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POLICY

Marken Sustainability Policy

1. Statement

- 1.1 Marken acknowledges that each individual and corporate citizen plays its own role in the incremental deterioration of natural resources. As such, we all are responsible for, and must play our part in, reducing our carbon footprint for the betterment of society, both locally and globally.
- 1.2 Marken also believes that it has overarching commitments to its people, the patients who benefit from its services and the wider community, through ethical practices (see Marken Code of Ethics) and an appreciation that objectives focused not only on profit, but also on the betterment of society, inadvertently benefit us as a company.
- 1.3 Marken strives to be a socially responsible organization that works with only customers, employees and vendors who meet our strong values through our Anti-Corruption and Bribery Policy and Code of Ethics. This Sustainability Policy sets out our sustainability commitments and objectives.

2. Scope

2.1 Temporal Scope

- 2.1.1 Refer to ZenQMS for the effective date of this Policy.

2.2 Organisational Scope

- 2.2.1 This Policy applies to all Marken employees.

2.3 Jurisdictional Scope

- 2.3.1 This Policy applies globally.

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3. Policy Responsibility and Implementation

- 3.1 **General Counsel** has overall responsibility for the Marken Sustainability Policy which applies across the whole of Marken and to all employees, directors and officers (“**Employees**”).
- 3.2 The **Corporate Sustainability Department** is responsible for Marken’s Corporate Sustainability strategy which includes:
- (a) setting objectives and targets to achieve a more sustainable business;
 - (b) creating metric and emission reduction scorecards for branches;
 - (c) aligning current practices with, and providing strategic advice to the executives on, the Ten Principles of the UN Global Compact at Marken and how we can demonstrate compliance;
 - (d) maintaining certifications and memberships that demonstrate Marken’s Corporate Sustainability commitments, including but not limited to, EcoVadis and the UN Global Compact;
 - (e) working with the Human Resources Department to improve Employee satisfaction, ensure our policies and procedures meet industry best practice and Marken achieves its diversity and inclusion goals;
 - (f) working with the Legal Department to ensure that Marken adequately meets its anti-corruption, anti-bribery and anti-money laundering obligations through staff and supplier training and certification;
 - (g) supporting Branch Managers and Employees who manage LSPs to advance the program year on year; and
 - (h) providing an annual update for the President, Marken, on Corporate Sustainability strategy and objectives for the following year.
- 3.3 **Branch / Depot Managers** are responsible for:
- (a) appointing an Environmental Officer for the branch;
 - (b) branch compliance with environmental, health and safety objectives (as determined by the Health, Safety and Security team);
 - (c) Working with the Environmental Officer and Corporate Sustainability Team to reduce scope 1 and 2 emissions year on year. This entails completing the branch / depot ‘Greener Facilities Scorecard’ annually (Appendix B) and ensuring that all new branches complete the ‘Greener Facilities Pre-Approval Checklist’ (Appendix C); and

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- (d) Assessing the benefits of obtaining ISO14001-2015 Environmental Management Systems certification and implementing where possible.

3.4 **Environmental Officers** are responsible for:

- (a) Branch / depot metric reporting each year; and
- (b) Project managing emission reduction and environmental health and safety strategies at the branch / depot level.

3.5 **Employees who manage the logistics network and LSPs** are responsible for reducing scope 3 emissions through:

- (a) Reviewing Marken’s logistics network to determine whether improvements to the way we work can be implemented without impacting Marken’s key objective of delivering lifesaving shipments; and
- (b) Working with the Corporate Sustainability Team to create metrics to assess LSPs for their Corporate Sustainability objectives and ensuring that emission reduction is a criterion for LSP selection.

3.6 The **Governance, Risk and Compliance Department** shall be responsible for auditing branches based on metric reporting (year on year).

3.7 The **Legal Department** shall be responsible for anti-corruption, anti-bribery and anti-money laundering objectives.

3.8 The **Human Resources Department** shall be responsible for improving Employee satisfaction (including metrics and targets), ensure our policies and procedures meet industry best practice and for Marken achieving its diversity and inclusion goals;

3.9 The **Innovation & Strategic Operations Department** shall be responsible for OH&S and Security and shall work with Human Resources and the Branch / Depot Managers and the Corporate Sustainability Team to achieve adequate targets for the Branch / Depots to meet.

