



# **SOCIAL RESPONSIBILITY**

**Report 2014**



## A WORD FROM THE CEO

Dear all,

Professional approach, Responsibility, Flexibility and Respect – these are the values that have guided Interlux for the last 20 years. We have reached this milestone anniversary united by the goals of improving the health and, eventually, the lives of patients, creating added value for physicians by implementing scientifically advanced, effective and safe medical technologies.

We joined the United Nations Global Compact by expressing its respect and support to 10 principles of the Global Agreement in the fields of human rights, working conditions, environmental protection and anticorruption.

We are only able to enjoy the recognition because of You, fellow physicians, scientists, business partners and all like-minded people who share our views on healthcare and effective disease prevention. Sharing knowledge and experience, together we aim to use the progress of medicine and science to improve the quality of life.

Since 1994 Interlux has aimed to provide Lithuania's health institutions with technologies and diagnostic methods that both improve the results of treatment and reduce costs. We serve the whole healthcare chain, from the largest university medical centers to family doctors' offices and pharmacies – links that are closest to patient.

In 1999 together we created the foundation of clinical molecular diagnostics in Lithuania and in 2014 we can speak about the beginning of the era of personalized medicine: pharmacogenetic and genetic assay technologies are deeply implemented in the Lithuanian Health care institutions. Fast scientific and technological development also takes place in the fields of Laboratory Medicine, Image Diagnostics and Minimum Invasive Treatment techniques. Modern solutions help to succeed not only in treating complex cardiovascular diseases, but also providing revolutionary solutions in Surgery, Oncology and Radiology. These fields of Medicine have a special need for the latest and most advanced solutions to save lives and treat patients faster and more effectively.

We are delighted that Lithuania has an increasing number of physicians, medical professionals and decision makers who work hard every day so that we can have healthier lives and recover from illnesses faster.

Once again, let me thank you all very much for your trust in Interlux and your cooperation, because it is only by working together that we can reach our goals, seek perfection, expand our work for society, and continue nurturing the most important values: Professional approach, Responsibility, Flexibility and Respect!

*Dr. Audrius Matuzevicius  
Interlux Director (CEO)*

## ABOUT COMPANY

Interlux is an international company that implements advanced medical technologies in Lithuania and Eastern Europe. Representing leading global companies, Interlux is an organization that sells the most modern medical, scientific, veterinary and diagnostic technologies, laboratory equipment, in vitro diagnostic reagents and disposable devices. Thanks to Interlux, the latest high-quality, advanced and safe medical technologies are introduced to the country's treatment institutions.

As a global market player "Interlux" has committed not only to meet the standards of modern international business, but also to predict change of market and grow together with partners. Successfully acting company keeps the most demanding quality requirements: Interlux is certified according to the quality management system ISO 9001:2008 standard, which show that the company meets the highest standards of service.

Interlux is the member of national alliance of Responsible business network of United Nations Global Compact since 2011. Company 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 employee rights, supporting freedom of association and recognizing the right to collective bargaining, does not propagate forced labor and exploitation, child labor, 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, Interlux continues fight against all forms of corruption (including extortion and bribery) also it contributes to the reduction of corruption level in the business environment.

Since foundation Interlux supports organizations which represent the interests of patients, thus contributing to the medical operational commitments for patients to get better quality and more secure care. The company supports and promotes the initiatives related to health and disease prevention for healthier, longer and better quality of life. Therefore every employee works focusing on the public health needs.

## Interlux in numbers



Established

Established in 1994.



Range of products

Range of products – more than 1 million.



Works

64 persons worked in the company in 2014



Trust

Customers: more than 500 healthcare, animal health and scientific enterprises and institutions in Lithuania.



Income

Income - 41,77 mln. Lt in 2014 m.

