



Value Life



# Contents

- Introduction from the Managing Director** \_\_\_\_\_ 4
  
- Business responsibility governance** \_\_\_\_\_ 6
  
- Our Customers** \_\_\_\_\_ 7
  - Business units
  - Carriage charge
  - Quality system
  - Study days
  - Introducing clinical advisor roles
  - Customer champions
  - Our shortlisting for national innovation award
  - Customer complaints and technical support
  
- Supply chain** \_\_\_\_\_ 12
  - Supplier approval
  - LSAS
  - Modern slavery act
  - Bribery and corruption
  
- Environmental** \_\_\_\_\_ 14
  
- Charity** \_\_\_\_\_ 15
  
- Product donations** \_\_\_\_\_ 16
  - Working with Inter Care
  - Support for victims of Hurricane Maria
  - Donation to Kiwoko Hospital
  
- Employees** \_\_\_\_\_ 18
  - Equal opportunities
  - Workplace diversity in numbers
  - Training and development
  - Employee engagement

# SUSTAINABLE DEVELOPMENT GOALS

The Sustainable Development Goals (SDGs) are a UN Initiative, setting global goals for people and planet.

The SDGs provide a powerful aspiration for improving our world - laying out where we collectively need to go and how to get there.

We have applied these icons to the relevant content throughout this report, to show how we relate to the SDGs.



# Introduction from the Managing Director

For 2017, we once again aligned the values and priorities of our Business Responsibility Report with the United Nation's Sustainable Development Goals (SDGs) to end poverty, protect the planet and ensure all people enjoy peace and prosperity.

Sustainable development goal 8 focuses on Decent Work and Economic Growth and, for us, that revolves around our customers and ensuring we meet their needs.

Central to the initiatives we introduced in 2017 was the change to four dedicated business units aligned with distinct therapy areas. This was part of our plan to deliver improved services to customers and recognises the intensive clinical and financial challenges in the National Health Service (NHS).

Our new structure is designed to deliver logistical and structural efficiencies, which mirror changes taking place within the NHS. It also allows us to create greater clinical expertise, build a reliable resource of medical evidence and research plus develop a more comprehensive programme of training and education.

Furthermore we have employed three dedicated clinical nurse advisors who have worked within the healthcare setting with patients and medical colleagues so that they have a detailed insight into what is required from Vygon as a partner. The training, education and support they are providing is being very well received and we are looking at how we can further develop it in 2018.

The pride we have in our partnerships with healthcare providers was highlighted in 2017 with the recognition of a collaboration between Vygon and the Royal Devon and Exeter NHS Foundation Trust. To help patients stay at home whilst they receive treatment, the Trust worked with us to develop our new Bionector TKO® SAS (Self-Administration Set). The initiative was a finalist in the Acute Sector Innovation category of the Health Service Journal (HSJ) Awards.

We have no doubt there will always be new challenges but that is what we thrive on. I am very proud of the team and what they have achieved. We look forward to more of the same in 2018 and beyond.



**Les Davies**

Managing Director

The Vygon Group was established in France in 1962 by Pierre Simonet; the business has expanded with subsidiaries all over the world and product distributors operating in 64 countries. There are seven factories producing Vygon products, all are certified to ISO9000 and ISO13485.

Vygon (UK) Ltd was established in 1973, and in terms of turnover is the largest subsidiary of the group. In 2017, our turnover was just under £56 million. We are a leading and trusted supplier of medical and surgical consumables to the NHS, as well as operating in the private, homecare and veterinary markets.



# Business responsibility governance

Vygon (UK) Ltd has established a clear management structure for coordinating Business Responsibility, all aspects of which are assessed by the individual responsible for sustainability, the Business Responsibility Co ordinator. The goals and objectives are assessed and prioritised for recommendation to the Management Review Team. Following the Management Review meetings, the Business Responsibility Co ordinator is responsible for their implementation, monitoring and reporting. The Business Responsibility Co ordinator maintains company knowledge of Business Responsibility news and trends, which is then reported to the Management Review Team so that changes can be made

where necessary. The function is also responsible for training Vygon UK employees at all levels on Business Responsibility matters.

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

**Our Business Responsibility Champions Group** is in place, and comprises departmental representatives that meet to discuss matters related to sustainability and to come up with suggestions for improvements.

