



Value Life



# Contents

- Introduction from the Managing Director** \_\_\_\_\_ 4
  
- Business responsibility governance** \_\_\_\_\_ 6
  
- Our customers** \_\_\_\_\_ 7
  - Business units
  - Carriage charge
  - Quality system
  - Customer champions
  - Study days
  - Strengthening clinical advisor roles
  
- Supply chain** \_\_\_\_\_ 10
  - Supplier approval
  - Labour Standards Assurance System
  - Bribery and corruption
  - Modern slavery act
  
- Environmental** \_\_\_\_\_ 12
  
- Charity** \_\_\_\_\_ 13
  
- Employees** \_\_\_\_\_ 14
  - Equal opportunities
  - Workplace diversity in numbers
  - Training and development
  - Employee engagement

# SUSTAINABLE DEVELOPMENT GOALS

The Sustainable Development Goals (SDGs) are a UN Initiative, setting global goals for people and planet.

The SDGs provide a powerful aspiration for improving our world - laying out where we collectively need to go and how to get there.

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



# Introduction from the Managing Director

Business wouldn't be the exciting and dynamic environment it is without constant challenge and change! In healthcare, the environment is further intensified because any movement in our sector can impact the lives of millions of people when they are at their most vulnerable. We are acutely aware of our responsibility to try and counter any effects of instability and in 2018 that commitment was tested in entirely new ways.

Brexit and the planning for a potential 'no deal' was a scenario we had never encountered before. Healthcare was very much on the frontline for the Government's resilience preparation and through our strong, and long established relationships, with the supply chain we were at the heart of the programme.

To ensure there would be minimum impact on our customers from any disruption caused by the effects of Brexit, we worked with our head office in France, and our suppliers throughout the world, to plan ahead.

Our preparation, which included more frequent deliveries and extra warehousing, meant we were ready and able to operate 'business as usual' even if transport in and out of the UK were to be disrupted. With the first deadline passing, but the risks still very real, that planning will continue for as long as it's needed.

Meanwhile growth and development elsewhere in the business in line with our business responsibility commitments carried on unimpeded.



**Les Davies**

Managing Director

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

Vygon (UK) Ltd was established in 1973, and in terms of turnover is the largest subsidiary of the group. In 2018, our turnover was just under £56 million. We are a leading and trusted supplier of medical and surgical consumables to the NHS, as well as operating in the private, homecare and veterinary markets.



# Business responsibility governance

Vygon (UK) Ltd has established a clear management structure for coordinating Business Responsibility, all aspects of which are assessed by the individual responsible for sustainability, the Business Responsibility Coordinator. The goals and objectives are assessed and prioritised for recommendation to the Management Review Team. Following the Management Review meetings, the Business Responsibility Coordinator is responsible for their implementation, monitoring and reporting. The Business Responsibility Coordinator maintains company knowledge of Business Responsibility news and trends, which is then reported to the Management Review Team so that changes can be made where necessary. The function is also responsible for training Vygon UK employees at all levels on Business Responsibility matters.

**The Management Review Team** includes all members of the Senior Leadership Team. Meetings are held on a quarterly basis, or more often if necessary.

**Our Business Responsibility Champion** works with their colleagues across the company to discuss matters related to sustainability and to put forward to a steering group.

**Our charity employee group, Vygon Helping Others**, has been successfully running for over three years now, looking after and arranging all charitable events at Vygon UK Ltd. (More on page 13.)

All employee groups include the Business Responsibility Coordinator who acts as a link between each group and the rest of the business. Actions and findings from these meetings are reported directly to the Steering Group.

# Our customers

## Business units

Over the last 12 months we have strengthened the dedicated Business Units we aligned with distinct therapy areas. We made the changes to deliver logistical and structural efficiencies and improve our services to customers. The structure recognises the intensive clinical and financial challenges in the NHS as the procurement transformation programmes continues to take shape.

The Business Units enable Vygon to offer greater clinical expertise, build a reliable resource of medical evidence and research as well as develop a more comprehensive programme of training and education.

We know our customers value this high level of support and our intention is to further build on this commitment in the years to come.



# Our customers



## Carriage charges

2018 saw us remove carriage charges on all orders for standard delivery. This change was introduced as a result of customer feedback expressing confusion relating to the additional charge for delivery.

In an environment where efficiency and cost saving are more important than ever, this provided an opportunity to react and respond to our customers' needs.

This change is another step made towards improving our customer experience. We listened to our customers and identified a clear need to change and, in response, have improved our service promise demonstrating our understanding of the tough economic environment that our customers have to deal with daily.

## Quality system

We have established, documented, and implemented a process-based quality management system which helps us to meet customer expectations by continuously improving everything we do.

