



ESG **report**



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Foreword

Welcome! I'm delighted to introduce our first ever ESG report, a reflection of the journey mydentist is on to improve the way we do business for everyone. This report covers how our business decisions and governance consider, reduce or improve our impact on the environment and society. Environmental, Social and Governance (ESG) is a core philosophy for us shaping how we care for our patients, the environment, and the places we serve. We know that the choices we make every day add up to real impact and see how much these issues mean to our colleagues.

In the report, you'll learn how we've built on our environmental efforts, to strengthen how our business considers its impacts, how we're investing in our people through learning, development, and a culture that empowers every individual to grow and how we're working to nurture healthy communities where patients and colleagues alike can flourish, creating social impact.

None of this would be possible without the passion and dedication of our teams, clinicians, suppliers, and supporters. Together, we're building on our achievements and setting the groundwork for even greater progress. Whether it's tackling our carbon emissions, creating new opportunities in the dental industry or tackling key public health challenges, we're committed to making meaningful change one step at a time.

Thank you for being part of this journey with us.

Stephen Roseby, Chief of Staff and General Counsel, and Executive Sponsor for Environmental, Social and Governance (ESG)



Our business

mydentist is the **UK's leading provider of affordable dentistry**. We are committed to providing the latest treatments to our patients to help them with their oral health, whether that is on the NHS or through affordable private dentistry and we are proud that **over four million people** in the UK trust us with their dental care every year.

With over **500 dental practices** across the nation, we are committed to providing access to state-of-the-art treatments and delivering high-quality care.

Our Purpose and Vision

Our purpose at mydentist is **helping the nation smile**. Whether that is by getting a patient out of pain, helping to improve their self-confidence, or supporting their oral health more widely, the work we do puts a smile on millions of faces every year. We achieve our purpose through our strategic vision which is delivering high-quality affordable oral care across the UK whether on the NHS or privately, to all our patients.

Our People Values

Our People Values articulate what makes mydentist special, they bring to life why people choose to join and stay at mydentist. They run through everything we do. They are;

- We respect each other
- We grow together
- We achieve as one

**Over 4
million
patients!**

**over 500
dental
practices**

We respect each other

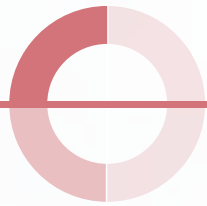
We're proud to be a place where every colleague can be themselves. With flexibility and choice that enables you to balance your life and career, you can make a real difference through the work that you do.

We grow together

We're building the UK's leading network of dental practices, shaping the way we deliver dentistry and creating opportunities for everyone. With aspiring career pathways, you can build and develop a career that supports you and your goals.

We achieve as one

We take pride in the outstanding care we offer our patients and the support we give each other. Whether it's through our practice teams or support centre functions, there's always someone to turn to. All of us, working collaboratively to achieve together.



Our governance structure

In 2015, mydentist formed a “Green Forum”, made up of workstream leads from across the business related to delivery of environmental initiatives. In 2024, we **changed the scope and membership of the Green Forum to create our ESG Committee.**

As part of this updated governance framework, the mydentist Board has accountability and oversight of our ESG strategy and the Executive Team are accountable for delivery of the ESG strategy.

The ESG committee is responsible for the development and delivery of the updated ESG strategy and governance. This committee is chaired by our Head of Health and Safety and meets at least quarterly. Stephen Roseby, Chief of Staff and General Counsel, is Executive Sponsor for ESG and sits on our ESG Committee. The committee provides an update to the Executive team at least twice a year and to the Board annually.

Delivery of any change activity related to our ESG strategy is embedded within our programme management structure and any investment or impact on capacity is agreed and tracked through this process. Any ESG related issues are escalated to Executive Team when necessary.

mydentist Board



TOM RIALL
Chairman



NILESH PANDYA
Chief Executive



DR NYREE WHITLEY
Chief Clinical Officer



RICHARD STORAH
Chief Financial Officer

mydentist Executive Team



TOM MUIR
Director of Corporate Affairs



STEPHEN ROSEBY
Chief of Staff & General Counsel



LIBBY JONES
Chief People Officer



REENA VIRDEE
Director of Strategy and M&A



MICHELLE HOWCHIN
Chief Transformation Officer



Key priorities

Our ESG Committee is responsible for the group's response to environmental, social and governance (ESG) related issues. One of the committee's initial aims is to consider relevant ESG related targets for the group's operations and value chain. Initial priorities for the ESG Committee include but are not limited to:



Developing careers
within dentistry



Developing an
inclusion plan to
support diversity
and inclusion



Providing our employees
with proactive health
and mental health
support to help people
to thrive



Supporting students
with our online
work experience
programme



Reducing our energy
consumption and
carbon emissions



Improving access
to dental care for
everyone and reducing
health inequalities



Rolling out our social
impact strategy



Embedding our
approach to
responsible sourcing

We are proud to be an award-winning provider of oral healthcare. Our employees and self-employed clinicians work tirelessly to ensure all our patients receive the highest level of care and patient safety. Below is a summary of our recent awards and achievements.



British Business Awards 2025:

Finalist for Employer of the Year.

We were shortlisted as a finalist for the British Business Awards recognising us as one of the best employers in the UK. We were also shortlisted for an employer brand award at the Talent Labs awards and for Best Employer Brand Management in the Healthcare Sector at the 2025 Employer Brand Management Awards and The Employer Brand Awards at the Tiara Talent Acquisition Awards 2025.



The Royal Society for the Prevention of Accidents (RoSPA) Awards

The RoSPA Awards reward organisations around the world for their safety performance.

Over the past 11 years, mydentist has been officially recognised by RoSPA for its health and safety achievements.



The Dental Industry Awards 2024 Winners:

Website of the Year



Best Corporate Group & Best Covid-19 Response

We have twice been named the Best Dental Corporate Group at the Dental Industry Awards. At the 2021 ceremony we received the award for Best Covid-19 Response.



Our charity partners



Bridge2Aid

At mydentist we are proud to support our charity partner **Bridge2Aid** who provide a sustainable solution to basic dentistry needs in remote communities overseas and across the UK.

Oral diseases affect around **3.5 billion people worldwide**, disproportionately impacting the most disadvantaged populations, typically in remote rural areas. Bridge2Aid coordinates volunteer efforts from the UK to train local healthcare workers in dentistry, providing communities with life-saving access to emergency dental care for the first time. We support this charity by donating every time we successfully refer a dentist or dental nurse and by funding volunteer placements for our team members to work with Bridge2Aid.

Working together since 2013, we raise money for Bridge2Aid through our referral scheme, wherein we give £50 every time a dentist is successfully referred to us. We've also worked with Bridge2Aid to help facilitate sponsored trips to Tanzania for clinicians who want to help to support those living in areas of disparity to access dental care. In some instances, clinicians have sponsored themselves and worked directly with Bridge2Aid.



Dementia UK

We supported Dementia UK from 2021 to 2024. The charity was selected in a company-wide staff vote and officially became our charity in 2021. Funds were primarily raised via a JustGiving page.



Cancer Research UK

Cancer Research UK were our charity partner, staff from across the business, including field teams, practice teams and the Support Centre raised over £100,000 for the cause.