**Our charity employee group, Vygon Helping Others**, has been successfully running for over three years now, looking after and arranging all charitable events at Vygon UK Ltd. More on page 15.

All employee groups include the Business Responsibility Co ordinator who acts as a link between each group and the rest of the business. Actions and findings from these meetings are reported directly to the Steering Group.

# Our Customers

## Business units

In 2017, Vygon introduced four dedicated business units aligned with distinct therapy areas as part of the company's plans to deliver improved services to customers.

Recognising the intensive clinical and financial challenges in the NHS, the units focus on supporting healthcare providers as the new NHS procurement transformation programme takes shape.

Vygon's new structure is designed to deliver logistical and structural efficiencies, so that they mirror the changes taking place within the NHS.

The new units will also enable Vygon to offer greater clinical expertise, build a reliable resource of medical evidence and research plus develop a more comprehensive programme of training and education.

The new structure will help us to provide a helpful customer experience and deliver value moving forward.



# Our Customers



## Carriage charges

From 2018, Vygon is removing carriage charges on all orders for standard delivery. This change was introduced as a result of customer feedback expressing confusion relating to the additional charge for delivery.

In an environment where efficiency and cost saving are more important than ever, this provided an opportunity to react and respond to our customers' needs.

This change is another step made towards improving our customer experience. We listened to our customers and identified a clear need to change and, in response, have improved our service promise demonstrating our understanding of the tough economic environment that our customers have to deal with daily.

## Quality system

We have established, documented, and implemented a process-based quality management system which helps us to meet customer expectations by continuously improving everything we do.

We use a range of ongoing checks and reviews to ensure that our quality management system continues to deliver improvements and benefits for our customers.

- Internal audits: we regularly audit our processes to ensure compliance with quality standards, as well as seeking opportunities to improve
- Corrective and preventative action (CAPA): as part of our quality management system, we carry out root cause investigations of any process issues, followed by corrective action to resolve them and prevent the problem recurring
- Management review: we undertake a thorough management review with our Senior Leadership Team
- Customer complaints: we consider customer complaints related to the quality and safety of our products. We review, evaluate, investigate and take corrective and preventative actions where necessary.



## Study days

Our clinician-led gastrostomy study days are run at various locations across the country each year, for up to 100 delegates. During 2017, we listened to feedback from our delegates and we reorganised our study days to reflect their needs and wants. Delegates can now look forward to more practical sessions including tube placement, stoma measuring, and care and maintenance tips, providing them with the opportunity to:

- Listen to experts in the field of gastrostomy placement and care
- Take part in hands-on workshops.

The study days provide an ideal forum for group discussion of local practices, and the opportunity to network with colleagues in the local area. These study days are aimed for healthcare workers involved in the care of patients with gastrostomies.

These events are funded by an educational grant and all proceeds go to two chosen charities. In 2017, the amount of £5,035 was donated to Patients on Intravenous & Nasogastric, Nutrition Therapy (PINNT) and £720 to Children's Hospices across Scotland (CHAS).

PINNT is a national, independent, not-for-profit membership charity established for over 25 years providing mutual support and understanding to hundreds of adults and children and their families adapting to life on home artificial nutrition.

CHAS is the only charity in Scotland that provides vital hospice services for children and young people with life-shortening conditions.

## Introducing clinical advisor roles

The new roles have been created within our Business Units in response to the feedback that we had from our customers, who were keen to benefit from more in-depth clinical support from the individuals who have experience of working within hospitals. Initial findings from talking to our customers revealed a need for additional clinical resource but more than that, an understanding of the pressures and challenges that clinicians face.

As a result, we reviewed our recruitment strategy and have successfully introduced a new level of support, providing our customers with expert advice when required. The new Clinical Nurse Advisors are leaders in their field and have quickly gained the trust of customers with their knowledge and ability to ask the right questions so that they can tailor their training and education packages to suit a Trust's specific requirements.

We will also be introducing Customer Centricity to our overall recruitment process to ensure that our candidates have the right skill set when it comes to customer service.



