

Vygon Business Responsibility

The opening of The Pierre Simonet Building

The building was named the **Pierre Simonet Building** after the founder of the Vygon Group. It was reopened on 22nd September 2011 by Bertrand and Marie-Denise Curty (Bertrand's wife and daughter of Pierre Simonet) and Vygon's CEO, Michèle Regnaud.





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Statement from the Managing Director of Vygon (UK) Ltd

It has been a year since our very first Business Responsibility Report which has been one of the most ambitious in the company's history. After 33 years in Cirencester, Vygon has relocated to larger premises in Swindon that will serve planned growth and development for many years to come. Aside from the need to ensure continuity of supply to our customers and development of product in a manner normally associated with the company, the move has enabled fresh emphasis in specific areas of sustainable development, such as biodiversity, community involvement and employee welfare.

In 2012 we introduced *Beyond Excellence* which highlights Vygon (UK) Ltd's Vision, Mission and Values for the short-term future. The backbone of this is *To be a market leader in the healthcare and veterinary markets and achieve sales of £75m by 2018*. In order to achieve this we must not only continue the high levels of quality already achieved, but aim to exceed them and set new levels of performance for our customer. An essential part of this is the delivery of a comprehensive process of sustainable development. In fact *Beyond Excellence* includes values that again emphasise our commitment towards Business Responsibility.

"Results create success, pride and motivation in the individual employee and the company as a whole"

"We value diversity and seek strength in our differences. We show respect while challenging each other in a constructive way"

"We encourage innovative behaviour and promote initiative and learning"

"We will invest in education and development to enable employees to be the best that they can be"

"We will be market leaders by listening to the needs of our customers and being the best"

Our first report served to identify areas in which we could concentrate our attention on Business Responsibility. It established material sustainability issues on which Vygon (UK) Ltd may focus. I am delighted to say that this has progressed despite the distractions of moving premises and the recession, which impacts on public spending. Moving premises is a one off, albeit an all embracing one off, and hopefully the recession will not go on indefinitely. Sustainable development most certainly will and Vygon should be part of it.

Over the last year concentration has been on the infrastructure required to establish Business Responsibility processes. We have established a Departmental Champions Group which meets on a regular basis and acts as a two-way link for Business Responsibility and individual departments, while the establishment of Vygon Helping Others has seen a surge of interest in our philanthropic involvement. Both report to the Business Responsibility Steering Group which I chair and which involves senior managers and managers key to development of Business Responsibility. Through all of these groups we intend to increase levels of awareness and commitment which may not have moved as rapidly as we would have wished, but which will become a priority for this year.

Individual aims have been achieved too; Waste management is now fully controlled by our Facilities Team and all that presently can be recycled is recycled, recorded and reported. Moving premises created a temporary hike in some figures such as those involved in running old and new operations side by side in order to maintain customer service during the transitional period. Details are reported in this document. The move also presents fresh Business Responsibility challenges such as establishment of a comprehensive biodiversity programme befitting our change in environment, and social engagement with the community into which we have now moved.

Paper usage has been a focus, and although high levels of reduction have been achieved this is not reported as we previously had no central, common record of paper purchased. This too has now been resolved. Finally, training on Business Responsibility has now become structured and integrated into induction for all new employees, as well as top up sessions for existing employees.

Overall, looking at the integration of sustainability into the everyday working of the company we have progressed further than I would have expected at this stage. Over the next two to three years I expect the integration to be complete.

Vygon (UK) Ltd will be able to claim the title of a *sustainable company* not only for our achievements, but for establishing a process of incorporating Business Responsibility into our Company Vision.



Les Davies
Managing Director

A Background to Business Responsibility at Vygon (UK) Ltd

Vygon as a group was established in France in 1962 by M. Pierre Simonet and has quickly grown to have subsidiaries in 21 countries throughout the world with a further 64 countries being represented by distributors. There are eight manufacturing units producing Vygon products, six of which are located in Europe plus Colombia and India. Those located in France in particular are advanced, modern manufacturing and distribution centres that have achieved ISO14001. These eight factories contribute about 80% of Vygon (UK) Ltd sales. Vygon (UK) Ltd has established a primary position within the Group with sales in 2011 of £54 million. The Group ownership remains in the hands of the family of the founder.

Vygon (UK) Ltd was established in 1973 as an independently operating sales and distribution subsidiary. Continuing the Group's attitude of providing innovative, quality products with a high level of service, Vygon (UK) Ltd is now recognised as a major supplier of medical and surgical disposable products to the NHS, as well as to the veterinary market and private hospitals. A number of products and brands are associated with Vygon in the UK. The main brands include:

- **Bionector**
- **Biovalve**
- **Leadercath**
- **Lifecath**
- **Multicath**
- **Nutriline**
- **MIC**
- **Neurasafe**
- **Nutrisafe® 2**
- **Premicath**
- **VENE-K**

It is just over a year since the first Vygon (UK) Ltd Business Responsibility Report was published, June 2011, and in this time a great deal has happened to the company. Vygon moved to new premises designed to cope with present levels of company growth and cater for long term future development and growth. Not, on the face of it, an ideal time to adopt a sustainable development process and all it involves. However the move from Cirencester to Swindon became the catalyst for Business Responsibility activities rather than a hindrance.

These have developed at a healthy pace to the extent where, although statistics within this report relate to 2011 (unless specified), having established an annual report frequency, activities well in to 2012 are reported. In this way we can illustrate how sustainable development has rapidly evolved since the move. There are two main reasons for this:

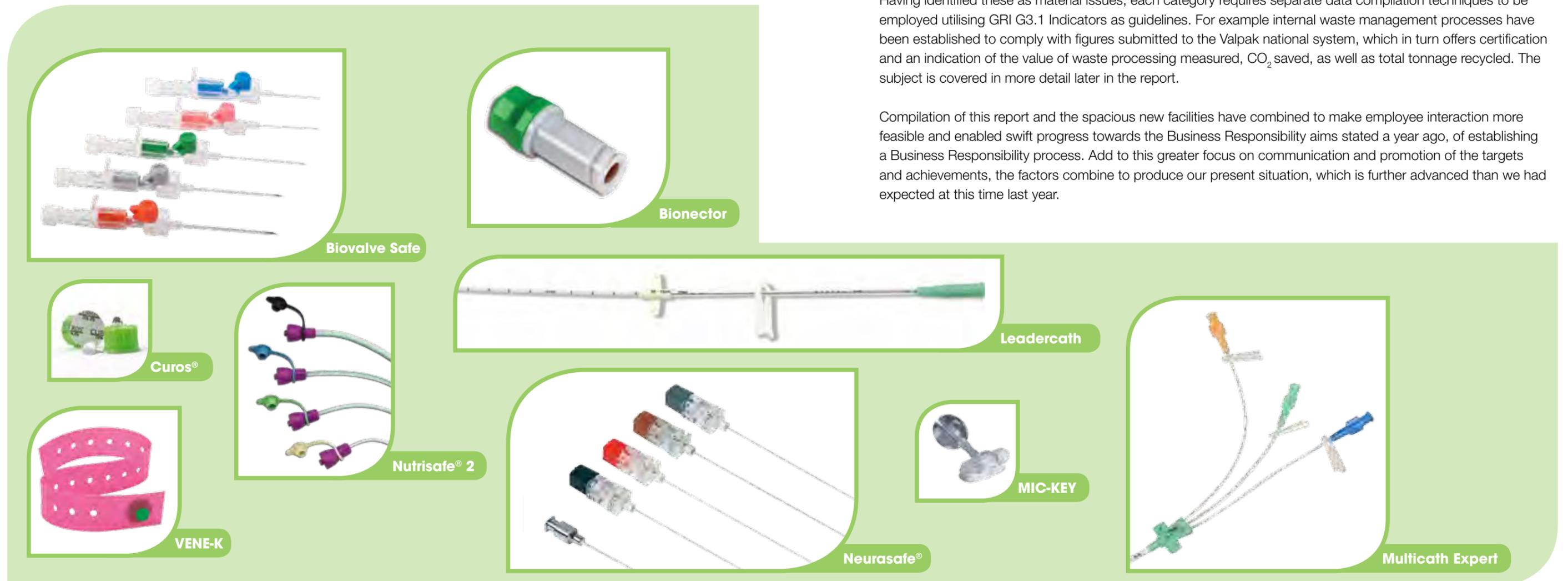
- There was an inevitable priority given to completing the move seamlessly so as to create the minimum of adverse effect to our customer
- After the settling in period we were able to relate and expand existing Business Responsibility aims to long-term goals.

Processes have been established enabling measurement of material sustainability elements:

- Fleet vehicle emissions
- Waste management
- Paper usage

Having identified these as material issues, each category requires separate data compilation techniques to be employed utilising GRI G3.1 Indicators as guidelines. For example internal waste management processes have been established to comply with figures submitted to the Valpak national system, which in turn offers certification and an indication of the value of waste processing measured, CO₂ saved, as well as total tonnage recycled. The subject is covered in more detail later in the report.

Compilation of this report and the spacious new facilities have combined to make employee interaction more feasible and enabled swift progress towards the Business Responsibility aims stated a year ago, of establishing a Business Responsibility process. Add to this greater focus on communication and promotion of the targets and achievements, the factors combine to produce our present situation, which is further advanced than we had expected at this time last year.



Impact of Business Responsibility at Vygon (UK) Ltd

As a sales and distribution organisation the impact upon sustainability is not as great as it would be if we were a manufacturing organisation similar to other units within the Vygon Group. Later sections of the report illustrate risks and opportunities arising through this and through involvement in the highly regulated medical and surgical supply market. Vygon (UK) Ltd has established processes through which identified key stakeholder interest areas are addressed.

For example:

- Product packaging is an issue in most organisations. The subject was covered extensively in our first report and we continue to address it here.
- Vehicle emissions targets were established a year ago. Progress against these targets and additional issues are addressed later in the report.
- The use of PVC, polyethylene, polyurethane, polycarbonate or silicone within our products, while not raised as a specific issue by stakeholders is one which employees must be prepared to address. The materials are necessary in the medical and surgical process. Any attempt to use alternatives has a detrimental effect on patient care. Vygon is able to illustrate further benefits in product development and innovation to counter use of these materials. The subject is addressed in detail in this report. This report covers all of these subjects as well as the processes by which Vygon (UK) Ltd has chosen to address, prioritise and handle them.

The 2012 Vygon (UK) Ltd Business Responsibility Report

As established in our first report materiality has been determined in accordance with the AA1000 guidelines. Vygon (UK) Ltd reviews stakeholder generated issues on a routine basis by means of the Business Responsibility Steering Group, ensuring stakeholder requirements and emphasis, remain topical and the Business Responsibility process retains active targets.

The first Vygon (UK) Ltd Business Responsibility Report set out to establish primary areas to focus and initiate processes whereby achievements on material issues may be measured. Business Responsibility Reports are intended to cover the immediate preceding financial year and produced annually. The intention of this report is to:

- a Ensure this process continues**
- b Create more quantifiable target measurements**
- c Enable the Steering Group to make judgements on the status of chosen issues.**

The primary stakeholder and greatest influence on Business Responsibility for Vygon (UK) Ltd remains the customer, with the employees also contributing throughout the year. Engagement has continued at established, pre-defined levels aided by the greater awareness of employees as the process has become integrated throughout the company.

Any form of feedback is deemed essential for the process of Business Responsibility and Vygon (UK) Ltd has established an email address specifically for this purpose. Any comments are welcomed, and stakeholders or any other readers may e-mail: **business.responsibility@vygon.co.uk**

Assurance

Vygon (UK) Ltd has decided not to seek assurance from independent sources on this occasion. Instead we will self-assess the application level achieved but will utilise the same techniques as those employed by independent assurers, i.e. the AA1000 AS Assurance Standard, GRI Application Levels, and IRCS certified Sustainability Assurance Practitioner training. To this end Vygon (UK) Ltd has self-assessed an application level of B.

Structure

Vygon (UK) Ltd established a Steering Group in the early stages of Business Responsibility integration and this has taken an increasing role in all key areas of sustainable development management, either directly or through management of one of the two employee groups. The Steering Group includes the Managing Director in the Chair and members of senior management of Vygon (UK) Ltd, Finance Manager, Operations Manager, Commercial Manager, as well as the Business Responsibility Co-ordinator. The group is responsible for the phased introduction of Business Responsibility to all departments and for the methods by which it is adopted.