Dentaid - The Dental Charity

In 2026, we have started our partnership journey with Dentaid, where we donated £207,000 to fund a new solar-powered mobile dental unit.

The new charity dental unit will be used to deliver outreach dental care for rough sleepers, families living in poverty, vulnerable women, people overcoming addiction and patients referred to Dentaid by other charities. It will provide free, essential dental care to 20,000+ people experiencing homelessness, poverty and crisis and will enable Dentaid to expand their work, reach new communities and offer ongoing care as we help to improve oral health.

Through our partnership we will look to unlock our people power by connecting volunteering opportunities for meaningful impact and measurable social value.



Strategy development process

The strategy development process involved stakeholder consultations, workshops and refinement sessions to establish pillars, priorities and commitments while ensuring alignment with our capacity and objectives.





Identifying our most important issues

It's important that the strategy builds on the work done to date and incorporates the views of mydentist employees, self-employed clinicians and wider stakeholders. To identify the issues that are most important to our business we carried out a materiality assessment.' / 'identify a list of ESG-related issues.

Desk-based research

We analysed numerous data sources on ESG-related issues that affect mydentist and that we have an impact on as a business. This included internal documents, publicly available data and reports, investor, NHS and social value model requirements and ESG reports of peers and competitors. This data was used to develop a long list of issues for consideration.

Stakeholder survey

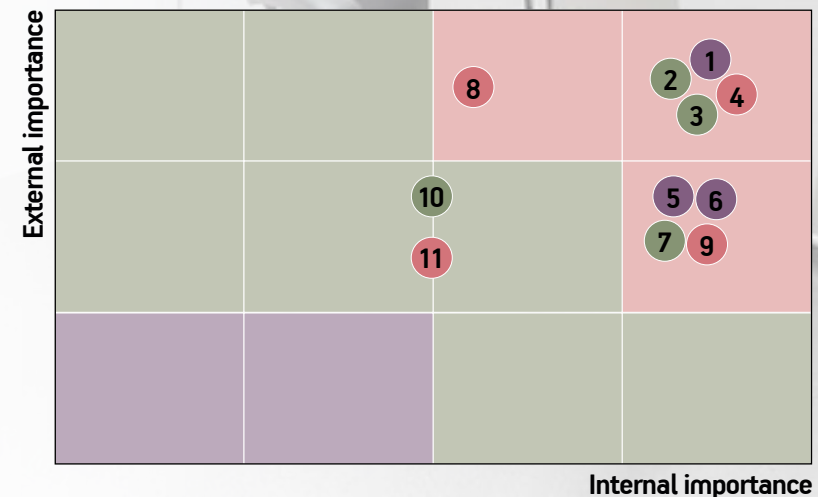
We undertook a survey to help prioritise key issues of importance to key stakeholders. The survey was sent to the Executive Team, the Board, the ESG Committee, Heads of Department, Area Development Managers, the Support Centre Forum, practice managers and self-employed clinicians.

An initial workshop was then held with the ESG Committee and relevant subject matter experts from across the business to:

- Share the findings of the survey;
- Agree the prioritisation of the issues;
- Define the three pillars - Our People, Our Planet, Our Places – as well as the commitments under each pillar and ownership of each pillar.

This process allowed us to identify a list ESG-related issues that are most important to mydentist. These were prioritised based on internal and external importance. While all issues considered are important, any that received a score of five or above were deemed most important, and targets were developed to respond to them.

	Issue	Materiality
1	Employee health and well-being	9
2	Net zero and energy efficiency	9
3	Waste reduction and management	9
4	Patient health and safety	9
5	Ethical company conduct	6
6	Pay and skills development	6
7	Sustainable transportation	6
8	Responsible sourcing	6
9	Community health and well-being	6
10	Biodiversity and ecosystem preservation	4
11	Diverse supply base and local sourcing	4



We like it when you smile... we love it when we're the reason



The United Nations Sustainable Development Goals (UN SDGs)

In 2015, 193 world leaders set ambitious targets with 17 goals to tackle poverty, inequality, and climate change. To achieve these ambitious goals businesses like mydentist need to identify the goals they can contribute the most towards and act. These are our priority goals and are reflected in our strategy framework.

Priority SDGs

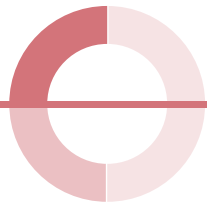
Topic

Our people

Our planet

Our places





Our strategic framework

Provided below is an overview of mydentist's strategic framework with our three pillars, commitments, targets and the UN Sustainable Development Goals mydentist is seeking to contribute to.

Our People	Our Planet	Our Places
We are committed to mydentist being the best place to work and practise in UK dentistry for our employees and self-employed clinicians. This involves having the opportunity to develop skills and pursue career opportunities with access to a safe working environment, and ensuring employees access fair pay.	We aim to reduce the environmental impact of our operations and services, focusing on areas such as carbon emissions, energy efficiency, water, materials and resource use, waste management and transportation.	Our practices are in the heart of communities across the UK, supporting economic and social development through our procurement practices, delivering high quality and affordable healthcare, promoting good oral health and prevention services and supporting local, national and international causes.
Employee and self-employed clinician health and mental health.	Net zero and energy efficiency.	Community health and well-being.
Ethical company conduct.	Transport emissions.	Health and safety.
Employee pay and fair working conditions.	Sustainable resources and waste reduction.	Responsible sourcing and supplier standards.
Skills development.		
Accessible career opportunities.		
<div>4 QUALITY EDUCATION</div> <div>5 GENDER EQUALITY</div> <div>8 DECENT WORK AND ECONOMIC GROWTH</div> <div>10 REDUCED INEQUALITIES</div>	<div>6 CLEAN WATER AND SANITATION</div> <div>7 AFFORDABLE AND CLEAN ENERGY</div> <div>11 SUSTAINABLE CITIES AND COMMUNITIES</div> <div>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</div> <div>13 CLIMATE ACTION</div>	<div>3 GOOD HEALTH AND WELL-BEING</div> <div>4 QUALITY EDUCATION</div> <div>8 DECENT WORK AND ECONOMIC GROWTH</div> <div>16 PEACE, JUSTICE AND STRONG INSTITUTIONS</div>

The sections to follow outline our commitments and why they are important to us, share what we've achieved to date, and outline what we are planning to do.



Our people

Our priority sustainable development goals

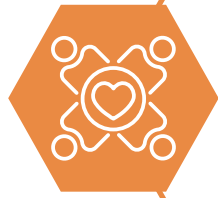
We are committed to mydentist being the best place to work and practise in UK dentistry for our employees and self-employed clinicians. This involves having the opportunity to develop skills and pursue career opportunities with access to a safe working environment, and ensuring employees access fair pay.





Our People

Commitment



We want employees to have access to support for their health and mental health with a focus on prevention. We want to provide information and resources on health and mental health topics to support self-employed clinicians.



We will ensure policies and procedures are in place to prevent discrimination, foster equality, diversity and inclusion, and ensure we act in a responsible way.



Improving employee pay and having fair working conditions.



We will develop our employees' skills and provide self-employed clinicians with access to continual professional development.



We will provide work experience that is accessible for all, promoting the diverse and accessible career options and opportunities available for a rewarding career in dentistry.

