

SOCIAL RESPONSIBILITY

Report of year 2013

ABOUT THE COMPANY

Interlux – international company implementing advanced technologies in Lithuania and East Europe. Representing the world's leading companies, the company distributes cutting-edge medical, science, veterinary, diagnostic systems, laboratory equipment, in vitro diagnostic reagents and disposable medical supplies. Interlux ensures states medical institutions with timely support of only high-quality, innovative and safe medical technologies by its activities.

Having joined the business in the global market between the companies-leaders, „Interlux“ committed to not only meets the standards of modern international business, but also to predict their change and grow together with its partners. Successfully acting company keeps the most demanding quality requirements: Interlux is certified according to the quality management system ISO 9001:2008 standard, proving that the company meets the highest standards of service.

Since 2011 Interlux is the member of National Alliance of Responsible Business Network of United Nations Global Compact, which acts in accordance with ten Global Compact principles in human rights, labour conditions, and the environment and anti-corruption fields. Interlux became the member of National Alliance of Responsible Business Network of United Nations Global Compact and the National Alliance of Responsible Business Network member in Lithuania because its activities develop and respect international human rights and guarantees that do not contribute to human rights violations. The company also ensures its employees rights, supporting freedom of association and recognizing the right to collective bargaining, does not propagate forced labour and exploitation, child labour, discrimination during employment or in the workplace. Becoming the member of global socially responsible corporate network Interlux continues to support environmental initiatives, promotes environmentally friendly technologies and distribution. As well as other members of the Alliance of Interlux continues fight against corruption in all its forms (including extortion of property and bribery) and contributes to the reduction of corruption in the business environment.

Since its inception Interlux supports organizations representing the interests of patients, thus contributing to the medical operational commitments to patients to get better quality and safer care. The company supports and encourages the relevant health promotion and disease prevention initiatives to healthier, longer and better quality of human life. Therefore each Interlux employee works focusing on the public health needs.

The last 2013 was a particularly important year: they were announced the Year of European Citizens and in Lithuania – wellness year. Since the work is an important part of every citizen's life and the health and safety issues are encountered in all workplaces, one of the most important priorities of Interlux in year was to seek that all people in the country would work safely, more efficient and preserve their health. It is very important to the company all the citizens should know their rights concerning with their health and safety. Therefore, the company's exclusive focus of the year's activities was for public awareness rising in the field of health and education of staff, allowing them to undergo preventive health check.

Annual Interlux activity always focuses on the positive changes. The year 2013 Interlux started from the financial business process optimization later the company the company moved to the personnel management needs, believing that thanks to only sustainable the staff it could be maintained and developed a sustainable competitive business advantage.

Interlux in numbers

Established in 1994

62 persons worked in the company in 2013.

Income - 39,9 million LTL in 2013.

Range of products – more than 1 million.

Serviced more than 500 health, veterinary, science institutions and companies in Lithuania.

Interlux works with more than 250 business partners around the world.

Interlux group companies

Interlux Latvia –this is high-tech medicine, science, veterinary and laboratory solutions, in vitro diagnostic reagents and disposable instruments supplier in Latvia.

Established in – 2006.

Staff – 10 workers.

Labdata – IT company providing optimized IT solutions for the medical industry.

Established in 2004.

Staff – 4 workers.

Sormedica – this is the latest safe and effective medical technologies and innovative therapies provider for surgery, oncology and radiology.

Established in 2012.

Staff – 12 workers.

HUMAN RIGHTS

Interlux the company's employees are involved in the public discourse and opposes against any human rights violations, discrimination, violence, harassment, forced and child labor, intolerance for attitudes of lifestyle and state of health. All of the staff of the company declares the internal and external activities of the provisions and principles of them collegially entrenched individual Interlux Code of Conduct.

This year the representative of Interlux took part in the trainings of the of National Alliance of Responsible Business Network of United Nations Global Compact members „Diversity among our“. The trainings were organized by the Lithuanian Equal Opportunities Ombudsman Service and Lithuania Disabled Forum. The objectives of the provided trainings – to make the participants familiar with discrimination problems and promote diversity and equality of ideas while solving them. The problems were covered in various backgrounds: gender, age, religion, disability, nationality, sexual orientation and etc. There was also discussion about the concept of tolerance, change of prejudice, the role of local government and communities in the development of an inclusive society. The project was carried out in accordance with the European Community's employment and social solidarity program PROGRESS (2007-2013).

PREVENTION OF CORRUPTION

In 2012 Interlux company implemented an internal employee Code of Conduct. This document established not only team professionalism which employees of the company cherish in its daily activities but also that they expecte from business partners.