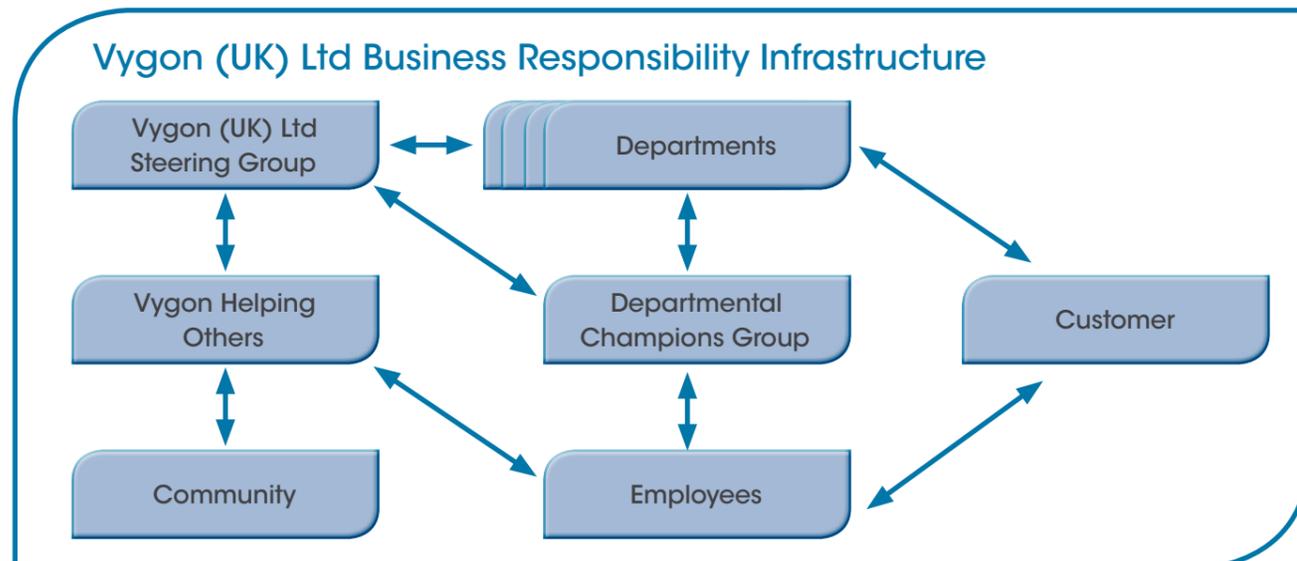
Meetings are held quarterly and more frequently if required and include the function of self-evaluation of performance.

The first employee group to be established was the Business Responsibility Departmental Champions Group whose primary role is to be a two-way link with employees for all Business Responsibility matters. The individual members act as a point of reference for queries and concerns for their department's employees on Business Responsibility as well as passing on new initiatives, news and reports of achievements.

Arising from activities of this group *Vygon Helping Others* was formed. The name was chosen to represent Vygon's commitment towards community involvement, beginning with adoption of employee elected charity organisations.

Both groups include the Business Responsibility Co-ordinator as a link with the Steering Group and report directly to the Steering Group. Members of all three groups are made known throughout the Company.

We now have in place a Business Responsibility infrastructure which enables the Steering Group to communicate, especially with stakeholders, about decisions on current issues made at management level. We are able to respond to suggestions and comments and to communicate the response in return. This ensures issues have been referred to the highest point of management in the Company and that risks and opportunities relating to the issues are assessed. The infrastructure completes the Business Responsibility process 'circle' of establishing material issues, acting on them, reviewing, revising and ultimately renewing issues by existing methods. Co-ordination of the groups, information, communication flow and departmental activities are carried out by the Business Responsibility Co-ordinator. This role and the 'Champions' Group ensure relevant issues are addressed by the Steering Group, that the diverse range of subjects under the heading of Business Responsibility are integrated into departments appropriately, as well as ensuring avoidance of conflicts of interest where issues overlap within departments. The role also enables sustainability expertise to be focussed on one person who is able to advise on procedures and guidelines and recommend actions accordingly.



Beyond Excellence is Vygon (UK) Ltd's statement of Vision, Mission and Values. These are expressed in five separate, meaningful statements clearly illustrating Vygon (UK) Ltd's commitment to Business Responsibility.

Our efforts and behaviour are results orientated. Results create success, pride and motivation in the individual employee and the company as a whole.
 We will always aim to go 'Beyond Excellence.'

We value diversity and seek strength in our differences. We show respect while challenging each other in a constructive way.
We are loyal to the decisions made.

We encourage innovative behaviour and promote initiative and learning.
We always look for continuous improvement and strive to make positive changes to stay ahead.

As a sales company, we strive to always fulfil the needs and expectations of our customers by creating exceptional service and value.
 We will be market leaders by listening to the needs of our customers and being the best.

We will invest in education and development to enable employees to be the best that they can be.
We will encourage independent thinking and allow holistic decisions to be made at appropriate levels in the organisation – and thereby release energy, potential and commitment.

Policies

Stakeholders have requested clarification on specific areas of Vygon (UK) Ltd's Business Responsibility commitment. Vygon (UK) Ltd has made available policies stating and clarifying the Company position on individual subjects. Policies are available on request covering:

- Environmental
- Equal Opportunities
- Ethics
- Health & Safety
- Professional Code of Ethics
- Supplier Code of Conduct
- Sustainability Code of Conduct
- Waste Management.

Agreed Standards

In 2011 the Steering Group adopted the ten principles of the United Nations Global Compact as a guideline for adoption of issues along with the OECD Guidelines for Multi-National Enterprises. Specific policies are also covered by international guidelines such as;

- SNITM Professional Code of Ethics and Conduct relating specifically to the Medical Technology Industry,
- The Ethical Trading Initiative (ETI) Base Code, which is in turn founded on the conventions of
- The International Labour Organisation (ILO)
- EC regulations and legislation
- National regulations and legislation.

Vygon (UK) Ltd endorses the ten principles of the United Nations Global Compact

Vygon (UK) Ltd supports the Global Compact Principle 7 (Principle 15 of the Rio Declaration); the Precautionary Approach

Compliance

Vygon has an excellent record having no legal actions for:

- Incidents of corruption
- Actions taken in response to incidents of corruption
- Incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle
- Incidents of discrimination and actions taken
- Number of legal actions for anti-competitive behaviour, anti-trust, and monopoly practices.

