

Cantel's Stakeholder Engagement Plan for Social and Environmental Performance

A Comprehensive Strategy for Sustainable Business Practices

Introduction

In today's dynamic business environment, it is imperative for us to engage with our stakeholders to enhance our social and environmental performance. This stakeholder engagement plan outlines the processes and strategies designed to actively involve stakeholders in our sustainability initiatives. The goal is to foster transparency, trust, and collaboration, driving the company towards a more sustainable and socially responsible future. Our strategy is evolving as we learn more about how we can engage and work with our stakeholders.

Objectives

- **Recognize all relevant stakeholders**
- **Foster Open Communication:** Establish clear communication channels to ensure stakeholders are informed and can provide feedback on sustainability initiatives.
- **Collaborate on Sustainability Goals:** Partner with stakeholders to set and achieve social and environmental targets.
- **Enhance Transparency:** Provide regular and transparent updates on the company's sustainability efforts and progress.
- **Build Long-Term Relationships:** Develop trust-based relationships with stakeholders to support ongoing engagement and collaboration.

Stakeholder Identification and Analysis

We have identified the following stakeholders:

Internal Stakeholders

- **Employees:** All levels of staff who have a direct impact on and are affected by the company's operations and sustainability practices.
- **Management and Executives:** Key decision-makers who influence the company's strategic direction and sustainability goals.

External Stakeholders

- **Customers:** Individuals and organizations that purchase and use the company's products or services.
- **Suppliers and Partners:** Entities that provide goods and services essential to the company's operations.
- **Investors and Shareholders:** Individuals and institutions that have a financial interest in the company's performance.

- **Local Communities:** Residents and organizations in areas where the company operates, who may be affected by its environmental and social impact. This is a new area for us and we are really excited to be finding ways to work more closely with our local communities.
- **Regulatory Bodies:** Government agencies and authorities that oversee compliance with social and environmental regulations.
- **Non-Governmental Organizations (NGOs):** Advocacy groups focused on social and environmental issues relevant to the company's operations.

Stakeholder Engagement Methods

Our key engagement methods include:

Surveys and Questionnaires

Collect data from stakeholders to understand their perspectives, expectations, and concerns regarding the company's social and environmental performance. These may be done via discussion in company meetings or employee/customer/supplier reviews.

Workshops and Focus Groups

Where appropriate organize interactive sessions or use the industry networking groups to discuss sustainability initiatives, gather feedback, and co-create solutions to environmental and social challenges.

Regular Reporting and Updates

Develop and disseminate regular reports on the company's social and environmental performance, including progress towards sustainability goals and responses to stakeholder feedback.

Digital Platforms and Social Media

Utilize online tools and social media channels to engage with stakeholders, share information, and facilitate two-way communication. We selected Alignment with United Nations Goals, GHG Protocols and SBTi standards.

Our Engagement Strategies

Our key strategies include:

Clear Engagement Objectives

Raising awareness, seeking input, building partnerships and driving behaviour change.

Tailoring Communication Tactics

Customize our communication methods and messages for different stakeholder groups, ensuring they are relevant, transparent, and accessible.

Building Capacity and Resources

We recognise that we are a small company with limited resources however where we are able, we will invest in resources, training, and tools to support effective stakeholder engagement, including staff and technology platforms. Our PeopleHR system and our CRM tool will be used to record and automate as much as possible.

Monitoring and Evaluation

We will regularly assess the effectiveness of engagement activities through key performance indicators (KPIs) and stakeholder feedback particularly around employee, customer and supplier review.. We will use these insights to refine our strategies and improve future engagement efforts.

Our Action Plan

The following action plan outlines the key steps and timelines for implementing our stakeholder engagement strategy:

Phase 1: Planning and Preparation

- Identify stakeholders.
- Develop engagement objectives and strategies.
- Allocate resources and assign responsibilities.

Phase 2: Engagement Implementation

- Launch engagement activities (group discussions, consultations, etc.).
- Communicate regularly with stakeholders.
- Collect and analyse stakeholder feedback.

Phase 3: Monitoring and Reporting

- Evaluate engagement effectiveness using KPIs at regular management meetings.
- Report on engagement outcomes and progress towards sustainability goals in particular at company meetins.
- Adjust strategies based on evaluation findings and as we develop over time.

Conclusion

Our stakeholder engagement plan is essential for improving our social and environmental performance. By fostering open communication, collaboration, and transparency, we can build trust with our stakeholders and drive sustainable business practices. This plan serves as a comprehensive guide to achieving these objectives, ensuring that Cantel's sustainability journey is inclusive, participatory, and impactful.