3.10 The **Information Technology Department** shall be responsible for:

- (a) advancing IT infrastructure and systems to continuously improve efficiency and to reduce reliance on manual processes and natural resources such as paper, IT resources, power and equipment;
- (b) keeping information safe and secure, including personal data, confidential and highly confidential data; and
- (c) together with the Privacy Office, adequate electronic archiving in line with our obligations under local laws and our Records Management Policy (ZenQMS reference: POL-DAT-004).

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- 3.11 The **Innovation & Technical Operations Department** shall be responsible for:
- (a) Seeking out new technology and opportunities to source lower carbon emission / closed loop packaging solutions; and
 - (b) reduce single-use packaging throughout the network.
- 3.12 All **Employees** have a responsibility to support our environmental objectives and seek opportunities to reduce emissions and share their thoughts with the Corporate Sustainability Team.

4. Corporate Sustainability

- 4.1 Marken appoints the Corporate Sustainability Department to:
- (a) set environmental objectives and targets, including the development of metric and emission reduction scorecards for branches and LSPs;
 - (b) support the business in reducing emissions year on year and integrate Corporate Sustainability, including the Ten Principles of the UN Global Compact, as a key business objective;
 - (c) foster a sense of ingenuity across the business by challenging the way 'we have always done things' but rather a preference to thinking 'outside the box' to achieve newer and improved solutions;
 - (d) implement the Employee Commitment Statement annexed at **Appendix A**; and
 - (e) supporting Branch Managers and Employees who manage LSPs to advance the program year on year.
- 4.2 Each year, the Corporate Sustainability Department shall present an updated strategy to the President, Marken, for consideration and implementation.

5. UN GLOBAL COMPACT Commitment

- 5.1 Marken strives to meet the Ten Principles of the UN Global Compact. Marken is signatory to the UN Global Compact.
- 5.2 Marken demonstrates compliance with the Ten Principles of the UN Global Compact through the following:

No.	Principle	Marken Compliance
Human Rights		
(1)	Support and respect the protection of internationally proclaimed human rights; and	See Code of Ethics (ZenQMS reference: POL-

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(2)	Make sure that Marken is not complicit in human rights abuses.	SUS-001)
Labour		
(3)	Freedom of association and the effective recognition of the right collective bargaining	Employees are free to join any unions, trade memberships or Work Councils.
(4)	elimination of all forms of forced and compulsory labour.	See Code of Ethics (ZenQMS reference: POL-SUS-001)
(5)	effective abolition of child labour; and	
(6)	elimination of discrimination in respect of employment and occupation.	
Environment		
Businesses should:		
(7)	support a precautionary approach to environmental changes;	See Appendix A and Appendix B.
(8)	undertake initiatives to promote greater environmental responsibility; and	
(9)	encourage the development and diffusion of environmentally friendly technologies.	<p>Marken actively manages its IT systems and technology through its IT Operations team and the safety of personal data through the Privacy Office and the Information Security Team. We take our obligations with respect to personal data seriously. The following policies / SOPs set out our obligations to date subjects, our clients, Employees and the wider community are set out in:</p> <ol style="list-style-type: none"> 1. Global Privacy and Data Protection Policy (ZenQMS reference: POL-DAT-001); 2. Acceptable IT Use Policy (ZenQMS reference: MOP-ITS-022); 3. Marken Global Information Security Policy (ZenQMS reference: POL-ITS-003); and

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		4. Marken Records Management Policy (ZenQMS reference: POL-DAT-004).
Anti-Corruption		
Businesses should:		
(10)	work against corruption in all its forms, including extortion and bribery.	Marken’s Anti-corruption and bribery Policy (ZenQMS reference: POL-HRS-001). Staff are required to undergo Anti-corruption and bribery training and certify compliance, annually (Zen reference: POL-HRS-001). Vendors are required to undertake Marken’s Anti-corruption and bribery questionnaire and certify compliance in line with our Vendor qualification process (ZenQMS reference GOP-GQM-016).