Neither are there any significant fines or sanctions for:

- Non-compliance with laws and regulations
- Number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle
- Number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labelling
- Incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion and sponsorship
- Number of substantiated complaints regarding breaches of customer privacy
- Non-compliance with laws and regulations concerning the provision and use of products.

Summary Data Table

Sector and indicator	2010	2011	Increase/Decrease %
Company Profile			
Sales	£52.6 million	£54.1 million	2.8
Corporate taxes	£2.3 million	£3.1 million	42.6
Employees			
Number	133	134	
Compensation	£4.9 million	£5.5 million	10.9
Gender diversity (% female)			
• Management and supervisory	34.0	34.0	-
• Non management	58.0	58.3	0.5
Part time employees (%)	8.4	8.0	-5.0
Environmental			
Energy usage			
• Electricity	319,451 Kwh	Not available (see text)	-
Non hazardous waste (Kg)			
• Cardboard	13380	23510	63.75*
• Paper	4614	8060	42.75*
• Plastic	4924	6155	20.00*
• Wood (pallets)	4460	8060	44.67*
Vehicle Fleet (Emissions)			
• No. of vehicles	46	52	13.04
• Total Co ₂ tonnes	242	238 (210, adjusted for vehicle increase)	-1.63 (-12.98)
Ave. per vehicle Co ₂ tonnes	5.26	4.85	-12.98
Emissions saved Co ₂ tonnes	-	21.32	-
Journey to work			
• Average length of journey to work (head office) - miles	-	13.02	See notes (1)
• Increased emissions arising from move to Swindon - tonnes	-	6.22	See notes (2)
• Emissions saved by lift sharing - tonnes	-	23.17	
• Emissions saved from walking /cycling to work - tonnes	-	0.56	See notes (3)
Paper usage			
Units	Unknown	1.82 million	-
Type:			
C4 White		41.28%	-
A4 Copier Paper		21.97%	-
C4 Manilla		20.90%	-
Total 3 types		84.15%	-
Others (52 types)		15.85%	-

Notes

(1) Based on journey to work survey among employees working in head office, August 2012 which produced a 74.5% return rate.

(2) Figure shows effect of increased mileage for previously local employees, less the effect of decreased mileage for current local employees.

(3) Estimated average figures from replies received.

13.02 Miles

Sector and indicator	2010	2011	Increase/Decrease %
Occupational Health and Safety			
Employee or contractor minor injury 2009	8	N/A	-
Employee or contractor serious injury 2009	0	0	-
Employee or contractor fatality 2009	0	0	-
Supply Chain			
Payment to suppliers	£35.6 million	£35.0 million	- 1.7
• (Outside of Vygon Group)	(7 million)	(7 million)	-
• UK suppliers	£2.0 million	£2.1 million)	4.8
Community Support			
• Cash donations	£12,313	£9,251	-33.1
• Product donations	3 pallets	-	-
Training			
Employees trained on social, economic and environmental implications of Business Responsibility	0	83%	-

Economic Responsibility

Vygon has a duty to support the local economy and recruits employees from the local population. The average distance travelled to work by head office employees is 13.02 miles. It is also Vygon (UK) Ltd's policy to employ field based staff from the area in which they will be working. All employees are encouraged to learn and develop within the company and 48% of managers and supervisors were recruited from within the 13.02 mile average journey to work radius.

Medical and surgical products are of a specialist nature and are only available from a small number of locations internationally. Vygon is able to source a small number of products that are not supplied by the Vygon Group, from within the UK. However operational supplies and services are sourced locally wherever possible.

The move to Swindon was welcomed by Swindon Borough Council who were eager for someone to take on an iconic local building previously owned by Motorola. Having replaced a major local employer, Vygon (UK) Ltd was able to utilise the large premises and maintain a number of local catering and other utility services.

Part of the remit for Vygon Helping Others is to investigate, over a period of time any areas in which Vygon (UK) Ltd may contribute expertise to the benefit of the local community. Initial suggestions have been to help in schools, in sports clubs or, considering the type of product we supply, in the local hospital. Each will be given due consideration.



Stakeholder Groups

Vygon (UK) Ltd is fairly unique in two major respects;

1. The structure of the Company reduces the number of stakeholders
2. Within the healthcare market the structure of the predominant customer organisation reduces the number of stakeholders.

The Vygon structure:

- The Vygon Group manufactures 80% of products sold by Vygon (UK) Ltd meaning there are fewer suppliers
- Ownership of the Group remains in the hands of the founder's family, therefore no other shareholder interest exists
- Highly regulated products are required to comply with national and international standards. These include major issues of research, development, quality and innovation.

Our stakeholders therefore form two main groups resulting in a third 'overspill' group;

Vygon	Customer	Other
Employees	Customer (NHS)	Customers (non NHS)
Directors	Regulatory	Community (non NHS)
Supplier	Government	Suppliers (non Vygon)
	Community	

The Customer structure, the NHS as the predominant customer:

- Is a Government organisation
- Regulatory bodies are included within the Government health structure
- Serves the community on a National basis.

How did we do?

Our first Business Responsibility Report established a basis for the process we aimed to develop over a period of time. From the aims set we can assess our position and establish new aims.

We said we would address	What we did
“Establishing objectives and aims is an objective in itself”	Vygon (UK) Ltd Business Responsibility infrastructure and process established
Customer Issues 1. Waste Management and Minimisation 2. Environmental Impact in the Lifetime of the product <ul style="list-style-type: none"> Including transportation of products. 3. Social Issues <ul style="list-style-type: none"> Human rights issues in the supply chain Bribery and fraud Codes of conduct for suppliers. 4. Health Risk Management 5. Employee <ul style="list-style-type: none"> Welfare of employees at all stages of the product lifetime Employee training in sustainability issues Policies and action plans required. 	<ul style="list-style-type: none"> Vygon manufacturing units position established** Other product supplier positions established Vygon (UK) Ltd waste management system adopted in new premises Vygon manufacturing units position established** Co-operation with NHS Supply Chain initiatives continue 96% of product suppliers addressed Codes of conduct for suppliers established and issued Vygon manufacturing units position established Comprehensive employee engagement and Business Responsibility involvement programme established Employee welfare factors included in move of premises 83% of employees now trained in all aspects of Business Responsibility Policies covering all required subjects established and issued as required. <p style="text-align: right;"><small>**Covered by ISO 14001</small></p>
Employee Issues <ul style="list-style-type: none"> Amount of paper used in all departments (All other issues related to the previous premises).	Established <ul style="list-style-type: none"> Recording of paper purchases Investigate usage in all departments Reductions achieved.
Governance <ul style="list-style-type: none"> Sign to the United Nations Global Compact as a Group Establish whether Sustainability Reporting is required at Group level. 	<ul style="list-style-type: none"> Not achieved Not required (although individual subsidiaries are allowed to produce their own reports).
Environmental <ul style="list-style-type: none"> Reduction in fleet vehicle CO₂ emissions 10.7%. 	<ul style="list-style-type: none"> 13% reduction achieved (See later in the report).
Business Responsibility Process <ul style="list-style-type: none"> Stakeholder engagement Establishment of Business Responsibility process Integration of Business Responsibility into departmental activities. 	<ul style="list-style-type: none"> Process established and continued On-going but excellent progress Ahead of schedule.

