



Value Life

Issue 2016
Business Responsibility Report



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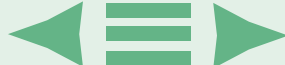


SUSTAINABLE DEVELOPMENT GOALS

The SDGs (Sustainable Development Goals) are a UN Initiative.



We have applied these icons to the relevant contents throughout this report, to show how they relate to the SDGs.



Introduction from the Managing Director

For 2016, we are aligning the values and priorities of our Business Responsibility Report with the world-wide Sustainable Development Goals (SDGs). Coming into force in January last year, the SDGs are a universal call to action focusing on three key issues:

- End poverty
- Protect the planet
- Ensure that all people enjoy peace and prosperity.

As a business we have policies and procedures in place to ensure we can operate effectively, efficiently and commercially successfully. But it is the values and culture we have built around our day-to-day activities that give our company its personality and the desire to operate responsibly.

In keeping with all sustainable businesses, we recognise the importance of identifying and achieving goals and we have highlighted those relevant to us throughout the report and how we have chosen to tackle them.

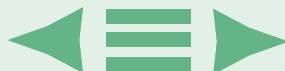


Les Davies,
Managing Director

One of our key considerations for our growing business is finding the right balance in driving forward our commercial objectives whilst making sure we keep our carbon footprint under control. It is an ongoing challenge but one we keenly embrace.

The same goes for our focus on the needs of customers. Their priority is their patients, we need to appreciate the pressures they face in delivering care. How we embed that concept throughout the company was another key theme for 2016.

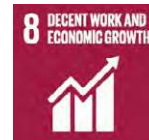
I'm very proud of everything we accomplished in 2016 and all the Vygon UK team should take great credit for the energy and determination they have shown to achieve the outcomes detailed in this report.



Company Profile



The Vygon Group was established in France in 1962 by Pierre Simonet. Since then, the business has expanded and now has subsidiaries all over the world with product distributors operating in 64 countries. Products are manufactured in seven factories; all are certified to ISO9000 and ISO13485.



Vygon (UK) Ltd was established in 1973, and is the largest subsidiary of the group in terms of turnover, which in 2016 was just over £60 million. The company is a leading and trusted supplier of medical and surgical consumables to the NHS, as well as the private, homecare and veterinary markets.



Business Responsibility

Governance

Vygon UK has established a clear management structure for coordinating Business Responsibility. It is the role of the Business Responsibility Coordinator to assess all aspects of sustainability.



The goals and objectives are assessed and prioritised for recommendation to the Business Responsibility Steering Group. Following the Steering Group meetings, it is the role of the Business Responsibility Coordinator to implement, monitor and report back on progress.



The Business Responsibility Coordinator ensures that the company's knowledge of issues and trends is relevant and up to date so that changes can be initiated where necessary. The individual is also responsible for training all Vygon UK employees about Business Responsibility matters.



The Business Responsibility Steering Group includes all members of the Senior Leadership Team. Meetings are held on a quarterly basis, or more often if necessary.



Business Responsibility

Governance (continued)

The Business Responsibility Champions Group comprises departmental representatives who meet every quarter to discuss matters related to sustainability. In 2016, the Group led the organisation of our third Environmental week as well as providing assistance in collating data for the company's annual reports.



Our charity employee group, Vygon Helping Others, has been successfully running for more than four years now, looking after and arranging all charitable events at Vygon UK. More on [page 20](#).



All employee groups include the Business Responsibility Coordinator, who acts as a link and reports directly to the Steering Group.



Employees

Equal Opportunities

As an equal opportunities employer, Vygon UK prohibits discrimination based on age, religion, belief or faith, ethnic origin, sexual orientation, gender, gender reassignment, spent or irrelevant convictions, learning difficulties, academic or vocational qualification, marital status, physical and mental abilities, physical appearance, trade union membership, political affiliation, accent, health including mental illness, and caring responsibilities.



