



Value Life

BUSINESS RESPONSIBILITY REPORT



ISSUE 2020

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SUSTAINABLE DEVELOPMENT GOALS

The Sustainable Development Goals (SDGs) are a UN initiative, setting global goals for people and the 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

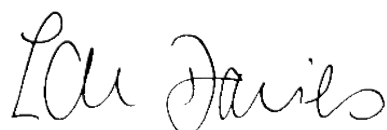
2020 will go down in business, as well as in life itself, as a year of challenges; a never-ending stream of situations and dilemmas we have never had to face before. For Vygon, COVID-19 pulled us in several directions at once as we worked to support the NHS whilst it operated at the most remarkable intensity. With many in the Vygon team personally affected by the virus and its aftermath, the experience only served to bring out the best in our people as they rapidly adjusted to new working practices and environments.

This swift adjustment demanded extraordinary adaptability and flexibility and a reliance on systems that were designed for the unexpected but not necessarily the pace and extent of what transpired. But there was never any doubt we would step up to the task. The statistics speak for themselves with a staggering 132,000,00 units of stock sold, a 51% increase on the previous year.

Maintaining levels of customer service was our priority, not only did we achieve this, but we also developed and extended it with a new programme of training and eLearning and a raft of online clinical resources.

The Vygon team ensured we operated business as usual under the most trying of circumstances. Individuals focused on their own growth and learning supported by our training team. Our focus on reducing our carbon footprint and investing in the future of our planet took giant leaps forward with the installation of roof-mounted solar panels and other energy-saving initiatives. Plus, our chosen charities did not lose out with money going to many good causes throughout the year.

I am hugely proud of what we achieved as a team and as a business in 2020 and most of all for our contribution to the healthcare sector as well as our local community. A job well done, by all.



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 ISO9001:2015 and ISO13485:2016.

Vygon (UK) Ltd was established in 1973, and in terms of turnover is the largest subsidiary of the group. In 2020, our turnover was just over £59 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 and sustainability. All aspects are assessed by the Quality Assurance and Regulatory Affairs (QARA) department. The goals and objectives are assessed and prioritised for recommendation to the Management Review Team.

Following the Management Review Team meetings, the owner of the objective, or proposed improvement, is then responsible for its implementation, monitoring and reporting. QARA monitors the company's collective knowledge, as well as business responsibility news and trends, which are then reported to the Management Review Team so that changes can be made where necessary. QARA is also responsible for training Vygon UK employees at all levels on business responsibility matters.

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

Our charity employee group, Vygon Helping Others, has been successfully running for more than four years now, looking after and arranging all charitable events at Vygon UK Ltd. (Details on page 10)

All employees are encouraged to propose and implement ideas for continuous improvement as well as how Vygon UK can better support the community in all aspects of our wider responsibilities.

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 maintain 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 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.