Vygon Group as a supplier

As an independently operating sales and distribution organisation Vygon (UK) Ltd has a limited amount of control over Human Resource issues affecting the supply chain. However we are aware that our customer sees us as the supplier and therefore responsibility to establish the existence of appropriate sustainability measures within the supply chain lies with us.

Again we are fortunate in that 80% of our products are sourced from manufacturing units within the Vygon Group and supplied from the central stores and distribution centre located in Northern France.

Both the major manufacturing unit and the central store are ISO14001 registered and therefore subject to environmental requirements that entails. However Vygon is an organisation that relies on quality and innovation to gain competitive advantage. To this end the Vygon Group design, research and development, manufacturing, stores and distribution has management and review systems in place designed to ensure compliance with ISO14001.

Outside of ISO14001 issues there is consideration for inclusion of human resource issues within the supply chain and in monitoring their suppliers. Although there are many hundreds of suppliers to address the purchasing department at Vygon SA has begun the lengthy process of ensuring understanding of sustainability issues among new and major suppliers.

Each new supplier is approached, with exceptional care required for products with such a high level of regulation and dependence upon quality, and is subjected to comprehensive investigation involving completion of a supplier questionnaire, which is based on compliance to Directive 93/42/EEC for Medical Devices as well as ISO 9001 and ISO 13485. Directive 93/42/EEC covers all health risk management issues as well as a number of environmental issues. The supplier is then audited by the Vygon quality teams. Vygon SA has now incorporated all remaining sustainability issues into the questionnaire, therefore addressing issues such as human rights clauses, child labour, forced or compulsory labour and the impact of enforcement of these within the country of the supplier.

NHS Supply Chain Supplier Code of Conduct

“The supplier encourages its suppliers to adhere to the ethical standards, human rights, health and safety standards and environmental standards upon which this agreement is based, as part of fulfilling their contractual obligations.”

“The supplier shall communicate the principles stated in the Supplier Code of Conduct and detailed above to its subcontractors and other business partners who are involved in supplying the products and services described in the main contract.”

“Any breach of the obligations stipulated in this Supplier Code of Conduct is considered a material breach of contract by the supplier.”

Our Product Responsibility

Our Business Responsibility report last year addressed the dilemma facing suppliers of all suppliers, throughout the world supplying single-use medical and surgical products. The group of materials, PVC, polyethylene, polyurethane, polycarbonate or silicone, while not environmentally sustainable are put to very sustainable use, easing pain, curing and even saving life. Innovative and safe new products that will decrease amount of suffering, infection or bed use and that will save the customer money, represent further sustainability issues on which Vygon concentrates.

The comprehensive assessment of potential suppliers by Vygon SA illustrates the depth and quality applied to sourcing materials and parts. The strength continues through Research and Development, Design and Quality departments where new and innovative products are concerned. It is at this stage that health and safety impacts of Vygon products at all stages of the supply chain are assessed. The results provide not just innovative product but an attractive proposition to the user.

Products are designed not simply to comply with health and safety standards for users and patients but to take patient and user health and safety further.

Product	Sustainable benefit
Bionector	<ul style="list-style-type: none"> Safety device – minimises the risks of needle-stick injury, blood spillage, air embolism, and infection from opening and closing IV connections.
Procedure packs – custom or off the shelf	<ul style="list-style-type: none"> Save set-up time, reduce waste from lots of individual packages being opened, can reduce costs, and provide documentation, rationalisation and traceability, reducing the risk to patients
Regional Anaesthesia Packs	<ul style="list-style-type: none"> Provide maximum barrier precautions, therefore reducing the risk of infection to the patient
Customised Procedure Packs	<ul style="list-style-type: none"> With the ever increasing demand to improve hospital efficiency and utilise available time, custom packs help by reducing the number of stock items required for a procedure. This decreases waste, ordering costs and packaging, which in turn reduces set-up time giving skilled clinicians more time for hands-on patient care and helping to ensure compliance with best practice.
Non-return valves (Bionector range, IV Management range)	<ul style="list-style-type: none"> Reduce the risk of backtracking Reduce catheter occlusion (Bionector TKO).
Anti-syphon valves (IV Management range)	<ul style="list-style-type: none"> Reduces the risk of accidental syringe downloading.
Nutrisafe® 2 range	<ul style="list-style-type: none"> Reduces the risk of misconnection Reduces the risk of wrong-route errors.
Neurasafe®	<ul style="list-style-type: none"> Reduces the risk of misconnection Reduces the risk of wrong-route errors.
Safety needle in MST kits	<ul style="list-style-type: none"> Reduces the risk of needle-stick injuries.
Perfusafe (Huber needle for ports)	<ul style="list-style-type: none"> Reduces the risk of needle-stick injuries
Multicath Expert Catheters	<ul style="list-style-type: none"> Effective against the most common pathogens causing device-related infections, including gram-negative and gram-positive bacteria and fungi, so minimising the risk of catheter-related bloodstream infections.
Lifecath Expert	<ul style="list-style-type: none"> Antimicrobial catheters - minimising the risk of catheter-related bloodstream infections.
Multistar range	<ul style="list-style-type: none"> Antibiotic impregnated (Rifampicin and Miconazole) Reduce the incidence of both catheter microbial colonisation and related bloodstream infections.
A-Sets - multi-lumen IV access system	<ul style="list-style-type: none"> Designed to meet clinician requirements and to provide optimum patient safety during delivery of TIVA.
VENE-K - single-use, sterile, quick release tourniquet	<ul style="list-style-type: none"> Avoids pinching skin, over-tightening and tying knots Easy application and removal Helps minimise the risk of infection during one of the most commonly performed invasive procedures.
Curos® Port Protector	<ul style="list-style-type: none"> Reduces catheter related bloodstream infection (CRBSI).



