

BUISINESS
RESPONSIBILITY
REPORT
ISSUE 2021



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SUSTAINABLE DEVELOPMENT GOALS

The Sustainable Development Goals (SDGs) are a UN initiative, setting global goals for people and the 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

Faced with even more 'unprecedented' challenges, as COVID-19's impact intensified and supply chain concerns became a reality, I'm proud to say the team at Vygon UK met 2021 with a positive, dedicated and unwavering spirit. This not only gave our customers the stability they craved but was vital in supporting an increasingly overstretched NHS.

Navigating these hurdles, we remained committed to setting and working towards our Sustainable Development Goals and stayed true to our philosophy of 'Value Life - putting the patient at the heart of everything we do'.

Success came in many shapes and sizes. Our online learning modules remain an integral educational tool for our customers, and we launched more user-friendly resources to upskill time-poor clinical teams, with bitesize support such as 'how to' videos and quick guides.

The feedback from customers on these resources is extremely heartening and positive, and our bank of training presentations, workshops and webinars continues to expand. Fantastic efforts from all of those involved in bringing these e-learning modules to life.

Although our fundraising initiatives were impacted by pandemic restrictions, our focus on helping others remained resolute. Charitable schemes led by individual team members and match-funded by Vygon UK meant much-needed money and awareness was raised for organisations including Cancer Research, Children in Need and Save The Children. A feat to be admired during a time when many families were struggling both financially and emotionally.

We made good progress towards our sustainability targets, with significant decreases in our energy usage – a reduction of 40% since 2019. We also cut emissions by over a third in a year. These statistics and other programs, such as our move to a hybrid vehicle fleet, bring Vygon ever closer to our green objectives.

Accomplishments I've highlighted here barely scratch the surface of what Vygon UK has achieved across the year, notwithstanding the backdrop of the pandemic. A sincere thank you to our hardworking team for your dedication and support – we wouldn't be where we are today without each and every one of you.



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 ISO9001:2015 and ISO13485:2016.

Vygon (UK) Ltd was established in 1973, and in terms of turnover is the largest subsidiary of the group. In 2021, our turnover was just over £54 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 and sustainability. All aspects are assessed by the Quality Assurance and Regulatory Affairs (QA/RA) department. The goals and objectives are assessed and prioritised for recommendation to the Management Review Team.

Following the Management Review Team meetings, the owner of the objective, or proposed improvement, is then responsible for its implementation, monitoring and reporting. QA/RA monitors the company's collective knowledge, as well as business responsibility news and trends, which are then reported to the Management Review Team so that changes can be made where necessary. QA/RA is also responsible for training Vygon UK employees at all levels on business responsibility matters.

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

Our charity employee group, Vygon Helping Others, has been successfully running for ten years now, looking after and arranging all charitable events at Vygon UK Ltd. (Details on page 10)

All employees are encouraged to propose and implement ideas for continuous improvement as well as how Vygon UK can better support the community in all aspects of our wider responsibilities.



Supply chain



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

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 SAS maintains a number of manufacturing 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 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)