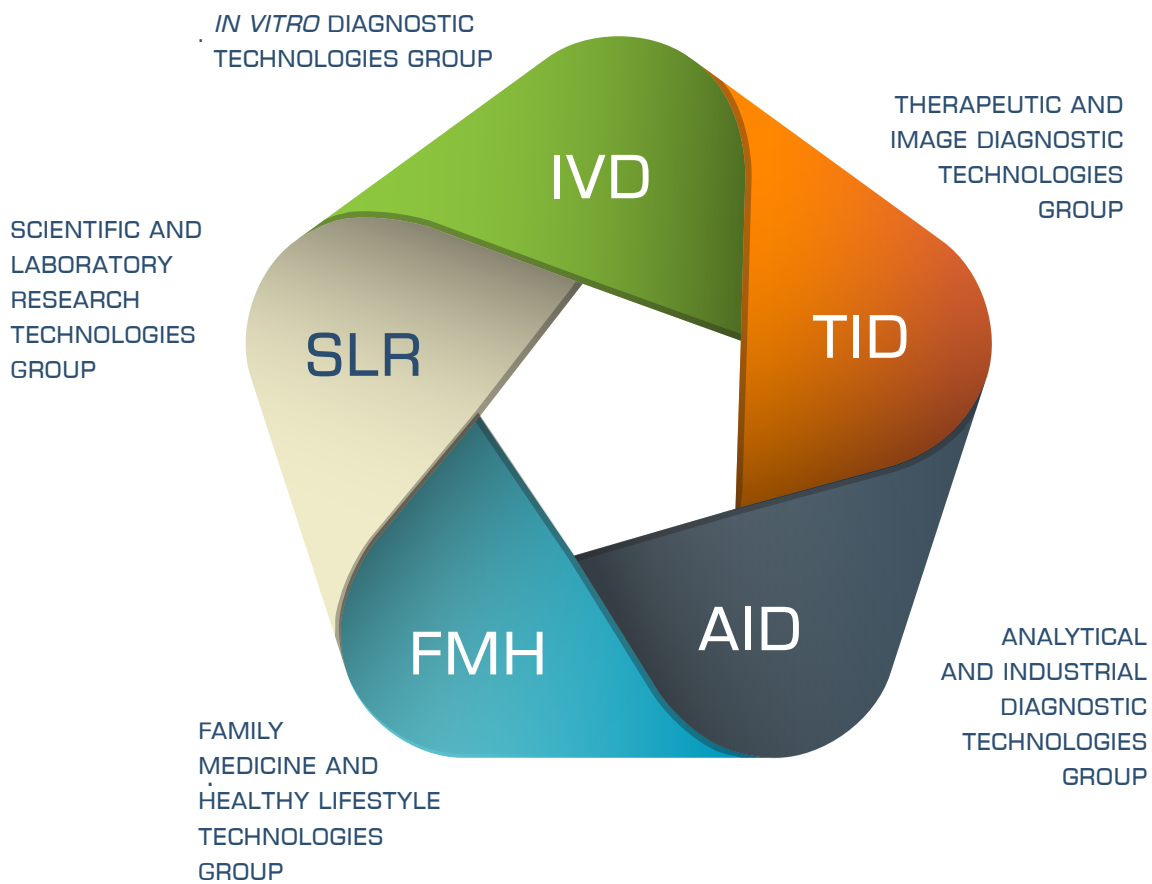


Partners

Partners: more than 250 business partners worldwide.

Interlux has 5 commercial groups that seek to meet the company's goals and aim for excellence. Interlux employees are able to understand and select

the most important trends from abundant and fast changing information and offer the most important insights to customers.



## Group of Interlux Companies



**Interlux SIA, Latvia** – is the provider of advanced technologies for medicine, science and surgery services as well as laboratory solutions, in vitro diagnostic reagents and disposable devices in Latvia.

Established in 2006.

Number of employees: 15



**„Labdata“** – is an IT provider company that implement and support innovative information technologies and process control management solutions for laboratories and pharmacies in the Baltic States.

Areas of activity involve laboratory information systems, specialized IT solutions for medicine and donor management processes, solutions for laboratories and automation of hospital processes.

Established in 2004.

Number of employees: 4.



**„Sormedica“** – is a provider of the latest, safe and effective invasive medical technologies and advanced treatment methods for surgery, oncology and radiology. The range of devices implemented by the company includes equipment intended for the treatment of cardiovascular and oncological diseases.

Established in 2012.

Number of employees: 11.

## Key priorities of social responsibility were:

- Transparent and responsible business activities.
- Constant development of employee competences.
- Safe medicine, reliable partnership and rational solutions for a patient and medical staff.
- Reduction of a negative impact on the environment.

## HUMAN RIGHTS

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 staff declares the internal and external activities of the provisions and principles of them collegially entrenched in Interlux Code of Conduct.

## PREVENTION OF CORRUPTION

„Interlux“ has been implementing and executing anti-corruptive policy since 2013. The company adopted the Code of Conduct, introduced the order of declaration of work and private interests and joined the „United Nations Global Compact“; it is also a member of the Lithuanian Association of Responsible Business (LAVA).

The above-mentioned factors allows to ensure the reputation of the company, improve a positive attitude of customers and business partners towards the company, protect the company from dishonest and non-transparent situations and also help the company to spread the ideas of transparent business.

