

# Climate Resilience Plan

FOR CONTINUOUS OPERATIONS | 2025

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**Climate change is one of the greatest threats to global health and the healthcare industry and poses significant risks to Daniels Health and its customers. Daniels Health is dedicated to mitigating this risk through its commitment to sustainability and the implementation of its Climate Resilience Plan.**

This plan aligns with Daniels' commitments to its customers, who rely on the company for uninterrupted service and share a strong focus on advancing sustainability in healthcare, particularly in medical waste management. The urgency of this initiative is heightened by the increasing frequency of climate-related extreme weather events.

Daniels Health is a full-service waste vendor with an approach uniquely focused on the healthcare sector, emphasizing the complete lifecycle of medical waste. Founded in 1986, Daniels Health was born out of a passion to improve safety and sustainability in healthcare, introducing the world's first reusable sharps containment system to reduce the amount of waste sent to landfill while maintaining safe medical waste disposal.

This sustainable approach to waste management represents a core company value, one that was deepened in 2022 when Daniels Health voluntarily committed to the Department of Health and Human Services' Health Sector Climate Pledge. As part of that commitment, this climate resilience plan details the work that the organization's compliance and operations teams do to ensure continuous operations in the face of climate-related disasters.

The structure of this plan follows an element-based approach as defined by the Climate Resilience for Healthcare Toolkit developed by the Office of Climate Change and Health Equity. This framework includes:

- ▶ Prospective Risk Assessment
- ▶ Community and Partner Engagement
- ▶ Assessment of Infrastructure and Operations
- ▶ Collaboration between Organizations
- ▶ Interdisciplinary Planning, Oversight and Evaluation

## **PROSPECTIVE RISK ASSESSMENT**

Emergency preparedness and proactive planning are a central component of how Daniels Health approaches operations and logistics. As such, Daniels Health has extensively documented potential risks to continuous operations, taking into account both historic events and forward-looking threats.

In this analysis, Daniels Health defines a "risk" state as any disruption that prevents the company from servicing its customers. As an essential business supporting critical functions for healthcare providers and their patients, Daniels Health faces its greatest risk when it cannot deliver services—primarily due to non-operational trucks, facility shutdowns, or workforce impacts. Such disruptions can create unsafe conditions in healthcare settings, leading to waste accumulation and associated negative externalities. While minimizing disruptions to its customers, Daniels is committed to ensuring the safety of its employees.

The primary risks to operations identified as part of the prospective risk assessment are general climate related risks. Given the company's national service infrastructure, the nature of those climate anomalies vary widely. Based on data from the US Climate Resilience Toolkit, climate related risks to Daniels Health facilities by region are outlined on the following page: :

Region	Climate related risks
Midwestern Region	<ul style="list-style-type: none"> <li>• Extreme Heat</li> <li>• Heavy Rain &amp; Flooding</li> <li>• Tornadoes</li> </ul>
Northeast Region	<ul style="list-style-type: none"> <li>• Extreme Heat</li> <li>• Heavy Rain &amp; Flooding</li> <li>• Sea Level Rise</li> </ul>
Southwest Region	<ul style="list-style-type: none"> <li>• Drought</li> <li>• Extreme Heat</li> <li>• Heavy Rain &amp; Flooding</li> <li>• Sea Level Rise</li> <li>• Tornadoes</li> <li>• Wildfire</li> </ul>
Gulf Coast Region	<ul style="list-style-type: none"> <li>• Heavy Rain &amp; Flooding</li> <li>• Hurricanes</li> <li>• Sea Level Rise</li> </ul>
Western Region	<ul style="list-style-type: none"> <li>• Extreme Heat</li> <li>• Heavy Rain &amp; Flooding</li> <li>• Sea Level Rise</li> <li>• Wildfires</li> </ul>

All contingency plans developed by Daniels Health are designed to mitigate the impact of these climate risks on its customers' operations.

## COMMUNITY AND PARTNER ENGAGEMENT

Daniels Health recognizes the critical role it plays in supporting the healthcare community around the country. As a provider of vital service infrastructure, Daniels Health takes an active role in ensuring that its customers and the broader healthcare community are prepared for continual service in the face of disruptive events. Daniels Health takes proactive steps to ensure that those most vulnerable customers are prepared during climate-related emergencies. This proactive communication represents a cornerstone of its resiliency planning.

