

Responsible Action Report 2022



OWEN MUMFORD

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Letter from the CEO



There is no better time, as we deal with the lingering effects of a global pandemic, to reflect on new realities and make changes. The planet needs action and we have spent a lot of time really looking closely at what we do and how we impact and contribute. Last year we had already committed to the UN Global Compact Sustainable Development Goals and this year we are extremely proud to demonstrate that we are doing what we say we will do – by becoming one of the first in our industry to achieve B Corp status. The rigorous assessment that we went through to achieve this status is aligned with the SDGs, so we know that our focus is exactly where it needs to be.

Achieving B Corp accreditation has taught us so much about where we are in terms of our impact, and firmly sets us on the path to a realistically sustainable future. Of course, there are many practical measures that this has introduced, such as energy reduction initiatives across our global operations – we have reduced our Scope 1 and 2 carbon emissions³ by 27.3% and all of our UK sites are mainly powered by renewable sources, including energy we generate ourselves with on-site solar panels. But equally we've put a lot of emphasis on gender and diversity balance, as well as supporting our associates, customers and communities to make sure we are doing the best that we can as a responsible business.

Being a B Corp certified company carries so much responsibility, not least the commitment to a continual assessment of progress, so we decided to go even further and anchor all our efforts to a single goal – a pledge to achieve net zero by 2045. We'll do this by reaching a 50%

reduction in carbon emissions by 2030, as recognised by the Science Based Targets initiative. We are joining with leaders across the world, companies that really can and do want to make a difference and align with the goals of the Paris Agreement. It's the only way to combat the devastating effects of a 1.5°C increase in global temperatures.

“Achieving B Corp certification validates that we are doing what we say we will do.”

We want to be a principal voice on how the medical device industry can review and maybe rethink how its products are made, and how business is carried out. We hope to inspire other companies in our sector to implement their own real action plan and work towards the goal of safe and sustainable future for everyone.

Jarl Severn

1

Achievements in numbers

Saved over

**24,000
miles**

through
reduction of
transport in our
supply chain

**We are
B Corp
Certified**



Reduced
Scope 1 and 2
carbon emissions
by over a quarter

27.3%

Increased the
number of
mental health
first aiders by
25%

0
critical observations
from auditors in 2021
across regulatory and customers

Commitment to

50%
reduction in carbon
emissions by **2030.**

2

B Corp

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Achieving B Corp has taught us so much about where we are in terms of our impact, and firmly sets us on the path to a realistically sustainable future.

This year, we were awarded the prestigious B Corp certification in recognition of our commitment to corporate responsibility towards the environment, governance, community engagement, employee support, and customer stewardship. This was an extension of our existing commitments to ensure that we are giving these issues sufficient attention as we had already set up an Environmental Steering Group back in 2014 to conduct and monitor sustainability, social and economic initiatives.

Achieving B Corp certification makes us one of the very first medical device companies to do so, joining over 400 UK companies and over 4,000 companies worldwide.

B Corp is a framework to help businesses work towards optimal benchmarks in each of these areas and regularly raise standards. The recertification takes place every three years and it encourages us to think carefully about defining our targets to measure real progress and achieve what is realistic, as well as what will truly make a difference.

Every person in the company is involved in this programme and we all work together to define the approach for our future. The climate challenge is pressing and so ongoing commitment from every business – whether small or large – can only be beneficial. More on what we are doing to support this is detailed later on in this report.

Certified



Corporation

1

Unifying goal

4,010

Companies

153

Industries

77

Countries

3

Update on SDG progress



Supporting our associates as they return to the office and the initiatives introduced to promote work-life balance and wellbeing.

Annual leave purchase scheme

We understand the value of work-life balance and our associates can extend their holiday allowance throughout the year to promote this. Associates can purchase up to 10 days of additional holiday each year and sell it back if plans change.

Flexible working

We recognise that our associates need flexibility and so have introduced a hybrid working policy.

Flexi-time

We operate a flexi-time policy, allowing associates to choose their working hours between 7am and 7pm. This allows flexibility for them to choose the most suitable working time around their family and personal commitments.

Support

In 2021 we increased the number of mental health first aiders by 25% and will increase the budget for mental health initiatives in 2022. We also revised and extended our compassionate leave policy to provide additional support to associates during sensitive periods. Associates also have access to online mental health tools to support their wellbeing.

Health and safety

For the second consecutive year, we have received the RoSPA (Royal Society for the Prevention of Accidents) Gold Health and Safety Award for our commitment to exceptional risk control and low levels of error, harm, and loss.



We are committed to monitoring and improving our policies to ensure gender equality remains a key priority for us globally.

Accountability

Our leadership and management pathway training programme covers unconscious bias and provides consistent education to associates, delivered by third party experts.