The company also pays attention and grants the possibilities for employees to inform about noticed manifestations of corruption.

### The Code of Conduct

The company has approved the Code of Conduct and applies it successfully. All employees have a positive attitude towards the value and conduct model consolidated in the Code of Conduct and follow it willingly. We are proud that there was no case of violation of the employees' behaviour in 2014 like in the previous year.

The Code of Conduct both consolidated the professionalism of the team nurtured by the company's employees in their daily activity and helped to introduce the values expected from the business partners.

### Transparent business relationships and competition

Transparency and ethical behaviour are the most important principles of business. The company strictly implements 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 2014, as in the previous year, manifestations of corruption cases were not recorded in company.

In 2014 Interlux keep on developing external and internal business risk management programme 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



### „Interlux“ is member of Lithuanian Association of Responsible Business (LAVA).

Since 2005 the members of informal national Responsible business network established Lithuanian Responsible business association. 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 favourable conditions in order to the sustainable development of the country, represents global initiatives and forms responsible performance criteria. In 2014 Interlux representative participated in the association activities, trainings and seminars.



### „Interlux“ is a member of Lithuanian Association of Manufacturers of Medical Equipment (MIGA)

Interlux is a 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

## EMPLOYEES

64 persons worked in the company in 2014, from them – 31 administration, 23 sales representatives and 10 service personnel.

82,8 % of the workers have university education, 9,4% – higher, 4,7 % – higher non-university, 2 % – secondary or special secondary education

2 new positions were introduced in 2014.

## Most important goals of the team shaping, education and assessment successfully reached in 2014

- The process of new employees selection was improved, new selection tools were chosen and adapted also current were improved;
- The employee adaptation programme is constantly improved and applied successfully. The programme helps the new employees get all necessary information, to find out and learn all that is necessary for effective and productive work as quickly as possible and join the collective successfully;
- The annual assessment of the employees' activity is applied. The achievements goals of the previous period as well as competences and personal characteristics of the employee affecting the fulfilment of work are evaluated and the tasks and fields for improvement of the activity for the future period are set during the conversation between the employee and his/her direct manager in accordance with clear and pre-coordinated criteria. A conversation is an excellent way to develop relationships between the employee and manager also it helps to reveal possible problems of the organization and ways of solution;
- The order of work and private interest declaration conflicts was introduced;
- A new motivation system for financial encouragement was launched and it is both applied to the sale and service division employees, and administration employees.

## Management of employee career

The information about vacancies in the company, career opportunities and company's employees successful career is constantly announced on the intranet. The principles of the employee career development give the priority for vacancies.

## „Lux“, a monthly information publication for the employees is published

## Group of management

In order, to implement strategic plans of Interlux, smooth flow of information and work control improvement the management programme „Smart Rainbow“ was implemented. The aim of this programme is to bring together five company operation sectors: Finances, processes, operational indicators, communication and employees.

As a consequence Interlux group of management 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 by the majority of votes. Interlux group managers introduces the decisions of management group to their team members and encourages them actively contribute with their actions affecting manager's group decision-making.

All employees are encouraged to submit proposals directly to their group leaders or send them by e-mail or place them in the proposals box. The proposals are reviewed periodically, evaluated and included into the agenda of management group.

Company changes are always communicated with employees and the staff is 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.

## 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 as it has been before. In 2014, 1500 Lt were paid.

## Management's dialogue with employees

The company encourages a social dialogue with the employees and among the employees: the Work Council has been functioning at „Interlux“ since 2010. The goal of the Work Council is to encourage the collective members to apply regarding problems, suggestions for changes, to mediate and represent the employees in the negotiations with management and improve the work conditions of „Interlux“.

Also company internal reporting meetings are organized 2 times per year: the company's internal groups performances, objectives and their realization are overviewed.

Moreover, the election of the best employees takes place once per year. Two best employees are elected: one – according to the financial results of the work activity and the second – according to the professional characteristics, competences and communication; it is mostly affected by the number of Lux'es received in the course of year. The best employees are encouraged by improving the conditions of their additional health insurance.

## Motivational tool - Lux

The key to success of the company is not only the employees with outstanding business skills, but also all the staff. That why Interlux company use „blitz“ motivational tool LUX, which helps to evaluate initiatives and ideas of employee just in time.

„LUX– the leader's sign of gratitude for the diligent 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 with LUX the employees who merit and contribute 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: 39 men (8 from them managers) and 25 women (2 managers) worked in the company in 2014.