Target

We will give all employees access to support for their health and mental health with a focus on prevention by the end of March 2027.

We will provide information and resources on health and mental health topics to support self-employed clinicians by the end of March 2027.

We will review and update all policies on human rights, modern slavery, anti-corruption, and bribery by the end of March 2027.

We will develop an inclusion plan for mydentist to be implemented from March 2028.

We will launch new behaviour framework which includes fostering inclusive environments as part of phase 1 of the myperformance rollout.

We will continue to improve pay and conditions for all our employees to recognise their skill and experience.

We have fair working conditions in line with our People Experience.

Support 500 dental nurses in training to complete their qualification per year

We will continually review and enhance our learning, and development offer for employees and self-employed clinicians.

We will actively promote our online Springpod work experience programme with over 3,000 students a year engaging with our content.

We will continue to offer face to face work experience placements to dental university students to showcase opportunities within primary care.



Our People

Our Key Achievements

- **The Academy** supports employee development, and we offer a comprehensive suite of online learning via Workday Learning. We have a professional development policy which ensures the right learner is on the right programme at the right time.
- **The Academy** also offers clinical pathways to support self-employed clinicians to develop their careers, including online and face to face, including at our training facility in Manchester.
- Our partnership with Unmind provides a comprehensive mental health platform which combines training, expert insights and resources, AI coaching and more to support all mydentist managers to thrive and support their teams to do the same.
- All employees of mydentist have access to a range of **support and information**. myadviceLine, our Employee Assistance Programme is confidential and can be accessed free, **24 hours a day, every day**. We also offer an online GP service, which is available to all employees and their families.
- More than 92% of our employees who work at mydentist are women. Our gender pay gap in 2025 was 42.91% and the Mean Gap decreased by 2% from 2024 to 2025.
- Our Support Centre includes our most senior roles across the company. Women make up 43% of our 100 highest paid roles, and 60% of our Clinical Directors.
- We have launched the communication about our new enhanced family leave benefits, maternity shared and adoption are 13 weeks full pay and paternity will be 4 weeks full pay as of October 2026.





Our People

Supporting health and mental health

Our Commitment:

We want employees to have access to support for their health and mental health with a focus on prevention. We want to provide information and resources on health and mental health topics to support self-employed clinicians.

Our Targets:

- We will give all employees access to support for their health and mental health with a focus on prevention by the end of March 2027.
- We will provide information and resources on health and mental health topics to support self-employed clinicians by the end of March 2027.

To date, we have experienced several key challenges including communicating directly with employees not connected to our central network, we are ensuring all employees are reached via the following channels:

- **NurseWise** is our monthly email round-up that is sent directly to all dental nurses at mydentist.
- We provide quarterly round up **slide decks for managers to promote health** and mental health information regularly to their teams to support this communication gap.
- The mywellbeing hub on wisdom, as well as on HapiHub, so all employees and self-employed clinicians can access all the information and resources as well as the employee's benefits information.

What we have achieved so far:

- During October 2024, we published our menopause guidance, designed to educate and inform our employees and people managers about the menopause. As part of creating an inclusive working environment, it is important employees and managers feel confident to discuss health issues that impact them.
- There have been over 4,000 additional page views on original content and an additional 2,200 page views on new content added, more than doubling previous page views on our mywellbeing homepage on wisdom. We have begun hosting continuous professional development webinars on health topics including menopause and reducing stress.
- We have implemented a health **and mental health plan**. This plan is intrinsically linked with the Total Reward initiative and HR policy review.
- Our partnership with Unmind provides a comprehensive mental health platform which combines training, expert insights and resources, AI coaching and more to support all mydentist managers to thrive and support their teams to do the same.
- All employees of mydentist have access to a range of **support and information**. myadviceLine, our Employee Assistance Programme is confidential and can be accessed free, **24 hours a day, every day**. We also offer an online GP service, which is available to all employees and their families.





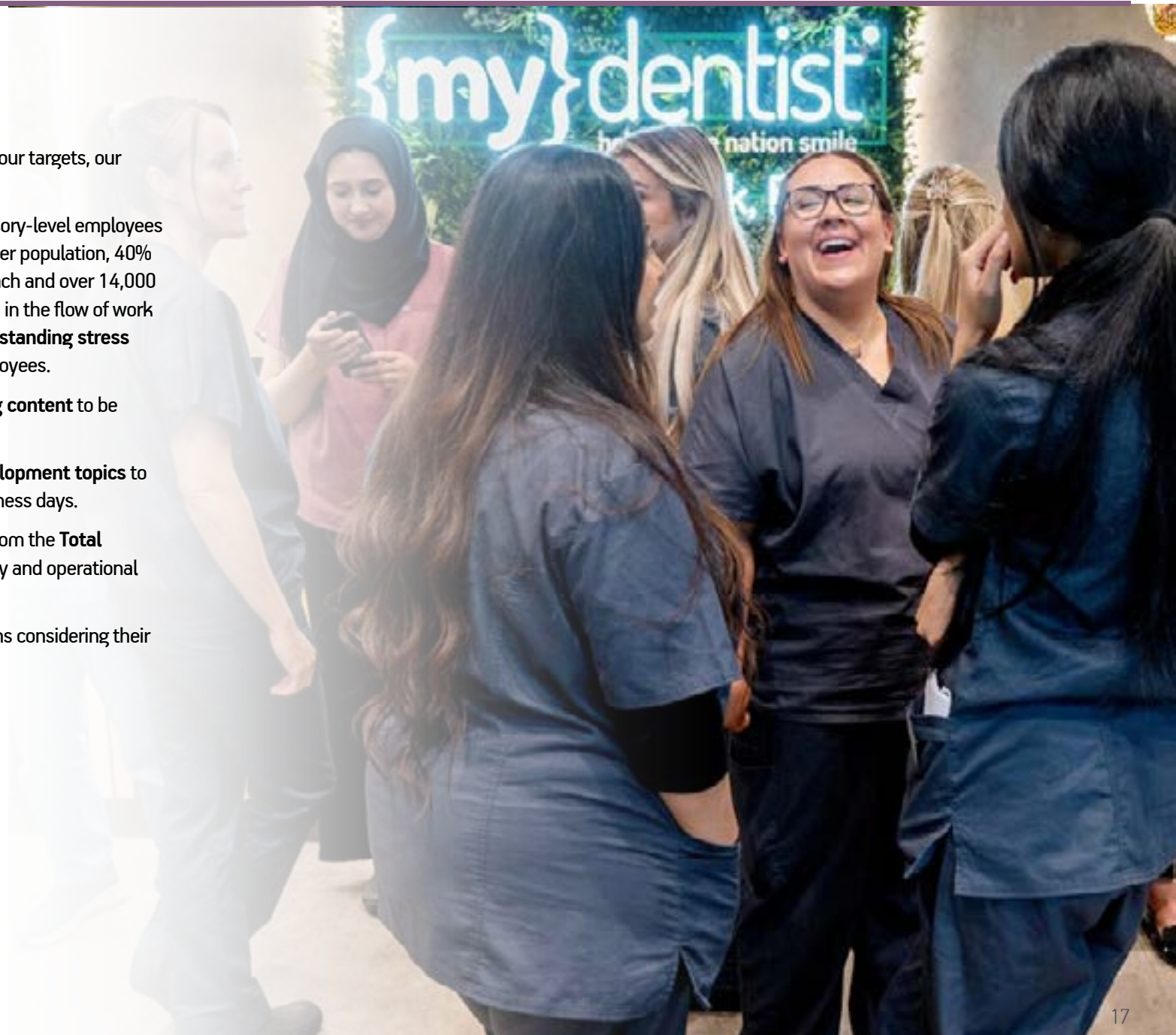
Our People

Our Plans:

In response to the key issues above and to help us deliver our targets, our future plans include:

- In June 2026 we launched Unmind to additional supervisory-level employees across the business. Great engagement from our manager population, 40% of those enrolled on Unmind are utilising Nova the AI coach and over 14,000 minutes of short learning resources have been accessed in the flow of work within the platform. In July 2025 we launched the **understanding stress and ways to manage it learning pathway** for our employees.
- We have developed a **calendar of health and wellbeing content** to be released during the upcoming year.
- We will host **new health continuous professional development topics** to complement the calendar of content, linking into awareness days.
- We will ensure our plans align to any implementations from the **Total Reward Initiative** and that Human Resources (HR) policy and operational guidance are considered as part of the work.

A separate plan is being created for self-employed clinicians considering their self-employed status.





Our People

Preventing discrimination and fostering equality, diversity and inclusion

Our Commitments:

We will ensure policies and procedures are in place to prevent discrimination, foster equality, diversity and inclusion, and ensure we act in a responsible way

Targets:

- We will review and update all policies on human rights, modern slavery, anti-corruption, and bribery by the end of March 2027.
- We will develop an inclusion plan for mydentist to be implemented from March 2028.
- We will launch new behaviour framework which includes fostering inclusive environments as part of phase 1 of the myperformance rollout.

mydentist takes equality and diversity seriously in line with our obligations under the Equality Act 2010. We believe we have a moral and ethical obligation to promote equality and eliminate discrimination within our business.

One of the strengths within our **People Experience** is inclusivity, our research has shown that our people feel that they **can be themselves at work** and that **we have an open and honest culture**. One of our **People Values** is that we respect each other. It is important that we continue to celebrate our cultural diversity and to promote a harmonious environment, ensuring life at mydentist continues with inclusivity as a strength.

What we have achieved so far:

- In 2024 we created and launched our **People Experience and People Values** based on what our people say life at mydentist is like and how they describe our inclusive culture. Our People Experience articulates what it's like to work here, what you can expect at mydentist, and it supports us all with a common language to describe us. Our People values are shown below:
- We respect each other
- We grow together
- We achieve as one

- We have developed a **behaviour framework** which supports our employees in behaving in a way that continues to bring our People Values to life.
- We have exceeded our benchmark score on diversity and inclusion questions in the November 2025 Great Place to Work and Great Place to Practice surveys.
- In November 2024 the mydentist academy launched **People Values learning pathways** on Workday Learning. The level of engagement with the content was pleasing with a series of content specific to We Respect Each Other.
- Our Support Centre includes our most senior roles across the company. Women make up 43% of our 100 highest paid roles, and 60% of our Clinical Directors.

Our Plans:

- We will create an inclusion plan for mydentist with buy in from stakeholders.





Our People

Employee pay and conditions

Our Commitment:

Improving employee pay and having fair working conditions.

Targets:

- We will continue to improve pay and conditions for all our employees to recognise their skill and experience.
- We have fair working conditions in line with our People Experience.

Improving pay is a key priority for mydentist. Financial wellbeing is intrinsically linked to mental health. We want our employees to feel valued, and we want to recognise skills and experience.

We are a very stable and secure sector; we do not rely on zero hours contracts and offer guaranteed contracted hours. We want to continue to focus on fair working conditions. With the part time working arrangements available and Monday to Friday working hours we are typically able to offer a key differentiator to entry level roles compared to other sectors.

What we have achieved so far:

- In 2025 we undertook a **practice support pay review** and made a significant step in the right direction to improve pay differentials ensuring the skills and experience of our

qualified nurses is recognised financially.

- Our **new development qualification policy**, launched by The Academy in 2025, will help ensure the right learners are on the right programme at the right time to support their learning experience and improve the completion rates. Dental nurses completing relevant post qualifications will help improve their pay within our dental nurse career structure.
- More than 92% of our employees who work at mydentist are women. Our gender pay gap in 2025 was 42.91% and the Mean Gap decreased by 2% from 2024 to 2025.
- We have launched the communication about our new enhanced family leave benefits maternity, shared and adoption is 13 weeks full pay and paternity will be 4 weeks full pay as of October 2026.

Our Plans:

- Continue to improve **pay and benefits** for all our employees.
- Our working conditions are fair, and we will continue to focus on improving the People Experience our employees have working at mydentist.
- Our Total Reward Initiative is seeking to **improve employee benefits**.





Our People

Work experience and career options

Our Commitment:

We will provide work experience that is accessible for all, promoting the diverse and accessible career options and opportunities available for a rewarding career in dentistry.

Targets:

- We will actively promote our online Springpod work experience programme with over 3,000 students a year engaging with our content.
- We will continue to offer face to face work experience placements to dental university students to showcase opportunities within primary care.

What we have achieved so far:

- We launched our new **Springpod** online work experience programme in November 2024 providing school and college students across the UK access to on demand content in order that they can learn about dentistry and earn a work experience certificate for completing eight hours of content.
- The new professional development policy helps us to address the challenge of ensuring we have the right learner on the right programme at the right time and to support the employee to gain the qualification.

Our Plans:

- We will continue to engage with over 3,000 students a year to highlight career opportunities at mydentist. In year one of the Springpod online work experience we had over 10,000 college and school age students engage with the content; improvements were made to the content based on feedback from students and we are halfway into year 2 and planning further enhancements for year 3. We will continue to offer face-to-face work experience to dental university students.
- We will continue to evolve our early careers strategy, promoting career opportunities and life at mydentist.





Our People

Supporting continual professional development

Our Commitment:

We will develop our employees' skills and provide self-employed clinicians with access to continual professional development.

Targets:

