dri underpad range with a new hexagonal pillow system provides one of the world's most efficient bedpad design in terms of bed and chair protection combined with the efficiency of freight-logistics from warehouse to end-user. Coupled with more efficient compressing of packaging, this has resulted in increased absorption capacity, lower product weight and significantly improved logistics. 65% more products can be stored and shipped per pallet.



65% more products per pallet

A BIG IDEA: *How Attends micro pad concept can dramatically improve environmental footprints whilst delivering outstanding product performance.*

Attends has a big idea that we think will provide a break-through in how we and our customers manages incontinence and the associated costs for products and logistics whilst helping to reduce their environmental footprint.



Our micro pads mean...

...Considerably less waste & emissions



*Soft 7 vs. Contours 7
**Soft 4 vs. Contours 4

MANUFACTURING & OPERATIONS

Attends continually strives to be environmentally and ecologically conscious by improving the design and manufacture of our products, increasing both their quality and the efficiency of the manufacturing process.

We minimise and reduce use of resources wherever possible and promote the concept: “Buy Less, Use Less, Recycle More” internally to challenge consumption. This includes our use of energy (we are gradually converting to renewable sources of energy wherever possible).

We are careful to minimise emissions mainly by choosing the right materials and techniques. Attends is reducing waste through choice of materials, product design and process technology. Waste is

reused and recycled where possible.

We use water effectively and responsibly and protect water from pollution both under normal operating conditions and emergencies.

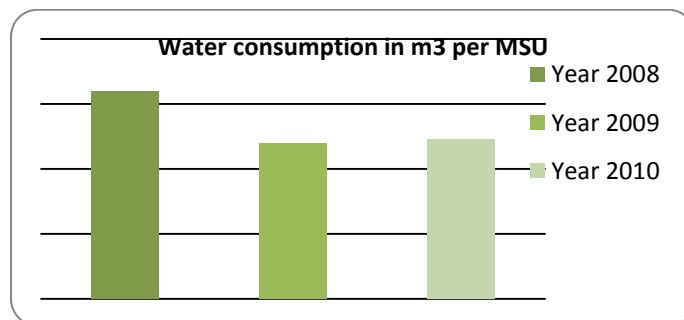
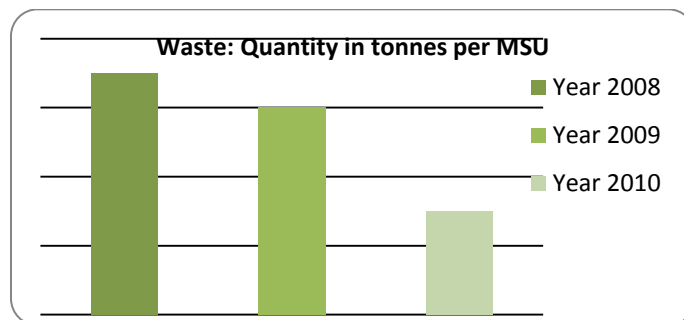
Between 2008 and 2010

22%

Water usage
Reduction

11%

waste reduction
per MSU*



*1MSU=72,000 PCs

LOGISTICS

Attends is working to continually evaluate our shipping agents environmental performance and minimise transportation volumes through optimised logistics

Our aim is to reduce the number of shipments through optimised pack, case, and pallet counts along with compression of materials to reduce bulk. We have a policy of not shipping 'fresh air'. We have also shipped products by rail rather than

road transportation to reduce emissions.

We have achieved considerable success in this respect and examples are included within our Case Studies below.

Our company vehicles are regularly renewed and undergo emissions assessment before being purchased, along with regular testing throughout their time with us.

MOVING FORWARD:

How Attends has improved the delivery of products to our customers.

Through a range of methods, Attends ensures that the way our products are packaged before shipment means more can be included in a single bag, case, and pallet.

The plastic bags make it possible to compress the products and thus minimise transportation whilst also acting as protection for the products. We continually work to reduce the thickness of the packing material and to compress the products more efficiently.

Our Attends Slip Active product has the most optimal transportation economics of any slip in the world while improving the environmental impact from better freight-container utilisation, ie tri-folded, high compression, ultra thin and perfect pallet fit.

Our Full Truck Rate is

70%

INITIATIVES: ATTENDS IN GREEN



INITIATIVE 1- MAKE A PERSONAL PLEDGE

In Attends, we proactively induct employees to 'think green, act green' and we know to promote environmentally sound behavior we need top-down leadership.

At our country manager meeting held on the September 2010, all meeting participants made a personal green pledge to commit themselves to one or several activities that help to reduce the carbon footprint.



INITIATIVE 2 – RECYCLE MORE

Attends pro-actively recycles as much waste as possible, where it has been generated. We follow a 'Buy Less, Use Less, Recycle More' ethos and aim to minimize consumption and waste.

Office locations, operations centres, and our manufacturing site utilise waste recycling possibilities at every opportunity, including waste paper, manufacturing trim, and other recyclable materials such as glass. Our Newcastle office has saved 22 trees from deconstruction in 2010 through recycling waste paper.



INITIATIVE 3 – ON YOUR BIKE

Attends encourages its staff to use public transport for their journey to work but also actively facilitates bicycle use as cycling to work not only helps keep employees healthy but is also better for the environment..

Many of our staff make full use of the bicycle sheds and storage areas at our manufacturing facility and office which are provided freely.

It is also possible for staff to obtain financial assistance from the company towards the purchasing of cycling equipment.

INITIATIVE 4- OFFICE PRINTING

Attends recognises that paper use within offices or for marketing purposes, even where the paper stock is from recycled or managed sources, has an environmental impact. We try to minimise the use of paper and any unnecessary printing.

We have enforced duplex printing across our organization. All printers within our UK offices have been set to double-sided printing in the default settings. We aim to reduce paper usage by 30% using this method. Our Southampton Office has gone even a step further as a paperless office.

INITIATIVE 5 – DOING DIGITAL

How Attends uses its new intranet & conference call to reduce impact from travel

Attends recognises that there is an environmental impact from travel, particularly where a person travels by car or air. This journey results in CO2 emissions which contribute to climate change. Rail travel can be a better way of traveling in order to reduce impact.

As a pan European business, there is often a need for cross-function employees based from different locations to cooperate with each other for particular projects. We make use of telephone conferencing to conduct 92% of our meetings. Our newly- launched intra-net have provided another platform for people across organisation to work on the same project without the need to travel often outside of the normal place of work, which we hope to further slash the amount of non-essential travels.

INITIATIVE 6- ENDORSES THE CANCUN COMMUNIQUE ON CLIMATE CHANGE

Following last year's endorsement of Copenhagen Communiqué, Attends has once again given its support to the Cancun Communiqué on Climate Change. The Cancun Communiqué reinforces the message of Copenhagen Communiqué that the business community is calling for ambitious, robust and equitable global action on climate change with an effective international climate frame work and firm commitment to reducing emissions.

Since 2007, an increasing number of businesses have signed a joint statement prior to the annual UN climate change summits. The Cancun Communiqué will be another motion reflecting the will of the greater business community. Attends continue to factor a green agenda into the thought process of the conception and the development of our products, said James Steele, CEO of Attends. Every day, Attends is looking for new manufacturing idea and process to mitigate the environment impact of our products without compromising product performance and consumer experience.

The Cancun Communiqué is an initiative of The Prince of Wales's Corporate Leaders' Group on Climate Change, which is run by the University of Cambridge Programme for Sustainability Leadership.