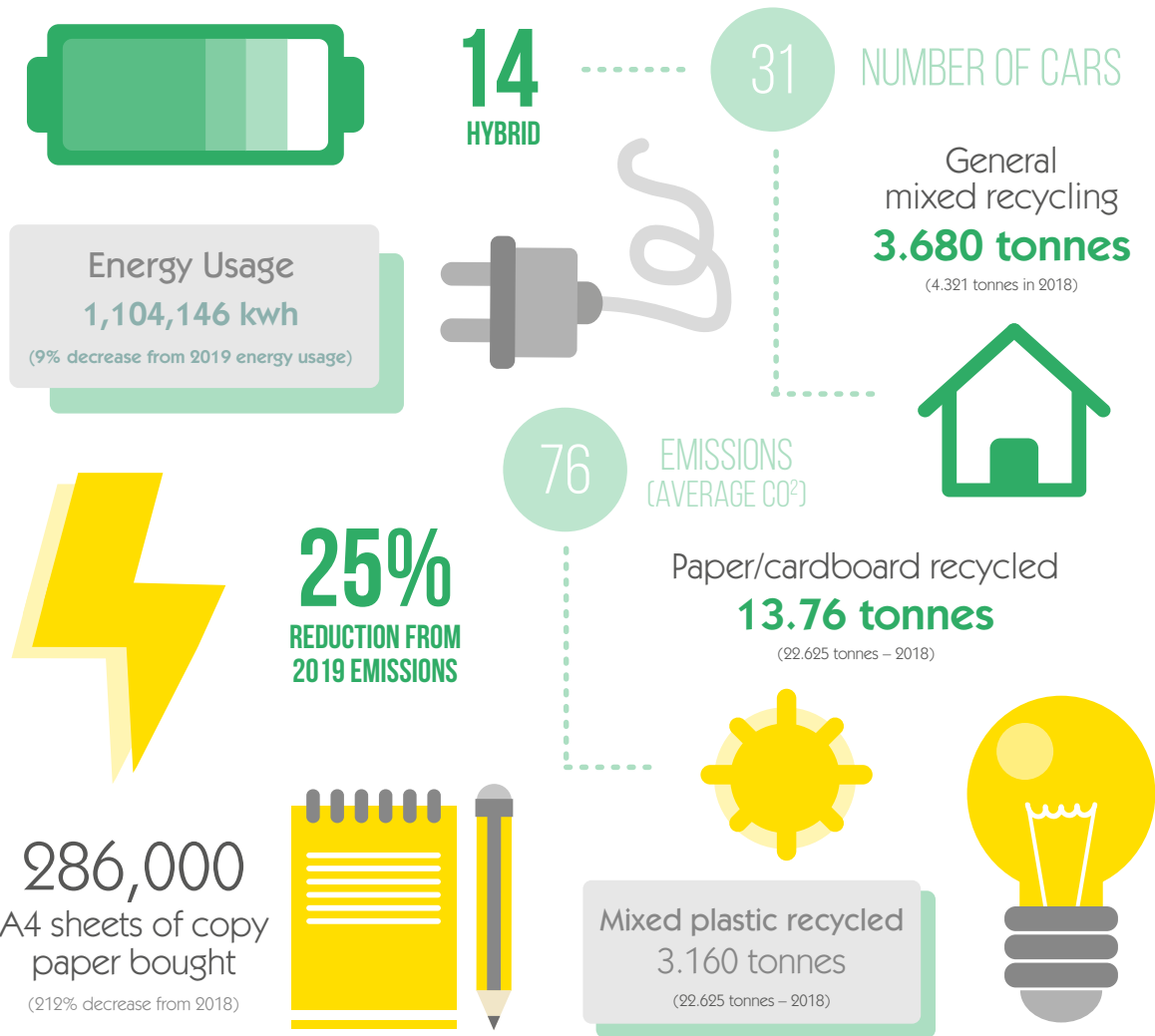
Labour Standards Assurance System (LSAS)

As part of our on-going conformance with the Department of Health and NHS Supply Chain, we have continued to maintain a Labour Standards Assurance System (LSAS). This provides Vygon UK with a clear framework to ensure the goods and services we supply, as well as obtain from suppliers around the world, are produced using fair labour practises. As 2020 came to a close, we were visited by our audit supplier to inspect our LSAS and as a result we are pleased to say that we had been recertified to level two compliance. We are now looking to build towards an even stronger LSAS and achieve level three compliance in the near future.



Environmental

Our 2020 initiatives all contributed towards improvements and a greener Vygon



Other initiatives included:

During 2020 the business moved away from purchasing to leasing company fleet vehicles, focusing on offering drivers a selection of increasingly more efficient cars with lower emissions, supporting the move away from petrol/diesel models to hybrids and ultimately to progress to running an electric vehicle fleet.

Vygon made a significant investment in renewable energy with the installation of a 500 kilowatt solar panel system, with the capability to produce 53% of site energy requirements.

The continuing use of a managed print service resulted in a reduced paper usage and related savings, for example, 36.57% of a tree saved, 38.75kg of CO₂ not generated (2430 equivalent bulb hours).

Charity



Vygon Helping Others

In 2020 our **Vygon Helping Others** charity committee planned a year of events to raise money for local and chosen national charities, however the global COVID-19 pandemic meant that our schedule was put on hold due to social distancing.

Not to be put off, our teams continued to raise money for charities near and dear to their hearts. In May our Neonatal Management team set out to raise funds for Bliss, by cycling a virtual route of 1,767 miles over the course of 30 days, the distance between all 50 Level 3 neonatal units in the UK. With regular posts on social media to update followers on their progress and 'virtual location', the team managed to raise an admirable £2,850 for charity.