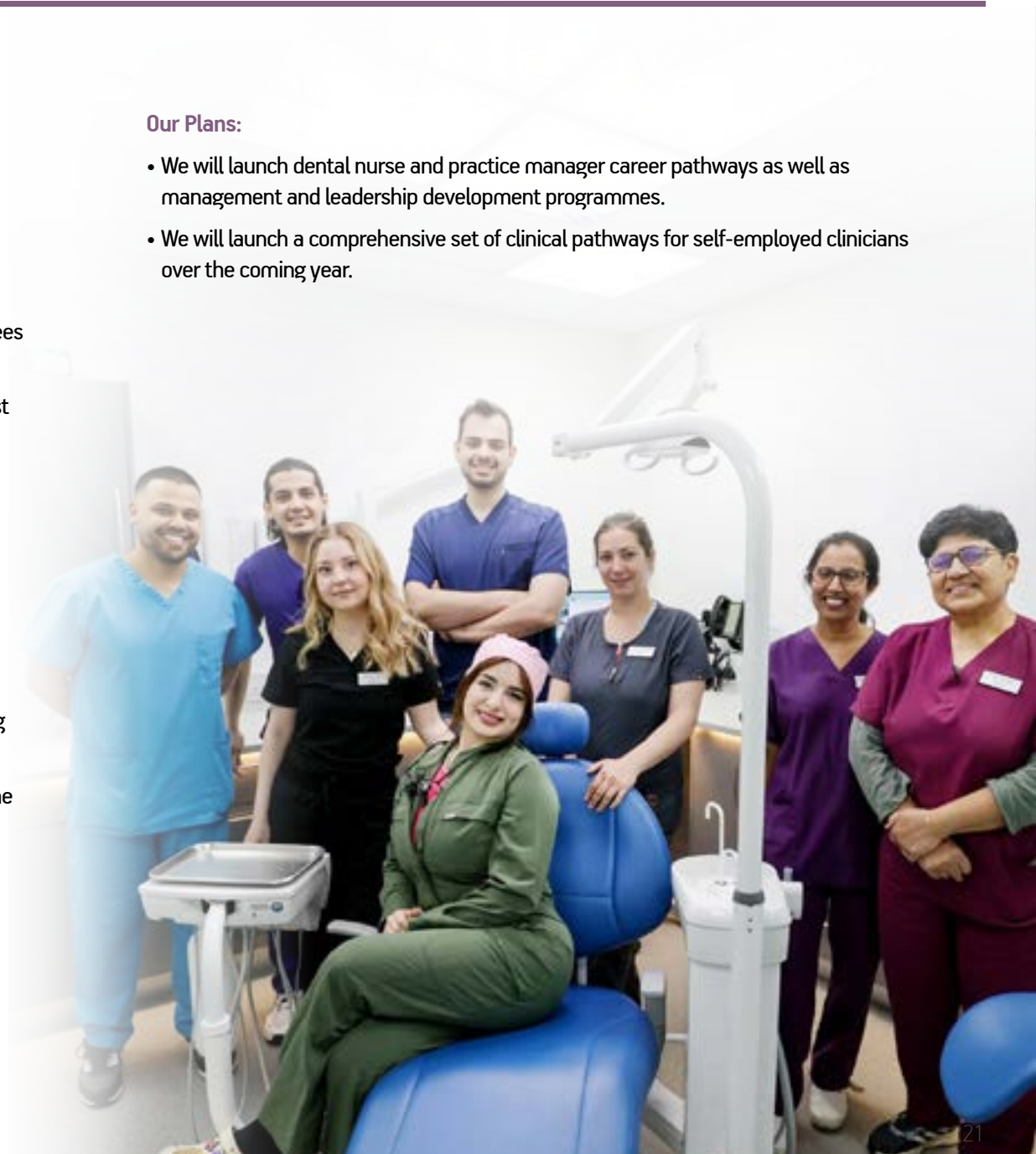
- We will continually review and enhance our learning and development offer for employees and self-employed clinicians.
- Support 500 dental nurses in training to complete their qualification per year' as the first target.

What we have achieved so far:

- Our industry leading Academy team is creating pathways underpinned by learning solutions to ensure we can support continual professional development.
- We are supporting our employees to attain qualifications such as the level three dental nursing qualification through an apprenticeship in partnership with Tempdent.
- We fund professional qualifications including post qualifications for dental nurses, giving employees the opportunity to develop their skills and advance their pay.
- The Academy supports employee development, we offer a comprehensive suite of online learning via Workday Learning, and we have a professional development policy which ensures the right learner is on the right programme at the right time.
- Additionally, The Academy offers clinical pathways to support self-employed clinicians to develop their career, including online and face to face including our training facility in Manchester.

Our Plans:

- We will launch dental nurse and practice manager career pathways as well as management and leadership development programmes.
- We will launch a comprehensive set of clinical pathways for self-employed clinicians over the coming year.





Our planet

Our Priority Sustainable Development Goals

We aim to reduce the environmental impact of our operations and services, focusing on areas such as carbon emissions, energy efficiency, water, materials and resource use, waste management and transportation.





Our Planet



We will achieve net zero by 2045 across operations and supply chain to meet international goals, prioritising energy efficiency

We will be net zero across all three scopes by 2045.

We will reduce our scope 1 and 2 emissions by 75% by 2030 against a 2020 baseline.



We will play our part in tackling climate change by supporting our employees, colleagues and patients to adopt green travel measures.

We will consider how to tackle employee emissions as part of our net zero transition plan.



We will act in a responsible way towards the procurement of resources and disposal of waste needed for delivery of our services.

We will review measurement, operational reduction opportunities and reporting of waste and water data as part of our net zero transition plan.



Our Key Achievements

- In 2015 mydentist formed a **"Green Forum"**, made up of workstream leads from across the business related to delivery of environmental initiatives. In 2025 we changed the scope and membership of the Green Forum to create our ESG Committee.
- **We have invested** in upgrading our practices, including investing in more energy efficient equipment over the last five years.
- We are **rolling out smart meters** in selected practices. These will provide mydentist with accurate, near-real time information regarding our energy consumption and encourage better energy efficiency helping to reduce our carbon emissions.
- We have switched to using electronic, online forms for patient to complete ahead of appointments, allowing us to maintain an online Medical History and begin to reduce paper usage.
- We have successfully reduced our business miles and environmental impact, through several initiatives, our mileage has been on average **3.7 million miles lower each year**, for the last two years than pre-COVID-19 pandemic.
- **We purchase a 100% renewable energy** tariff across our estate.
- In 2018 we implemented a policy for our practices and Support Centre to support the **increase of recycling and reduction of waste**. This included: filling hazardous waste bags up to the maximum limit reducing the number of collections needed, only putting confidential waste into the shred bins to maximise recycling, and ordering stock in bulk where feasible to reduce multiple deliveries, packaging, wastage and carbon emissions.



Our Planet

Working towards net zero

Our Commitment:

We will achieve net zero by 2045 across operations and supply chain to meet international goals, prioritising energy efficiency.

Targets:

- We will be net zero across all three scopes by 2045.
- We will reduce our scope 1 and 2 emissions by 75% by 2030 against a 2020 baseline.

