

Impact report 22 | 23
& the story of our sustainability journey

The Human *Microbiome* Company

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Restoring human health and ecology



Our Mission

Restore human health and ecology through the microbiome.

Use our business to drive grass roots community and healthcare initiatives.
Inspire positive and sustainable change to the future of healthcare.

Leadership Letter

At Invivo, we aim to make our mission to “restore human health and ecology” more concrete by tying it to specific commitments regarding our environmental and social performance. This defines and outlines how we focus our efforts.

Since beginning work towards our initial B Corp certification in 2017, we have taken a more strategic approach to understanding our social and environmental impact. Incorporating sustainability into every facet of our organisation has posed substantial challenges, and we still have much progress to make. We have learnt this is an ongoing effort requiring persistent attention and a shared culture of sustainability at all organisational levels.

After achieving re-certification in February 2022, we have successfully entered our second certification phase. We were thrilled with our initial certification and even more so with the additional 9 points earned during re-certification.

Given the post-pandemic UK economy and our ambitious yet sometimes turbulent growth, maintaining clear focus on this effort has posed difficulties at times.

As with any commercial entity, we must generate revenue to support operations. Unfortunately, lacking national and global regulations incorporating environmental and social externalities means we remain far from neutral impact.

Over the past year, we have taken a more serious approach toward understanding our environmental impact, particularly regarding our laboratory activities. We are fortunate to run our own testing lab in Bristol, located in and Science incubator hub. This has allowed us to do collaboration with like-minded, science-led businesses to focus on impact analysis. We hope to amplify our achievements and potentially inspire others through these partnerships.

It is increasingly evident supply chain management poses one of our greatest operational challenges and impacts. As an SME, our bargaining power is limited. Still, we are committed to better understanding our supply chain impact as the only means of managing local and global risk. We genuinely believe this understanding is key for resilience—not just for our business but for our wider community of stakeholders.

We strive to encourage all employees to embrace shared responsibility for meeting these goals and to create targets for social and environmental performance. This document communicates our current status and future objectives.



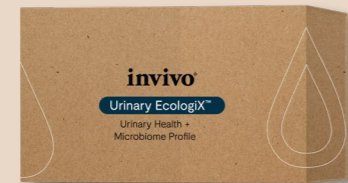
Katharina Child
Sustainability Lead

Testing

EcologiX™ is a range of testing tools analysing the multiple human microbiome communities alongside key immune and inflammatory markers.

Our Microbiome Lab

We are leaders in multiple human microbiome testing. Our lab is a place where we seek to expand our understanding of the multiple microbiomes and their connection to the human body.



How do we *restore* human health and ecology through the microbiome?

Education

We recognise that navigating the complex world of the human microbiome can be daunting. We have invested in a talented team of healthcare practitioners and specialists to provide webinars, articles and a wealth of resources to support and assist you.

Supplements

Invivo supplements are designed to modulate the multiple human microbiomes and our relationships with them. Our aim is to optimise, balance and restore host-microbiome homeostasis.

All our supplements are certified GMP and Non-GMO.



Journey to certification

Early on when Invivo was finding its own voice back in 2017 it became important for us to align our values with the way we wanted to run the business of Invivo.

We became aware of the B Corp movement and very quickly could see similarities between how B Corps see the world of interconnected entities and how we work with the interconnected biology of the human microbiome. Invivo has now grown as a business and has used the B Corp framework as a resource and community to inform and inspire our decision making.

Invivo has evolved considerably since our first certification in 2018 – from the size of seven employees to 37 today, but also from distribution to actively designing products and services that create positive impact whilst being in control of how we operate.



Bcorp certification party in 2018



We aim to involve and inform everyone internally every step of the way. Since our initial certification, we have run various campaigns internally to both inform about the process and decision-making process but also activate everyone's ideas on how we can develop within the B Corp framework.

We believe it is important to be a stakeholder in a compassionate and involved entity that gives purpose to why we are here and our everyday lives. For us that is how we manage risk and resilience.

Timeline

2007 - 2016 + Invivo grows as a distribution company for health products and services.
+ Starts developing its own voice.