Workplace diversity in numbers:

170
employees at
Vygon UK

Under 30

male **17**
female **28**

Over 50

male **17**
female **19**

Leavers

31

30-50

male **37**
female **52**

full time **147**
part time **23**



Employees (continued)

Health and Safety

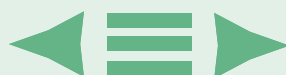


We take the health and safety of our employees very seriously and it is Vygon UK's policy to comply with the Workplace Regulations 1992 (Health, Safety & Welfare). We aim to provide and maintain a healthy and safe working environment. In return, we expect our employees not to take part in any actions that might be deemed unsafe. Every employee in the company is trained to perform their job effectively and safely. Health and safety training is also included as part of every new employee's induction. The policy is a live document, and is reviewed regularly.

We encourage health and wellbeing, and there is a free gym at our head office for the employees to use.

Health and safety statistics

	2014	2015	2016
Fatalities	0	0	0
Major injuries	0	0	0
Minor injuries	5	10	16



Employees (continued)

Employee Engagement

We engage and communicate with employees through various channels:

Connect – the company intranet site which provides employees with the latest news, as well as quick access to company policies and other useful information.

Staff also receive a regular **NewsFlash** by email, providing updates on products, staff developments and departments. Sustainability news and achievements are included in NewsFlash along with charity news and announcements.



Every month, senior managers deliver a **staff meeting** to all office-based staff where they present figures and sales for the previous month, as well as any significant changes happening within the company. It gives employees an opportunity to raise any questions or concerns they may have. The presentation is then shared on Connect so it is visible to field-based employees and those who could not attend the meeting.

Your Voice is a group of people who join together to give employees the opportunity to raise suggestions and improvements they feel will make Vygon UK a better place to work.

During 2016, the Your Voice group has focused on health and wellbeing, providing employees with advice and useful information on how to deal with stress at work and at home, as well as the importance of exercise and healthy eating. Employees had the opportunity to attend sessions delivered by mental health charity “Swindon Mind”, to learn about ways to deal with, and understand, a range of mental health issues.



Employees (continued)

Training and Development



It is Vygon UK's policy to train all employees, whether they are full-time, part-time or temporary. We invest heavily in employee development, and have a dedicated training department. Training needs are regularly assessed. It is the responsibility of every individual to ensure their personal training record is up-to-date.

The Vygon UK induction programme includes a company presentation, inductions on Business Responsibility, Quality, health and safety, and a driving course for all company car users.

The Business Responsibility induction was created to raise awareness on all aspects of Business Responsibility, including environmental, economic and social issues, highlighting the company's commitment. The induction also covers topics such as waste management, charity involvement, The United Nations Global Compact and ethical supply chain. In 2016, Business Responsibility induction training was delivered to 40 new starters.

Vygon UK Sales Executives receive extensive training to ensure they are knowledgeable and competent about their product portfolio and they can confidently promote Vygon UK products in line with all current clinical guidance and protocols. The initial training plan lasts on average six months, and includes in-depth product training, a three-day selling skills course, psychology of performance, hospital visits and procurement training. The whole programme consists of approximately 93 days of training.



Customers

Customer Centricity

Customers have always been at the heart of everything we do. In 2016, Vygon UK took this commitment a step further and started a customer centricity project. Its aim is to understand better how our products and services are perceived, to find the best way to share that information within the company and to use this understanding to help further improve working relationships with customers.

Firstly, we collated feedback from across the business by interviewing 45 employees from different departments. As a result of the findings, departments are now focusing on more effective communication with each other to understand our customers better and to prevent and solve issues.

Secondly, we recruited customer champions from the company's various departments who took part in a two-day workshop where they worked together to map out the customer journey.

Vygon UK Customer Experience Manager, Anita Maclennan, is passionate about the outcomes the project will deliver. "We must think about how we develop better relationships with customers based on the principles of partnership rather than just selling a product," she says. "We need to get a real understanding of what our customers need and how we can help them achieve their goals".



