



REPORT ON THE  
PROGRESS OF  
SOCIAL  
RESPONSIBILITY

**interlux**  
MEDICINE • SCIENCE • LIFE

2016

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## A WORD FROM THE CEO

**THIS JUBILEE YEAR**, already the fifth time, we are presenting a report on the progress of social responsibility.

Corporate social responsibility is a global phenomenon. Our long-term experience taught us that being a socially responsible company is first of all understanding thoroughly a multitude of relationships connecting it with employees, suppliers, institutions, organizations, local and global communities and then monitoring these relationships with due diligence, as well as ensuring that transparency and sustainability are critical elements of each relationship.

Social responsibility – is not a managerial decision to follow certain principles and not a strategy laid down on the paper. Social responsibility – is a personal choice of each employee of the company in a daily work to make responsible decisions, to respect human rights, not to breach gender equality principles, not to behave in a corruptive manner, not to pollute the environment and make all efforts to preserve it for the future generations. A socially responsible company – is as a nest giving birth to the ideas favourable for the humans and the environment, whereas its organizational culture helps these ideas safely develop and become a standard of the collective behaviour and part of the labour ethics.

In the course of the recent years, Interlux has been growing by more than just a number of employees. We have managed to instill the main norms of social responsibility in our community, we have created a strong connection with partners, who follow the same ethical principles – global leaders in the innovations of medical and

industrial technologies. We have also introduced a fluent crime prevention mechanism.

The cornerstone, which helps us to go the right path, is employee involvement and a wish to spread the good example. Employees, partners and customers are in particular important for Interlux Company, therefore we take care of the safe working environment, employees' health and wellbeing, sustainable, ethical, responsible business development as a natural foundation for our activity.

After joining the United Nations Global Compact five years ago, Interlux has been impeccably following the 10 principles of the Global Compact in the areas of human and employee rights, environmental protection and fight against corruption.

This year again we responsibly declare that we will continue observing our provisions and commitments concerning the 10 principles of the Global Compact in the areas of human and employee rights, environmental protection and fight against corruption and we will support initiatives of United Nations Global Compact.

We also responsibly evaluate a direct impact of the products and services supplied by us on the areas of medicine, science and industry, therefore we select the most advanced and safest technological solutions to improve the level of medicine, science and public health.

Respectfully,  
dr. A. Matuzevičius,  
Director of Interlux







# ABOUT THE REPORT

**WE ARE PRESENTING TO YOU THE 5<sup>TH</sup> REPORT** on the Progress of Social Responsibility of Interlux Company introducing to you social initiatives carried out in 2016, processes implemented by the company in the areas of environmental protection, human rights, corruption prevention and the progress achieved in the area of labour relations.

Since 2012, when Interlux joined the United Nations Global Compact's 10 principles in the areas of human and employee rights, environmental protection and fight against corruption, the Company drafts reports to account to the society on the progress of social responsibility.

Reports are drafted in Lithuanian and English languages. Electronic versions of the Report are placed on [www.interlux.lt](http://www.interlux.lt) website and on the website of Global Compact [www.globalcompact.org](http://www.globalcompact.org).

This Report on the Progress of Social Responsibility is intended for the audiences interested in the company's activity – partners, employees, shareholders, community, institutions and all who wish to have a more thorough knowledge of Interlux Company.

## MAIN DIRECTIONS OF SOCIAL RESPONSIBILITY OF INTERLUX:

TRANSPARENT and responsible activity.

SOCIAL employment.

REDUCTION of the negative impact on the environment.

SUPPORTING social initiatives in the fields of advocating a healthy life and safe medicine, development of young scientists, ecology, protection of human rights, prevention of corruption, and promotion of responsible business.





## ABOUT THE COMPANY

**INTERLUX IS AN INTERNATIONAL COMPANY** supplying innovative technologies and solutions for medical, scientific and biotechnological industry to its customers in Lithuania, Latvia and Estonia.

Since the start of its activity in 1994, the Company has been continuously and successfully growing while expanding the range of the products and diversifying its activities. Today Interlux represents more than 250 brands of the most famous world level producers in the areas of medicine and biotechnologies, has over 1 mil different products and a team of nearly 100 employees in Lithuania. In 2016, the turnover of the company reached 15,5 million EUR.