We use a range of ongoing checks and reviews to ensure that our quality management system continues to deliver improvements and benefits for our customers.

**Internal audits:** we regularly audit our processes to ensure compliance with quality standards, as well as seeking opportunities to improve

**Corrective and preventative action (CAPA):** as part of our quality management system, we carry out root cause investigations of any process issues, followed by corrective action to resolve them and prevent the problem recurring

**Management review:** we undertake a thorough management review with our Senior Leadership Team

**Customer complaints:** we consider customer complaints related to the quality and safety of our products. We review, evaluate, investigate and take corrective and preventative actions where necessary.



**Customer**  
Centric

## Customer champions

The group continued through 2018 with regular monthly meetings. Due to the changes in our supply chain we will review how we best adapt and support our customers in 2019.

Customer Champions were also involved in organising and hosting our first ever Customer Service Week here at Vygon. It was a chance for us to really celebrate our customers and remind ourselves that it's not just a service we provide, it's an experience. As well as celebrating our customers, it was an opportunity to celebrate the great work we do on a daily basis.



## Study days

Our clinician-led gastrostomy study days are run at various locations across the country each year, for up to 100 delegates. During 2018, we listened to feedback from our delegates and we reorganised our study days to reflect their needs and wants. Delegates can now look forward to more practical sessions including tube placement, stoma measuring, and care and maintenance tips, providing them with the opportunity to:

- Listen to experts in the field of gastrostomy placement and care
- Take part in hands-on workshops.

The study days provide an ideal forum for group discussion of local practices, and the opportunity to network with colleagues in the local area. These study days are aimed at healthcare workers involved in the care of patients with gastrostomies.

These events are funded by an educational grant and all proceeds go to a chosen charity. In 2018, £1,880 was donated to patients on Intravenous & Nasogastric Nutrition Therapy (PINNT) from study days held in Leeds and London.

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

## Strengthening clinical nurse advisor expertise

In 2018 we created two new roles in our IVT Business Unit for Clinical Nurse Advisors. This was to offer our customers more in-depth clinical support from individuals who have experience of working within hospitals.

As leaders in their fields, the Clinical Nurse Advisors have quickly gained the trust of customers with their knowledge and ability to ask the right question so that they tailor their training and education packages to suit a Trust's specific requirements.

The feedback has been very positive from customers who are grateful for the additional clinical resource and an understanding of the pressures and challenges they face every day.

Based on our success we now have plans to recruit two further Clinical Nurse Advisors for our Critical Care Business Unit.

# Supply chain



76% of our products are manufactured within the Vygon Group and purchased from 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.

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

- The 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
- The use of bonding solvents has been reduced by replacing them with adhesives
- All water is recycled.

## 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 occasional supplier audits.

We expect that our suppliers uphold the same high labour standards. Our Supplier Code of Conduct and numerous policies (including Labour Standards and Bribery and Corruption) address our commitment to extend our 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.

## Labour Standards Assurance System (LSAS)

In response to a requirement from the Department of Health and NHS Supply Chain, we continue to maintain a Labour Standards Assurance System (LSAS) for certain products we supply to that customer. This will provide a clear framework to approach human rights and labour standards, and to improve the company's ability to manage supply chain risks in these areas. This includes a Labour Standards Policy, a Labour Standards Status Review (a desk-based risk assessment of our own operations and our supply chain), a mapping of related operational controls and employee training.