## Customer champions

In our last report, we talked about the newly created customer centricity project and forming of the Customer Champions Group. During 2017, the group was fully established and regular monthly meetings are now taking place. The meetings provide the group an opportunity to understand the Vygon customer journey, to refine and improve the process to ensure we deliver the optimum customer experience.

Customer Champions were also involved in organising and hosting our first ever Customer Service Week here at Vygon. It was a chance for us to really celebrate our customers and remind ourselves that it's not just a service that we provide, it's an experience. As well as celebrating our customers, it was an opportunity to celebrate the great work that we do on a daily basis.

## Our shortlisting for national innovation award

The collaboration between Vygon and the Royal Devon and Exeter NHS Foundation Trust to help patients stay at home whilst they receive treatment was shortlisted for a prestigious national award. The Trust initiative, which led to the development of the new Bionector TKO SAS and later became a finalist in the Acute Sector Innovation category of the Health Service Journal (HSJ) Awards.

The project is the brainchild of Vicki Shawyer, Senior Vascular Access Nurse Specialist at the Royal Devon and Exeter. She was convinced that helping patients self-administer their antibiotic therapy could avoid hospital visits. Vicki realised that if the patients could have an extension attached to their IV line they could receive the medication at home. After initial experiments with other products proved unsuitable, Vicki approached Vygon and asked if they could design an extension line with a needle-free connector attached that was just the right length. The result was the 27cm-long Bionector TKO self-administration set (SAS).

After a successful trial at the Royal Devon and Exeter, the product is now available commercially and is being used by Trusts up and down the UK to administer IV antibiotics at home saving hospital time, freeing up beds and improving the patient experience. "Vicki had a vision and was determined to make it work," explained Luke Rawlinson, Business Development Manager at Vygon. "We were delighted to be able to help and Bionector TKO SAS is now being used by Trusts and OPAT (Outpatient Parenteral Antimicrobial Therapy) teams across the UK."



### **Customer complaints and technical support**

With two onsite laboratories, Vygon's Technical Department provides support for product related enquiries, advice and product investigation.

The Mechanical Lab provides the ability for new products to go through a testing period throughout the development stages, whilst the Biological Lab is used to test contaminated products that come back for investigation. Vygon is the only medical device supplier with this type of service in the UK, and we can always guarantee a speedy response to an enquiry or a complaint, as all the testing takes place onsite. Our state-of-the-art equipment ensures a high level of detail and knowledge relating to every aspect of product testing, analysis, and investigation.

**Service | Support | Solutions**



# Supply chain



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

All of the main manufacturing and sterilisation sites for the Vygon Group have achieved ISO14001. With this certification, a commitment has been made to respect and protect the environment when carrying out industrial manufacturing.

Vygon SA has introduced a number of procedures into manufacturing to ensure the impact on the environment is minimised:

- The reprocessed plastic waste from device manufacture is used in the production of swab handles
- Ethylene Oxide is destroyed in the sterilisation process by catalytic oxidation. The process is very expensive but it prevents toxic emissions
- The use of bonding solvents has been reduced by replacing them with adhesives
- All water is recycled.

## Supplier approval

Supplier approval is in place for our current, new and potential suppliers. This consists of Quality and Ethical Questionnaires, as well as risk assessments and occasional supplier audits.

We expect that our suppliers uphold the same high labour standards. Our Supplier Code of Conduct and numerous policies (including Labour Standards and Bribery and Corruption) address our commitment to extend our support of labour rights to our supply chain. Specifically our suppliers are expected to address: child labour, the elimination of discrimination in regard to employment and occupation, freedom of association and collective bargaining, prevention of human trafficking and forced labour and wages, among other labour related issues.

## Labour Standards Assurance System (LSAS)

In response to a requirement from the Department of Health and NHS Supply Chain, we are implementing a Labour Standards Assurance System (LSAS) for certain products we supply to that customer. This will provide a clear framework to approach human rights and labour standards, and to improve the company's ability to manage supply chain risks in these areas. This includes a Labour Standards Policy, a Labour Standards Status Review (a desk-based risk assessment of our own operations and our supply chain), a mapping of related operational controls and employee training.