Customers (continued)

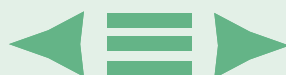
Gastrostomy Study Days

Every year, Vygon UK runs clinician-led Gastrostomy Study Days. They provide a great opportunity for medical professionals to listen to expert advice and take part in the specially designed hands-on workshops. We held seven Gastrostomy Study Days in 2016 for up to 100 delegates at each location including Bristol, Birmingham, London, Leeds and Liverpool.

These events are funded by an educational grant and all proceeds go to two chosen charities. In 2016, we donated £3,265 to PINNT and £375 to CHAS.

PINNT (Patients on Intravenous & Nasogastric Nutrition Therapy) is a national, independent, not-for-profit membership charity established for over 25 years providing mutual support and understanding to hundreds of adults, children and their families adapting to life on home artificial nutrition.

CHAS (Children's Hospice Association Scotland) is the only charity in Scotland that provides vital hospice services for children and young people with life-shortening conditions.



Customers (continued)

Patient Safety



Patient safety has always been the Vygon group's priority. Vygon SA reinvests at least 10% of its profits into research and development, and all products undergo rigorous safety and technical testing throughout the development stages. At the development stage, the key factors include improving use and experience, safety and saving clinician time.

To make its devices safer, Vygon UK offers latex-free and DEHP-free products.

Scan4Safety



Vygon UK has been chosen as one of only eight suppliers to pioneer the "Scan4Safety" programme in NHS hospitals. We achieved a top spot because of the progress the company has made with e-Procurement and our commitment to the success of the initiative. We are currently on track to meet the requirements of the Department of Health's e-Procurement strategy and electronic purchasing system, and the Vygon UK team will work with the demonstrator sites to test the scanning technology and ensure it is practical and produces the benefits it is designed to deliver.

"Scan4Safety – Committed to demonstrating the benefits of adopting standards, barcodes and common ways of working.

Similar to those systems used in shops by retailers, the introduction of barcoding standards will help us to better identify and match our patients, products, and locations.

From better patient safety and experience, to improved operational efficiency, the benefits are clear".

<http://www.scan4safety.nhs.uk/benefits/>



Suppliers

76% of Vygon UK products are manufactured and purchased within the Vygon Group. The remaining 24% of products are sourced from an additional 19 suppliers.



Supplier Approval

Supplier approval is in place for our current, new and potential suppliers. This consists of quality and ethical questionnaires, as well as risk assessments and ad hoc supplier audits.

We expect our suppliers to uphold the same high labour standards we do. Our Supplier Code of Conduct and a range of relevant policies (including Labour Standards and Bribery and Corruption) address our commitment to extend the support of labour rights to our supply chain. Specifically our suppliers are expected to address: child labour, the elimination of discrimination in regard to employment and occupation, freedom of association and collective bargaining, prevention of human trafficking and forced labour and wages, among other labour-related issues.



Suppliers (continued)

LSAS

The 'Labour Standards Assurance System' (LSAS) was developed by NHS Supply Chain and the Department of Health, to enhance the identification of issues, remediation and continuous improvement in labour standards management.

The LSAS covers the range of policies, procedures and practices that an organisation employs to identify labour standards issues, mitigate associated risks, and drive improvement. It places the responsibility on the supplier to demonstrate they have appropriate and effective systems in place. It builds on principles of due diligence, extending this to routine consideration of labour standards. This is particularly important for suppliers in areas where evidence of labour standards issues exist.