Interlux Company also owns Sormedica Company, which specializes in surgery, oncology and radiology, Labdata Company, which develops and implements specialized information technology solutions, and an e-shop [www.Hifamed.lt](http://www.Hifamed.lt).

Interlux operational standards meet the highest world quality standards – this is one of the main causes why global producers of medical and scientific technologies and diagnostic systems select our company as their representative in the Baltic region. Interlux has been also certified in accordance with LST EN ISO 9001:2008 standard of the quality management system which evidences that services of the company meet the highest standards.

Being a member of the United Nations Global Compact and the National Network of Responsible Business Companies of this alliance, Interlux continues operating success-

fully under the ten principles of the United Nations Global Compact in the areas of human rights, working conditions, environmental protection and anti-corruption.

Interlux decided to join the United Nations Global Compact and honestly fulfils its commitments based on the values that form the core of its business. Interlux respects international protection of human rights and guarantees staying aside from the violations of human rights. The company also ensures the rights of its employees by supporting the freedom of association and recognizing the rights to collective bargaining, does not advocate forced labour and exploitation, child labour, discrimination on the employment or at a workplace.

Like other members of the Alliance in the world, Interlux manages its supply chain and sales so as to meet the highest environmental requirements and preclude changes in the climate. The company also supports environmental and social initiatives, promotes the development and distribution of environmentally friendly products and technologies. Interlux responsibly deploys natural resources and strives to use paper and other resources, which are directly related with the pollution of nature and climate change, as rationally as possible.

In 2016, Interlux again contributed to the fight against all forms of corruption (including extortion and bribery) and took part in initiative governmental and organizational activities encouraging the reduction of corruption

### MISSION

To be a leader of innovative solutions and the first choice of customers and partners.

### VISION

Using scientific-clinical technologies to improve health of all people and create value for industry.





## INTERLUX COMPANY IN NUMBERS

ESTABLISHED:	in 1994
STAFF:	over 87 employees
INCOME:	over 15,5 million EUR
RANGE OF PRODUCTS:	over 1 million
CUSTOMERS:	over 700 health care, veterinary, scientific and industrial enterprises and institutions in Lithuania alone
PARTNERS:	over 250 business partners around the world



# STRUCTURE OF THE COMPANY

Interlux seeks to ensure service of the highest quality at each stage of the activity of the company: we competently and responsibly advise our clients in the sales processes, provide professional service and maintenance of the equipment, develop innovative products which spare human health and are useful for a healthy lifestyle.

**THE COMPANY HAS 5 SALES** units taking care of different types of products, besides there are departments of Service, Logistics, Finance and Customer service.







## ABOUT INTERLUX SALES UNITS

AID

### ANALYTICAL AND INDUSTRIAL DIAGNOSTIC TECHNOLOGIES (AID) GROUP

Procures laboratories not only with the latest instruments and products for chemical analysis, but with a complex laboratory software.

SLR

### SCIENTIFIC AND LABORATORY RESEARCH (SLR) TECHNOLOGIES GROUP

Provides technologies to carry out tests of cytomics, genomics, proteogenomics, microbiology and pays particular attention to the diagnose and management of infections and progress of genetic and pharmacogenetic studies.

IVD

### IN VITRO DIAGNOSTIC (IVD) TECHNOLOGIES GROUP

Procures laboratories with the latest in vitro technologies, reagents, disposable medical supplies and introduces automation solutions and equipment for in vitro diagnostic laboratories.

FMH

### FAMILY MEDICINE AND HEALTHY LIFESTYLE (FMH) TECHNOLOGIES GROUP

Equips rooms of family doctors with innovative diagnostic tools and offers all other means necessary for these rooms. Supplies exceptional products intended for a healthy lifestyle to help to improve health and life quality with efficiency evidenced by clinical trials.

TID

### THERAPEUTIC AND IMAGE DIAGNOSTIC (TID) TECHNOLOGIES GROUP

Provides to treatment establishments pioneering and safe devices of daily patient monitoring, imaging, bioregeneration therapy, selection of donors and solutions.