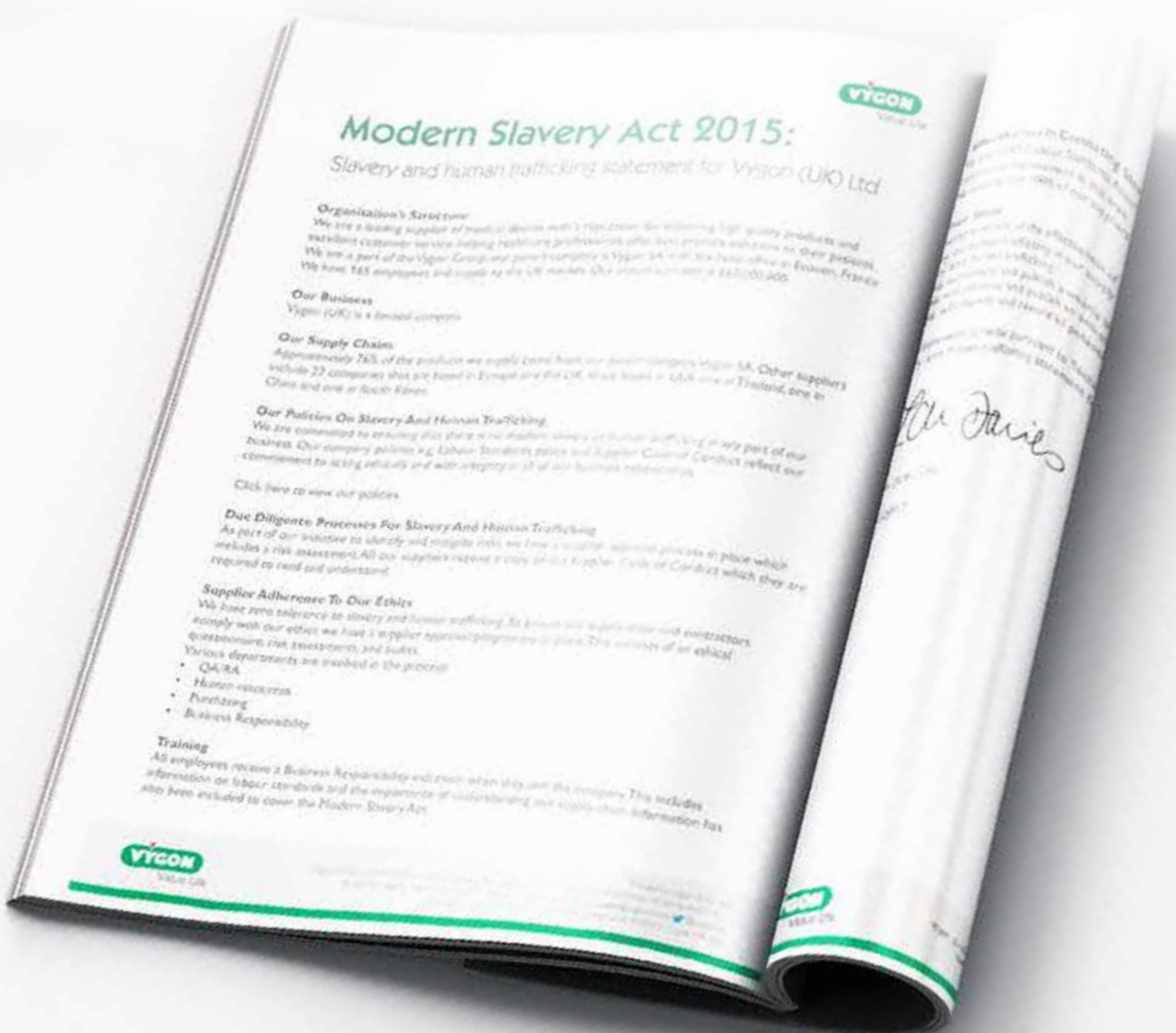
Vygon UK is committed to working towards continual improvement in this area, and has successfully achieved level two certification.

## Bribery and corruption

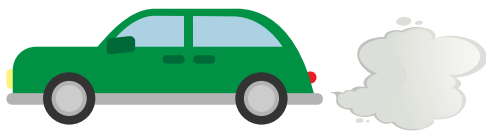
Vygon UK is committed to conducting all of its business in an honest and ethical manner. We have a zero tolerance approach to any breach of the Bribery Act 2010 and any issues raised will be treated with the utmost importance.