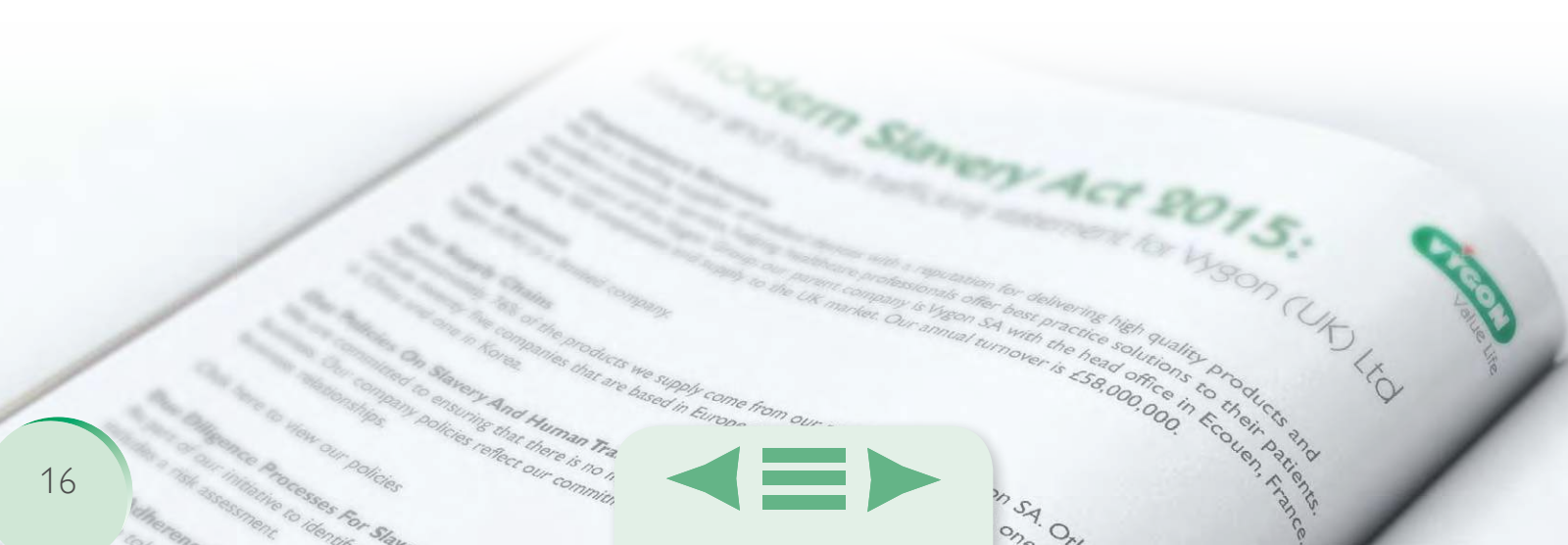
Vygon UK is committed to complying with the LSAS and to working towards continual improvement in this area. We achieved Level 1 in 2016, and Level 2 was achieved in February 2017.

Modern Slavery Act

Vygon UK is committed to ensuring there is no modern slavery or human trafficking in any part of our business and our supply chain and to complying with the Modern Slavery Act. Our company policies reflect our commitment to acting ethically and with integrity in all of our business relationships.

Our Modern Slavery statement is available on our company website:

<http://www.vygon.co.uk/company/corporate>



Vygon SA

All of the main manufacturing and sterilisation sites for the Vygon Group have achieved ISO14001. With this certification, a commitment has been made to respect and protect the environment when carrying out industrial manufacturing. The Vygon group started their ISO14001 journey early with the first certificate obtained back in 2003. Vygon is now in its fifth certification cycle.



Vygon SA has introduced a number of procedures into manufacturing to ensure the impact on the environment is minimised. They include:

- Reprocessed plastic waste from device manufacture is used in the production of swab handles
- Ethylene Oxide is destroyed in the sterilisation process by catalytic oxidation. The process is very expensive but it prevents toxic emissions
- Use of bonding solvents has been reduced by replacing them with adhesives
- All water is recycled
- Product packaging is optimised.

In 2010, Curie-Cancer and Vygon SA signed a partnership agreement to focus on the development of innovative, new generation medical devices, including catheters and implantable ports (for administration of chemotherapy) that are more resistant to infections. The Institute Curie and Vygon continue to contribute knowledge and the necessary resources to this project, with the aim of reducing the risk of infections on devices used in patients whose immune defence system has been impaired by chemotherapy. More recently, the two partners decided to go further, extending their collaboration to focus on different types of technology. With this partnership, Vygon is responding to a real demand from caregivers and patients in the fight against cancer.