6. Setting Targets

6.1 Environmental Targets

- (1) Commencing 2023, Marken aims to reduce scope and scope 2 GHG emissions by 5% per annum year on year. To do so, Marken has implemented:
 - (a) baseline metrics reporting for branches / depots to be completed in Q1 each year to enable accurate GHG emissions reporting for 2022 onwards. The Corporate Sustainability Department will provide a copy of the branch / depot metrics to Branch Managers annually.
 - (b) branch / depot environmental objectives, which shall be reviewed annually by the Corporate Sustainability Department commencing Q1 2022. The current objectives for current depots / branches and new branch / depot set up can be found at **Appendix B** and **Appendix C**.

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- (2) Create a cost-effective pricing model for customers that is centred on ethical and environmental solutions by Q1, 2023;
- (3) Provide a 100% closed loop solution for Marken clients (devoid of any single-use elements) by 2025; and
- (4) Improve IT infrastructure and software to reduce the reliance on paper and manual processes through the implementation of:
 - (a) a GXP version of Docusign by Q2, 2022 intended to reduce the reliance on printing documents;
 - (b) move from physical infrastructure in Marken data centres to the cloud where it has less of a carbon footprint;
 - (c) continue to advance IT strategy having regard for carbon savings. In 2022, Marken IT shall add a consideration of carbon emissions to its decision-making matrix to ensure that any decision made for strategy or infrastructure has regard for sustainability.

6.2 Social Targets (incorporating Human Rights & Labour)

- (1) The Human Resources, Corporate Sustainability and Innovation & Strategic Operations Departments shall work together to:
 - (a) Undertake a benchmarking for benefits and salaries each year. The benchmarking process shall also assess minimum wage review and a modern slavery assessment in each location;
 - (b) Undertake debarment checks on all Employees (subject to applicable data protection laws);
 - (c) create an Occupational Health & Safety assessment program for each branch to undertake annually, together with a commitment to becoming ISO-45001 OH&S Management certified by 2025; and
 - (d) release Diversity and Inclusion / unconscious bias training in 2022 for all Human Resources and Executive Committee members.

6.3 Anti-Corruption Targets

- (1) Marken Employees and Vendors are to comply with the Marken Anti-Corruption and Bribery Policy. Measures to ensure compliance include:
 - (a) Employee annual certification and training at 100% compliance each year; and
 - (b) Vendor compliance with anti-corruption certification, in line with the requirements set out in the Anti-corruption Policy, to be at 95% each year.

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7. Metrics and Target Appraisals

- 7.1 The **Governance, Risk and Compliance (GRC) Department** shall be responsible for reviewing each branch / depot reported metrics and emission data. Each year, the GRC Department shall audit a selected number of Marken facilities (branches or depots) to ensure that the branches / depots have:
- (1) Accurately recorded data;
 - (2) Met their emissions targets and environmental objectives; and
 - (3) Operate a safe and effective facility.
- 7.2 At the end of each year, the **Corporate Sustainability Department** shall:
- (1) undertake an appraisal of the key objectives and determine whether or not the implementation across the business was successful. The Corporate Sustainability Team shall undertake a 'lessons learnt' process to ensure the department remains agile and learns year on year;
 - (2) prepare a report to be shared with General Counsel (and where appropriate, the Executive Committee, outlining the benefits or detriment to the business of the Corporate Sustainability program).
- 7.3 **Employees**
- (1) Employees shall review the Marken Sustainability Policy, including the Employee Commitment Statement, and sign the document to state that they understand the content and agree to comply; and
 - (2) Marken aims for Employee commitment to this Policy above 90%.

8. Related Documents

MOP-ITS-022	Acceptable IT Use Policy
MOP-OP-007	Facility Security
MOP-QA-018	Records Management and Retention - Paper Documents
MF-SUS-001	Local Service Provider Code of Ethics
POL-DAT-001	Global Privacy and Data Protection Policy;
POL-DAT-004	Records Management Policy
POL-HRS-001	Anti-Corruption and Bribery Policy
POL-HRS-014	Diversity and Inclusion Policy
POL-ITS-003	Global Information Security Policy; and
POL-SUS-001	Code of Ethics

9. Distribution List

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Copies of this document will be available to staff via ZenQMS.