## Modern slavery act

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

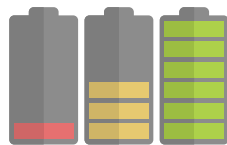


# Environmental



## Car emissions

	2015	2016	2017
Number of cars	69	72	60
Emissions (average CO <sup>2</sup> )	115.2	104.6	102.5
Reductions	5.42%	9.2%	2%



## Energy usage (kWh)

2016	2017
1588314	1494104

**5.9 %**  
decrease



## Recycling

	2017
General mixed recycling	1.08 tonnes
Mixed plastic	1.83 tonnes
Paper/carboard	10.38 tonnes
Incineration	36 tonnes (72 bags weight of 500g)



## Copy paper (A4) bought

2015	595,000
2016	607,500
2017	520,000

# Charity



## Vygon helping others

Our Vygon Charity Committee was busy again during 2017 and we continued supporting our main nominated charities – Macmillan Cancer Support, Wiltshire Air Ambulance and Teckels Animal Sanctuary. Activities ranged from selling hot dogs and jacked potatoes to dress down days and cake sales.

In 2017, the total amount donated to charities was £4,869.06. As before, all employee fundraising is matched by the company up to an agreed level.



**£4,869.06**  
raised for charity in 2017



# Product donations



## Working with Inter Care

In 2017, Vygon UK continued working with Inter Care, a charity that works to supply around 130 units in rural Africa with vital medical supplies. Inter Care often recycles healthcare products which also helps with reducing waste in the medical sector. Each unit supported by Inter Care receives one or two consignments of aid per year. These health units include hospitals, health centres, infirmaries, prisons, dispensaries, schools, orphanages and centres for the disabled. The medicines and medical supplies that are sent are used in the diagnosis and treatment of a range of diseases and conditions including malaria, bacterial, fungal and worm infections.

Vygon UK has supported Inter Care by donating various medical supplies including procedure packs, drapes, surgical instruments, syringes, scrub brushes and catheters. This basic medical equipment can be lifesaving in an environment where supplies are so limited. We are very proud to be working with such an enthusiastic team at Inter Care, helping to make a difference and support their important cause.

Patients contribute to the costs of their treatment, but in rural areas where there is a lot of poverty, this is not often possible. The hospital's mission statement is that no patient should be turned away and it's the donations from companies such as us that would cover this cost.

*Dear Sirs,*

*On behalf of the Government and the People of Dominica, I would like to express sincere thanks to you for the assistance and support in the relief effort to Dominica, following the passage of Hurricane Maria.*

*We are deeply moved by your actions of providing baby and medical supplies. Such gestures by Vygon (UK) Limited are highly appreciated and we are truly grateful.*

*Please be assured that your entire contribution will be transferred directly to the Government of Dominica towards the improvement and health of the children and people in Dominica.*

## Support for victims of Hurricane Maria

In September 2017, the devastation left by Hurricane Maria was reported across the world. With winds reaching up to 175 mph, it caused 547 fatalities in total and over \$103.45 billion worth of damage, particularly in the regions of Puerto Rico and Dominica.

Medical supplies and resources in general were extremely limited, so to help with the recovery effort Vygon UK donated over £28,000 worth of products. Following our donation, we received the following letter from the Acting High Commissioner in Dominica.



## Donation to Kiwoko Hospital

In September 2017, we donated a box of arterial lines to help a recently retired Paediatrician treat very sick children in a community hospital in Uganda. Dr Duncan Cameron has just completed 23 years of practice at Glan Clwyd Hospital in North Wales worked as a volunteer at the Kiwoko Hospital for five months.

Before travelling to Kiwoko Hospital, Dr Cameron contacted the Clinical Team in Africa to enquire about equipment and what devices would be of most use in the Paediatric Ward. Right at the top of their list was anything that could help gain access to the circulation for very sick children if peripheral intravenous access proves difficult.

Our products were Dr Cameron's products of choice, he explains:

"In my own practice, in such circumstances, I would use the Vygon arterial lines for insertion into the femoral vein. It is a simple and easily manageable catheter, with just one lumen. Once stitched in, it usually provides adequate venous access not just for fluid resuscitation, but also for the duration of the course of intravenous antibiotics. This method has the advantage of avoiding the need to insert multiple peripheral cannulas every day or so, which in a child can be very distressing."