Marketing communications

The healthcare market is heavily regulated and you would expect it to be. From the products themselves, their manufacturing conditions and even labelling and packaging all comply with national and international directives. One area where there is a moral responsibility placed on the provider of products is that of laws, standards, and voluntary codes related to marketing communications. This includes advertising, promotion and sponsorship. As a Group Vygon encourages use of SNITEM guidelines (Syndicat National de l'Industrie des Technologies Medicales) as well as points outlined within the OECD Guidelines for Multinational Enterprises 2011. To simplify Vygon (UK) Ltd's situation on the subject we have introduced amongst the policies mentioned earlier, our own Professional Code of Ethics, to which we adhere and have, to date received no reproach on any topic.

One of the impacts of providing a sales and distribution service as opposed to a manufacturing service is that the environmental impact is greatly reduced. Much of the 'environmental' impact lies with and is comprehensively covered by our manufacturing units. There is, however, a responsibility to 'do our bit' in relation to the environment. Once the Steering Group had made the initial materiality assessment of issues raised by the customer and by employees, a number of environmental issues stood out.

Issue	Stakeholder
Vehicle emissions <ul style="list-style-type: none"> Vygon fleet Transportation of products 	Issue raised by customer under "climate protection". These represent the biggest single area Vygon (UK) Ltd can contribute towards environmental issues.
Waste management	
Paper usage	Identified by the employees . The single most frequent subject raised.
New site, general environmental issues	Business Responsibility Departmental Champions Group.

The subject of transportation of products was covered comprehensively in our first Business Responsibility Report. It highlighted the level of co-operation with the NHS Supply Chain to achieve savings and reduce emissions. A number of measures already adopted include cross docking, back hauling, e-procurement and e-invoicing.

Transport movement was also one of the areas identified as a point of concern by the local community before we moved in to the present premises. We were able to assure our neighbours that this would be minimal even allowing for future expansion.

The Vygon (UK) Ltd fleet of vehicles has also been addressed. It was one area where in 2011 we were able to set a quantifiable target, a 10.7% reduction in CO₂ emissions. Although the number of vehicles in the fleet increased by 13% the emission figures show a reduction in CO₂ emissions of 1.6%. Using an average 'emissions per vehicle' this represents a 13% decrease. Figures, illustrated in the Summary Data Table have been achieved by changing through natural replacement cycles to models with lower emissions. Using the same method we anticipate a further 5.3% reduction in CO₂ emissions over the next 12 month period.



Vauxhall Insignia Ecoflex with stop/start, emissions 115G/KM.

Paper Usage

Employees raised the subject of volume of paper used by Vygon (UK) Ltd and whether this could be reduced. The issue is the first to be taken on by the Business Responsibility Departmental Champions Group. Work by the Group represents an impressive example of the speed by which employees have adapted to Business Responsibility. The first point established was that there was previously no record of amount or types of paper purchased. The Purchasing Department had only been established within the last year, prior to which each department bought their own. The *Champions Group* resolved:

To create a record of types and quantities of paper purchased

- Purchasing is now centred in the Purchasing Department and the Marketing Department, the largest, most specialist user
- A central spreadsheet was created to record types and quantities purchased.

To investigate within their own departments where savings may be made

- Reduce usage where possible
- Discuss with relevant participants where usage is part of an established process.

After a year analyse usage from the spreadsheet to assess where reductions may be made.

Usage over a one year period necessarily overlapped into 2012. The record of purchases reveals the following:

Paper Usage Analysis	
Types of Paper Purchased	77
3 major items represent These are:	79.3% by volume of all purchases
• C4 White Business Envelopes – Window C4 90gsm	38.9%
• A4 Copier Printer Paper – White 80gsm	20.7%
• C4 Self Seal Manilla Envelopes – Plain C4 90gsm	19.7%

The *Champions Group* identified copier paper (20.7%) as a target area and has agreed to conduct a survey into usage. However IT Departmental policy replaces present printers with duplex models at the end of their useful life. An automatic reduction in usage should therefore begin to be apparent throughout the next period.



Targets for the next 12 months:

- Establish details for usage on both types of envelopes.
- Target 15% reduction on copier paper usage through:
 - Double sided printed copies
 - Address the printing of emails
 - Survey into usage of printer/copier paper.

Our Environmental Responsibility

A number of other initiatives have produced savings which are not quantifiable due to lack of figures. These are either directly associated with *Champions Group* activity or happened since the initiatives began:

Department	Initiative
Warehouse	<ul style="list-style-type: none"> Est. 10% reduction from process by using email Identified major areas of paper usage Discussing process with Customer Service Team that requires approximately 100+ sheets A4 per day.
Technical	<ul style="list-style-type: none"> Email product and uplift requests to Customer Service Department Email PDF copies of investigation reports and customer letters to the relevant members of the Sales Team. Saves postage as well as paper.
Finance	<ul style="list-style-type: none"> Sending electronic monthly statements to NHSSC replacing mailers previously posted.
Marketing	<ul style="list-style-type: none"> Testing use of advertising e-shots to replace posted versions Literature printed in-house will have biodegradable lamination so will be fully recyclable. Converted to use of carbon-balanced paper leading to reduction in carbon used.
Sales Team	<ul style="list-style-type: none"> SuperOffice CRM system for electronic activity reports.

Our new home

	Cirencester	Swindon
	Area (sq. Ft.)	Area (sq. Ft.)
Warehouse	70,000	170,000
(Temporary warehousing)	(30000)	-
Office	2,500	5,500
Grounds (acres)	3	30

The business significance of our move of premises cannot be over-emphasised. There is also significance in terms of Business Responsibility, and specifically environmental considerations. Those charged with handling the project to move commissioned a Sustainability Assessment which enabled us to consider environmental issues from scratch on occupying the new premises. The Sustainability Assessment created reassurance for the environmental nature of both building and grounds. It identified areas on which to maintain or improve environmental standards, as well as a comprehensive engagement with and consideration for the local community.



