

REPORT on corporate social responsibility

2012

Dear Reader,

In 2012 „Interlux“ joined the „United Nations Global Compact“ and the National Network of Responsible Business Companies (NNRBC) by expressing its respect and support to ten principles of the Global Compact in the field of human rights, working conditions, environmental protection and anticorruption.

The principles followed by the members of the Global Compact were implemented at our company since the very beginning of activity. As we set higher requirements to us than the laws demand, we are especially happy to join this network and would like to be its active members. We think we would contribute to the expansion of stable development in Lithuania by sharing our knowledge and experience.

We present our first report on corporate social responsibility

I believe we will strengthen the activity with the other members of the network and develop it successfully in accordance with important and right references of the Global Compact and philosophy of a socially responsible company.

Director of JSC „Interlux“

Dr. Audrius Matuzevičius

ABOUT THE COMPANY

The international company „Interlux“ is a provider of the latest medical and scientific technologies, one of the biggest companies of Lithuania in this field working since 1994. By developing its activity in the Baltic States, the company has already become a leading company of medical activity in Latvia.

„Interlux“ distributes the most advanced medical, scientific, veterinary, diagnostic and surgical systems, laboratory equipment, in vitro diagnostic reagents and disposable medical devices. The range of the company includes about 1 million thoroughly selected safe and effective products contributing to the health of the society.

The company implements medical technologies developed by the leading companies of the world in Lithuania and East Europe

The company was attested in accordance with the quality management system standard LST EN ISO 9001:2008 proving that the services of „Interlux“ comply with the highest quality requirements.

In 2012 „Interlux“ strengthened its positions in the market: purchased the medical technologies company „Vitlita“ having specialized in the field of immunohematology and established a new company „Sormedica“ that will specialize in the fields of surgery, oncology and radiology.

„Interlux“ in numbers

Established in 1994.

In 2012 60 people worked for the company. Income in 2012 – 41 million LTL.

Range – about 1 million products.

It serves over 500 health care, veterinary and scientific companies and institutions in Lithuania.

It has 250 partners in the whole world.

Companies of the „Interlux“ group

„Interlux Latvia“

Provider of advanced technologies for medicine, science, veterinary and surgery as well as laboratory solutions, in vitro diagnostic reagents and disposable devices in Latvia.

Established in 2006.

10 employees.

„Labdata“

IT company providing IT solutions for medicine.

Established in 2004.

4 employees.

„Sormedica“

„Sormedica“ is a provider of the latest, safe and effective medical technologies and advanced treatment methods for surgery, oncology and radiology.

Established in 2012.

14 employees including 7 sales managers. 30 partners.

PHILOSOPHY OF THE SOCIALLY RESPONSIBLE ACTIVITY

The company „Interlux“ works for a patients and medical staff by propagating safe medicine, reliable partnership and rational solutions. Progress, quality, effectiveness and safety are the main values of the company.

Our attitudes

I. We respect every customer, colleague and business partner

We obligate to treat and really treat every customer, colleague and business partner in a respectful and honest way.

We perform our tasks and obligations in the best possible way so that our customer and business partner is always satisfied with the results of our work.

We treat every customer and business partner so that he/she never has any doubts about the reliability, benefit and continuation of cooperation with our company.

II. We make responsible solutions

We do not use the word „impossible“, but we always think and advise „how to do it better“.

We solve arising problems (*tasks*) even if it is not our duty.

We are not afraid to make a mistake, but we always profit from our mistakes and do not repeat them. We always become more perfect and improve the results of our work.

III. We work in a team

We are always concentrated not on work, but on the result to be reached and we always cooperate with colleagues and partners in order to reach the best result.

We never say „it is not my work or problem“. We try to be obliging and ready to help at any time.

We are always open to new ideas and proposals.

IV. We avoid bureaucracy

We try to make the simplest and most rational solutions. We only document what is necessary.

The employees of the company should ensure and they ensure the accuracy of every document written in the name of the company.

During the performance of their working functions, the employees of the company should perform every action in accordance with the rules approved by the company and they do it. Having any information on non-observation of the rules, obligations or commitments of the company (*violation*) or any circumstances evidencing there is a real threat to the interests of the company, its employees, customers, business partners or shareholders of the company, each of its employees should immediately inform the head of the company.

V. We observe the principles of honest business

We act in a transparent, reliable and honest way and distinguish between public and private interests.

VI. We avoid interest conflicts (i.e., any situations where the employee should decide between the interests of the company, its customers, partners or personal interests).

In case of an interest conflict, the direct head (*head of the company*) is informed on it. The pursuit of personal financial interests during the performance of working functions on the account of the company, its customers, partners and public finances is not tolerated at the company.

PREVENTION OF CORRUPTION

Behavioural Code

In 2012 „Interlux“ implemented the activity-defining instrument – **Behavioural Code**. It helps to integrate social responsibility into the strategy of the company, determines the principles of activity and indicators how the employees of the company should assess their actions and settle for them. It also helps to regulate human rights and rights of the employees, prevention of bribery and corruption as well as health, safety and environmental issues. It is a set of principles observed by the entire team of „Interlux“.

Transparent business relations and competition

The company observes all the laws of our country as well as principles of regulation of activity and competition set out by the country. The company contributes to the development of transparent business relations.

After joining the United Nations Global Compact acting in the fields of human rights, working conditions, environmental protection and anticorruption, „Interlux“ obligated to continue the policy of prevention of corruption of our country criticized for quality and substantiation.