In 2013 was not recorded nor one individual or interpersonal cooperation business relationship of employee conduct violation case.

Transparent business relationships and competition

Transparency and ethical performance - one of the most important Interlux business principles. The company strictly carries out only the legal framework in line with operational policies, established by the state regulatory and competition principles: promotes ethical and transparent business culture, payroll, tax compliance, and the development of business relationships. In 2013, as in the previous year, manifestations of corruption cases were not recorded in Interlux Company.

In 2013 Interlux started gradually develop external and internal business risk management program working towards fulfilling the information security management systems standard ISO 27001 - requirements. As an integral part of information security management system of the company it was begun the deployment of personnel and risk management system.

Participation in Responsible Business association's activities

In 2013 Interlux company became the member of Lithuanian Medical Equipment Manufacturers Association (MIGA) which unites ethical business principles and united goal to ensure the highest quality of medical equipment availability for each resident of Lithuania and commitment of the development of socially responsible business behaviour. The association promotes ethical business activity in the market where all companies would compete with each other only by lawful and fair means and the use of the most advanced and highest quality medical equipment would contribute to the continuous improvement of the health of citizens of Lithuania and their longer life assurance.

Since 2005 the members of informal National Responsible Business network (NRB) established Lithuanian Responsible Business Association (LAVA). The association not only continues the works of the previous network, but also actively promotes the responsible development of companies and business organizations, contributes to the creation of favorable conditions in order to the sustainable development of the country, represents global initiatives and forms responsible performance criteria. In 2013 Interlux representative participated in the the Association foundation working group and remained the member of this association.

WORKERS

62 persons worked in the company in 2013, from them – 30 administration and service staff , 24 sales representatives, 8 service personnel.

82 % of the workers had university education, 10 % – college education, 3 % – higher non-university, 5 % – secondary or special secondary education.

Interlux company continues the initiative to enter young people into labour market: 1 student was employed.

In 2013 3 new working places were created.

In 2013 the personal manager began working in the company. The recognized country's human resources management experts, psychologists, BRASS methodology experts, human resources and conflicts of interest, complex human resources and corporate security risk management specialists helped the company professionally deploy personnel management changes and integrate new post.

The main objectives set for the workers which were successfully realized in 2013:

- Improve the selection process of the candidates to staff, select and adapt the new selection tools and improve the already applied;
- To improve the process of adaptation, to foresee the integration stages and volume;
- Install private interests declaration process and procedures; *Interlux company prepared corporate private interests control system invoking human resources and risk management methodologies and BRASS external experts and held trainings for the staff „Formation of employees private interests control skills development“. All employees took part in this initiative and trainings – in 2013 they declared their private interests.*
- Develop employees motivation material and intangible promotion program.

The control group

In order of implementation of Interlux strategic plans, smooth flow of information and work control improvement it was foreseen to implement the management programme „Smart Rainbow“ in the company in 2013. It was aimed to bring together five company operation sectors: Finance; Processes; Operational indicators; Communication; Workers.

As a consequence Interlux control group has been concluded (from the managers of company groups and divisions, in total – 12 persons). The group follows the Regulation, takes minutes of meetings and pending decisions are taken ny ther majority of votes.

Interlux group managers introduces the decisions of the control group to their team members and encourages them actively contribute with their actions affecting manager's group decision-making. All of our employees are encouraged to submit proposals directly to your group leaders or to write them down and send by e-mail or put into the proposals box. The proposals are reviewed periodically, evaluated and the issues related to it are included into the agenda of management group.

Interlux changes for the employees are communicated, the staff is always familiarized with the company's news.

The ability to combine work and family responsibilities

Interlux allows employees to work flexible work schedule, students may combine study and work. The company also created opportunities to combine work and family responsibilities.

In 2013 the employees were offered the opportunity to take their children to nursery which is near their working place. The discussion with the community education institution was carried out and finally the initiative was successfully implemented. The children were adapted into the new training groups with the help of the professionals caring of the health of the children and avoiding future risk. Also Interlux undertook to offset part of the employees' pre-school age children training costs.

Additional social guarantees for Interlux employees

After the birth of the child, death of the family member, on the occasion of the first wedding of the employee and on birthday of the employee Interlux provided a lump sum 2013 as it has been before. 1000 LTL were paid in 2013.