10. Glossary of Terms and Abbreviations

In this Policy:

“**EcoVadis**” is the world’s largest provider of business sustainability ratings.

“**Employees**” encompasses all Marken employees, directors and officers.

“**LSPs**” encompasses all Local Service Providers.

“**GHG emissions**” means greenhouse gas emissions.

“**OH&S**” means occupational health and safety.

The “**UN Global Compact**” is a voluntary initiative based on CEO commitments to implement universal sustainability principles and to take steps to support UN Goals.

11. Appendix

Appendix A: Employee Commitment Statement

Appendix B: Greener Facilities Scorecard

Appendix C: Greener Facilities Pre-Approval Checklist – New Facilities

12. References

N/A

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Appendix A – Employee Commitment Statement

As a Marken Employee I am aware that I play a vital role in Marken’s sustainability program. I acknowledge that every employee should endeavour to:

- (1) Treat resources as precious including energy, packaging, IT equipment, fuel, vehicles etc;
- (2) work in the most efficient manner possible in order to drive down waste. I understand that efficiency is not only good for the environment but it allows Marken to connect patients with new medicines in more efficient and faster ways;
- (3) engage with the Corporate Sustainability Department to identify ways in which Marken can become more efficient to enhance our environmental performance across all business activities;
- (4) Value others and their contribution to our business. Treat all Employees, customers, suppliers with respect, care and compassion; and
- (5) Comply with Marken Code of Ethics.

Employee Signature:

Date:

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Appendix B – GREENER FACILITIES SCORECARD

GREENER FACILITIES SCORECARD

Branch:

Branch Manager:

How the Scorecard works

Mandatory items

The **four** mandatory items must be completed by 31 March 2022.

Facility Manager’s Sustainability Choices

The Corporate Sustainability Department acknowledges that sustainable practices are long term objectives and require implementation over time. To reduce our scope 1 and scope 2 emissions, we need all Marken branches and depots (**Facilities**) to work towards carbon neutrality. Branch / depot managers are asked to commit to reducing our environmental footprint through in a way that works for your Facility. Hence, we believe that branch / depot managers are in the best position to determine which greener solutions are best for your branch / depot. Accordingly, we have created a checklist of **11 Sustainable Marken Facility objectives** for you to consider and implement over time. Each year, you must attain **four sustainability points as part of your yearly objectives as a branch / depot manager**. Each completed category is worth one point.

To complete a category, all action items listed must be completed. Some action items contain an annexure reference. To complete such action items, it is essential that attention is paid to the information and, possibly, requirements set out in the annexure on how an action item must be completed.

If you believe that one or more of the action items contained in this scorecard, are either not feasible or not applicable to your Facility, please follow the instructions set out in the section titled: *What if an Action Item is not feasible or applicable?*

This initiative is intended to be interactive and for that, we welcome any feedback, suggestions, assistance, and overachievement! The branch who completes the most action items in 2022 will win a **\$2,000** donation to the charity of their choice.

Help us achieve our Corporate Sustainability goals.

Best, Deahne Baker and Doaa Fathallah

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MANDATORY ITEMS

	Action item	Facility Response
1.	The Branch Environmental Officer is [name]:	
2.	Metric Spreadsheet was completed on [date]:	
3.	Costs analysis of renewable (preference) or carbon neutral energy suppliers was completed on [date]:	
4.	Security Logistics Checklist (mandated by <i>Facility Security SOP</i> (ZenQMS reference: MOP-OP-007) completed on [date]:	

SCORECARD

SUSTAINABLE MARKEN FACILITY OBJECTIVES			
Category	ACTION ITEM	Description	COMPLETED
1	Green Energy		Yes [] No []
	Convert energy supply to renewable energy, or if unavailable, carbon neutral energy supplier for electricity.		
2	Employee Mobility		Yes [] No []
	1. Install bike racks. 2. Install an EV charging station in your parking area.	2.1 See Annexure Item 1. 2.2 Applicable only if the lease runs for more than 5 years and attain leaseholder approval. If your lease runs for less than 5 years, you must contact greener@marken.com for guidance.	
3	Resource Consumption		Yes [] No []