## ABOUT THE COMPANIES BELONGING TO THE INTERLUX GROUP



**SORMEDICA** – a supplier of the latest, safe and effective invasive medical technologies and advanced treatment methods for surgery, oncology and radiology. Established in 2012. Number of employees: 12.

Professional, best specialists in their respective fields, client-centered quality management, experience accumulated during many decades, permanent improvement and socially responsible activity – all of this guarantees customers' trust and successful operation of the company.



**LabData** – this is a company supplying IT services, introducing and maintaining innovative information technologies and process control management solutions in the area of laboratories and medicine. Established in 2004. Number of employees: 7.



**SIA INTERLUX (LATVIA)** – a provider of advanced technologies for medicine, science and veterinary medicine as well as of laboratory solutions, in vitro diagnostic reagents and disposable medical devices in Latvia. Established in 2006. Number of employees: 14.





# HUMAN RIGHTS

**INTERLUX COMPANY** and its employees are against any violation of human rights, discrimination, violence, abuse, forced and child labour, intolerance to attitudes as well as lifestyle and health situations and conditions.

These provisions and principles of internal and external activity have been instilled through the Code of Conduct of Interlux and are followed by all employees of Interlux.

The human rights are also ensured in the documents of Interlux defining the policy of the staff.

The human rights are observed within the team of the company and while communicating with the customers. Interlux Company does not tolerate any discrimination and no manifestations of discrimination have been noticed in the course of 2016, nor any discrepancies have been recorded in connection with the principles of the Global Agreement consolidated in the Global Compact.

The human rights are also observed in the internal and external communication of the company. The marketing and communicative material prepared by the company is strictly controlled and cannot be related with any form of video, audio discrimination and violence, nor encourage discrimination or intolerance to attitudes, lifestyle, situations and conditions of health.





# LABOUR RELATIONS

## OVERVIEW OF THE STAFF

In 2016, the company was staffed by 87 persons working in the following fields:

- 24 administrative employees;
- 38 sales employees;
- 9 service employees;
- 7 financial employees;
- 9 procurement employees.

Education of Interlux team:

- 89 per cent – higher university education;
- 3 per cent - higher non-university education;
- 7 per cent – advanced vocational education and training;
- 1 per cent - secondary or special secondary education.

## STAFF POLICY – SOCIALLY RESPONSIBLE EMPLOYMENT

Interlux pursues a socially responsible staff policy and affords in particular a lot of attention to ensure the rights of its employees, organize measures of motivation, and increase satisfaction of employees with the company.

Interlux also holds to the principles of honest payment and responsible employment.

## ADAPTATION OF NEWCOMERS – A CHALLENGE OF THIS YEAR

This year has become a year of intensive staff development, therefore a smooth adaptation of new employees was one of the main aims set and smoothly implemented.

**IN 2016, 15 NEW JOBS WERE CREATED IN INTERLUX – NEARLY BY DOUBLE MORE THAN A YEAR AGO, IN 2015.**







Last year a new job was created in Interlux – Administrator of Infrastructure responsible for maintaining office premises belonging to the company by the right of ownership.

In total 17 new employees have been admitted.

After signing a labour contract, each employee is acquainted upon signature with the following information:

- A register of introductory on-job instructions on works safety and health instructions;
- Rules of procedure;
- Interlux Code of Ethics;
- Fills out declarations of public-private interests with a view of ensuring transparency.

## CONTINUOUS IMPROVEMENT OF THE EMPLOYEES – ONE OF THE MAIN PRIORITIES OF INTERLUX

In 2016, all employees participated in the training sessions of „Information safety management system’s requirements“ and „Ensurance of information safety“.

Like each year, all employees of Interlux were given a possibility to improve in their subject areas by taking part in different workshops and conferences.

Employees of sales and service divisions continuously improve their qualification as well, they train themselves in the courses organized by foreign partners and participate in different international conferences.

## ATTENTION TO INTERNAL COMMUNICATION

- Interlux seeks that employees are well informed on the activity of the company and staff-related events. The company considers involvement of the employees in the management of the company and decision-taking as its priority.