Continuing the charity efforts, the Neonatal team once again stepped up for World Prematurity Day in November, by sharing a short video to celebrate the work of Neonatal Consultants. By encouraging retweets and social interactions the team managed to raise an additional £173.00 for Bliss.



£5,054
raised for charity
in 2020

In addition to the charity efforts from the teams Vygon Helping Others also donated to the following charities:

- World Cancer Day £260
- Sport Relief £165
- Neonatal Night Riders (Gavin Hagon/Mark Chadwick challenge for Bliss) £250
- Quadrant Press £156
- GWH Brighter Futures £200
- Guide Dogs for the Blind £200
- Dressability £200
- Diabetes UK £200
- British Heart Foundation £200
- Save the Children Christmas Jumper £200



Neonatal Night Riders



World Cancer Day

Our customers



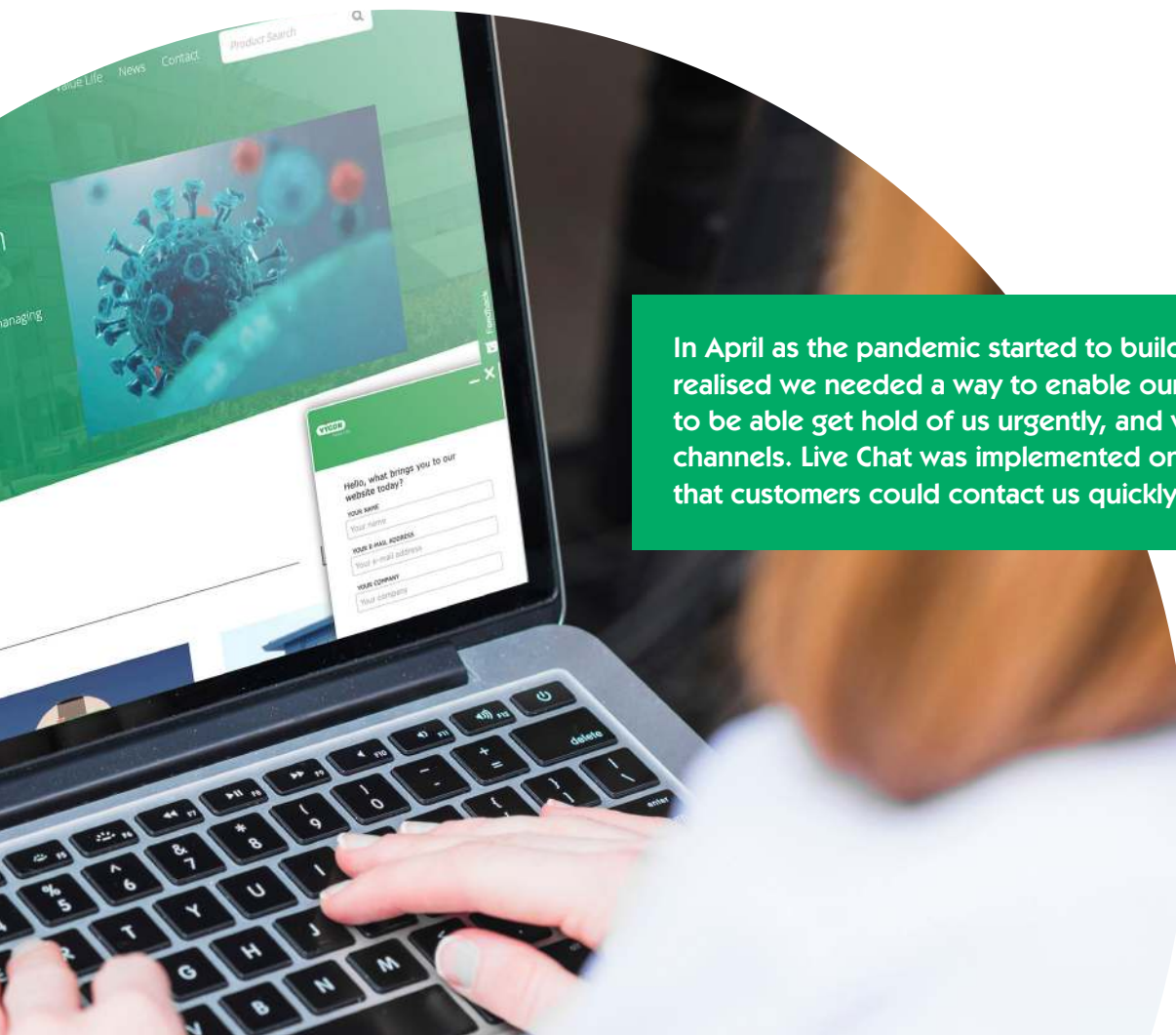
In March 2020, as it became apparent we were in a COVID-19 pandemic, Vygon's priority was to do whatever was in its power to support our customers.