2017

+ Relocates in Stroud
+ Launch of our mission statement: “restoring human health and ecology”
+ Defined our core focus as ‘The Human Microbiome’
+ Work starts on B Corp Certification

2018

+ Launch of our supplement range
+ Launch of new branding & website
+ Achieved B Corp Certification
+ Launched the Invivo Lab in Bristol
+ Becomes a Living wage employer

Living wage

We proudly pay the real Living Wage, joining 12,000+ responsible employers in the UK, ensuring our employees earn a fair living wage, surpassing government minimums.



2019

+ The Invivo Lab gains CQC certification
+ Invivo joins the B Corp Climate Collective

2020

+ Launch of Invivo testing range, ‘EcologiX™’
+ Our Lab achieves **B Corp** certification (the first microbiome laboratory in the world to be awarded B Corp status).
+ We join the ‘**Better Business Act**’ campaign.
+ We join **Business Declares**.
+ We start work on our **Culture journey**.

Care Quality Commission, CQC

In 2020, we proudly earned CQC certification, an accreditation from the Care Quality Commission (CQC) in the UK. The CQC is a trusted independent regulator for health and social care services in England. Achieving this certification held a special place in our hearts as we established our lab, highlighting our deep commitment to maintaining excellence, promoting safety, and adhering to legal requirements. The CQC certification process includes thorough inspections and audits, showcasing our unwavering dedication to delivering dependable, accurate testing and results with a caring touch.



Business Declares

We’re committed to promoting urgent action on climate change, biodiversity loss, and social injustice. Invivo supports and participates in Business Declares, a UK coalition striving for faster change across sectors to amplify our impact.

‘Better Business Act’ Campaign

The Better Business Act aims to change UK law, aligning every company’s interests with society and the environment. It will revolutionise business, making every UK company accountable for its social and environmental impact.

Culture journey

In 2020, Invivo began a culture journey to articulate how our values shape our work culture. We held facilitated sessions involving all employees, resulting in the identification of 'Cultural Cornerstones.' We plan to continue this project with a follow-up in 2024.

Lab Sustainability + LEAF:

Since founding our lab in 2019, we've been committed to sustainability in a resource-heavy industry. We initially struggled to find guidance but later discovered the 'My Green Lab' initiative. In 2022, we also engaged with the Science Creates community in Bristol, forming a sustainability group that addresses waste management, procurement, energy monitoring, and carbon footprint. Notably, six companies, including Invivo, achieved bronze certification in UCL's LEAF program.

Compostable packaging

We're exploring sustainable packaging options for our largest product, aiming for certified home compostable packaging. We've conducted shelf stability tests on home compostable pouches and ruled out less suitable options like cardboard tubes and plastic pouches. Additionally, we're reviewing other packaging materials for minimal environmental impact. We're finalising details to print pouches and aluminium tins for our first batch, with a product launch planned for the first quarter of 2024.

2021

+ SDG journey

SDG journey

In 2021, during a particularly challenging phase for Invivo, we aimed to understand the Sustainable Development Goals (SDGs). We had 17 colleagues create insightful videos, each explaining one of the SDGs. Although we completed this first part successfully, we didn't proceed to link the SDGs to our own impact and activities. We hope we are able to bring our understanding of the SDGs into our impact work in the near future

2022

- + We start focused work around Lab Sustainability
- + Invivo leads sustainability working group at Science Creates incubator hub in Bristol