Management's dialogue with employees

The company promotes social dialogue with employees and between the employees: since 2010 the Labour Board operates in Interlux. In 2013 the Labour Board was updated and re-elected encouraging internal competitiveness and effective employees involvement in the company's activities and organization decision making. It works to provide staff members with the opportunity to apply due to problems, proposals for change and mediates; represent employees in negotiations with management improving the working conditions of Interlux.

Also in the inside of the company reporting meetings on the performance of the company are organized every six months: the company's internal groups performance, objectives and their realization is overviewed 2 times per year.

Also the two types elections of the best worker are provided once a year – the first one are provided according to the results of work performance where the financial operating results work determines the winner and the second evaluates the professional features and competences of the employee which are ranked by colleagues' collegiality indicators. The winners are evaluated by incentive.

Implementation of operating assessment system and trainings

In assessing not only outstanding business skills of employees, but also all the staff of the company is the key to success and in order that the workers' initiatives and ideas would be evaluated in time, Interlux Company developed and implemented a new „blitz“ employee motivational tool LUX.

LUX– is the leader's sign of gratitude for the diligent worker and honest work, achieved excellent results of the work, for the efforts and initiative shown, collaboration and collegiality, help each other in order to reach the goals of each employee and the company. The direct or the head of other division and the director of Interlux have an opportunity to award LUX for the employees whose merit and contribution to the overall results of the work were evaluated and recognized. After the introduction of the operating assessment system each employee of Interlux knows that he has the opportunity to be evaluated due to his professional competences and abilities.

Equal opportunities monitoring

Gender distribution in the company: in 2013 35 men, 27 women worked in the company – 8 leaders from them are men and 2 women.

No men worked due to fixed-term contract, 1 woman has substituted the person at maternity / paternity leave.

Used maternity / parental leave days in 2013 – 1533 calendar days.

In 2013 men failed to come to work due to illness 31 calendar day, women – 85 calendar days, 44 days of these due to sports injuries of the employee.

The development of competencies

It's great that the company's investment in training attracts ambitious, talented and seeking knowledge employees. Interlux believes that motivated team working in the environment which promotes development helps to build a successful society. Therefore, staff willingly attends seminars, conferences, partners' training abroad. In 2013 15% funds from income were intended for this aim.

Promotion of volunteering

The company promotes unpaid blood donation. „Interlux“ employees with good health condition voluntarily and unpaid donate blood

Health of employees

The company constantly improves the working conditions, encourages employee collaboration and believes that healthy employees are successful business.

In 2013 the employees were encouraged to promote healthy lifestyle: office is equipped with relaxation rooms (gym, sauna).

It was also improved inside environment conditions – staff offices were equipped with humidifier.

In 2013 no accidents or health problems in the working environment were recorded.

In 2013, like every year, all employees were able to check the general health status.

Furthermore, Interlux Company promotes vaccination culture: employees and their families have the opportunity to get vaccinated against seasonal diseases each year free of charge.

Also Interlux constantly encourages the women of the staff to monitor their health – keep healthy and responsible not only for them but for those they love. Taking into account the Lithuanian population health indicators, based on the significant morbidity of women with cervical cancer, Interlux women have annual opportunity to test their health and undergo the test on cervical cancer by the advanced technologies in Lithuania. In 2013 Interlux Company women have gained opportunity to check their health status connecting to the public campaign „ Detect cancer – stop cancer“. Company employees were given the opportunity to test cervical cancer changes by cutting edge technologies in Lithuania: by one of the most sensitive liquid cytology PAP SurePath tests and described as golden standard HPV molecular hybridization method Hybrid Capture2 which is designed to directly detect high-risk HPV types. SurePath and Hybrid Capture2 technology combination allows women to be 100 % certain about their health.

Beyond that, caring for the health of employees, Interlux colleagues, who work in the company more than a year, are awarded by additional SEB bank health insurance. This insurance gives employees the opportunity to not only for routine check, but having health problems quickly get qualified health professional services. This type of health insurance amount reached 500 000 LTL in 2013.

MARKET

Interlux works exceptionally for significant progress in improving laboratory medicine in Lithuania. In 2013 company organized several laboratory medicine scientific-practical workshops for medical biologists, laboratory medicine physicians, clinicians. Also it has contributed to community initiatives. In 2013 Interlux has joined the civic community members and attended the National Conference of infectious diseases which was organized by Infectious Diseases and AIDS centre. The company together with other event participants urged to work towards prevention of antibiotic-resistant microorganisms' development, pay particular attention to the prevention of infection control, implement information systems, which are able to handle infectious agents and forecast the risk of nosocomial infections in real time.

