



Value Life



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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

In most sectors, but especially healthcare, standing still is never an option. As a company we are continually evaluating our products to ensure they deliver across the board. That means achieving the best possible outcomes for patients, ensuring clinicians consider our products to be effective and easy to use, as well as giving procurement teams the confidence they are achieving value for money.

Traditionally our focus has been on single-use medical devices because that is where our expertise lies. But we have always been aware that our products play a role in a much more complex system featuring much larger, and more expensive, capital equipment. As it is bought much less often than single-use devices, purchasing this equipment often needs the co-operation of several departments as well as clinicians with a variety of specialties and responsibilities.

We knew that having this knowledge was a strength of ours. We have built it up over many years through the co-operation and experience of the Business Unit teams at Vygon. A focus on further enhancing this expertise was the catalyst behind the launch of our first capital equipment, a catheter tip location system called Nautilus. Since then we have further invested in capital technology across several of our Business Units and we have plans for more in the future.

In 2019 we built on this when we brought the cardiac output monitor MostCare UP to the market and, after a number of trials, we went on to secure our first sale.

As a result, the signs are good for our fledgling capital equipment portfolio. We're excited about what we have in the pipeline for the coming years and the potential it gives us to further build on the mutually beneficial partnerships we have established with Trusts in the NHS and healthcare providers in the private sector.



A handwritten signature in black ink that reads "Les Davies". The signature is written in a cursive, flowing style.

**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 2019, 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 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. 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 12)

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.

# Our customers

## Business Units

Over the last 12 months we have further strengthened the dedicated Business Units we aligned with distinct therapy areas.

We made the changes two years ago to deliver logistical and structural efficiencies and improve our services to customers. The structure recognises the intensive clinical and financial challenges in the NHS as the procurement transformation programmes continue to take shape.

The established Business Units enable Vygon to offer greater clinical expertise, build a reliable resource of medical evidence and research as well as develop a more comprehensive programme of training and education.



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Talk to us about our patient focused clinical solutions

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Talk to us about our vital products for when you and your patients need them the most

**OBSTETRICS, NEONATOLOGY & ENTERAL**  
Talk to us about our comprehensive range of products for preterm and neonatal care, as well as patient focused solutions for enteral therapy

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**INTRAVASCULAR THERAPIES**  
Helping you choose the right line, for the right therapy, for the right patient

# Our customers



## 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 and service. We review, evaluate, investigate and take corrective and preventative actions where necessary.

## Strengthening Clinical Nurse Advisor expertise

In 2018 we created two new roles in our IVT Business Unit for Clinical Nurse Advisors. This was to offer our customers more in-depth clinical support from individuals who have experience of working within hospitals.

As leaders in their fields, the Clinical Nurse Advisors have quickly gained the trust of customers with their knowledge and ability to ask the right questions so that they tailor their training and education packages to suit a Trust's specific requirements.

From the outset, the feedback was very positive from customers who are grateful for the additional clinical resource and an understanding of the pressures and challenges they face every day.

In 2019 we built on this further by enhancing our training and education programmes and started to look at how we might make these services more widely available to more people using digital technology. We also strengthened our clinical team with the addition of two Haemodynamic Nurse Specialists.

# 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 maintained 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)

In response to a requirement from the Department of Health and NHS Supply Chain, we continue to maintain 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.