Daniels Health is dedicated to minimizing its environmental impact to help mitigate climate change and its associated effects on local communities. The organization is committed to reducing its greenhouse gas emissions by 50% by 2030 and achieving net zero emissions by 2050.

Recognizing the importance of transparency, Daniels Health is committed to documenting its carbon footprint. The organization has begun publishing an annual carbon emissions report to track progress against an established baseline, providing valuable insights to guide further emission reduction efforts.

Daniels Health is committed to decreasing its impacts on surrounding communities by reducing the environmental impact of medical waste and of its operations. The organization works to minimize environmental burden by evaluating operations to ensure they function as efficiently as possible, minimizing toxic emissions through the selection and use of fleet and the source of its power requirement, and driving integrated waste segregation and reduction programs in hospitals to ensure the most sustainable packaging and treatment options are adopted for the waste type.

## ASSESSMENT OF INFRASTRUCTURE AND OPERATIONS

Thanks to its national service and infrastructure reach, the Daniels Health operational model maintains service continuity despite disruptions to individual plant operations. Most Daniels Health facilities have a transfer station within 70 to 250 miles, meaning those locations can help support with transferring of materials and even servicing of customer sites.

Every Daniels Health facility has an Operations Manual, Emergency Action Plan, and Contingency Plan. All facilities are supplied with a physical, printed safety book and all guidelines are available digitally via the organization's network drive. Employees receive training on how to locate and implement this information during onboarding, with mandatory annual refreshers to ensure continued preparedness.

The Operations Manual explicitly lists alternate treatment facilities and respective addresses in case an impacted facility needs to temporarily shut down. Primary and backup contact persons are also listed, including their role, email, and phone number, and who to contact in the case of specific emergencies. Emergency Action Plans (EAP) establish a clear framework for responding to emergencies, protecting lives and property, and ensuring the continuity of essential operations. The EAP aims to provide guidance and direction to all individuals involved, minimize risks, and comply with legal and regulatory requirements. EAP also aims to foster a culture of preparedness through training and drills. These plans detail what to do in the case of specific emergencies, such as evacuation and fire.

Daniels Health anticipates an increase of climate related weather events and has undergone advanced planning to minimize risk. Daniels Health Contingency Plans vary depending on local climate risks, but in practice contingency planning takes the following form:

- ▶ Daniels Health immediately establishes a cross-divisional action team comprising stakeholders from local and regional management, plants, transportation and customer services, mobilizing employees outside of the impacted zone to initiate its contingency plan. This mitigates the risk of power outages fully preventing contact.
- ▶ Daniels Health initiates communication with all at-risk customers. Communication with highest risk customers is prioritized (i.e., sites that require service more than once per week).
- ▶ Trucks with empty waste containers are staged in advance and parked in a safe area as close as practicable.
- ▶ Neighboring plants and transfer stations are activated to offset any disruptions that may occur to the primary facility in the area. These plants are prepared in the case of a surge.
- ▶ Daniels Health communicates with employees about special procedures and designated evacuation locations during extreme events. Employees are placed on standby until conditions are deemed safe.
- ▶ After damage is assessed and conditions are safe, communication is sent to employees. The action team is deactivated, and operations resume as usual. A debrief is scheduled to review key lessons learned and make necessary adjustments for future events.

It is important to note that when climate emergencies take place, the amount and volume of medical waste typically decreases rather than increases. Daniels Health doesn't anticipate surges in customer needs since most medical waste is generated from elective procedures, and those are typically paused in emergency situations for hospitals to have the bandwidth to cover emergency medical needs. Regardless of the situation, Daniels' supply chain continuity planning ensures ongoing operations during emergencies.

## PEOPLE AND OPERATIONS

In climate-related emergencies, salaried employees with laptops and access to power are expected to maintain communication through digital channels. For those without access to laptops and power, information will be relayed through management, starting at the regional level and cascading down to local teams. Supervisors have access to employees' personal phone numbers and will send mass texts as needed.

For instance, if the operations team anticipates that a facility will be inaccessible due to local conditions, attendance at the plant becomes optional. In the case of unexpected emergencies, all facilities follow documented emergency evacuation procedures. Routine training, including fire drills, is recorded in MyOsh, a health and safety management software.