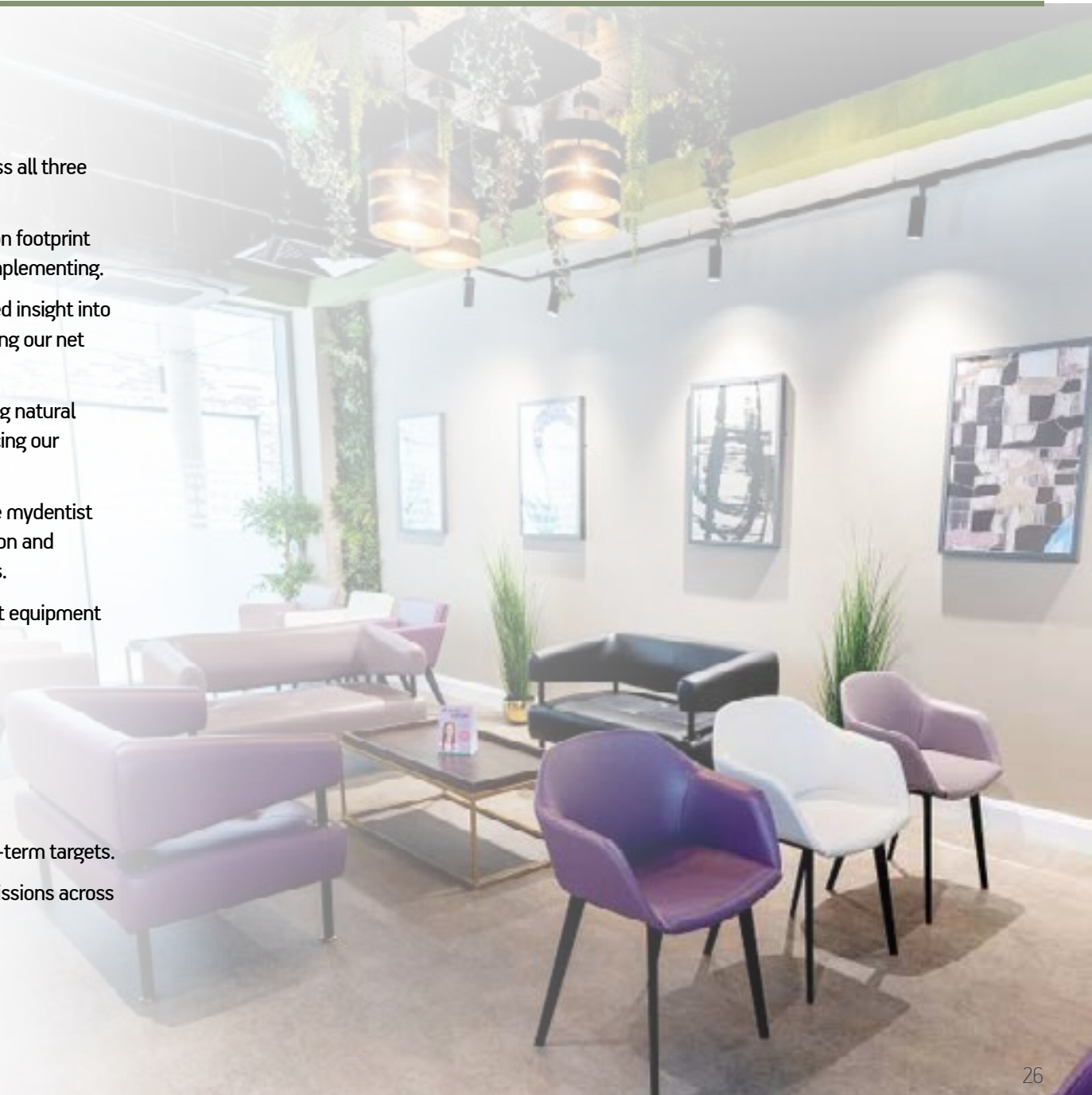
	FY20	FY24	FY25	FY26	%Change YoY	%Change vs baseline
	(t CO ₂ e)	(t CO ₂ e)	(t CO ₂ e)	(t CO ₂ e)		
Scope 1	1240	402	487	302	-38%	-76%
Scope 2						
Market-based	5065	2753	2420	1772	-27%	-65%
Location-based	5065	2753	2420	1772	-27%	-65%
Total Scope 1&2 (market & location-based)	6305	3155	2907	2073	-29%	-67%
Scope 3						
Purchased goods and services	38975	25958	33549	30634	-9%	-21%
Capital goods	11536	23144	36842	37763	2%	227%
Fuel and energy related activities	393	295	214	764	257%	94%
Waste generated in operations	1175	27	33	22	-34%	-98%
Business travel	635	305	302	115	-62%	-82%
Employee commuting	2052	504	511	503	-2%	-75%
End of life treatment of sold products	0	1	0	0	0%	0%
Total Scope 3	54766	50234	71452	69800	-2%	27%
Total emissions (market & location-based)	61071	53389	74359	71873	-3%	18%

What we have achieved so far:

- We have calculated our carbon footprint in line with the GHG protocol across all three scopes.
- We have created a carbon reduction plan, outlining the results of our carbon footprint and the current and future carbon initiatives we have or are planning on implementing.
- We have reported our GHG emissions via Smart Carbon who provide detailed insight into our decarbonisation journey and help us monitor progress towards achieving our net zero target and more energy efficient practices over the last five years.
- We began installing energy efficient air conditioning units as well as utilising natural ventilation to avoid using mechanical ventilation where possible and reducing our energy consumption.
- We began rolling out smart meters in selected practices. These will provide mydentist with accurate, near-real time information regarding our energy consumption and encourage better energy efficiency helping to reduce our carbon emissions.
- We are upgrading our practices, including investing in more energy efficient equipment over the last five years.
- We are removing gas heating in new built practices across the estate.
- We purchase a 100% renewable energy tariff across our estate.

Our Plans:

- We will develop our net zero transition plan to achieve near-term and long-term targets.
- We will engage with suppliers towards the aim of reducing our scope 3 emissions across purchased goods and services and capital goods.





Our Planet

Transport emissions

Our Commitment:

We will play our part in tackling climate change by supporting our employees, colleagues and patients to adopt green travel measures.

Targets:

- We will consider how to tackle employee emissions as part of our net zero transition plan.

What we have achieved so far:

- We have successfully reduced our business miles and environmental impact, through several initiatives, our mileage has been on average 3.7 million miles lower each year, for the last two years than pre-COVID-19 pandemic.
- We invested in new technology to enable staff to use Microsoft Teams as a way of communicating, reducing the number of face-to-face meetings, eliminating business miles for those attending.
- We have installed electric car charging points at our Support Centre.
- We are moving towards hybrid vehicles within our own operations.





Our Planet

Responsible procurement and disposal of waste

Our Commitment:

We will act in a responsible way towards the procurement of resources and disposal of waste needed for delivery of our services.

Targets:

- We will review measurement, operational reduction opportunities and reporting of waste and water data as part of our net zero transition plan.

What we have achieved so far:

- We implemented a policy for our practices and Support Centre to support the increase of recycling and reduction of waste. This includes filling hazardous waste bags up to the maximum limit reducing the number of collections needed and in turn our carbon emissions, only putting confidential waste into the shred bins to maximise recycling and ordering stock in bulk where feasible to reduce multiple deliveries, packaging, wastage and carbon emissions.
- We have started measuring waste across several different waste streams.
- We have begun re-using dental assets where possible when closing practices.
- We have switched to using electronic, online forms for patients to complete ahead of appointments, allowing us to maintain an online Medical History and begin to reduce paper usage.

Our Plans:

- We will review measurement, operational reduction opportunities and reporting of waste and water data as part of our net zero transition plan.



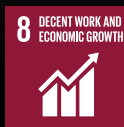
{my}dentist®
helping the nation smile

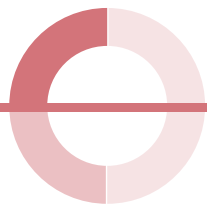


Our Place

Our priority sustainable development goals

Our practices are in the heart of communities across the UK, supporting economic and social development through our procurement practices, delivering high quality and affordable healthcare, promoting good oral health and prevention services and supporting local, national and international causes.





Our Place



We will reduce healthcare inequalities in target populations through our services and community engagement to deliver positive impact into our communities.

We will develop a outcomes measurement framework to capture targeted access, and prevention services and demonstrate positive community impact by end of March 2027.