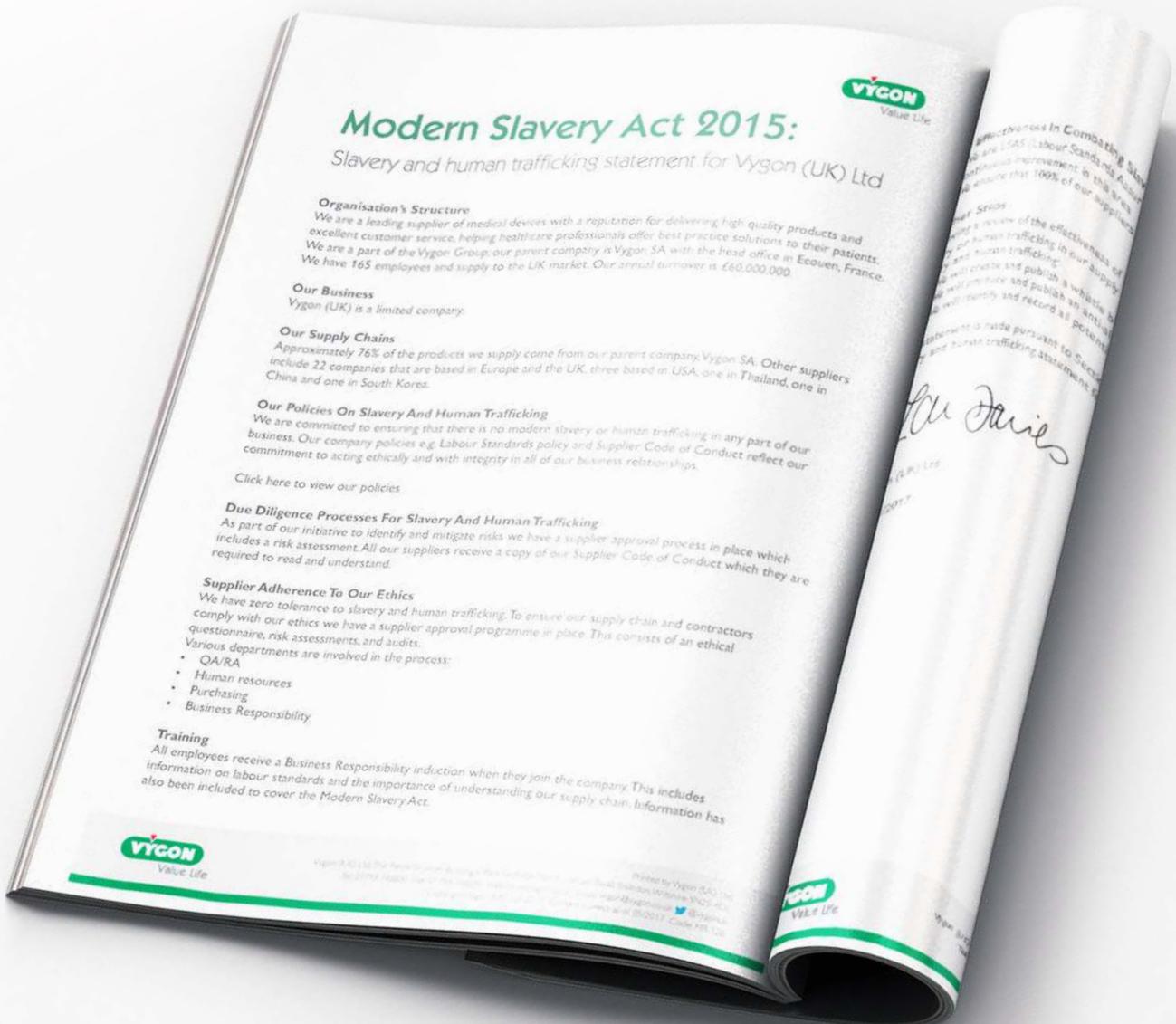
Vygon UK is committed to working towards continual improvement in this area, and has successfully achieved Level two certification.