As a part of supply chain continuity, Daniels Health provides spare stock levels of all containers and supplies to be left on each site to cover for emergencies and for contingency purposes. Contingency stock is also maintained at every Daniels Health owned and operated site. Additional preventative measures are implemented as noted below.

### TOOLING



**Daniels containers and accessories are designed by our inhouse product development team.**

To minimize risk, we create 3 tools for every single product, ensuring zero disruption to supply chain on the basis of broken or malfunctioning tools.

### MANUFACTURING



**Daniels diversifies its manufacturing with four different manufacturers in four countries.**

To minimize risks associated with manufacturing, transport and international global supply, we manufacture in Canada, in the United States, UK and Australia.

### WAREHOUSING



**Daniels utilizes 2 of its own warehouses, a local production facility, and our business units for stock holding.**

Collectively, each facility retains 12+ months supply of containers and accessories, allowing for national stock contingencies in market surges or global supply pressures.

### DISTRIBUTION



**Stock can be distributed to our customers directly from our warehouses or transported locally on our Daniels trucks.**

Palletized or delivered in Transporters, Daniels deploys multiple distribution methods to meet the storage, delivery and space requirements of the hospitals we work with.

## PHYSICAL INFRASTRUCTURE

By the nature of its business, the Daniels Health physical infrastructure is extensively regulated and placed within highly specific industrial areas. While there is always a risk to physical infrastructure from climate related exposure, Daniels Health facilities are less prone to floods and damage from weather-related incidents. Regulations by state or local municipalities, for example, require facilities to be located outside of FEMA-designated 100-year flood plains.

In instances where a piece of physical infrastructure becomes inoperable due to climate conditions, employees that can work from home do so, and operations will be shifted to a nearby facility if conditions are determined to be safe.

## COLLABORATION BETWEEN ORGANIZATIONS

Daniels Health recognizes the importance of collaboration in advancing resiliency. The organization is members of and actively engages with the industry sustainable healthcare organization Practice Greenhealth. Daniels Health also participates in CleanMed, Practice Greenhealth's premier annual healthcare conference that provides strategies, tools, and connections for progress.

Daniels Health is committed to the Climate Excellence Standards for health sector suppliers. These standards were established by the U.S. Health Care Climate Council as part of its aim to reduce greenhouse gas (GHG) emissions within healthcare supply chains. In committing to these standards, Daniels Health further aligns with healthcare supply chain sustainability leaders in achieving net-zero emissions by 2050.

By engaging with other industry leaders, Daniels Health exchanges best practices and drives collective progress. This collaboration ensures the organization stays informed about changes in the industry, evolving client needs, and the impacts of extreme weather events, fostering a stronger, more resilient healthcare sector.

## INTERDISCIPLINARY PLANNING, OVERSIGHT AND EVALUATION

Daniels Health proactively fosters internal, cross-functional teams to ensure that every department and team is trained on contingency planning. After-action reviews and debriefs are performed after any climate related event. Because every situation is unique, debriefs are critical for ensuring that the standard contingency plan remains applicable.

Operations Manuals, Emergency Action Plans, and Contingency Plans are outlined for all locations. Plans include interdisciplinary oversight and guidance for coordination with subject matter experts including the Operations Manager, Director of Logistics, Director of Compliance, Director of IT, and the Director of People & Culture. The Daniels Health Supply Chain Team coordinates supply chain continuity planning and ensures Daniels is prepared in the event of climate-related weather events or supply chain shortages.

## CONCLUSION

Ultimately, Daniels Health takes a proactive and transparent approach to climate resiliency planning. Through extensive experience with historic extreme weather events, Daniels has a comprehensive contingency plan to implement in the case of emergency. This plan generally includes the activation of a cross-divisional action team, communication with at-risk customers and employees, staging of vehicles and equipment, and the activation of neighboring stations to mitigate impact.

Debriefs take place following these extreme climate related events to ensure the in-place protocols are still working and are adjusted as needed. Every Daniels Health facility is pre-equipped with an Operations Manual, Emergency Action Plan, and Contingency Plan.

In addition, Daniels Health proactively mitigates potential supply chain disruptions via well-established backup inventories strategically located at sites across the country. Daniels Health recognizes that all plans require adjustments over time, and that ongoing evolution is core to ensuring that the company maintains exceptional levels of service for its customers, safety for its employees, and addresses at-risk populations.



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