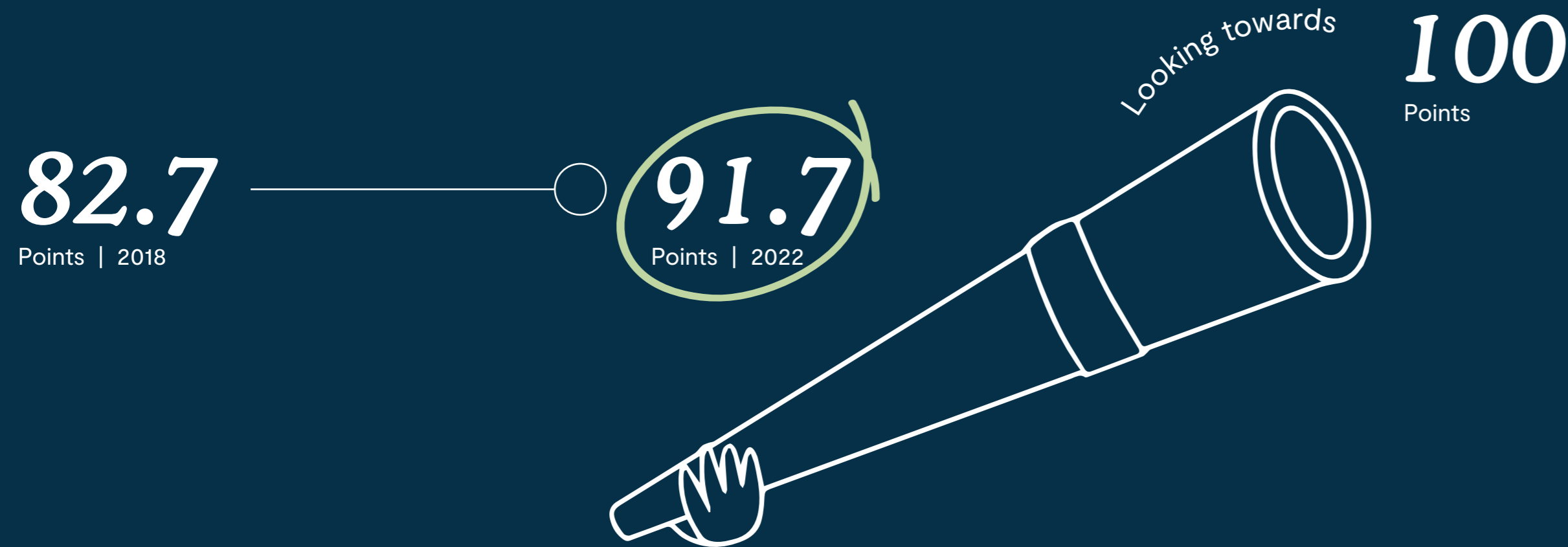
2023

- + Compostable packaging work starts
- + LEAF Bronze certified (Lab sustainability)



B Corp score and goals for recertification

We use the B Impact assessment as a **holistic methodology** to measure our impact, and we've found it to be a solid way of introducing changes that make us more resilient and responsible. While we see this assessment as a useful guide, we also want to avoid it being dictatorial, dictating every single decision we make company wide. Over the years, since our first B Corp certification in 2018, we've managed to strike a balance. As a mature company, we want to embed further improvements into our management systems to support our goal of being a responsible business. We believe the B Corp Impact assessment is an especially helpful tool in guiding through that process.