No employee with fixed-term contracts,

The employees use both belonging extra rest days (so-called mother days or father days) and a possibility of distant work.

62 calendar days of father holidays, 266 calendar days of pregnancy and birth holidays and 268 calendar days of child care holidays were used in 2014.

In 2014 the men were absent because of illness for 26 calendar days and the women – for 109 calendar days.

## Promotion of volunteering

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

# MARKET

„Interlux“ plays an exceptionally significant role in the improvement of laboratory medicine progress in Lithuania. In 2014 the company organized a few scientific-practical seminars of laboratory medicine for medicine biologists, laboratory medicine doctors, doctors-practitioners and also it improved technical services for customers. Moreover, it contributed to social initiatives.

In 2014 „Interlux“ joined the members of the civil society and participated in the National Conference of Infectio-

## Health of employees

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

In 2014 no accidents or health problems in the working environment were recorded.

In 2014, like every year, all employees were able to check the general health status.

Furthermore, Interlux promotes vaccination culture: employees 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.

Beyond that, caring for the health of employees, Interlux colleagues, who work in the company more than three months, are awarded by additional „If“ 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 137 650 Lt in 2014.

us Diseases organized by the Centre of Infectious Diseases and AIDS. The company and other participants of the event encouraged specialists to try to preclude the development of antibiotic-resistant microorganisms, pay special attention to the prevention of infection management and install the information systems that would be able to process infection agents and prognosticate the danger of rise of hospital infections in real time

## „Interlux“ presented the innovative solutions for laboratory examinations in the simulated modern laboratory

During the scientific practical conference „Modern technologies in medicine: from laboratory to clinic“ intended for the 20th anniversary of „Interlux“, the company together with the world laboratory medicine leaders presented innovative and safe technologies from sampling to modern diagnostic solutions intended for personalized medicine to the Lithuanian laboratory medicine specialists.

The conference participants both listened to presentations, heard interesting and valuable information, participated in the discussion, familiarized with the company's perspectives and were able to participate in the event exhibition „Way of sample“ where the stages of the pre-analytical, analytical and post-analytical laboratory examination were demonstrated practically.

Attention was paid to the safety of medicine workers using sharp instruments at the exhibition, in the pre-analytical stage. Safe means reducing the risk of accidental needle sticks and possible exposition to infected blood were presented. An innovative and safe pneumatic solution of blood sample transportation to the laboratory was presented.

In the exposition of the analytical stage, some laboratory medicine technologies ensuring a reliable exami-

nation result were presented: coagulation examination systems, decentralized laboratory examination systems, microbiological examination systems, molecular-genetic examination systems and immunochemical examination systems.

In the exposition of the post-analytical stage, it was possible to find out how to optimize the activity of the laboratory, integrate all laboratory equipment into the whole, interpret and analyze obtained data and eliminate human factor mistakes with the help of modern information technologies.

## Qualitative technical maintenance of equipment – one of the priorities of the activity of „Interlux“

„Interlux“ constantly improves the technical maintenance services: invests in the employees' trainings and technical basis and ensures the maximum benefit for customers in this way. Centralized coordination of technical maintenance also helps to ensure quick and effective technical maintenance of equipment.

The customers have not needed to look for different phone numbers since 2014 as all the issues related with the maintenance of equipment installed can be solved by using the common free phone number 8 800 00212. The informational phone number is easy to remember and the call is free of charge for customers.

## SOCIETY

As „Interlux“ works in the field of health care and pays special attention to the society's health, it has integrated the principles of socially responsible business in its strategy of activity.

„Interlux“ company wants people to live a healthier, more qualitative and longer life, supports and encourages relevant initiatives of wellness and disease prevention, helps to develop and nurture social values of the community. One of the priorities of activity in the field of a healthy way of life was and is encouragement of patients' responsibility for their health and contribution to the formation of health self-control culture.

## Širdies ir kraujagyslių ligos

„Interlux“ has participated in the events of the World Heart Day, European Heart Insufficiency Day, „Red Dress“ (in cooperation with the World Heart Federation and European Heart Network) and other projects related with cardiovascular diseases for the last few years. Understanding of the importance of certain risk factors for the prevention of these diseases, it always enables the society to use advanced technologies for the measurement of blood pressure, blood cholesterol level and weight as well as examination of the build. This possibility is given to at least 500 participants during one event.