We will launch mydentist Foundation and matched giving process to expand our social value initiatives and deliver positive impact on the community end of March 2027.

We will support Dentaaid to deliver 110 dental clinics per year for vulnerable children and adults to help reduce oral health inequalities.



We will ensure our places are assets giving patients and colleagues a safe, inclusive and welcoming environment to help support improved access and protect their health and wellbeing.

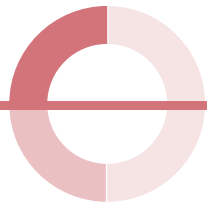
We will continue to develop inclusive services and environments, considering customers' needs taking a co-design approach, by end of March 2027.

We will reduce sharps, slips, trips and falls injuries by 5% year on year.



We will source products from socially responsible suppliers in a way that promotes environmental, social and economic impact for our local communities.

We will roll out a supplier engagement programme with the aim that 45% of all suppliers will have a net zero plan in place by 2030

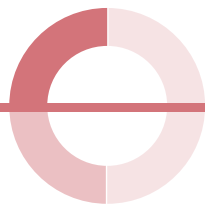


Our Place

Our Key Achievements

- Throughout 2025 we introduced 36 different new schemes designed to improve access, target priority groups, and improve oral health through prevention, into over 300 of our practices. We have worked together to introduce the free provision of toothbrushing packs funded through the springpod campaign as a trial. This raised £1575, providing 1317 toothbrush packs made available into four community initiatives near to our Middlesbrough practice.
- Over the past twelve months we have **supported over thirty collaborative design and engagement workshops**, promoting co-design with stakeholders.
- Over the past twelve months we have worked with over **half of the UK's Integrated Care Board (ICB) to introduce innovative targeted dental care** schemes.
- Over the past twelve months we have **engaged over 100 stakeholders** from the **Integrated Care Board (ICB)** and community partners.
- We have delivered to **mydentist kids' clubs visiting schools, nurseries, and other organisations** to provide expert advice to children and parents on subjects such as brushing techniques and tooth-friendly foods.
- **We have provided an affordable dentistry** offer to ensure care is available to the widest group possible.
- **We have donated our Dentaaid mobile dental unit** which provides free dental treatment to the homeless or those in temporary housing.
- We support vulnerable people in local communities by donating toothbrushing packs to encourage self-care at home.
- We have donated our mobile dental unit to Dentaaid the Dental Charity who provide free dental treatment to those who are experiencing homelessness, living in poverty or facing domestic abuse.





Our Place

Reducing healthcare inequalities

Our Commitment:

We will reduce healthcare inequalities in target populations through our services and community engagement to deliver positive impact into our communities.

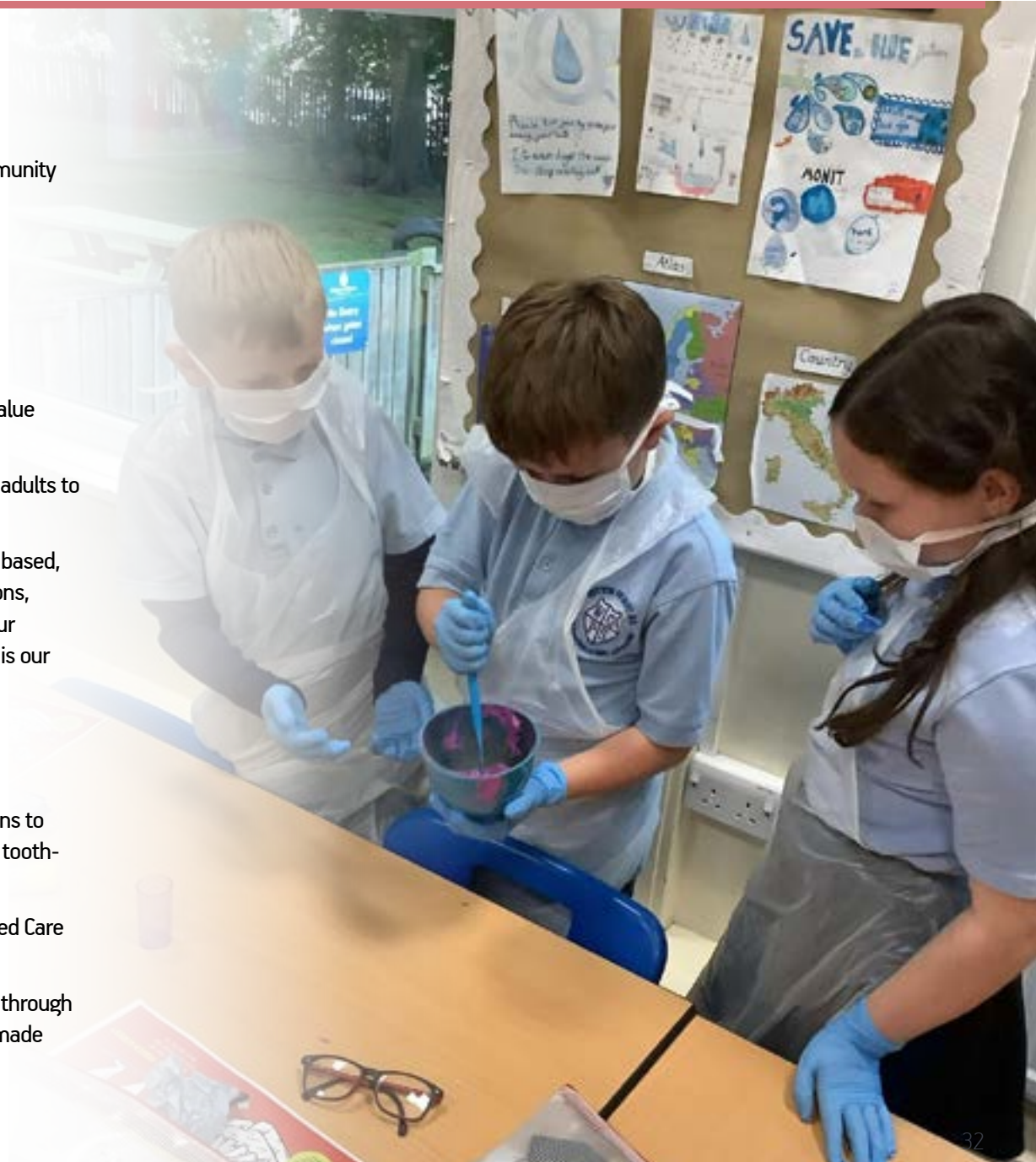
Targets:

- We will develop an outcomes measurement framework to capture targeted access, and prevention services and demonstrate positive community impact by end of March 2027.
- We will launch mydentist Foundation and matched giving process to expand our social value initiatives and deliver positive impact on the community end of March 2027.
- We will support Dentaaid to deliver 110 dental clinics per year for vulnerable children and adults to help reduce oral health inequalities.

It is important to us to positively impact the places in which our practices and services are based, the local community, local health and care network, local voluntary and charity organisations, local schools, and children's services is heavily valued by our customers, our people, and our commissioners. Therefore, as a priority for us all, where we already have great efforts, this is our opportunity to do more, developing a plan that creates positive community impact.