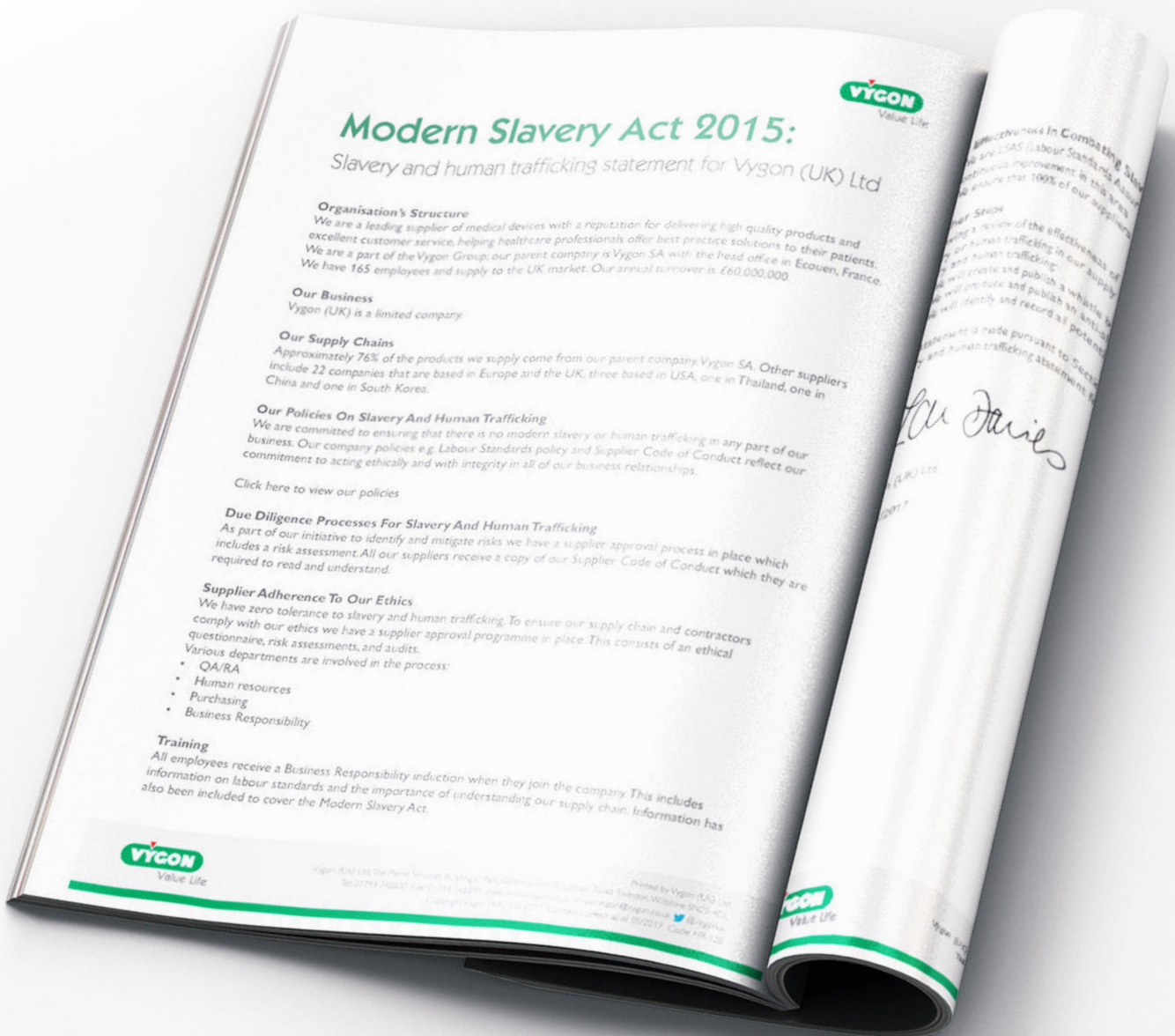
As part of our ongoing conformance with the Department of Health and NHS Supply Chain, we have continued to maintain a Labour Standards Assurance System (LSAS). This provides Vygon UK with a clear framework to ensure the goods and services we supply, as well as obtain from suppliers around the world, are produced using fair labour practises.

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

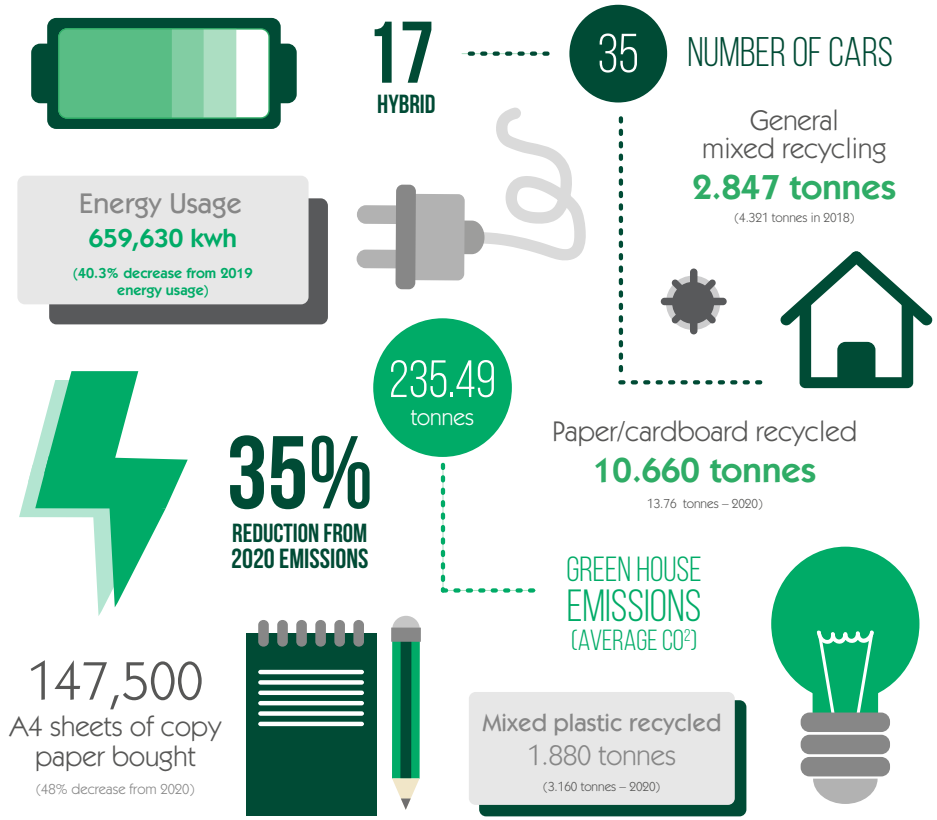
Vygon UK is committed to ensuring there is no modern slavery or human trafficking in any part of our business and our supply chain, and to complying with the Modern Slavery Act. Our company policies reflect our commitment to acting ethically and with integrity in all of our business relationships. Our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