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	<ol style="list-style-type: none"> 1. Conduct a feasibility assessment for your building for the implementation of motion sensors and LED lighting. 2. Conduct an internal equipment energy efficiency audit. 3. Undertake a Ark Flash assessment at least once every five (5) years. 	<p>3.1 – Suggested approach Annexure Item 2a.</p> <p>3.2 – Suggested approach Annexure Item 2b and 2c.</p>	
4	Waste		Yes [] No []
	<ol style="list-style-type: none"> 1. If not already present, implement a recycling system at Facility. You must ensure the separation of: <ol style="list-style-type: none"> a. Paper and Cardboard; b. Glass; c. Plastic; d. Biodegradable goods; e. Ink Cartridges and batteries; f. Wooden pallets. 2. Mandate that only 100% recyclable / biodegradable (printing) paper is purchased by the branch. 	<p>4.1 – Ensure requirement at Annexure Item 3 is included.</p>	
5	Water		Yes [] No []
	<ol style="list-style-type: none"> 1. Install low-flow faucets and hand dryers (instead of hand towels). 2. Install WaterSense and A++ (or better) fixtures and fittings in bathrooms. 3. Water efficient landscaping audit to be undertaken. 	<p>International WaterSense equivalent – click here.</p> <p>Contact Sustainability on greener@marken.com for more information on water efficient landscaping.</p>	
6	Employee Engagement		Yes [] No []
	Implement a Sustainable Marken Volunteer program at your branch including 1 team-building programme for staff. Volunteer programme must be a group activity and must offer Employees the option to join in for at	Propose and conduct a volunteer / team-building program at your branch in accordance with Annexure Item 4.	

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	least two (2) hours per person per annum.		
7	Employee Wellbeing and Career Development		Yes [] No []
	<ol style="list-style-type: none"> 1. 90% completion rate of anonymised Employee satisfaction survey. 2. 90% completion rate for Annual Performance Reviews. 	7.1 – See Annexure Item 5 7.2 – See Annexure Item 6	
8	Suppliers		Yes [] No []
	100% of new LSPs sign-off on Marken's <i>Local Service Provider Code of Ethics</i> (ZenQMS reference: MF-SUS-001).		
9	Health and Safety		Yes [] No []
	Complete the OH&S checklist.	Includes steps outlined in Annexure Item 7	
10	Governance		Yes [] No []
	100% Employee completion of Marken Privacy and Anti-Corruption Training and UPS Infosec and Cybersecurity training.		
11	Records Management		Yes [] No []
	<ol style="list-style-type: none"> 1. Check that Marken has a valid contract with your archive provider agreed by Marken Legal. 2. Ensure all records held on site meet the safety requirements set out in <i>Records Management and Retention - Paper Documents</i> (ZenQMS reference: MOP-QA-018) 3. Meet with Privacy Office to understand Facility obligations and submit an index of physical records held at site. 		

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Do you have a question, want to raise a concern, or require advice?

If you have any questions or concerns in relation to this scorecard or require advice on any of the action items and how to fulfil them, please contact the Sustainable Marken Taskforce at:

Greener@marken.com

What if an Action Item is not feasible or applicable?

If, one or more action items of a category are either not feasible or not applicable to your branch, please contact the Sustainable Marken Taskforce at greener@marken.com and follow the steps below.

1. Provide an explanation for the why the Action Items implementation is not feasible or applicable.
2. If possible, suggest a replacement action item that you want to substitute for the non-applicable action item. This can be either:
 - A new action item, currently not listed in this scorecard, which is thematically related to the category to which the non-applicable action item belongs, OR;
 - An action item that belongs to one of the 4 categories which you do not intent to fulfil and which you do not plan to count towards your point total.
3. If you do not suggest a replacement action item yourself, greener@marken.com will suggest a suitable alternative.
4. Before an action item is deemed substituted by the replacement item and counts towards the calculation of your point total, you must:
 - Await approval by greener@marken.com of the non-applicability of the action item(s) in question.
 - And either:
 - Await approval by greener@marken.com of your suggested replacement action item, OR;
 - Confirm, in writing, the suggested replacement action item provided to you by greener@marken.com

All communication, proposals, approvals, and confirmation must be conducted in writing to be valid. Email is sufficient.