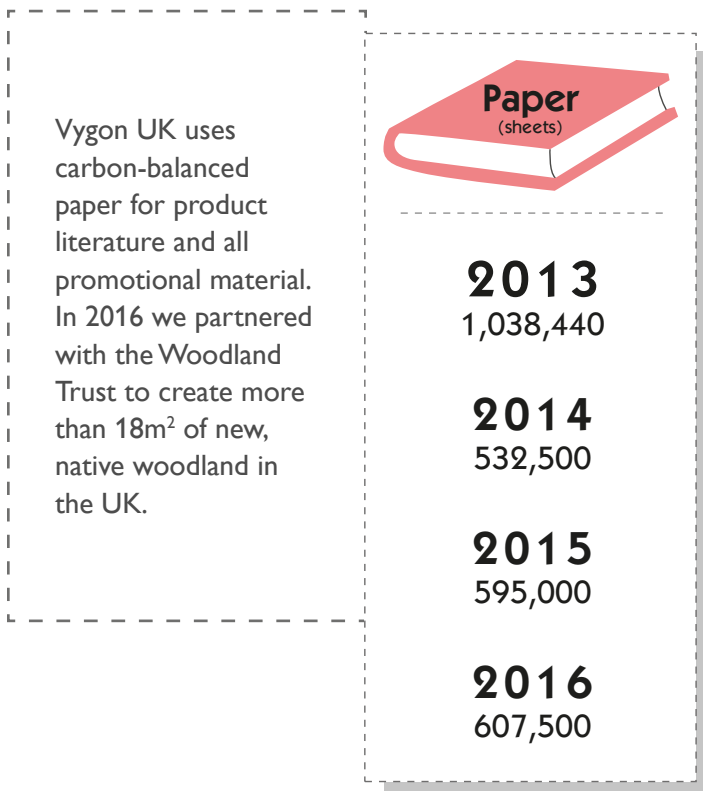
Environment

Carbon Footprint

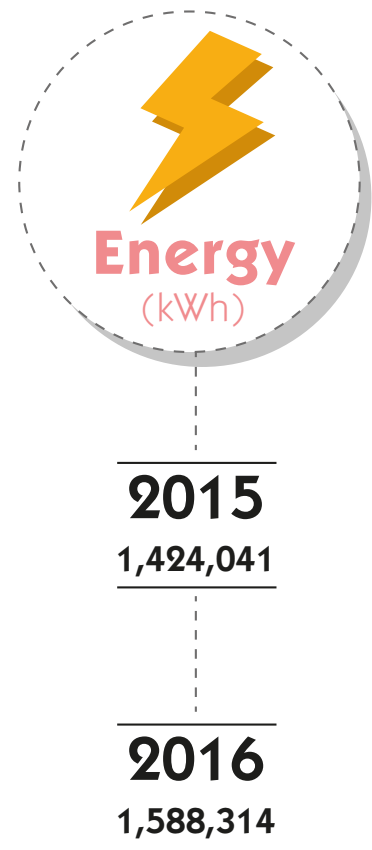
At Vygon UK, we recognise our impact on the environment and recently we started calculating our carbon footprint and monitoring our performance.

Our total Scope 1 & 2 emissions for 2016 were - 1,592 tonnes of CO₂

Most of our carbon emissions come from our electricity consumption and company travel. We are constantly looking at ways to make reductions in both these areas and improve our performance.