Sustainability Assessment on the New Vygon (UK) Ltd Premises - Summary

Biodiversity

1. The site is of low ecological value
2. Landscaping
 - Keep as many of existing landmark features as possible
 - Keep native species planting areas as informed by the habitat survey
 - Existing hedgerow will be maintained and bulked up through additional planting.
3. No presence of protected species
4. Existing buildings that are retained will provide roosting for birds or bats
5. Boundary hedgerows will be retained
6. Iconic features of existing building to remain.

Environmental

1. Drainage network will not increase the flow into the water sewer network
2. The application will increase the impermeable surface area
3. There will be no pollution activity
4. There will be no environmental impacts
5. There will be no adverse effect on ambient noise and air quality
6. External lighting is restricted to the operational yard and parking areas
7. Asymmetric light fittings ensure light spillage is within boundaries
8. No light spillage into neighbouring properties
9. Site has no pollution hazards or potential pollution incidents.

Transport and access

1. Access to public transport, pedestrian and cycle routes to provide realistic alternatives to car use.

Energy

1. Lighting to offices and warehouse to have new high-efficiency fittings
2. Low water demand means low priority, but still included are:
 - Flow regulated taps
 - Provision of solar thermal arrays to assist pre-heating of hot water is a viable option once hot water demand is known.

Waste Management

1. Existing company waste protocol will be adopted
2. We have a dedicated waste recycling area with vehicular access.

Sustainability Assessment on the New Vygon (UK) Ltd Premises - Summary Continued

Health and Safety

1. Premises designed to minimise crime
2. Public and private access clearly delineated
3. Car park and footpaths illuminated after dark with no areas of shadow
4. Boundary fence is 2 metres high
5. CCTV monitor boundary.

Community Consultation

1. Development was subjected to consultation with local elected representatives of the community
2. The buildings are of significant local interest and planning officers recognise it meets with all criteria.

Destruction by the customer remains the most practical, necessary and desirable method of disposal of used product and packaging in the medical and surgical single use market. The customer has hundreds of suppliers catering for all their needs. The product and in some cases packaging becomes clinical waste for which clear disposal guidelines exist in the implementation of the WFD (Waste Framework Directive 2008/98/EC) by the Waste (England and Wales) Regulations 2011.

Waste management, which at Vygon (UK) Ltd is handled by the Facilities Department is our most comprehensively advanced sustainable development process.

In fact, as a sales and distribution organisation, energy usage, water extraction and impact on biodiversity are minimal in industrial terms. We can, however monitor our usage, no matter how small, in order to establish whether reductions can be made. This will begin as soon as we have established usage over a sufficient period of time. This is assuming all factors proceed as advised in the 'Sustainability Assessment'.

During training sessions on Business Responsibility, one of many forms of employee engagement we have adopted, a number of employees pointed out that they had seen too many of the lights on at night time when no-one is working, this problem has quickly been rectified.

Waste Management

The authors of the Sustainability Assessment were kind enough to suggest that the "existing company waste protocol will be adopted". This, as reported last year, is an area for which processes are already in place. We recycle as near to 100% of all of our waste as it is possible to achieve and the waste is taken by a dedicated recycling contractor from whom we receive certification for amounts taken. These figures are declared to Valpak together with the amount of product and packaging material that will be forwarded to our customers for them to destroy or recycle once used.



Employees

Just as Vygon (UK) Ltd conveys a high quality of product and service to customers, so the Company also makes every effort to provide a high quality of work environment and conditions for employees. Company growth led to the change in premises, the new premises are very spacious compared to the previous premises. Not only has facility for expansion been incorporated into the new premises but many facilities employees had not previously experienced due to restrictions in space, are now available. Comprehensive canteen and catering facilities are available and recreation is catered for in the form of a gymnasium in which a weekly aerobics class has swiftly developed. But employee welfare is not all down to the move in premises. Vygon has always held a good reputation as an employer offering employees benefits, facilities, development and training where individuals wish to advance. All employees are engaged every month in a staff meeting where views and opinions on any matter relating to the company may be aired.

Training and Development

Our training facilities are recognised as the best in the Vygon Group. The excellent facilities and standards of training have led to the Training Department becoming the international training centre for the whole of the Vygon Group. All Vygon (UK) Ltd employees receive comprehensive induction training and subsequent development reviews, and many employees have taken advantage of company policies and encouragement to progress their career within the company.

Satisfaction rates are high and the company can boast around 10% of head office employees remaining with the company in excess of twenty years.

Employees receive instruction and advice for every phase of their career development from induction through to retirement.

Since initiating the Business Responsibility process an appropriate training programme has been agreed between the Training Manager and Business Responsibility Co-ordinator enabling the subject to be integrated within existing induction courses for all employees. To date 83% of employees have been instructed on all key elements of sustainability; environmental, social and economic. The engagement is two-way and feedback from training or induction sessions, such as those mentioned earlier are formally recorded.

Facilities are now in place to ensure employees remain informed on all Business Responsibility matters through a variety of communication methods.



Community Engagement

Having adopted initial community engagement suggested in the Sustainability Assessment the onus is on Vygon (UK) Ltd to maintain an appropriate profile within the local community. This is an area to which we had not anticipated progressing as quickly, but which has moved forward significantly. Although this began in the early part of 2012 it is worth reporting.

Formation of Vygon Helping Others has provided an excellent focal point for employee enthusiasm for Business Responsibility and has served as a primary communication device for employees.

Stage	Aim	Actual
1	<ul style="list-style-type: none"> Establish employee wishes for a primary charity to support Investigate creating a link with chosen charity Gradually establish Vygon Helping Others as a 'business' within Vygon (UK) Ltd Involve all employees in running and supporting activities. 	<ul style="list-style-type: none"> Local and national charities chosen Partnerships established with both Vygon helping Others Chairman, Secretary and Treasurer appointed and full records available to Steering Group and employees Excellent employee involvement in initial events.
2	<ul style="list-style-type: none"> Investigate where Vygon (UK) Ltd may offer assistance within the community by offering areas of professional expertise. 	<ul style="list-style-type: none"> Process began in third quarter of 2012.