Annexure Items

Annexure Item 1:

Provide short-term bicycle storage for **at least 5% of all peak visitors, but no fewer than four storage spaces per building.**

Annexure Item 2:

- a) LED and motion sensor building feasibility assessment:

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- Declare all areas as either suited or non-suited for LED lighting and motion sensors, respectively.
 - Add a short explanation for every non-suited area
- b) Equipment Efficiency audit**
- This can be self-conducted, but must contain:
 - List of all electrical equipment used (including serial number).
 - Energy consumption according to the manufacturer.
 - Estimated use per annum.
- c) Arc Flash Assessment and infrared Electrical Inspection.**
- This is a requirement to complete every 5 yrs and detects system overloads, inefficient electrical systems, and determines incident energy available.

Annexure Item 3:

Acquire recycling bins and ensure pick-up by appropriate recycling companies. Branch should maintain a system to track recycling volumes (including the regularity of recycling and volume). If you require further assistance from Sustainability Department on how to assess recycling companies for greener options please contact greener@marken.com

Annexure Item 4:

A Greener Marken Volunteer program must be approved by Regional VP and the Corporate Sustainability Team.

Minimum participation time must be 70% (can be 2 or more events to attain collective total participation time of more than 70%).

Annexure Item 5

Employee working conditions satisfaction survey

Annexure Item 6

Performance evaluation outcomes must be entered in the ADP platform on time to be eligible. 90% of Employees hired prior to July 2022.

Annexure Item 7:

Conduct the OH&S risk assessment checklist. If you are unable to locate the checklist, please contact the Sustainability Department at greener@marken.com.

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Appendix C – “GREENER FACILITIES” PRE-APPROVAL CHECKLIST – NEW FACILITIES

“GREENER FACILITIES” PRE-APPROVAL CHECKLIST – NEW FACILITIES

Facility:

Branch / Depot Manager:

Designated Environmental Officer:

INSTRUCTIONS AND CHECKLIST

This “Greener Facilities” Pre-Approval Checklist shall be submitted to the Executive Committee by the branch manager as part of the request for CAPEX approval of a new facility. Greener Facilities Pre-Approval Checklist shall be signed off by the Corporate Sustainability Department prior to the submission of the CAPEX request and the associated costs shall be incorporated into the CAPEX budget.

Pre-Approval or exemptions to the standards set out herein shall be assessed and agreed with the Corporate Sustainability Department on a case by case basis.

For any questions, please contact greener@marken.com.

ITEM	DESCRIPTION	COMPLIANT	IF “NO” OR “N/A” PLEASE PROVIDE REASONS
1	Install LED lighting in the entire branch.	Yes [] No [] N/A []	
2	Make motion sensor feasibility assessment and install in those areas deemed adequate.		
3	For all water consuming fixtures and fittings (bathrooms/toilets/showers), install WaterSense (or equivalent). If water-related fixtures and fittings are already present, install low-flow faucets. Preference leased properties with shower / change room facilities.		
4	For all other fixtures and fittings (printers, staff fridges, coffee machines etc.), install A++ (or better).		
5	Install electrical hand-dryers and remove paper towels.		

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6	Install electric vehicle charging ports (1 per 50 Employees).		
7	Provide sufficient bike racks.		
8	If not already mandated by law, conduct an independent general health and safety audit before commencing operations.		
9	Assess energy costing around green energy. Attain a green energy quote and discuss with the Corporate Sustainability Department.		
10	QA approved archive company to be selected and a contract agreed through Legal. Ensure that the branch manager understands the records management obligations at branch level.		
11	HVAC systems to use energy efficient refrigerants; R-290, R-32, R-410A etc. System should not contain R-22, CFC's, or ODS's		

Signed:
Branch Manager / Environmental Officer

Approved:
Corporate Sustainability Department

	Category: Policies / HR / All Marken / English Title: POL-SUS-002 / Marken Sustainability Policy		
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DOCUMENT ELECTRONIC SIGNATURES

DOCUMENT APPROVAL WORKFLOW

Author Approval

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Required Workflow Steps for this Category

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