We immediately initiated an Emergency Response Team (ERT) as part of our Business Continuity plans. Whilst we had plans in place to respond to an unforeseen crisis, there was the additional pressure of needing to respond specifically to the events and restrictions being implemented by the Government.

In overseeing the pandemic situation, the ERT was mandated to make rapid decisions about the safety of staff and to protect the business from the effects of the pandemic.

The first action for the ERT was to support customers and the Sales Team as they stopped making their normal visits to hospitals. Our priority was to ensure the safety of our employees but also give the staff of the NHS the time to focus on the problems that they were facing on the front line. With so many relationships based on regular contact and personally supporting clinical teams, we had to work quickly, so a Sales Satellite Team (SST) was created to focus on the field staff and how best to respond to the needs of our customers.

For our team based at our UK headquarters, there was a huge effort from our IT team to ensure office-based staff were quickly able to work from home so that our service to customers was seamless as lockdown took effect. Completed in little over a week, the new way of working left just a core group of people on site.



In April as the pandemic started to build pace, we realised we needed a way to enable our customers to be able get hold of us urgently, and via additional channels. Live Chat was implemented on our website so that customers could contact us quickly.

Extraordinary demand

March and April 2020 were extraordinary months for our business with orders outstripping some of our stock levels and causing a huge increase in demand from our factories and component suppliers. We had an increase in staff absences onsite due to members of the team displaying COVID-19 symptoms and needing to self-isolate, so we needed to call upon office staff to help in the warehouse as well as bringing in additional temps to help with workload increases.

All our efforts were to help and support the NHS and those patients that needed our products. This was by no means an easy task and a lot of people put in an amazing amount of work to get us through a busy time. Our extraordinary efforts were recognised by both NHS Supply Chain and Department of Health and Social Care during Teams calls that took place through the year.



“When I got the call to ask me to go and help in the warehouse I didn’t hesitate. I think it’s in our nature to want to do whatever we can to help our colleagues in the NHS when they need us so if that meant picking and packing in the warehouse that’s where I wanted to be.”

Brett Hughes
Homecare & Veterinary Business Manager

Pictures for the NHS from Vygon employee's family members.



Support to make a difference

Working with the NHS for more than 20 years we understand the roles and responsibilities of nurses and health care professionals (HCPs) have changed significantly over the last few decades. As a result, the delivery of medical care to patients has changed and, in the traditional healthcare workforce, professional boundaries have been crossed.

One area where nurses have taken on new roles that were previously undertaken by medical staff is the field of vascular access. This has been due to additional factors including an ageing population, increased consumer expectations, technological advances and growth in radiological procedures. As a result there has been a steady rise in the number of nurses and HCP inserting all types of vascular access devices.

Today, vascular access is the most common procedure for patients in secondary care and, with recent improvement and advances in technology, the choice of devices and insertion techniques have evolved. To ensure patients receive the best possible care, education and training must be available to assist practitioners in this field.

No compromise with 'Total Solutions'

In November 2020 we launched Total Solutions for our needle-free devices, designed to give customers the benefit of our product technology with an enhanced level of service. Customer feedback was conducted to establish what training and educational support was missing and what would be of value. The feedback highlighted the following key requirements:

- 1) CPD training and education on IV vascular access and needle-free devices.
- 2) Help and support for clinicians to improve clinical practice.
- 3) Patient education to help them improve their knowledge and management of their needle-free device at home.

Based on these three elements we developed training and educational support to meet their needs. A modular course was designed by our team of Clinical Nurse Advisors and awarded 10 CPD points by CPD Certification Service. We also developed interactive audits and departmental support relating to needle-free devices supporting ANTT and clinical best practice. Our patient education was developed in conjunction with a therapist, clinical experts, patients, and a children's author. All of this is hosted on our customer learning platform as a resource for customers who committed to a two-year agreement for our needle-free solution.