- Employees are informed of structural changes, management-related and other changes, as well as of Director’s orders by email and other means of communications.
- The team is also acquainted with staff news – notifications about new and leaving employees are communicated. A general CV and some information on the likings and personal skills of the new colleague are presented.
- Corporative, staff news, more interesting events of separate subdivisions are monthly announced in the Interlux internal information publication titled „LUX“. Employees are informed of the company’s financial indicators, structural changes and plans at the general meetings of the company’s employees which are periodically organized every half a year.

## INVOLVEMENT OF THE EMPLOYEES IN THE DECISION-MAKING PROCESS

A Work Council is functioning within Interlux – this is an independent body set with a view of strengthening a dialogue between employees and the management. The Work Council meets at least once a month or whenever there are questions to be resolved. The Work Council encourages team members to communicate with the management, notify of spotted violations of the Code of Conduct, potential violations of human rights or other issues. The mission of the Work Council is also to propose changes in the company, to mediate and represent employees in the negotiations with the management.

- Surveys are often implemented in the company aiming to clarify employees’ needs and involve them in the decision-making process.
- Employees are also encouraged to express their opinions and submit proposals while drafting different internal procedures, evaluation and promotion systems of the company.







## OBJECTIVE EVALUATION BASED ON PERSONAL GROWTH

- Like earlier, employee performance in the company is assessed at the end of the year during the conversation of the yearly assessment of the employee's activity. During the conversation between the employee and his direct manager, which is based on clear and pre-agreed criteria, achievement of the goals of the previous period and personal features influencing performance of work of the assessed person are evaluated, tasks and areas for the improvement are set for the coming period.
- It is also aimed to find out at the annual conversation how the employee feels in the company, whether his/her needs are satisfied, if the employee feels discriminated or his/her rights are in any other way restricted in the organization.

## MOTIVATION

- All employees after three months of their employment in the company are subject to an additional health insurance to help them take care of their health, ensure a possibility to receive quality health care or health promotion services and products.
- Each year the company pays tribute to and promotes employees who had remarkably performed their duties: sales employees who had achieved the best results, the most initiative employees and other deserved members of the team.

## MORE GUARANTEES, SAFETY AND RESPONSIBILITY

- Interlux creates conditions for its employees to combine job and family obligations. One can choose to work according to a flexible schedule and thus match job, personal and family roles.
- Conditions have been created for studying persons to match studies and work.

- The company provides to the employees additional social benefits, for example, it appropriates one-off benefits on the occasion of the birth of a child, death of the family member or first marriage.

## MONITORING OF EQUAL RIGHTS

Gender distribution in the company:

In 2016, there worked 87 persons of whom:

- 47 were men;
- 40 were women.

Distribution of the management staff by gender:

- 5 women;
- 10 men.

Not a single employee worked under the fixed-term labour contract.

Interlux company created conditions both for women and men to use without any restrictions additional rest days due for them, for example, the so-called mother days or father days. Over 2016, in total 115 mother days and father days were taken.

Interlux ensures a possibility of using freely and without any restrictions the right to different mother and father holidays related with responsible parenthood, for example, 565 days of child care holidays and 18 days of parental holidays were granted.

Women and men are equally subject to sickness and patient care holidays. It should be noted that women spend more days due to sickness or for nursing a patient which is most often related with the duties of the responsible mothers for their children:

- In 2016, men took 79 sick-leave days, women – 146 days;
- Men used 11 days to nurse a patient and women – 72 days.





## ENCOURAGEMENT OF SOCIALLY RESPONSIBLE ACTIVITY

Interlux employees on their own initiative take part in different social activities, e.g. charity sport events, and the company encourages such initiatives and supports them if there are possibilities.

## TAKING CARE OF THE EMPLOYEES' HEALTH

Interlux, which set „improvement of the health of all people using scientific-clinical technologies“ as one of its main strategic goals, puts every effort to contribute to the bringing of the most effective technologies and equipment to Lithuania and its use in each daily transaction. Interlux is equally paying a lot of attention to the health of its employees:

- ergonomic work places have been equipped;
- additional health insurance is given;
- a yearly preventive health screening of all employees is organized;
- vaccination against the flue is offered to each employee who wishes to do that;
- prophylactic check-up is organized for the employees belonging to risk groups, for example prophylactic test of the cervical cancer;
- employees are offered healthy 100 percent real juice to strengthen the body.