What we have achieved so far:

- We have provided mydentist kids' clubs visiting schools, nurseries, and other organisations to offer expert advice to children and parents on subjects such as brushing techniques and tooth-friendly foods.
- Over the past twelve months we have engaged over 100 stakeholders from the Integrated Care Board (ICB) and community partners.
- We have worked together to introduce the free provision of toothbrushing packs funded through the springpod campaign as a trial. This raised £1575, providing 1317 toothbrush packs made available into four community initiatives near to our Middlesbrough practice.

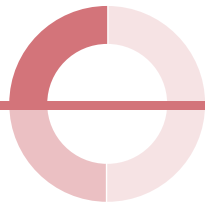


- Throughout 2025 we introduced 36 different new schemes designed to improve access, target priority groups and improve oral health through prevention, into over 300 of our practices.
- We have been working with clinical colleagues and the training academy to actively update our Oral Health Education content across the business.
- During the We Care Global Challenge, Team Schein Members (TSMs) we packed over 300 welcome kits to benefit charities within the community. The care kits will be donated to Give Kids A Smile, who provide underserved children with essential dental care and have been delivered to the Manchester branch of Ronald McDonald house Manchester.
- We are donating more hygiene packs as part of our Dentaaid launch and have provided an additional 200 that were distributed to people experiencing homelessness by working with the Embassy in Manchester, alongside a further 200 that will be given out by Dentaaid to vulnerable people that access their clinics.
- Over the past twelve months we have supported over thirty collaborative design and engagement workshops, promoting co-design with stakeholders.
- We support the communities we serve by delivering a range of initiatives to help raise awareness of the importance of dental hygiene, particularly amongst children, and provide access to care for those who may not be able to afford it.
- We have provided an affordable dentistry offer to ensure care is available to the widest group possible.
- We have donated our Dentaaid mobile dental unit which provides free dental treatment to the homeless or those in temporary housing.
- We support vulnerable people in local communities by donating toothbrushing packs to encourage self-care at home.
- We have donated our mobile dental unit to Dentaaid the Dental Charity who provide free dental treatment to those who are experiencing homelessness, living in poverty or facing domestic abuse.

Our Plans:

- We are planning on developing a roadmap highlighting how we can drive community impact and reduce health inequalities. Throughout the development of the roadmap we will appoint community impact champions, provide Continuing Professional Development (CPD)-accredited training, align with organisational KPIs, reports and strategy, and have regular feedback loops and data reviews.
- Over the next twelve month we will also develop a stronger digital presence with a focus on prevention and oral health education. Over the next twelve months, we will continue to co-design service models with commissioners and stakeholders, launch prevention programmes in priority areas and pilot community impact reporting tools.
- Throughout 2026 and 2027 will introduce an outcomes measurement framework for our co-designed pilots to capture, measure and share impact.





Our Place

Providing a safe, inclusive and welcoming environment

Our Commitment:

We will ensure our places are assets giving patients and colleagues a safe, inclusive and welcoming environment to help support improved access and protect their health and wellbeing.

Targets:

- We will continue to develop inclusive services and environments, considering customers' needs taking a co-design approach, by end of March 2027.
- We will reduce sharps, slips, trips and falls injuries by 5% year on year.

It is of paramount importance to mydentist that we provide a safe environment for our colleagues and patients at our practices. This forms the foundation for our continued success and growth plans.

mydentist has a comprehensive and progressive approach to ensure health and safety is properly managed across the business. This includes our goal of achieving continual performance improvements in all areas of health and safety.

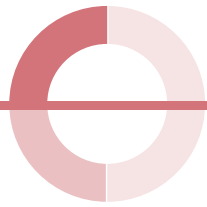
What we have achieved so far:

- We have introduced a comprehensive Health and Safety (H&S) training programme for all our employees.
- We have created a bespoke incident reporting system, and risk assessment action recording and reporting tool.
- We have developed an organisational H&S Risk Register. This is regularly reviewed and monitored by the H&S Committee, giving insightful input into trends, future direction, and potential resource requirements.
- The establishment of a strong and consistent regulatory foundation throughout our estate.

- Our accelerated estate growth strategy has transformed the way we deliver care. New practices which fall under building control regulation comply with the Equality Act 2010, encompassing building regulation Part M. They offer increased surgery capacity, improved visibility, and greater convenience for customers and teams alike.
- One of the key measurements we use to evidence continual performance is the annual Quality Safety Audit (QSA) on the health and safety management system. Following each audit, the results are reviewed and analysed for priority setting to be included in the five-Year Plan.
- In 2025 the Health and Safety team conducted a Quality Safety Audit (QSA). The process involved the Support Centre and a sample of 12 individual Dental Practices, achieving a top scoring of 5/5 and scoring of 96%. In 2024, the business carried out a similar audit finding high levels of implementation being achieved in most topic areas. The audit confirmed that overall, the organisation's scoring had been maintained compared to the 2023 audit.



We have been formally recognised by The Royal Society for the Prevention of Accidents (RoSPA) this year being highly commended in competitive Healthcare sector.

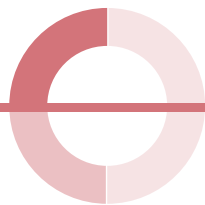


Our Place

Our Plans:

- In 2026, we will engage with field-based colleagues, concentrating training and guidance on key topics including sharp injury reduction and prevention, fire safety, legionella management and accident reporting and investigation.
- We will continue to develop inclusive services and environments, considering customers' needs taking a co-design approach, by end of March 2027.
- We target an incident rate reduction of 5% year on year.
- We will revamp our current practice manager training programme to provide an improved learning experience in the medium to longer term.
- Over the next six months we will implement the following initiatives:
 - ✓ Document successful local initiatives (e.g. Guide Dogs partnership at Crown Point) as case studies. Develop a simple, consistent checklist to help practice managers assess and improve inclusivity in their current environment with some guidance (e.g. signage, sensory considerations). Promote visible symbols such as sunflower lanyards, inclusive signage, and sensory aids. Partner with charities for materials and advice (e.g. National Autistic Society, Mencap, RNIB, Guide Dogs UK). Celebrate individuals or practices demonstrating inclusive leadership via internal awards or recognition schemes. Introduce a match funding application process for our staff to apply charitable donations to support a local charity or community initiatives that aligns with our mydentist foundation charitable purpose.
- Over the next 12 to 24 months, we will implement the following:
 - ✓ We will continue to refine our base specification and have a clear governance process for this with Ops/Clinical.





Our Place

Responsible sourcing

Our Commitment:

We will source products from socially responsible suppliers in a way that promotes environmental, economic, and social impact for our local communities.

Targets:

- We will roll out a supplier engagement programme with the aim that 45% of all suppliers will have a net zero plan in place by 2030

Sourcing products locally not only helps to minimise our negative environmental and social impacts but also supports the economic development of the communities we serve. Therefore, we source from local providers wherever possible.

What we have achieved so far:

- Most **dental laboratories are located locally to the practices** they serve.
- We ensure our large national **supplier contracts provide a local service.**

Our Plans:

- We are in the process of developing an **approach to responsible sourcing** by the end of March 2027.
- We are **continuously reviewing our suppliers to ensure they are meeting environmental standards** to form part of our contract award process, including supporting our commitment to net zero.

Implants can reduce your cleaning ability leaving you free to eat the foods you enjoy