Taking learning online

In response to the need for education and training for clinicians at a time to suit them – around their shifts and changing working times – Vygon's Intravascular Therapies team knew they needed to develop new educational and clinical support tools to meet these requirements.

So, in July 2020 we introduced our first eLearning training course on the insertion of midlines / extended dwell catheters. This was a modular course designed by our team of Clinical Nurse Advisors.

This interactive course contains information on all aspects of midline insertion with quizzes, reflections, assignments and competencies to test knowledge and increase confidence. The course also includes a practical workshop. Over the months the course has become RCN accredited, with 5 CPD points applied.

We have continued to develop our educational offering and now provide eLearning courses on PICC insertion (RCN accredited), ultrasound guided vascular access, care and maintenance of vascular access devices and intracavitary ECG Technology for central venous access device tip placement.

As well as the eLearning platform, we have developed a dedicated Intravascular Therapies online hub to provide additional resources on all things vascular access. This includes training presentations and videos, case studies, webinars, FAQs and clinical support packs. We have created clinical competency documents, evaluation, triage and audit tools to support clinical decisions on the most appropriate vascular access device – reinforcing the 'Right Patient, Right Device, Right Time' philosophy.



Our employees



Employee training

In 2020, the pace and nature of training changed significantly for Vygon UK, as it did for most businesses across the world. Unable to meet customers face to face – a key contributor to our successful working relationships – we identified an urgent need to help our field staff adapt their skills to the new environment. In just a few weeks a comprehensive training programme was implemented covering:

- Remote access to customers
- Remote selling skills, via video calls
- Use of social media to develop relationships
- Product demonstrations and training for customers via video.

As well as helping our sales team to adapt, the L&D department itself had to adopt new tools and methods quickly to run courses virtually without diluting our interactive style.

So, classroom exercises were replaced by online polls and quizzes using mobile apps; course manuals were posted to participants' homes with sweets and surprise objects which would then be used in virtual role plays.

We had already been working on plans to expand our eLearning and this turned out to be extremely timely as most of our staff were now working from home and ready to consume self-paced online training.

In Summer 2020 we announced a new partnership with LinkedIn learning, which meant the breadth of topics covered by our training catalogue expanded significantly. Combined with our existing content partners and in-house development courses, we were now able to run courses on homeworking, mental health, personal efficiency techniques as well as job based competencies. Conscious that our customers were changing fast too, we also enhanced our existing partnership with the NHS data and knowledge specialist Wilmington Healthcare. This enabled us to offer their insightful courses about the NHS to all our staff, via our own LMS catalogue.

Keeping the team COVID-19 safe

In our headquarters we:

- Segregated the office from the warehouse
- Introduced automated temperature checks on arrival
- Implemented one-way systems
- Added extra spacing of desks and seating
- Brought in touch-free hand sanitisers and soap dispensers
- Limited the use of meeting rooms
- Insisted on a 'Bum up, mask on' rule at all times
- Increased cleaning routines throughout the day of all high-touch points e.g. door handles
- Initiated plastic hygiene hooks for all to open doors, or operate the photocopier.

To inform and educate our staff we introduced:

- A dedicated Coronavirus Preparedness page on our intranet to publish instructions but also store government guidelines and updates
- A comprehensive COVID-safe employee handbook
- A 25-minute orientation for all returning staff after lockdowns
- Mandatory eLearning courses on washing hands, wearing masks, using PPE in the field, etc.

To make life a little easier we:

- Launched our care packs including a stock of washable masks and treats such as chocolates
- Started the delivery of regular vouchers to buy stationery or equipment
- Made sure individuals received a wellbeing survey and personal calls
- Offered additional office equipment for working from home, for example, a second screen
- Sent vouchers for a take-away treat
- Offered a choice of home-delivered Christmas hampers (in place of the team Christmas parties)
- Created monthly raffles and competitions for e-vouchers.

Our local newspaper – the Swindon Advertiser – visited Vygon UK and published an article about the many measures implemented.



“It was such a fabulous surprise to receive a take-away voucher, thank you. Dinner seems to consist of a roundabout of various meals served on different days and was becoming tedious. When I received the voucher is felt like permission to have a night out and be decadent!! I loved my M&S dinner for two, it was such a welcome treat, thank you again.”