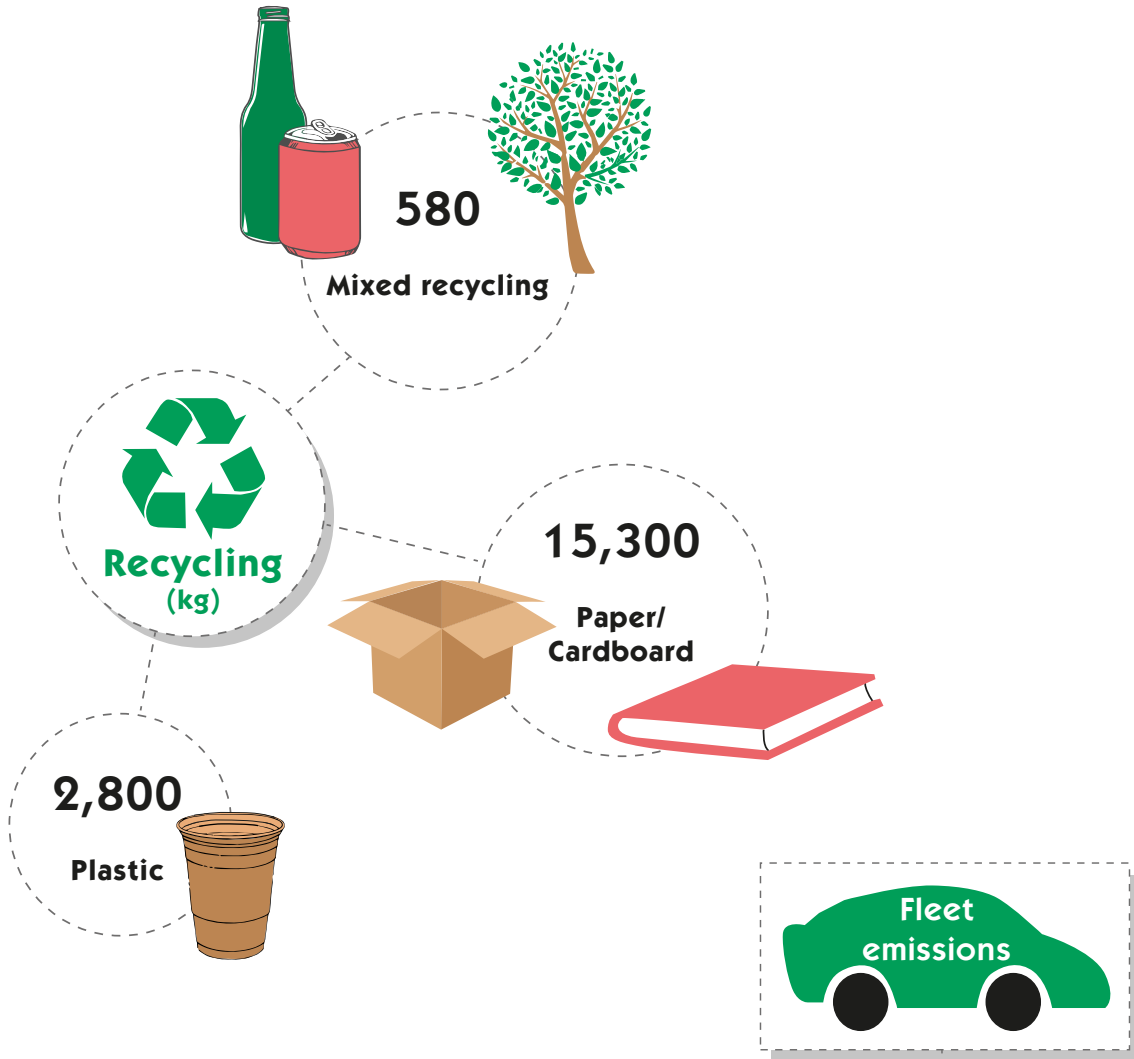


Energy Usage



Environment (continued)

Recycling in Numbers



Vygon UK continues to try to divert as much waste from landfill as we can. During 2016, just over 18.5 tonnes of waste was recycled at our head office and a further 74 tonnes was sent for incineration.