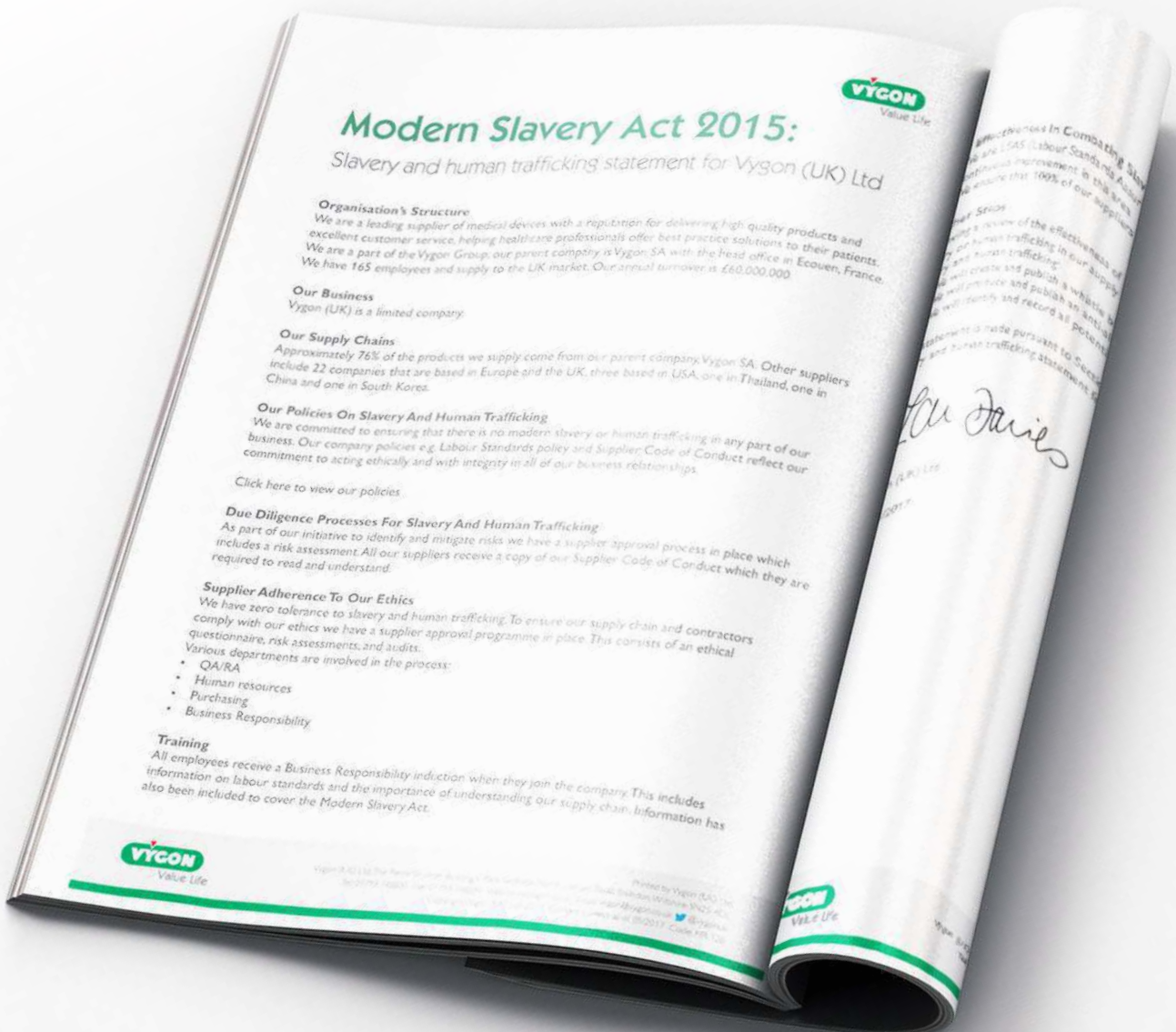
Vygon UK is committed to working towards continual improvement in this area, and has successfully achieved level two certification.

## Bribery and corruption

Vygon UK is committed to conducting all of its business in an honest and ethical manner. We have a zero tolerance approach to any breach of the Bribery Act 2010 and any issues raised will be treated with the utmost importance.

## Modern slavery act

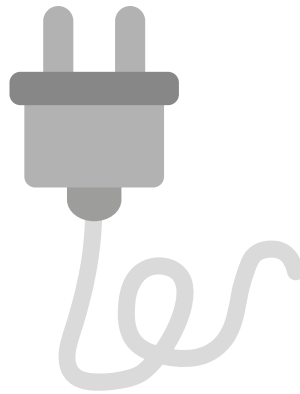
Vygon UK is committed to ensuring there is no modern slavery or human trafficking in any part of our business and our supply chain, and to complying with the Modern Slavery Act. Our company policies reflect our commitment to acting ethically and with integrity in all of our business relationships. Our Modern Slavery statement is available on our website. [www.vygon.co.uk/about/corporate-responsibility](http://www.vygon.co.uk/about/corporate-responsibility)



# Environmental



Energy Usage  
**1,576,794 kwh**  
(increase of 5.5% from 2017 energy usage)



46

NUMBER OF CARS

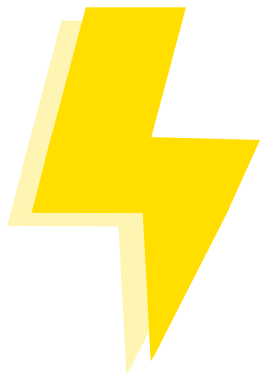
General mixed recycling  
**1.435 tonnes**



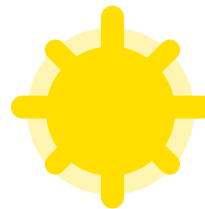
99

EMISSIONS  
(AVERAGE CO<sub>2</sub>)