**Iona Mackenzie
Sales Executive**

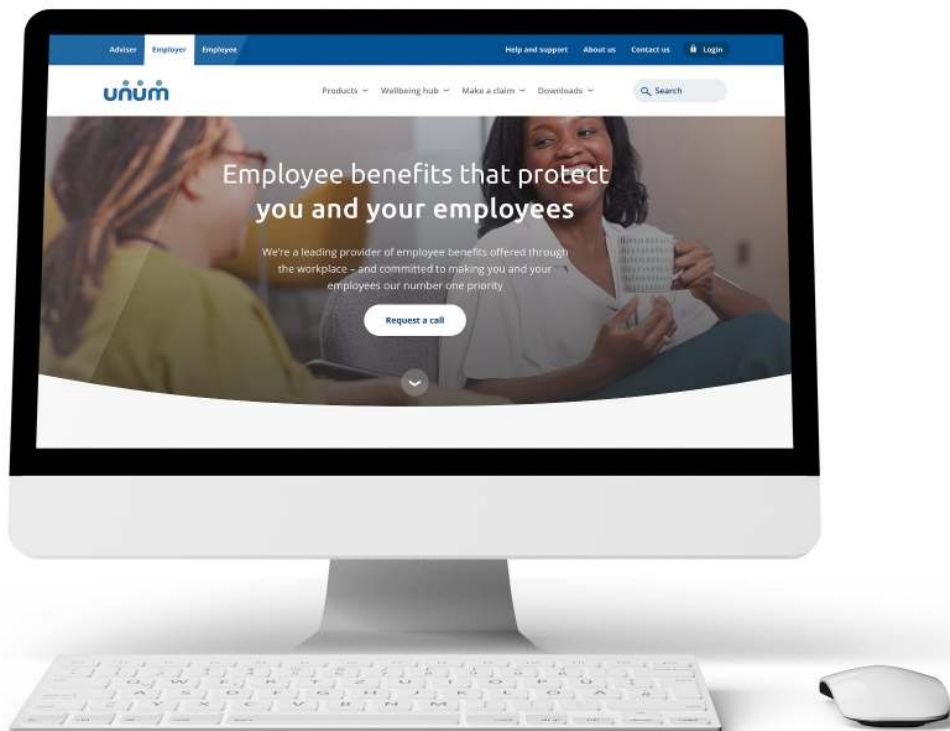
Employee engagement

We engage and communicate with employees through various channels:

Every quarter, senior managers deliver a **staff meeting** online to all staff, where they present figures and sales for the previous months, 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 joined together to enable employees to have 'a voice' and give the opportunity for staff to raise suggestions and improvements that will make Vygon a better place to work.

Vygon has a strong commitment to the health and welfare of its employees. During 2020, the company continued to focus on health and wellbeing, providing employees with advice and useful information relating to the COVID-19 pandemic as well as look at ways to help deal with stress and working from home during the pandemic. To support this, Vygon provides an Employee Assistance Programme via Unum which provides our employees and their immediate family to assist with healthcare, wellbeing and practical and legal advice. All employees and their families now have 24/7 access to confidential advice and can speak to fully qualified advisers.



Equal opportunities

Vygon (UK) Limited is an equal opportunity employer. We are committed to ensuring, within the framework of the law, that our workplaces are free from unlawful discrimination on the grounds of colour, race, nationality, ethnic or national origin (including members of the Traveller Community), sex (including gender reassignment), pregnancy or maternity, sexual orientation, religious belief, or political opinion, age, marital or civil partnership or physical or mental disability.

We value diversity and are committed to promoting diversity within the workplace by seeking to ensure that all individuals are treated fairly with dignity and respect and by recognising and encouraging individual contribution within the company.

We are committed to ensuring that our staff and all applicants for employment are protected from unlawful discrimination. We are committed to creating a working environment that promotes dignity and respect for all and where individual differences and the contributions of staff are recognised and valued. It is also our policy that all employees should be allowed to work in an environment free from harassment, bullying, victimisation or unsolicited or unwelcome comments or overtures on discriminatory grounds.

Our current Equality and Diversity statement is just that; a statement (as opposed to policy). The new one will take the form of a policy once it has gone through the new document process. I appreciate that this Business Responsibility Report relates to 2020, but the statement is legally incorrect as it currently stands.



For further information, please contact: 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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