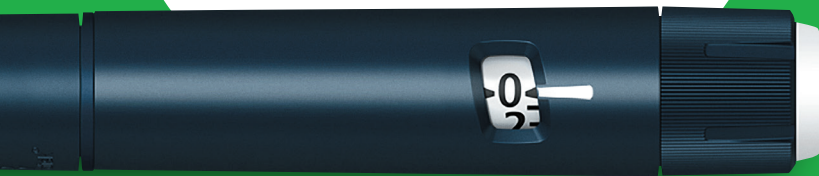


PenCycle[®] You return it
We recycle it

Pharmacy guide to **getting started**



Brought to you by:

novo nordisk[®]



You return it
We recycle it

Welcome to **PenCycle**,
the pre-filled pen recycling
initiative, brought to you
by **Novo Nordisk**.

Thank you for doing your part to reduce medical
waste and give empty pens new purpose.

This leaflet contains all the information you need
to get started today.

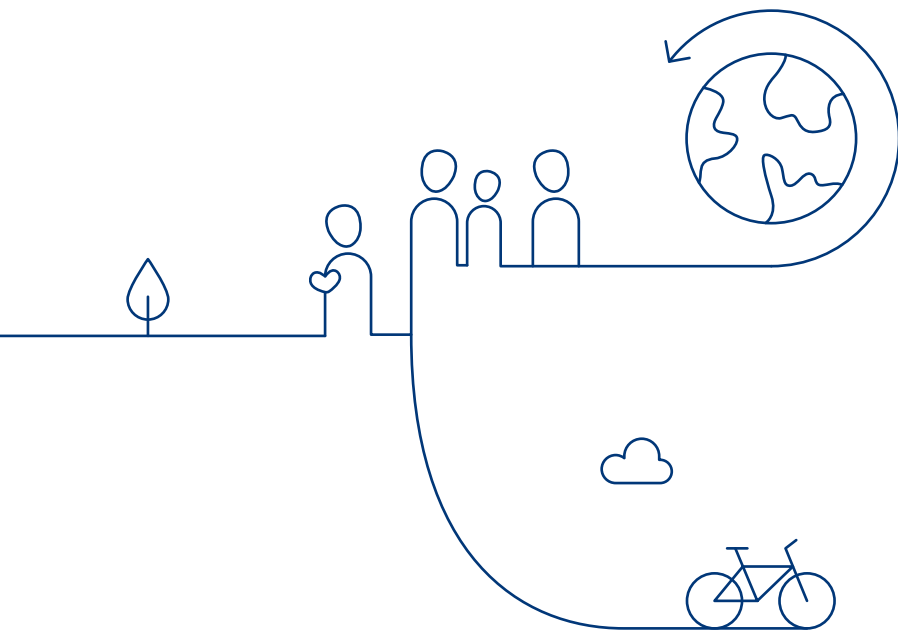




What is PenCycle?

PenCycle is a circular recycling initiative for pre-filled **Novo Nordisk** pens used for diabetes and weight management treatments. We are asking pen users to return their empty pens so we can give them **new purpose** by recycling them into useful new products.

As a central point of care, **community pharmacies like yours** will be key to the success of this initiative.



PenCycle will not only help reduce waste and advance the sustainability agenda of community pharmacy, it will also be **supporting the transition of the UK health sector** and **helping achieve the NHS' critical environmental targets.**

If you have any questions after reading this leaflet, please get in touch at any time.



How can I PenCycle?

Your welcome pack contains all the resources you need to start **PenCycling** today:



25 information leaflets to introduce the initiative to people who use pre-filled Novo Nordisk pens



A poster for your pharmacy to help advertise your participation



64 stickers you can use as reminders in-store or on materials for pen users



A self-adhesive envelope to attach your waste collection barcode to your PenCycle recycling bin (details below)

In addition, you will also receive:



A small pharmacy display unit which can be placed on your countertop to help advertise your participation and build awareness among pen users. This unit will contain 25 flat-packed **PenCycle return boxes** that pen users can take and use to collect their empty pens at home



A blue PenCycle recycling bin for collecting full return boxes behind your counter

These materials are all provided **completely free of charge** and distributed by our partner organisation, Alliance Healthcare. You can order more materials at any time by using the relevant Alliance Healthcare PIP-CODES and placing orders via your PMR platform, My AH Portal or by contacting Alliance Healthcare customer services:

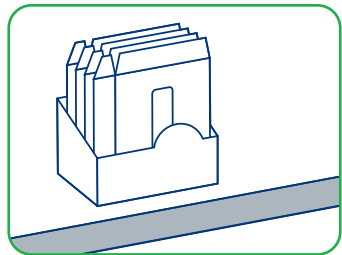
www.alliance-healthcare.co.uk/pencycle

0330 100 0448



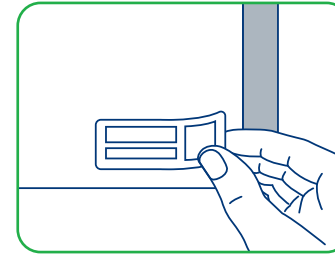
How to raise awareness of **PenCycle** in your pharmacy

Below are some suggestions on how to promote the initiative among pen users who visit your pharmacy, including some tips on how to use your **PenCycle** materials:



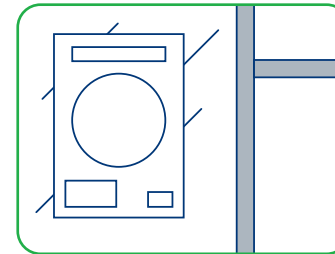
PenCycle return boxes

Position the display unit containing flat-packed return boxes on a counter top or another eye-catching location within the point-of-sale environment



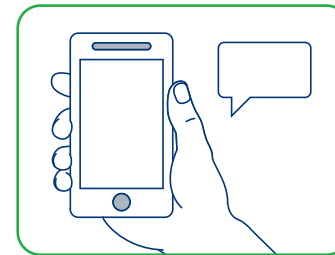
Stickers

- Place a sticker on your pharmacy fridge to remind colleagues to mention the initiative to pen users when dispensing their treatment
- Attach stickers to boxes of **Novo Nordisk** pens before dispensing them to pen users



Poster

Display the poster in an area of your store that will maximise visibility, for example a public-facing window



SMS

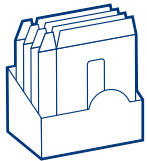
If your pharmacy sends SMS reminders to pen users when their prescriptions are ready to collect, consider editing the SMS template for those receiving **Novo Nordisk** treatments to include details of the initiative



Return process

The initiative has been developed in collaboration with pharmacists, and your role couldn't be simpler:

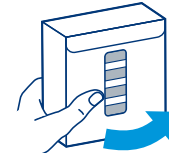
1



Provide pen users with PenCycle return boxes

When dispensing **Novo Nordisk** pens to pen users, introduce the initiative and encourage them to take home a **PenCycle return box** and/or information leaflet so they can get started.

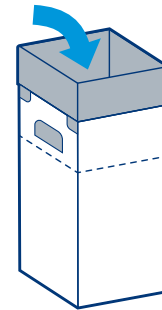
2



Accept pen users' returned boxes when full

Pen users who **PenCycle** will collect their empty pens (with the needles removed) in their return boxes at home and return them to you when full. When you accept a full return box from a pen user, please provide them with a new, empty return box so they can continue **PenCycling**.

3



Collect PenCycle return boxes

Any full return boxes you receive from pen users should be stored in the supplied **blue PenCycle recycling bin** (25L Blue Pharma) you received from Alliance Healthcare. Please only use this bin to store empty **Novo Nordisk** pens that will be returned as part of **PenCycle**.

4 Arrange a collection with Alliance Healthcare

When your recycling bin is full, please seal it and raise a collection through Alliance Healthcare's My AH portal:

www.myahportal.co.uk/login

A barcode will be provided on the portal which must be printed off and placed within the self-adhesive envelope so it remains visible. Attach this envelope to the recycling bin using the adhesive backing, to ensure the contents remain identifiable on their journey to the recycling facility.

Alliance Healthcare will collect your full **PenCycle recycling bin** during one of their existing delivery slots. Your full recycling bin will then be delivered to us so the pens can be recycled.

As with the other materials, you can order a new **PenCycle recycling bin** at any time, completely free of charge, using the relevant PIP-CODES, through your PMR platform, My AH Portal or Alliance Healthcare customer services.

Please note: As part of the PenCycle registration process, you completed and returned a waste transfer note. This covers your PenCycle returns for a period of one year but your copy must be retained in your records for two years.

Some important information to remember when talking to pen users:



Only **empty Novo Nordisk diabetes** (insulin/GLP-1) and **weight management pens** can be returned to pharmacies as part of PenCycle



Pen users **must remove the needle from their pen** and make sure their pen is empty before dropping it in their return box.