Number of cars	2014	2015	2016
	58	69	72

Emissions average CO ₂	2014	2015	2016
	121.9	115.2	104.58

Reductions	2014	2015	2016
	6.32%	5.42%	9.2%



Charity

Charity

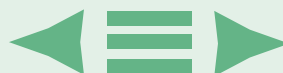


Last year, Vygon UK donated a total of £5,660.05 to a variety of charities. We continue to support three main charities chosen by our employees – Macmillan Cancer Support, Wiltshire Air Ambulance and Teckels Animal Sanctuaries. We have again supported national events such as Sports Relief, Children in Need, Macmillan Coffee Morning and Christmas Jumper Day. Our charity committee, Vygon Helping Others, has also supported and match funded various challenges taken on by our employees including the Bath Half Marathon, London to Surrey Cycle Ride, and the White Horse Oldbury Sprint Triathlon.

We have also collected food for the local food bank, as well as pet food for our chosen pet charity Teckels Animal Sanctuary.

£5,660.05

raised for charity in 2016



Charity (continued)

Product Donations

When healthcare professionals travel overseas to provide charitable medical care, they often work in hospitals and clinics lacking modern medical equipment. Whenever possible, Vygon UK donates products to support these missions.

Vygon UK Helps Hernia Charity Deliver Life-Saving Operations

Procedure packs donated by Vygon UK have been used by specialist healthcare charity Hernia International to help deliver potentially life-saving surgery in Uganda.



The packs were taken to Africa by Consultant Anaesthetist Dr Penny Howell, from The Ipswich Hospital NHS Trust, who assisted with the operations at Bishop Caesar Asili Hospital in Luwero. During the week there, the team of five carried out 72 operations on patients ranging in ages from four to 83 years old.

This mission was the first to Uganda as a joint venture between Hernia International and the charity Care for Uganda. Hernia International is a charity that was specifically set up to treat inguinal hernia, which is the most common treatable surgical condition worldwide. Due to a lack of healthcare in low and middle-income countries, many hernias go untreated which can lead to complications. In Africa, approximately 50,000 men die as a result.

Dr Howell said:

“The patients and the local staff were all very grateful for what we managed to achieve. They are already requesting another visit next year. We are very grateful for Vygon UK’s support.”

The trip to Uganda was a huge success for the team and they hope to return again soon.

“The essentials we take for granted make such a difference to the medical care that can be delivered to the local people of Uganda and therefore the quality of life they can enjoy.”



Charity (continued)

Inter Care

In 2016, Vygon UK partnered with Inter Care, a charity that supplies around 130 units in rural Africa with vital medical supplies. Often, Inter Care recycles healthcare products which also helps to reduce waste in the medical sector. Each unit supported by Inter Care receives one or two consignments of aid per year. They include hospitals, health centres, infirmaries, prisons, dispensaries, schools, orphanages and centres for the disabled. The medicines and medical supplies are used to diagnose and treat a range of diseases and conditions including malaria, bacterial, fungal and worm infections.

Vygon UK has supported Inter Care by donating various medical supplies including procedure packs, drapes, surgical instruments, syringes, scrub brushes and catheters. This basic medical equipment is a lifesaver in challenging environments where supplies are so limited. We are very proud to be working with such an enthusiastic team at Inter Care, helping to make a difference and supporting their important cause.

“We are so grateful for the ongoing support from Vygon UK which enables us to provide a continual supply to beneficiary hospitals and clinics that so desperately need this aid.”



Charity (continued)

Donation to Myanmar

As a company committed to training and education, Vygon UK is passionate about providing the best possible product training to all health professionals.

In 2016, Vygon UK supported Myanmar-based charity Brighter Futures Foundation by donating thousands of cannulae, worth more than £130,000, for training purposes. This was achieved in partnership with Addenbrooke's Charitable Trust, which helps to improve healthcare services through the exchange of skills and knowledge.

Clinical skills training plays a vital role in the education of student doctors and nurses, and Addenbrooke's Charitable Trust and Brighter Futures Foundation have been working together to support the establishment of a clinical skills laboratory. The laboratory will provide medical students and junior doctors with the opportunity to practice clinical techniques on simulators in a safe environment. The cannulae will be used in the laboratory, enough to train students for the next four years.



For further information, please contact: vygon@vygon.co.uk

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