„Interlux“ has also supported the charity event-auction „Let a child's heart beat“ organized by the Child's Heart Association for a few years and enabled patients to use the most advanced medicine technologies in daily life. In 2014 „Interlux“ gave a blood coagulation analyzer to the association. Using this advanced medicine device, it is unnecessary to collect vein blood for patients or attend medicine institutions for constant blood examinations. Modern technologies enable a patient to perform a simple blood examination at home on the own.

## Cervical cancer

„Interlux“ constantly encourages Lithuanian women not to be indifferent to their health and undergo a prophylactic check-up of cervical cancer. The company initiates and constantly participates in preventive projects of this oncologic disease. The company's representatives develop educational activity for the target group – young people – actively. Actions and initiatives are propagated to perform the own check-ups and enable close women to do it. The internal group „In vitro diagnostic technologies“ of „Interlux“ organized the campaign - „Recognize cancer – destroy cancer“ for the prevention of cervical cancer for the 4th time.. Women were able to buy medium for a flow-cytological PAP examination BD SurePath™ with a 40% discount.

The timely diagnosis of this disease is a problem that is relevant to many countries of the industrial world, so scientists are looking for the ways and developing the means accessible to everyone in spite of busyness, lack of time, social environment, residential place or different human complexes and fears.

In 2014 „Interlux“ presented the innovative health examination technology „CervixSana“ in Lithuania; it is already accessible for most women of European countries. The purpose of this means is simple, but the way of its use and accessibility makes it exceptional. A special kit for HPV examinations can be purchased at drugstores, the examination can be performed on the own and the sample must be sent to the laboratory; if the results of the answer are negative, it is possible to relax and if they are positive – measures should be taken in order to avoid this dangerous illness.

## Blood-transmitted infections

Trying to draw attention to the prevalence of blood-transmitted infections in Lithuania, company is actively cooperate with LIDPA, Association of Patients with Infectious Diseases, which pays special attention to the improvement of the situation of hepatitis in Lithuania and contributes to the National Hepatitis Programme.

## Diabetes

Because of the problem of obesity rising in the society, children and adolescents get the second-type diabetes more and more often. One of the most important principles of education advocate to diabetics is to help them to realize they would be able to enjoy life after finding out the main information about their state, getting help from their doctor, nurse, family and friends, understanding the importance of self-observation and learning to do it correctly. „Interlux“ encourages a responsible attitude of diabetics towards the illness control. „Interlux“ presented patient-safe medicine innovations for the diabetes control to diabetics.

## Sportas

Company continually support the Olympic branch of sport biathlon in Lithuania and help to promote it. In 2014 „Interlux“ supported the Olympic kind of sport – modern pentathlon – and contributed to the preparation of athletes and popularization of modern pentathlon in the country.

The company is also happy to become a sponsor of Trakai semi-marathon in 2014. By contributing the run events, Interlux wants to spread information that it is necessary to take care of health and nurture before get ill. Physical activity both gives energy and good mood and is prevention of most diseases.

## ENVIRONMENTAL PROTECTION

Our company has a direct impact on the environment by using material resources, energy, transport and organizing trips for the employees. Sparing of natural resources is the priority goal of environmental protection of „Interlux“. The company contributes to the reduction of a negative impact on the environment with all the ways of its activity.

In 2014 the consumption of electrical energy was reduced by the company by 3 per cent and that of water – even by 15 per cent. Meanwhile, the car fuel expenditures were reduced because of use more economic cars and optimization of car journeys by using the GPS system at the company had a big influence on it.

Moreover, the internal programme „Who’s driving? functioned successfully and reduced car resources and use expenditures in „Interlux“ company in 2014“. This initiative optimizes the use of the company’s cars in Lithuania and in the region of the Baltic States. It is asked in the internal e-mail system of „Interlux“ about intended journeys of the employees of the current day and their

journeys are optimized in this way every day. This system is successfully used by the assistants of the internal groups of the company and other employees planning daily works that group and distribute environment-friendly daily use of cars.

Moreover, the management of waste packages used by „Interlux“ company was assigned to public institution „Pakuočių tvarkymo organizacija“ and the management of waste accumulators, batteries, electrical and electronic equipment – to the Association of Electronics Manufacturers, Importers and Distributors (EPA). The chosen organizations consult „Interlux“ both on the environmental issues and take the duty of importers and manufacturers to organize the management of packages and products and take care of environmental documents.

The goal of „Interlux“ is to spare the paper used by the company, so it decided to participate in the procurements executed by the central information system of public procurements in the electronic and not paper way. It also contributes to other paper sparing initiatives.