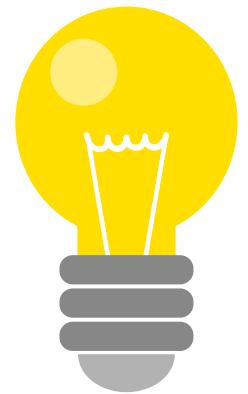
Paper/cardboard recycled  
**17.599 tonnes**



**3.42%**  
REDUCTION FROM  
2017 EMISSIONS



Mixed plastic recycled  
1.85 tonnes



427,500  
A4 sheets of copy  
paper bought



# Charity



## Vygon helping others

Our Vygon Charity Committee was busy again during 2018 and we continued supporting our main nominated charities – Macmillan Cancer Support, Wiltshire Air Ambulance and Teckels Animal Sanctuary. Activities ranged from selling hot dogs and jacket potatoes to dress down days and cake sales.

In 2018, the total amount donated to 17 charities was £3,942.64. As before, all employee fundraising is matched by the company up to an agreed level of £250.



**£3,942.64**  
raised for charity in 2018



# Our 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.

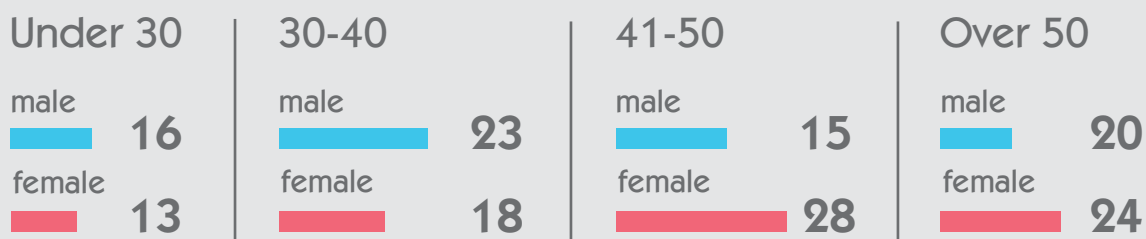
“We view diversity as an opportunity to enrich the organisation. In so doing Vygon undertakes to manage and promote and nurture such diversity by means of continual development of all individuals.”

Equal Opportunities Policy, Vygon (UK) Ltd

### Workplace diversity in numbers:

**157** employees at Vygon UK

**41** Leavers



full time  
MTWTF **129**

part time  
MTWTF **28**

## Training and development

The policies of Vygon UK are to train all staff employed, whether they are in full-time, part-time or temporary employment. Training needs are regularly assessed through performance reviews, and the dedicated Training Department is informed prior to any training that is undertaken. All training records are kept and maintained at local team level, and it is every individual's responsibility to make sure that their personal record is up-to-date.

Our induction programme for new employees includes a company presentation, business responsibility presentation, quality assurance/regulating affairs (QA/RA) induction, health and safety induction and a driving course for all company car users etc.

The business responsibility induction has been created to raise awareness on all aspects of business responsibility, including environmental, economic and social; and to highlight our company's commitment. It also covers topics such as waste management, charity involvement, The United Nations Global Compact and ethical supply chain. In 2017, business responsibility induction training was delivered to 20 new starters.

Vygon UK Sales Executives receive extensive training to ensure they are 100% competent when it comes to their product portfolio. They are trained to a standard where they can promote Vygon products in line with all current clinical guidance and protocols. Their 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.

## 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**, providing the latest updates on products, staff developments and departments. Sustainability news and achievements are included in NewsFlash along with charity news and announcements.

Every quarter, 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. This meeting is an excellent engagement tool, and provides all employees with an opportunity to raise any questions or concerns they may have.

**'Your Voice'** is a group of people who have joined together to enable employees to have "a voice" and give the opportunity for staff to raise suggestions and improvements that will make Vygon a better place to work.

YourVoice has collected and responded to employees' suggestions and organised various activities. During 2018, YourVoice continued focusing on health and wellbeing, providing employees with advice and useful information on how to deal with stress at work and at home, and the importance of exercise and healthy eating. Employees had the opportunity to attend sessions delivered by mental health charity "**Swindon Mind**". To further support this effort, Vygon UK has signed up to the "**Mindful Employer**" scheme. The scheme provides businesses and organisations with easier access to information and support for staff who experience stress, anxiety, depression or other mental health conditions. All employees now have access to the confidential telephone service, and can speak to the fully qualified counsellors 24/7 365 days a week.

**For further information, please contact: [vygon@vygon.co.uk](mailto:vygon@vygon.co.uk)**

The specifications shown in this leaflet are for information only and are not, under any circumstances, of a contractual nature.

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