In 2016, no accidents and injuries at work were registered in the register.







# ENVIRONMENT

## BUSINESS AND SOCIAL ENVIRONMENT

Company Interlux unites nearly 100 employees in Lithuania, it also operates in Latvia and Estonia, therefore, it has an impact both on business and social environment.

In 2016, Interlux stood on the following key strategic activity pillars doing its best in making just a positive impact both on the business environment and the entire surrounding environment:

- responsibility in business and in selection of business partners and suppliers;
- transparent communication with medical professionals;
- holding to ethical provisions;
- provision of the correct, latest, medical and product-related information based only on scientific evidence for the customers and the society;
- promotion of the healthy lifestyle;
- provision of safe and quality devices for the work of the medical staff;
- promotion of personalized medicine;
- responsible employment.

Interlux contributes to the activity of different associations and societies where it also builds on the principles of transparency, reduction of detrimental effect on the nature, sparing use of resources, assurance of equal opportunities, corruption prevention.

- UNGC (UN Global Compact) – membership since 2012;
- MIGA (Lithuanian Association of Manufacturers of Medical Equipment) – membership since 2013;
- LAVA (Lithuanian Association of Responsible Business) – membership since 2013;

- LVK (Lithuanian Business Confederation) – membership since 2016;
- MPGA (Association of Food Supplements) – membership since 2016.

### LESS PACKAGES – HEALTHIER ENVIRONMENT

While taking care of the environment, we contribute to the reduction of the negative impact on the environment and we seek to reduce pollution of the air and environment, to mitigate climate change, preserve healthier environment for future generations.

Use and utilisation of the commodities sold by Interlux and car driving by our employees for business matters result in the direct impact on the environment.

Saving of natural resources remains the priority environmental goal of Interlux.

Interlux ensures that packages of all the goods sold by the company are recycled. We have signed an agreement with PTO (Packaging Handling Organization) and we pay for the same number of packages that we sell for the customers.





In 2016 we paid for (numbers of tones):

- Glass – 2,5 t;
- Plastic – 3,5 t;
- Paper – 26 t;
- Wooden packaging – 4 t;
- Combined (without paper) – 4 t.

Accumulators, batteries, electrical and electronic equipment used for the needs of Interlux activity are safely collected and handed over for treatment to the Association of the Producers, Importers and Distributors of Electronic Equipment (Association EEPA).

The company selects for its vehicle fleet only the cars meeting the highest environmental pollution prevention standards and with the least fuel consumption.

## LESS AIR POLLUTANTS, MORE RECYCLED PAPER

In 2016, efforts to reduce consumption of motor fuel and the negative impact of the emissions of the pollutants resulted in the adoption of the new car usage policy in the company.

Interlux continues participating in the procurement of the central public procurement information system carried out electronically, without using paper, this way seeking to save paper used in the company. Also the company often opts to buy products from recycled paper, to use paper rationally and, whenever possible, to shift from paper to electronic documentation.







# INTERLUX IN THE SOCIETY

Interlux takes part in different events and initiatives arranged by public organizations to improve the quality of health, science and learning, and studies. The company also initiates or contributes to other community events characterized by the same values and aims as a socially responsible attitude of our company and which are in line with Interlux values: responsibility, reliability, efficiency, safety, innovations, quality and rationality.

## ASSISTANCE IN FOSTERING THE HEALTH OF THE COMMUNITY

Disease prevention and prophylaxis - are very important social initiative areas capturing particularly much of the company's attention each year.

Interlux, in collaboration with the National Centre of Pathology and other laboratories and treatment establishments, organized a preventive action for women: „Take care of yourself - check up against cervical cancer“. The purpose of this action is to encourage as many women as possible to take up a prophylactic examination for the cervical cancer.