Environmental

Our 2021 initiatives all contributed towards improvements and a greener Vygon



Other initiatives included:

Due to Vygon's focus on reducing carbon emissions, we made the decision to remove petrol and diesel vehicles from the company offering, our fleet drivers now choose from a selection of hybrid vehicles. This has resulted in noticeable reductions in emissions related to the company fleet, with fleet average emissions reducing from 67g/km to 30g/km. The transition has been a popular and positive step, with the long term plan to progress to running a zero/low emission fleet.

Following the installation of a 503.94 kWp solar system in October 2020, significant reductions have been made to the organisation's energy consumption. In 2021, the system produced 460,035 kWh of zero carbon electricity (saving 97.5 tCO₂e). This along with the implementation of more active energy efficiency resulted in a decrease in site electrical consumption by 40%.

The continuing use of a managed print service resulted in reduced paper usage and related savings, for example 27.18% of a tree saved, 28.77kg of CO₂ not generated (equivalent to 1801 bulb hours).

In 2021 a project to create an orchard within the Head Office grounds started, with the planting of a variety of fruit trees by the office team as part of National Tree Planting Week, this is now a yearly event.

2021 was a landmark year as Vygon UK achieved **carbon neutrality** in accordance with the guidance set out in PAS 2060:2014. Vygon UK reached this milestone through sustained investment in energy efficiency with an interim need to offset any residual emissions. All emissions were offset with the purchase and retirement of high-quality Verified Carbon Standard (VCS) emission reduction projects.

Charity



Vygon Helping Others

In 2021 our Vygon Helping Others charity team donated money for local and chosen national charities, due to the global COVID-19 pandemic restrictions still in place, this meant that our normal fundraising events were put on hold to maintain employee safety.

Even without events, our VHO Team were able to support employees toward their fundraising efforts for charities close to their hearts with match funding.





In addition to the charity efforts from the teams, Vygon Helping Others also donated to the following charities:

- Cancer Research £250
- Longfield Hospice £250
- Child Growth Foundation £250
- GWH (Great Western Hospital) Brighter Futures £250
- Children In Need £282
- Save The Children £176

£1,458
raised for charity
in 2021

amid the
sliding
Vygon Group,
September 2011
Denise Cuny
Hélène Simonnet,
Anne Regnaud!



Our customers



Extraordinary demand

2021 has seen our business stabilise and continue to support our customer requirements whilst dealing with global constraints on supply chain (Container availability, airfreight capacity etc...).

The Vygon COVID-19 protocols meant the team was protected and day-to-day business was maintained, which also enabled manufacturing within 'Group' to continue to supply with no major concerns or restrictions.

Across the business a great deal of resilience was shown, as per 2020, where all of the team's efforts were focused on helping and supporting the NHS and those patients that needed our products.

Return to normality

The business moved back into a more consistent working environment in 2021, with customer orders stabilising. As part of the move back to 'normality', recruitment has further strengthened the existing team.