Vygon (UK) Ltd employees selected a local charity and a national charity to support. Locally Vygon now supports the Wiltshire Air Ambulance Charitable Trust, and on a national basis Macmillan Cancer Support. Representatives of both charities have attended meetings to explain their aims to employees based in Swindon and Vygon (UK) Ltd is now fully involved in raising both funds and the profile of these groups. In fact, funds raised to date have kept the Wiltshire Air Ambulance helicopter flying for two full days.

“Working alongside businesses offers obvious financial support, however the reason why it is so important that we partner with Vygon is not just for the monetary value but to raise greater awareness and good will around the work we carry out daily. On all too many occasions, assumptions can be made on how we are funded when actually, the truth is we are funded by you and flying for you.”

Currently, the crew fly to incidents on average 3 times a day. The charity needs to raise £2,000 per day in order to fund the costs to fly. The combined efforts of staff and matched funding from Vygon have enabled us to stay in the air for over 2 days. This really is lifesaving. Funding, profile raising and now the opportunity to work on kit to be used on board 902 Explorer could offer new avenues of sustainability that both organisations are proud to endorse”

Caroline Corrigan, Head of Fundraising, Wiltshire Air Ambulance seen here with Louise Cannon, Chair of Vygon Helping Others



Customer Engagement

One key factor involved with working in the healthcare market is the satisfaction of the customer at all levels. Whether at the national levels of regulatory formulation, intermediate levels of contract awards or the local level of clinician evaluation, the whole operation is guided towards customer acceptance, training and satisfaction. Vygon (UK) Ltd has always maintained a high level of customer feedback on all levels of product and service provided. Any incidence relating to Business Responsibility will be reported through existing channels of feedback whether from representatives in the field or from general contact with the Company.

It was established by the Steering Group, at an early stage of Business Responsibility development and reported in our first report that the customer, at various levels, would be the primary stakeholder. We began and have continued to address customer engagement in three ways.

One key factor involved with working in the healthcare market is the satisfaction of the customer at all levels.

Customer Engagement	
Written Level	<ul style="list-style-type: none"> The bulk of Vygon (UK) Ltd custom comes from the NHS, a government organisation subject to many written regulations and guidelines Vygon (UK) Ltd maintains a system whereby any document containing Business Responsibility issues is evaluated for impact upon our customer needs Examples of the relevant documents include: <ul style="list-style-type: none"> NHS Standard Conditions of Contract NHS Special Conditions of Contract NHS Supply Chain Code of Conduct.
Engagement Level	Where key contacts within the written category are approached to establish local or combined interpretation and emphasis on Business Responsibility issues.
Local Level	Most employees are involved in contact with the customer at some level. Existing processes and procedures have been adapted to integrate and incorporate Business Responsibility.

Engagement therefore remains a constant process in the sales and distribution process. Other processes are already present due to the sensitive and regulated nature of the product. Many existing customer support processes take engagement to the end user, i.e. the clinician working with the patient.

Patient and User Health and Safety

Under Vygon Group as a 'supplier' we highlighted the standards applied throughout the Vygon Group in both product and service. These efforts have to be maintained throughout the product lifecycle and Vygon (UK) Ltd utilises a comprehensive technical support service that was outlined in our first report. In maintaining these levels of support we are able to gain the confidence of the most important people, the customers, not only in the product itself but also in our rapid response to any potential product queries.

Further examples of customer engagement at local level:

1. Customer product training
2. Education programmes
3. Study days
4. Customer service
5. Customer publications and presentations
6. Customer satisfaction surveys
7. Attendance at conferences.

Summary Of Vygon (UK) Ltd's Targets For The Next Business Responsibility Period	
2011/2012	2012/2013
Governance	
Establish a recognised	
<ul style="list-style-type: none"> Business Responsibility infrastructure and process Process to establish and measure material issues Situation where target measurement is quantifiable 	<ul style="list-style-type: none"> Maintain new infrastructure and process and communicate to stakeholders Continue where quantifiable data still required.
Enable the Steering Group to make judgements of the status of chosen issues	<ul style="list-style-type: none"> Maintain process for achievement assessment and review of new issues.
Sign to the United Nations Global Compact	<ul style="list-style-type: none"> Vygon Group unwilling to do so. Look to signing for Vygon (UK) Ltd alone.
Stakeholder engagement processes	<ul style="list-style-type: none"> Maintain processes established Improve feedback from customer contact by use of SuperOffice (our CRM system).
	<p>New for 2012/2013</p> <ul style="list-style-type: none"> Improve communication to stakeholders especially employees and especially on achievements and progress Co-ordinate and improve Business Responsibility promotion.
Environmental	
Transportation of products	<ul style="list-style-type: none"> Maintain contact with Vygon Group central storage and distribution Maintain contact with NHS Supply Chain and co-operate where possible with new initiatives Fleet target reduction of 5.3% CO₂ emissions.
Emissions from travel related to the Vygon operation	<ul style="list-style-type: none"> Further encourage lift sharing, walking and cycling to work, wherever possible and practical.
Amount of paper used in all departments	<ul style="list-style-type: none"> Having established paper procurement figures look to reduce usage <ul style="list-style-type: none"> 15% overall reduction in paper use Establish use of major single item - copier paper Maintain central records of purchases.
	<p>New for 2012/2013</p> <p>Biodiversity on the new premises</p> <ul style="list-style-type: none"> Continue to apply guidelines shown in 'Sustainability Assessment' <p>Energy usage on the new premises</p> <ul style="list-style-type: none"> Establish usage and whether there is scope for reduction <p>Once hot water demand for the new premises is known assess provision of solar thermal arrays to assist preheating of hot water as a viable option.</p>
Social issues in the Supply Chain	
Human rights issues	<ul style="list-style-type: none"> (Both) Maintain and update policies in line with national and international guidelines and legislation.
Bribery and corruption	
Employees	
Welfare of employees at all stages of the product lifetime	<ul style="list-style-type: none"> Continue to utilise new premises to increase employee welfare Look into new ways employees may benefit Continue to consult employees on welfare issues.
Employee training in sustainability issues	<ul style="list-style-type: none"> Target 100% coverage of employees trained, from existing 83%, in all aspects of Business Responsibility.
	<p>New for 2012/2013</p> <ul style="list-style-type: none"> Develop Business Responsibility Departmental Champions Group to become focal point for two-way internal communication on all issues Target constructive and meaningful Community Engagement for the Vygon Helping Others group Grow employee enthusiasm for and involvement in fund raising activities using their chosen charities as inspiration.

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