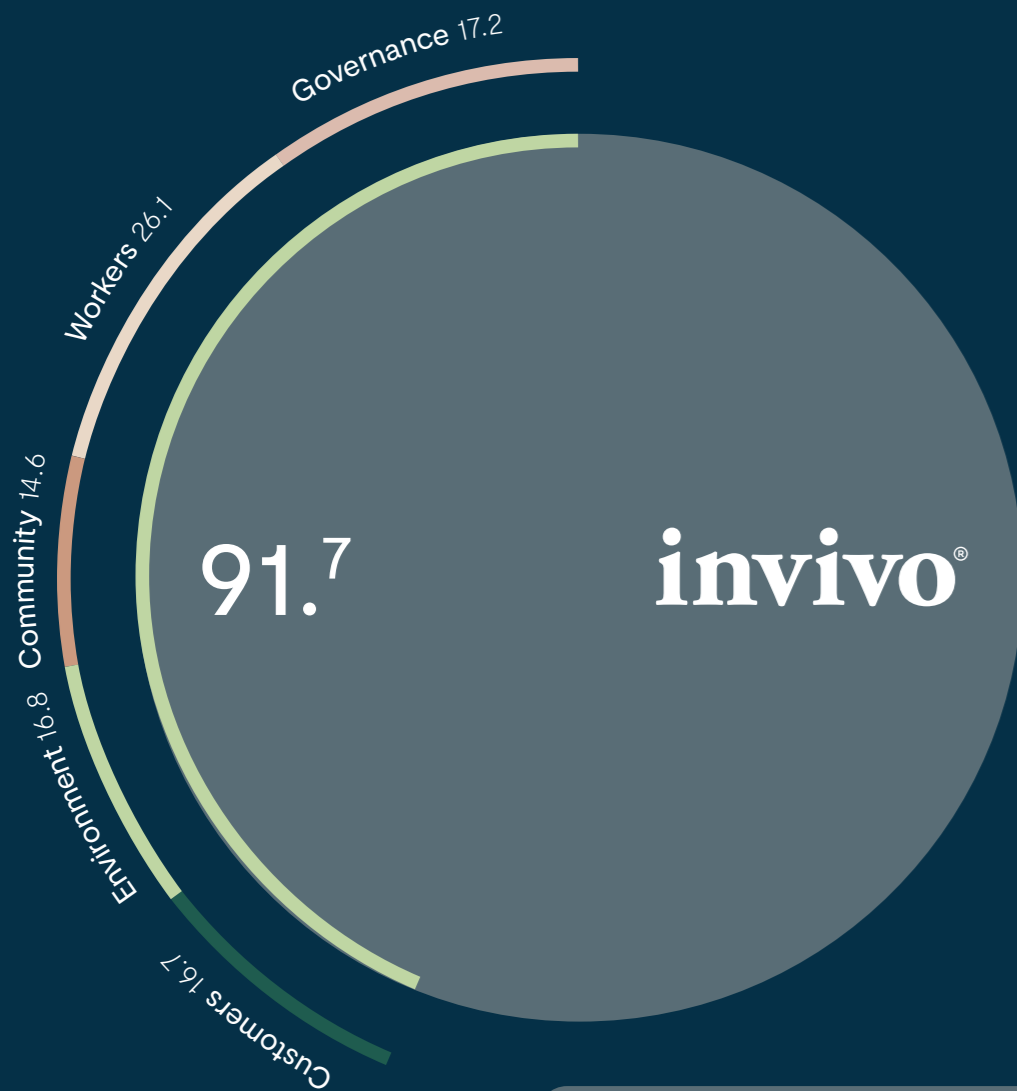


In **February 2022** we received our B Corp re-certification with an improved score of **91.7**, which is a significant 9-point increase since our first certification in 2018. Although we aimed for a higher score, we're proud of the progress we made in governance, workers, and customers' health impact categories.

Despite not reaching our target of 100 points, we're looking forward to the roadmap for **2025**, where we plan to make significant improvements across all areas. Our focus will be on measuring and quantifying the impact of our business, which will benefit our customers, the planet, and all stakeholders involved.

9
point
increase

Invivo Statics



- 50.9 Median score for ordinary businesses
- 80 Qualifies for B corp certification
- 91.7 Invivo's score 2022

	Governance	Workers	Community	Environment	Customers
Score in 2018	14.2	22.2	15.7	16.7	13.8
Score in 2022	17.2	26.1	14.6	16.8	16.7



Our five key areas



Governance

The Governance impact area focuses on having corporate practices and policies that promote transparency, accountability, and consideration of all stakeholders, not just shareholders. Specific governance metrics looked at include Mission Locked status to prevent mission drift, stakeholder engagement policies, reporting transparency, independent board oversight, and incorporation of B Corp in governing documents.



Some achievements since first certification

- + Impact report reviews on board level
- + Social and environmental impact as an agenda point on all board level decisions.

Future activities

- + Define specific targets for social and environmental impact.
- + Formalised stakeholder engagement

Workers

The Workers impact area focuses on how a company treats its workers through compensation, benefits, training, and worker ownership. Specific metrics examined include wage levels, health insurance, retirement plans, job flexibility, training/education, worker satisfaction, management/worker communication, and worker ownership.

While we only achieved a small increase in score in the Workers' impact area, we've benefited significantly through implementations of procedures and policies. The resources provided by the B Corp Impact Assessment have been a direct inspiration for the changes.