Global supply chain volatility was a concern for the team, with a number of material and component suppliers suffering as a consequence of concerns within their own operations, or in their wider supply chain. However, working closely with our customers has meant their expectations and the end patients requirements have continued to be met.

Online learning for customers

Throughout 2021, the dedicated Intravascular Therapies online hub continued to provide resources on all things vascular access. This included training presentations and videos, case studies, webinars, FAQs and clinical support packs. We have included clinical competency documents, evaluation, triage and audit tools to support clinical decisions on the most appropriate vascular access device – reinforcing the 'Right Patient, Right Device, Right Time' philosophy. Also available were the eLearning courses on PICC insertion (RCN accredited), ultrasound guided vascular access, care and maintenance of vascular access devices and intracavitary ECG Technology for central venous access device tip placement. In terms of live online training, we continued to run our course on the insertion of midlines / extended dwell catheters. This was a modular course designed by our team of Clinical Nurse Advisors. This interactive course contained information on all aspects of midline insertion with quizzes, reflections, assignments and competencies to test knowledge and increase confidence. The course also included a practical workshop and remained RCN accredited, with five CPD points awarded.

On the Critical Care side, we developed a suite of online content to help nursing staff enhance their training and knowledge on Needle-Free devices. The training material is part of the Total Solutions package and included courses, audit tools, patient support, and reference guides. Amongst the extensive range of content, we build a 10-module training programme on Vascular Access, IV Therapy & Needle-Free Devices, that is fully accredited, and awards 10 CPD point on completion.

With the launch of our haemodynamic monitoring device Mostcare, we made a range of training material available to customers online. From "How to" videos and Quick Guides, to an e-learning on Cardiogenic Shock and Cardiac Power Output, the portal was used by both human and veterinary customers.



Our employees



Easing of pandemic restrictions

During 2021 the restrictions as a result of the pandemic started to ease towards the end of the year and all office staff returned to work in head office, albeit with hybrid working in place. Although things were by no means “normal”, it was good to be back in the office and seeing colleagues again. We continued to support employees via our Employee Assistance Programme and also with regular updates on Government communications, what measures were in place in the office and how and when to test for the virus.

Employee engagement

This became more important during 2021 as office staff adjusted to the continuation of working from home and, in the latter part of the year, to hybrid working which meant teams weren't all in the office at the same time. The company continued to deliver online staff meetings through our internal communication platform to ensure that every staff member had the opportunity to attend or watch it at a later date. Presentations were given on figures and sales for the quarter as well as significant changes within the company and staff had the opportunity to ask questions.

Vygon maintains a strong commitment to the health and welfare of its employees. To support this, Vygon provides an Employee Assistance Programme via Unum which provides our employees and their immediate family to assist with healthcare, wellbeing and practical and legal advice. All employees and their families have 24/7 access to confidential advice and can speak to fully qualified advisers.

Due to the pandemic restrictions, we were unable to hold our annual awards ceremony, so this was turned into an online event where the individual presentation of awards was recorded, and all staff were able to watch.

Our “Your Voice” team continued to look at ways of keeping morale up, organising competitions and prizes for staff to win and the Charity Team looked at innovative ways to continue to fundraise.



Equal opportunities

Vygon (UK) Limited is an equal opportunity employer. We are committed to ensuring, within the framework of the law, that our workplaces are free from unlawful discrimination on the grounds of colour, race, nationality, ethnic or national origin (including members of the Traveller Community), sex (including gender reassignment), pregnancy or maternity, sexual orientation, religious belief, or political opinion, age, marital or civil partnership or physical or mental disability.

We value diversity and are committed to promoting diversity within the workplace by seeking to ensure that all individuals are treated fairly with dignity and respect and by recognising and encouraging individual contribution within the company.

We are committed to ensuring that our staff and all applicants for employment are protected from unlawful discrimination. We are committed to creating a working environment that promotes dignity and respect for all and where individual differences and the contributions of staff are recognised and valued. It is also our policy that all employees should be allowed to work in an environment free from harassment, bullying, victimisation or unsolicited or unwelcome comments or overtures on discriminatory grounds.

During 2021 we moved from an Equality and Diversity statement to a new Equality and Diversity policy making it clearer to our employees what our commitment and expectations are.





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FOR FURTHER INFORMATION, PLEASE CONTACT: info@vygon.co.uk

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