Interlux highlighted the need to develop not only the general practitioners prescribed antibiotic regime but identify algorithms for resuscitation and intensive care practitioners where would be submitted taking of blood cultures and antibiotic treatment order in health care sector's institutions.

Massive bleeding control

Adequate control of bleeding is often due to the success of the operation and is one of the most important tasks of advanced preoperative medicine. Due to this reason, in 2013 Interlux joined to very significant country medical sector representatives' conference „Modern management possibilities of bleeding in the perioperative period“. The event was organized by the European Society of Anaesthesiology of Education Committee of the Lithuanian regional centre and Lithuanian University of Health Sciences Clinic of Anaesthesiology and Republican Hospital of Panevezys.

Adequate control of bleeding and bleeding problem has always been particularly topical for medicine. The increase of new surgical techniques let to carry out more complex and radical operations – but appropriate management of bleeding is still remains vital. Therefore, Interlux joined the country conference participants under educational purpose not only for presentation of the latest global trends in medical technology but also to introduce the most advanced medical system managing patient's bleeding and determining the course of the procedure and able to make revolution in country surgery.

Secure medical technologies:

On 11th May 2013 ES directive (2010/32/ES) due to prevention of injuries with sharp tools in the hospital and healthcare sector entered into force in EU and also in Lithuania. The objective of the directive is to create the safest working environment and protect medical personnel: prevent personal injury, which are incurred by sharp tools and needles. Interlux has actively contributed to the consolidation of the Directive and health care sector educational information about not only the most advanced and safest medical devices but also medical workers safety preserving health.

It was initiated health sector workers familiarization with their daily threats: daily health care workers across Europe risk suffering serious infection from needle-stick, covering about 30 % dangerous pathogens including hepatitis B, hepatitis C and HIV! In the Report of European Parliament in 2010 needles made injuries described as one of the greatest threats to health and safety. As a result, the medical sector employees were trained to use only environmentally safe disposable medical supplies and work with volatile toxic substances using safe and advanced technologies protecting the environment and human.

Society

The Company is aware of its responsibility and impact on citizens, therefore it actively connects to current public health promotion and disease prevention initiatives, teaches people to live healthier, helps to create and foster community social values.

One of the most important Interlux Company's priorities in the field of healthy lifestyle in 2013 was to promote patient responsibility for their own health and contribute to developing of self-culture. According to this objective the company implemented the programme Advanced Health Self-control Technologies at Home. The objective of the programme is to enable seriously sick patients to use laboratory testing tools at home monitoring and controlling their health status by themselves.

Also Interlux supports Child Heart Association organized a charity event-auction Let the Child Heart Beat for some years and presents the patients the possibility to use cutting-edge medical technologies in their daily life. In 2013 Interlux presented the association blood coagulation analyzer. Using this analyzer there is no need for the patients to take blood from vein and also constantly visit health care centres due to blood testing. Due to the advanced technologies it is simply for the patient to carry out this test at home.

Cardiovascular Disease Prevention

Cardiovascular diseases is one of the most common and priority of today's health problems, so, supporting public interest in health promotion and disease prevention initiatives, Interlux Company contributed to a major implementation of the provisions of Lithuanian Health Programme in 2013.

For the last few years in the events of World Heart Day, The Day of Cardiac Failure, Red Dress (in collaboration with the World Heart Federation and the European Heart Network) and other cardiovascular diseases related projects Interlux provided an opportunity to take advantage of the advanced technology of blood pressure, blood cholesterol, weight and measurement of body composition research for the society in 2013. Interlux representatives provided an opportunity to check your blood pressure, get the body mass index, cholesterol, blood glucose and discuss their cardiovascular disease factors with physicians for the each participant of the event. Such possibility in one of the event was given minimum for 500 participants of the event. In 2013 such possibility was provided for more than 2000 participants

Diabetes Prevention

In 2013 Interlux joined the initiative to commemorate World Diabetes Day in thus promoting responsible attitudes of people with diabetes to their diseases self-control. One of the most important Interlux promoting educational principles for people with diabetes is to make patients realize that they will begin enjoy life only after realizing the main information about their health state, receiving the doctor, nurses, family and friends help, realizing the importance of self-control and learning to do it correctly.