Some achievements since first certification

- + 100% sick pay + wellness days for all employees
- + Salary benchmarking
- + Living Wage Employer

Future improvements

- + New friends and family policy
- + New menstrual and menopause policy
- + Improved and clarified policy around citizen jury/court service
- + Create a more easily engaged process for using employees volunteering hours
- + Updated and improved policy on employee learning and development

Community

The Community impact area evaluates the company's positive impact on the external communities in which the company operates, covering topics like diversity, economic impact, civic engagement, and supply chain impact.

Although the Community Impact area was the only area where we lost points since our first certification, it has been a significant source of inspiration for the work we've initiated around supply chain impact management. This will provide us with valuable supply chain data that will enable us to make better decisions, enhance our resilience, and gain a better understanding of our risk.



Some achievements since first certification

- + Code of conduct for contractors
- + Engaging and starting network for local responsible businesses in both Stroud and Bristol
- + Providing advice to local charity project and donating event proceeds to local charities

Future improvements

- + Strategic focus on significant supplier impact management we want to engage more with our suppliers around social and environmental impact. Each of our significant supplier should be reviewed according to a new supplier framework.
- + Collect more supplier data to increase supply chain impact understanding.
- + Working more strategically with local B Corps, responsible businesses and organisations.

Environment

The Environment impact area evaluates the company's overall environmental stewardship, including how the company identifies and manages general environmental impacts, its management of air and climate issues, water sustainability, and impacts on land and life.

We were hoping to see a substantial increase in this area, but due to resource constraints, we couldn't implement more comprehensive environmental management. Nonetheless, we're optimistic about the potential for improvement in this impact area going forward. The focus for these future improvements will primarily be by implementing an environmental management system and improving our supply chain management.



Some achievements since first certification

- + Waste reviews of all waste streams.
- + Continued Carbon footprint understanding.
- + LEAF Bronze level
- + Take part in raising awareness around climate and biodiversity crisis
- + Committed to Carbon zero

Future improvements

- + Reductions strategy for waste
- + Reduction strategy for carbon footprint
- + Better understanding of our digital footprint
- + Life cycle analysis of one product and an understanding of how this relates to more products in the future
- + Compostable packaging for one product and a clearer plan for how this may role out across further products in the longer term
- + Defining an actionable department level carbon zero strategy

Customers

The Customer impact area examines a company's stewardship of its customer relationships and the social/ environmental impacts of its products/services also covering topics like ethical and positive marketing, warranty and quality assurance of products and services, data privacy, data security.

This impact area is typically challenging for most commercial businesses. As a business, it's necessary to demonstrate how your activities have a direct positive impact on the customer, such as a positive health outcome in our case. Creating positive health outcomes is our primary motivation for why and how we operate. Therefore, we're particularly proud of the points we earned in this area. We acknowledge that documenting our efforts in this area was not easy, and we recognize that this will continue to be an area where we need to question how we work.



Some achievements since first certification

- + CQC certification of our testing lab

Future improvements

- + Work on better understanding of quantitative health impact of our product and services.
- + More specific and clear consent management.

Our B Corp status has also given us the permission to take part and/or lead in collaborations with external stakeholders. It has been encouraging to see our voice amplified and we hope we can play a similar role in the future.