## 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

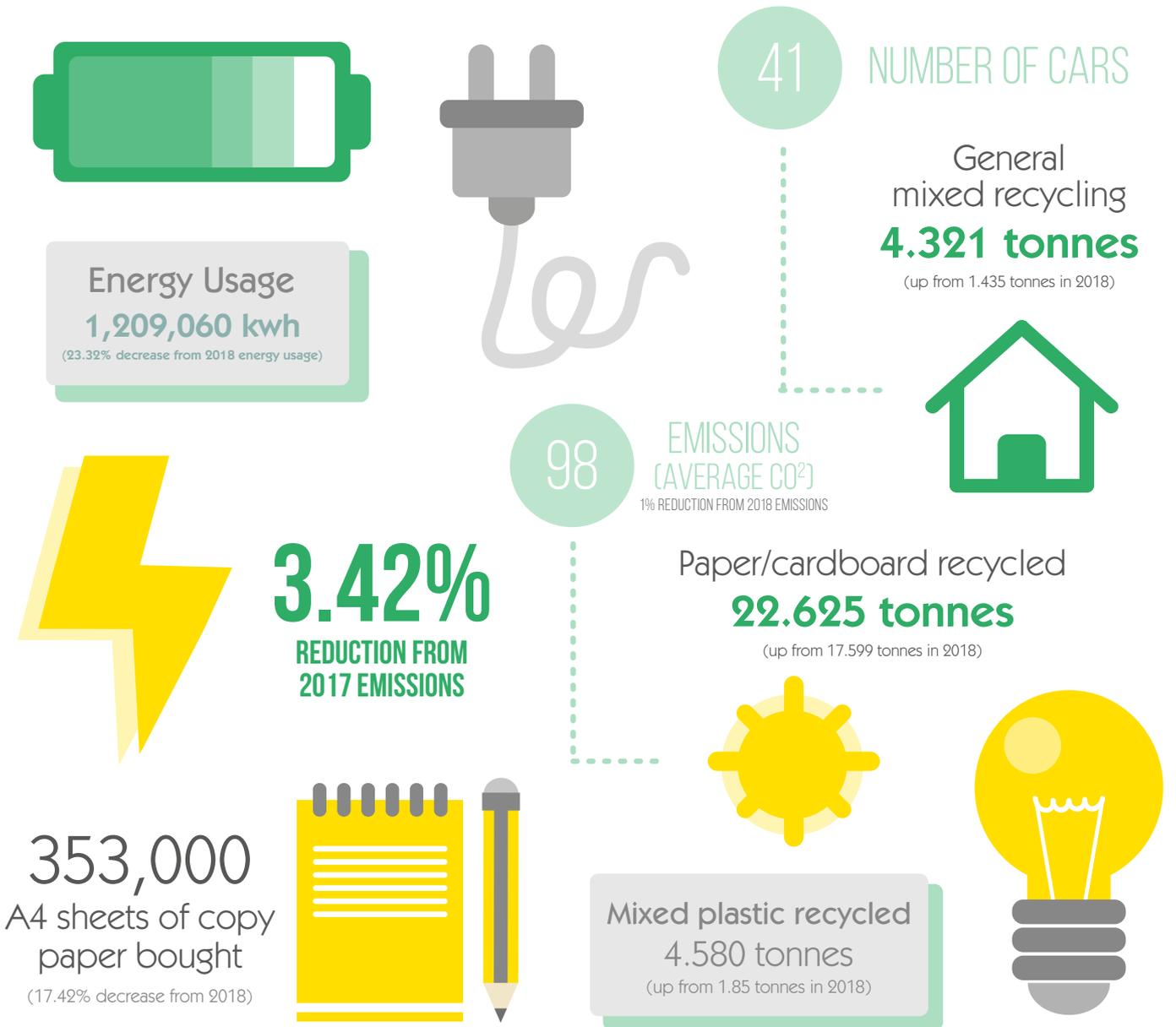
Vygon UK is committed to ensuring there is no modern slavery or human trafficking in any part of our business and our supply chain, and to complying with the Modern Slavery Act. Our company policies reflect our commitment to acting ethically and with integrity in all of our business relationships. Our Modern Slavery statement is available on our website. [www.vygon.co.uk/about/corporate-responsibility](http://www.vygon.co.uk/about/corporate-responsibility)





# Environmental

Our 2019 initiatives have all contributed towards improvements and a greener Vygon



## Other initiatives included:

- Programme introduced to reduce energy usage through more appropriate control of our storage requirements
- Company car users were encouraged to choose electric or hybrid options as their vehicles came up for renewal.

# Charity



## Vygon helping others

In 2019 our Vygon Charity Committee co-ordinated activity to support a variety of causes chosen by employees.

As in previous years, all employee fundraising is matched by the company up to an agreed level of £250.