Company Interlux started implementing the Project "How to live well being ill with diabetes" collaborating with Diabetes Association and country diabetes clubs in 2013, thus promoting:

- **Diabetes prevention.** The second type of diabetes is increasingly affecting both children and adolescents due to the increasing problem of obesity in society. Interlux specialists provided an opportunity to make free body composition analysis during the events of the Project.
- **The importance of diabetes.** Effective control of diabetes diseases is one of the ways to prevent or delay or stabilize the progress of complications of this disease: vision, kidneys, and nervous system disorders, major blood vessels damage, limb amputations. During the publicity of the Project the patients with diabetes were presented the manual of diabetes, „How to live well, if you are ill with diabetes“ issued by Interlux in 2013. This publication explains how to manage diabetes and prevent complications of the disease.
- **The progress of new technologies.** Interlux introduced for the ill with diabetes medical innovations for the control of diabetes diseases.

Cervical Cancer Prevention

Interlux constantly urges Lithuanian women to be not indifferent to their health and encourage women to undergo prophylactic cervical cancer test. The inner In vitro technology group of Interlux organized the 3rd campaign in the country „Detect cancer – stop cancer“ in 2013 for the prevention of cervical cancer. Women were given the opportunity to buy a liquid cytology medium for PAP test BD SurePath™ and the second was presented freely. It was a great opportunity for women to take care of each other testing independently for the cervical cancer and presenting this opportunity to the other woman.

Blood and sexually transmitted infections

Interlux company actively cooperates with the infectious disease patient associations in order to draw attention to sexually transmitted infections (STIs) spread in Lithuania: „Positive Life“, uniting HIV infected patients and Infectious Diseases Patients Association „LIDPA“, which pays particular attention to the improvement of hepatitis situation in Lithuania and contributes to national hepatitis program development.

During Lithuanian Presidency at the European Council, in 2013 international forum „HIV in Europe and neighbouring countries“ was organized to discuss challenges and achievements in the field of HIV prevention. This was the first event of this scale in the area of HIV / AIDS problems which was organized by the patients' organization in Lithuania. The representatives of Eastern European and Central Asian people with HIV / AIDS organizations in association (ECUO), members of the organization „HIV Europe“, Eurasian Harm Reduction Network (EHRN) representatives took part in the conference. 80 people took part in the forum and there were representatives of international organizations, Lithuanian government, state institutions, academic society, NVO sector and business representatives.

Interlux invited all the participants of the international forum to test for HIV and hepatitis B - Company provided the opportunity for free and anonymous HIV and reliable high-speed virus hepatitis B detection testing for the participants of forum „Tolerance festivals“ organized at the seaside.

Sport

Lithuania biathlon federation pays much attention not only for athletes training but developing a number of projects that aim to promote this sport and involve more people in Lithuania to become promoters of this branch. In 2013 Interlux supported the Olympic branch of sport biathlon in Lithuania and not only contributed to the preparation of athletes but also to the biathlon sports promotion in the country.

Art

The theatre of people with health problems „New theatre of Disabled“ was established in Lithuania in 2008. This theatre is the first of this kind theatre seeking professionalism in the country. The distinctive feature of this distinctive creative space is the theatre which united people from different social groups: healthy and disabled artists work there (moving in wheelchair, blind).

In 2013 Interlux decided to provide financial support for the theatre which promotes the country's culture and also health challenges accepting and bridging theatre thus contributing to implementation of its great mission.

ENVIRONMENTAL PROTECTION

Natural Resource preservation – is priority environmental objective of Interlux. Company all of its modus operandi contributes to the reduction of negative environmental impact.

In 2013 electricity consumption was reduced in 2 % and water consumption in 33 %.

Meanwhile, the cost of fuel last year was reduced by 10 % – this was made by a significant impact of the operation of efficient cars and optimization of the trips after implementation of the GPS system.

Furthermore, Interlux company has successfully implemented the internal programme „Who is driving“ for operation and automotive resources and saving in 2013. This initiative optimizes the company's transport usage in Lithuanian and Baltic State region. In Interlux internal e-mail space every day is enquired on the planned trips of the staff optimizing their trips in such way. This system is successfully used by the assistants and other staff planning their daily works while grouping and distributing the environment friendly transport use.

The disposal of the used batteries and packages, electric and electronic equipment waste management is entrusted to PI „Ateities ekologija“. The organization not only audites and advices to Interlux, but also assumes the obligation for manufacturers and importers to organize the packaging and product handling and supervision of environmental documents.

Interlux seeks to protect the company used paper; it is chosen to participate in a central public purchases information system in electronic manner, rather than paper-purchase. Also contributing to the other paper-saving initiatives, company began to sort waste paper in 2013. Over the past year, the processing plant has been delivered with 20 m³ (about a ton) of waste paper. Due to such annual Interlux company paper-saving activities it was successfully saved and survived even 17 trees in the world.