External collaborations since 2018 around social and environmental impact



2018

Plastic free communities (local to Stroud) →



2019

B Corp Climate collective →



2020

Business Declares →



2020

Better business Act →



2020+22

B Locals engagement in Gloucestershire and Bristol →

ScienceCreates

2022

Bioscience Sustainability working group at Science Creates →



2023

Young Change maker program with SEED in Stroud district →

Impact Change Index

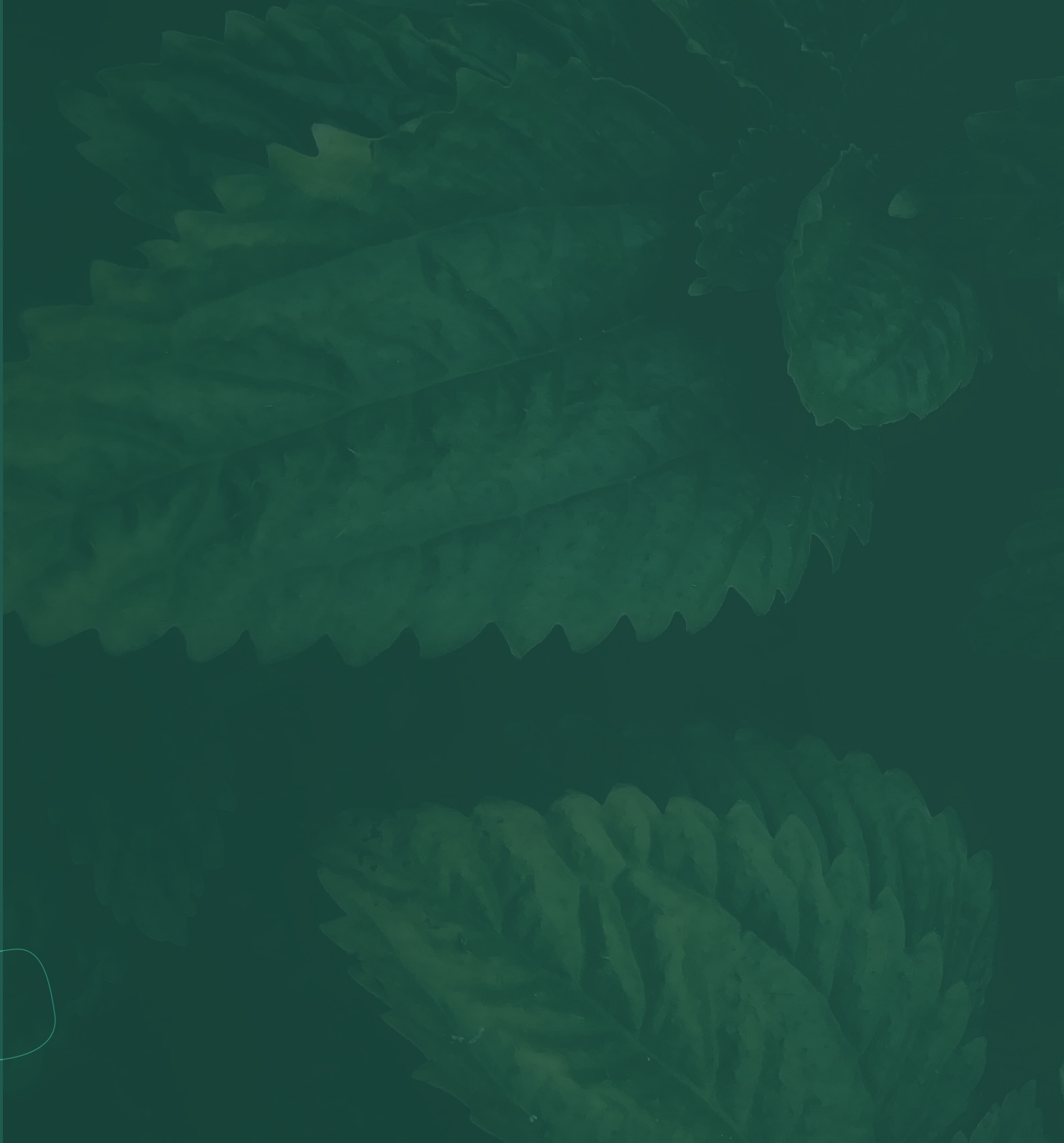
	2017 - 2018	2018 - 2019	2019 - 2020	2020 - 2021	2021 - 2022	2022 - 2023	% Difference
Team wellbeing	92%	84%	86%	88%	74%	65%	-9%
Carbon emissions (scope 1+2)	36.63	40.64	36.03	21.81	33.58	38.71	5.13
Offset	36.63	40.64	36.03	21.81	33.58	38.71	5.13
Renewables	100%	100%	100%	100%	100%	100%	100%
Team (Full Time equivalents)	14	19.5	22.5	21.5	25	27.5	2.5
Volunteer days (total of volunteer days across company)	0	3	0	1	1	0	-1
BCORP Score	82.7					91.7	9



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