### Our charity events included:

- Go Orange Dress Down Day for Muscular Dystrophy
- Comic Relief Red Nose Day - Wear Red/ Doughnut sale
- Daniel Lyons- Individual Employee charity fundraising contribution for Clic Charity
- Cruse Bereavement donation on behalf of a colleague
- Daniel Hart- Individual Employee charity fundraising contribution for Friends of Wisdom Hospice
- Steel Warriors Donation
- Three Wishes Donation
- Teckels, Oak & Furrows and Redgate Animal charity donations
- Northern Ireland and Wiltshire Air Ambulance Dress down day/Hotdog Sale
- James Street-Individual Employee charity fundraising contribution for Macmillan
- Combat Stress- donation to the Sales team nominated charity
- Macmillan - Dress down day/Scones Sale
- Gavin Leonard - Individual Employee Fundraising contribution for Breast Cancer Now
- Tom Delooze - Individual Employee Fundraising contribution for National Autism Society
- Christmas Shoeboxes expenses
- Children in Need - Dress Down Day
- Save the Children - Christmas Jumper Day

**£2,979.18**  
raised for charity in 2019



# 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.

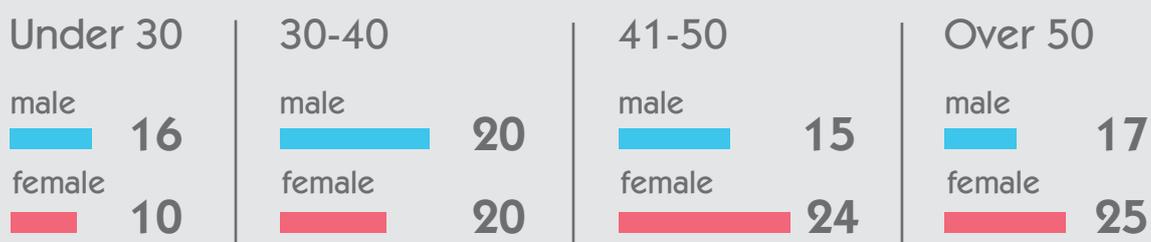
“We view diversity as an opportunity to enrich the organisation. In so doing Vygon undertakes to manage and promote and nurture such diversity by means of continual development of all individuals.”

Equal Opportunities Policy, Vygon (UK) Ltd

## Workplace diversity in numbers:

**147** employees at Vygon UK

**30** Leavers



full time  
MTWTF **130**

part time  
MTWTF **17**

## Investing in our team

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 Learning and Development team 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. There was a total of 172 training days delivered to employees in 2019.

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 2019, 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.

## Training & development

Training and education remains a top priority for Vygon. In October 2019, the Learning & Development department organised four mandatory e-learning modules on Workplace Equality, which all Vygon UK employees were asked to complete.

Each 30-minute online module covered a particular angle of this complex topic. The content included real-life scenarios and took into account current workplace realities. The modules were:

- Workplace Diversity: recognising that others might be different from us and never assuming how they want to be treated
- Unconscious Bias: the dangers of mis-judging people without even realising, based on our own limited experiences
- Thinking of Others: putting everyone's needs at the centre of our decision making
- Respect & Inclusion at work: how to develop an inclusive environment that works across different cultural boundaries.

This initiative was designed to get all staff thinking about their own behaviours towards others. It also encouraged an open dialogue amongst colleagues rather than sticking to personal assumptions and beliefs.

### **How do we know our attitude is acceptable unless we listen to the other person on how it makes them feel?**

These video-based educational modules have helped to raise the awareness across Vygon UK on the true meaning and importance of Workplace Equality.

## Employee engagement

We engage and communicate with employees through various channels:

2019 saw the introduction of a new internal communications platform called 'Workplace', owned by Facebook. This business communications platform has the familiar feel of Facebook and has allowed us to increase employee engagement across our Head Office and field based teams, as well as connecting us to our global Vygon colleagues. Information about work, and employee updates are shared on Workplace. It also includes a 'poll' feature so that we can gauge the opinion of staff on important topics through surveys.

In addition, we also installed several large screen TVs around the building to share important information, including introducing new starters, announcing business wins and successes and highlighting issues employees should be aware of. These were placed in breakout areas so staff could read the information whilst making a drink, or having lunch.

Every quarter, senior managers deliver a **staff meeting** to all office-based 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.

During 2019, YourVoice continued focusing on health and wellbeing, providing employees with advice and useful information on how to deal with stress at work and at home via our Workplace page. 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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