Please ask them **NOT** to include the needle in the return box

12

PenCycle return boxes can hold a **maximum of 12 pens**

More information for pen users can be found on the **PenCycle** website:

www.pen-cycle.co.uk

Frequently asked questions

Who is behind PenCycle?

Novo Nordisk are a global healthcare company, founded in Denmark in 1923. Our purpose at **Novo Nordisk UK** is to defeat diabetes, obesity, rare blood and endocrine disorders, to improve the lives of millions of people in the UK. Today, we supply over half the world's insulin.

Everything we do is based on acting socially, environmentally and financially responsibly with planned zero environmental impact. We call this "**Circular for Zero**".

We are proud to be working together with a range of organisations providing services in the UK healthcare sector to bring **PenCycle** to life.

Is PenCycle collecting all types of Novo Nordisk pre-filled pen?

Novo Nordisk diabetes (insulin and GLP-1) and **weight management pens** can be collected via pharmacies.

Please note: Growth Hormone pens are only being collected via the **Novo Nordisk** home delivery service, as Growth Hormone is a controlled drug.

Can pen users return their pens with their other medical waste?

All other medical waste, for example insulin vials, insulin pumps and pens from manufacturers other than Novo Nordisk, cannot currently be recycled and will be sent for incineration. Only pre-filled **Novo Nordisk** pens can be returned, in a dedicated **PenCycle return box**.

What will happen to the pens we return?

Every pre-filled **Novo Nordisk** pen returned to us through **PenCycle** will be recycled into useful new products, giving them new purpose. We have already established this process in Denmark, where we have shown the positive impact repurposing these materials can have:

- The plastic has gone into new furniture
- The glass has been repurposed into lamps



How will we know these pens will not be wasted?

Every pen that is returned to us will be sent back to our specialist facility in Denmark to be recycled. This process will use existing logistics routes to minimise the environmental impact. Every shipment of pens will be tracked and recorded to make sure none of them end up incinerated or in landfill.

Why is PenCycling better than the regular disposal route?

Landfill uses a lot of space and is unsustainable, while incineration uses a lot of energy, produces gases that are harmful to the environment, and also leaves some plastic waste behind. The plastic in these pens is not biodegradable, so it could lie as waste for hundreds of years. By **PenCycling**, you are helping to make sure each pen is repurposed to create useful new products rather than going to waste.

Will I automatically receive a replacement recycling bin when booking my collection?

No, you will need to order this separately using the relevant Alliance Healthcare PIP-CODES.

How can I order additional materials? (e.g. additional leaflets and return boxes)

Orders can be placed using the relevant Alliance Healthcare PIP-CODES and placing orders via your PMR platform, My AH Portal or by calling Alliance Healthcare customer services on: **0330 100 0448**. This can be done at any time and is completely free of charge.

What Alliance Healthcare PIP-CODES do I need?

Information leaflets - **8037533**

Posters - **8037558**

Stickers - **8037541**

Pharmacy display units
(containing return boxes) - **8037434**

PenCycle recycling bin - **8037426**

Self-adhesive envelope - **8037517**

Once I have requested a collection, when can I expect my PenCycle recycling bin to be collected?

PenCycle recycling bins will be collected by Alliance Healthcare drivers as part of your pharmacy's existing morning deliveries.

My PenCycle recycling bin has not been collected. What should I do?

Please contact Alliance Healthcare customer services at: **PenCycle@skills-in-healthcare.co.uk** or on **0330 100 0448**

I have ordered materials and they have not arrived. What should I do?

In the event your materials have not been delivered, please contact Alliance Healthcare customer services at: **PenCycle@skills-in-healthcare.co.uk** or on **0330 100 0448**

Can the PenCycle return boxes and display boxes be recycled?

Yes. These are made from recyclable materials and will be recycled as part of the **PenCycle** process.

Will pharmacies receive money to collect pens?

No. Pharmacists have been invited to participate to achieve environmental targets, which will help support the sustainable use of earth's resources and protect the environment for future generations. They will not receive any money to collect pens.

Notes



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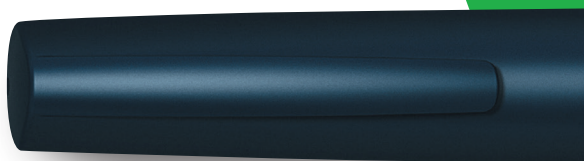
Your participation is very much appreciated, and will have a lasting impact, improving the way pen users dispose of their medical waste and helping to create a sustainable future for everyone.

Together we can
give empty pens
new purpose.



www.pen-cycle.co.uk

PenCycle[®]



 This leaflet is made from recycled materials, and can be recycled again after use

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