The anti-corruptive strategy was formed in „Interlux“ in 2012: a continuous corruption prevention programme was implemented, anti-corruptive training was organized for the employees, the rules of anti-corruptive behaviour and realization of skills were formed and the Behavioural Code was implemented.

All the employees of the company (60 people) were familiarized with the legal regulation of prevention and control of corruption at the national and international level as well as corruption prevention and control system and subjects participating in the anti-corruptive activity.

The company performs the work payment and tax payment policy transparently. Any purchases and sales of the company are performed transparently. There were no cases of manifestation of corruption at „Interlux“ in 2012 like in previous years.

Information and data safety

The requirements of information and data safety are observed during the provision of all services by „Interlux“: control and maintenance of servers and other equipment, maintenance and development of business management systems.

There were no complaints about the violations of privacy of customers' data at the company in 2012. There were no incidents related with the loss of customers' data, either.

HUMAN RIGHTS

„Interlux“ observes the principles of transparent and honest business, performs transparent policy of wages and speaks for the culture of ethic business.

The company „Interlux“ does not tolerate any violations of human rights and speaks against any discrimination, forcible and children’s work. These attitudes are consolidated in the Behavioural Code of the company and all the employees of the company act in accordance with the principles of the Behavioural Code.

The members of the company „Interlux“ do not tolerate any discrimination, violence and harassment (related with race, religion, belief, national origin, gender, disability, age, marital status etc.). The company does not tolerate any discrimination of its employees related with their political, religious, sexual and personal attitudes and marital status/state or condition of health.

EMPLOYEES

64 people worked for the company in 2012, 2 of them were heads, 8 – heads of the intermediate link, 50 specialists and 2 other employees.

84 per cent of the employees had higher education, 8 per cent – further education, 3 per cent – higher non-university education, 5 per cent – secondary or special secondary education, 3 per cent were students.

In 2012 a staff lawyer starting working for the company and 5 new working positions were created. A new company „Sormedica“ was established (by separating one of the departments of „Interlux“). The employment of young people is encouraged: 2 students were employed.

Matching the working and family obligations for an employee

The employees of the company may work according to the flexible working schedule and students can match their studies and work. The company also enables matching the working and family obligations.

Dialogue between the heads and the employees

The company encourages a social dialogue with its employees and there is the Work Council at the company to be service from 2010.

Report meetings: Report meetings are organized twice per year and the best employees are elected.

The information publication „Lux“ was started issuing for the employees.

Observation of equal possibilities

Distribution of genders at the company: 35 men, 29 women. Heads: 8 men, 2 women.

No one man worked according to term-limited contracts, 1 woman substituted another person on maternity / paternity holiday. 35 men and 28 women worked according to termless contracts. In 2012 4 employees left for a child's care holiday. The number of used days of maternity / paternity holidays was 19 calendar days.

In 2012 the men were absent for 46 calendar days and the women – for 13 calendar days in relation with illness.

Nurturance of competences

We are happy the investments of company in trainings attract ambitious, talented and curious employees. We believe motivated staff working in the environment that encourages education helps to create a successful society and reduce emigration of young people.

90 per cent of the employees participated in the motivation seminar „Art to be happy at work and in life“.

The employees constantly improve their qualification at trips, seminars, conferences and partner trainings abroad. Approximately 15% of company's net profit is dedicated for this purpose.

Health of the employees

The company improves the working conditions, encourages cooperation between the employees and internal relations and believes healthy employees are successful business.

The employees are encouraged propagating a healthy way of life: there are relaxation rooms in the office (training hall and sauna).

The company propagates the culture of vaccination. Every employee who expressed the wish was vaccinated against seasonal diseases for free.

The employees having worked for one year are provided with an extra health insurance policy of SEB bank. With this kind of insurance, we both give a possibility to have prophylactic health check-ups and quickly get competent services provided by health care specialists in case of any health disorders. The employees with critical diseases having worked for 7 years are provided an extra health insurance policy for the employees. The amount of health insurance for the employees is 500.000 LTL.

There were no accidents or health disorders related with the influence of the working environment in 2012.

The morbidity of the employees of the company also decreased: 16 employees were ill in 2011 and only 9 in 2012.

Encouragement of voluntary activities

Unpaid blood donation is propagated by the company. The employees whose state of health is suitable are constant free blood donors. The employees also participate in the national environment cleaning campaign „Let's do“ every year.

ENVIRONMENTAL PROTECTION

The company contributes to the reduction of the negative impact on the environment. In order to reduce the discharged amount of CO2 gas, the company „Interlux“ renews its car park every five years. The fuel expenditures are reduced by using more economic cars, optimizing car trips and implementing the GPS system. The monthly fuel costs decreased by about 25%.

There is an internal programme „Who is driving?“ which is optimizing logistics and the usage of the cars around Lithuania and the Baltic States. By using the internal email system of the company, intended trips of the employees on the current day are queried. The system is successfully used by the assistants of technological groups and other employees of the company.

The disposal of packages, accumulators, batteries and waste of electric and electronic equipment was assigned to the public institution „Ateities ekologija“ auditing and consulting „Interlux“ on environmental issues, accepting the duty of importers and manufacturers to organize the disposal of packages and products and doing environmental documents.

We actively take part in reducing paper and printing consumables through participating in National public electronic purchasing system on-line.