In the event intended for the commemoration of the World Heart Day Interlux provided a possibility for several hundred of the event attendees to measure blood pressure, define the level of cholesterol in the blood and find out biological age of one's blood-vessels. This way the company contributed to the prevention of heart diseases in Lithuania and sent a signal to each participant of the event on the need to contact doctors for more detailed diagnostics.

Interlux also supported Child's Heart Association initiatives by allocating funds for their activity.

Interlux contributed to the initiative to help women with breast cancer through charity running „PINK RUN“. Members of Interlux team participated in this social action by successfully overcoming the route of the marathon.

Mother's breast milk - is a start of the healthy life. Interlux didn't stay indifferent to a new project and helped to set up a bank of donor milk by participating in a project „Healthy start - in a drop of mother's milk“.

A disease is a pain for each of us, therefore Interlux responded to the request of TV programme „Bėdų turgus“ (Bazaar of Troubles) and of the charity and support fund under the same name to allocate funds to help socially vulnerable people and people with disabilities.

## SPORTING AND ACTIVE SOCIETY IS A HEALTHY SOCIETY

So Interlux also supports federations and clubs of different sport kinds.

The company contributes to the strengthening of such kinds of sport as biathlon, rowing, basketball and squash.

Support granted by Interlux to Vilnius Youth Basketball Club provided a possibility for the young people to participate in international tournaments.

## SUPPORT FOR THE IMPROVEMENT OF THE QUALITY OF SCIENCE AND STUDIES

Interlux supported initiatives of different educational establishments and universities to encourage schoolchildren and students to elaborate their knowledge and cherish curiosity, as well as to improve the quality of knowledge of the young generation.

For example, the company allocated funds for the Vilnius University Students Representation to organize a scientific-practical conference „The COINS 2016“ and „FiDi“ events for students.

The young wunderkinds should also have a possibility to compete amongst themselves and raise their bar higher and higher. Therefore, Interlux granted support to organize the 55th chemistry, the 50th biology and the 65th physics olympiads for Lithuanian schoolchildren.

## DISSEMINATION OF EVIDENCE-BASED NEWS OF MEDICINE

Aiming to contribute to the dissemination of the last and most recent evidence-based news of medicine, education of the medics and specialists of nature and life sciences, Interlux supported the activity of different professional medical societies and organization of scientific-practical conferences in 2016.

The company also allocated funds to such social projects of the community as the project of VU prof. Algimantas Marcinkevičius student club to build a monument in order to render meaning to the calling of the doctor's profession titled „Lazarus, come out!"; support was also given to the publishing project of Theodor Grotthuss Fund of Lithuanian Academy of Sciences to publish prof. Juozo Algimantas Krikštopaitis monograph „Life Sacrificed for Science“.





# PREVENTION OF CORRUPTION

**INTERLUX OBSERVES THE PRINCIPLES** of transparency and responsibility in business. Values, models and principles of transparent and anticorruptive activity are laid down in the Code of Conduct which states: „Let’s act transparently, reliably and honestly by separating public and private interests. We avoid conflicts of interests“.

We are happy that in 2016, as in the previous years, no case of breaching the Code of Conduct was recorded. Nevertheless, the company goes on consistently encouraging the employees to be vigilant with respect to potential cases of breaching the Code and to notify of them by all means.

Another leverage of Interlux – is the procedure for stating working and personal interests – each new employee must fill in the declaration of public and private interests.

## ANTI-CORRUPTION TRAINING COURSES

In 2016, Interlux employees attended two different anti-corruption courses: „Information safety management systems requirements“ and „Ensurance of information safety“.

## TRANSPARENT BUSINESS RELATIONSHIPS AND COMPETITION

The concept of transparency of Interlux includes culture of transparent and ethical business, transparent relationships with business partners and customers, public procurement, transparent policy of labour pay and payment of taxes, transparent and honest competition and adherence to competition laws.

In 2016, as in previous years, no cases of corruption manifestation were recorded in Interlux company. Throughout 2016, Interlux worked ethically, transparently, without violating the 10 principles of the United Nations Global Compact and it will seek to retain the highest level of responsibility, reliability, sustainability and anticorruption.