"The Leadercaths are simple and very good quality. In low resource countries, they are very useful in the kind of situations outlined above, and are less costly than the complex kits for central venous lines that are available in the UK. I wanted to thank Vygon for the generous support you gave in provision of the Leadercaths."

Kiwoko Hospital is a mission hospital founded 30 years ago and supported by the Church Mission Society in Ireland. It has an excellent reputation and relies on donations and volunteers to function.



# Our Employees



## Equal opportunities

As an equal opportunities employer, Vygon UK prohibits discrimination based on age, religion, belief or faith, ethnic origin, sexual orientation, gender, gender reassignment, spent or irrelevant convictions, learning difficulties, academic or vocational qualification, marital status, physical and mental abilities, physical appearance, trade union membership, political affiliation, accent, health including mental illness, and caring responsibilities.

“We view all diversity as an opportunity to enrich the organisation. In so doing Vygon undertakes to manage and promote and nurture such diversity by means of continual development of all individuals.”

Equal Opportunities Policy, Vygon (UK) Ltd

## Workplace diversity in numbers:

**167** employees at Vygon UK

**31** Leavers

### Under 30

male **13**  
female **22**

### 30-40

male **36**  
female **46**

### Over 50

male **23**  
female **26**

full time **143**  
MTWTF

part time **24**  
MTWTF

## Training and development

The policies of Vygon UK are to train all staff employed, whether they are in full-time, part-time or temporary employment. Training needs are regularly assessed through performance reviews, and the dedicated Training Department is informed prior to any training that is undertaken. All training records are kept and maintained at local team level, and it is every individual's responsibility to make sure that their personal record is up-to-date.

Our induction programme for new employees includes a company presentation, business responsibility presentation, quality assurance/regulating affairs (QA/RA) induction, health and safety induction and a driving course for all company car users etc.

The business responsibility induction has been created to raise awareness on all aspects of business responsibility, including environmental, economic and social; and to highlight our company's commitment. It also covers topics such as waste management, charity involvement, The United Nations Global Compact and ethical supply chain. In 2017, business responsibility induction training was delivered to 20 new starters.

Vygon UK Sales Executives receive extensive training to ensure they are 100% competent when it comes to their product portfolio. They are trained to a standard where they can promote Vygon products in line with all current clinical guidance and protocols. Their initial training plan lasts on average six months, and includes in-depth product training, a three-day selling skills course, psychology of performance, hospital visits and procurement training. The whole programme consists of approximately 93 days of training.

## Employee engagement

We engage and communicate with employees through various channels:

**Connect** – the company intranet site which provides employees with the latest news, as well as quick access to company policies and other useful information.

Staff also receive a regular **NewsFlash**, providing the latest updates on products, staff developments and departments. Sustainability news and achievements are included in NewsFlash along with charity news and announcements.

Every quarter, senior managers deliver a **staff meeting** to all office based staff where they present figures and sales for the previous month, as well as any significant changes happening within the company. This meeting is an excellent engagement tool, and provides all employees with an opportunity to raise any questions or concerns they may have.

**'Your Voice'** is a group of people who have been joined together to enable employees to have a voice and give you the opportunity for staff to raise suggestions and improvements that will make Vygon a better place to work.

YourVoice has collected and responded to employees' suggestions and organised various activities. During 2017, YourVoice has continued focusing on health and wellbeing, providing employees with advice and useful information on how to deal with stress at work and at home, and the importance of exercise and healthy eating. Employees had the opportunity to attend sessions delivered by mental health charity **"Swindon Mind"**. To further support this effort, Vygon UK has signed up to the **"Mindful Employer"** scheme. The scheme provides businesses and organisations with easier access to information and support for staff who experience stress, anxiety, depression or other mental health conditions. All employees now have access to the confidential telephone service, and can speak to the fully qualified counsellors 24/7 365 days a week.

**For further information, please contact: [vygon@vygon.co.uk](mailto:vygon@vygon.co.uk)**

The specifications shown in this leaflet are for information only and are not, under any circumstances, of a contractual nature.

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Value Life