Women in engineering

We continue to invest in promoting women into STEM subjects through content, collaboration with local schools and colleges, and through sponsorship of early careers, apprenticeship and internship programmes.

Gender pay monitoring

We are committed to equal pay regardless of gender. Since 2017, we have monitored and addressed any disparities in pay between genders across all our sites.

Family support

As a family run company, we support all our associates as they build their own families through enhanced parental leave policies.



We've put a lot of emphasis on gender and diversity balance, as well as supporting our associates...to make sure we are doing the best that we can as a responsible business.

3

Update on SDG progress



We continue to develop our existing infrastructure to improve efficiency and keep pace with technical transformation.

Safety

In almost 70 years of operation as a manufacturer of medical devices, we are proud to say that there has never been a workplace fatality across any of our sites. This is thanks to strict processes and policies that are constantly reviewed to ensure the safety of our associates. In the US, a two-year safety audit for our facility was completed this year with an 8.8% improvement in the final score compared to the previous year.

Infrastructure

Our UK and Malaysia sites now use 100% LED lighting, with our US site aiming to switch over fully by 2022. The US has also installed light sensors to reduce energy consumption. In the UK we introduced new manufacturing machines that use modern technology methods to reduce energy consumption and improve efficiency. This has resulted in a significant reduction in scrap rate for one of our new assembly lines.

Accountability

In 2021, we welcomed auditors from regulatory bodies and customers to our UK and international sites, to measure the quality and efficiency of our processes. All audits resulted in zero critical observations.

Logistics

Following a review in 2020, in 2021 we completed the consolidation of our third party storage provision within the UK; reducing from three down to one service provider.

The most significant improvement was with our UK storage and fulfilment services, eliminating all replenishment transport, resulting in shorter lead times to our customers.

Overall we have saved over 24,000 miles through this consolidation.

Building for the future

This year we began building our new facility in Witney, Oxfordshire. The building will be included in the top 25% of buildings assessed through BREEAM, using modern technology and ecological practices to reduce its impact on the environment and promote local biodiversity. We are working with ecologists to achieve this.



Evaluating our supply chain, manufacturing and distribution to meet business needs using less energy and resources.

Processes

We introduced a bailing method in one of our UK sites that results in a 90% reduction in transport and improved opportunity for recycling within waste handling.

Further to this the sterilisation process used for our pen needles has a negligible carbon impact across the whole lifecycle of the product identified by our internal LCA.

Going paperless

Along with our finance department, our HR team is now also operating paper free. In 2021 we launched our online HR platform in the UK, transitioning to a paper-free system that manages all HR and finance processes for our associates. Our hybrid working policy also allows us to reduce the amount of waste paper we produce across UK sites with a significant reduction in printed documentation.

Reduce, reuse, recycle

We continue to source from local supply chains where possible to manage our carbon footprint and improve efficiencies. All our sites have recycling policies for waste cardboard, cartons, and we reuse transport materials such as pallets whenever possible.



Committing to protect our future

Energy

We have implemented energy reduction initiatives across our operations in the UK, USA, and Malaysia, reducing our scope one and two carbon emissions by over a quarter (27.3%). The electricity supplies in our UK and French sites are supplied by green energy tariffs, and a percentage of energy for our UK sites is supplied from local solar sources. We have also reduced the number of fuel tanks in our UK head office and will remove all remaining tanks by 2022.

Going remote

Implementing a hybrid working policy and switching from desktop computers to laptops has allowed us to reduce electricity usage and our scope 3 emissions with less commuting to our global sites.

Innovation

We are constantly evaluating our product portfolio to identify sustainable advancements, whilst ensuring our devices comply with our strict safety standards and industry regulations. We have conducted multiple projects looking into sustainable packaging methods and materials to reduce our carbon footprint.

Net zero

This year we announced our global emissions reduction targets through the Science Based Targets initiative (SBTi), committing to reduce emissions by 50% by 2030 and achieve net zero by 2045. We will continue to monitor, evaluate, and improve our existing processes, suppliers, and technology to support this commitment and protect our future. Later in the report we cover this in more detail.

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UN Global Compact 10 Principles

Statement of continued support

“I am pleased to confirm that Owen Mumford maintains its support for the Ten Principles of the United Nations Global Compact in the areas of Human Rights, Labour, Environment and Anti-Corruption.

As we continually report on our progress, we reflect on our achievements against our goals with pride. We have taken great steps to implement the principles into our business strategies, our culture and our day-to-day operations and have set strong ambitions as we build upon our efforts aligned with the Global Compact.”

Jarl Severn, CEO, Owen Mumford

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UN Global Compact 10 Principles

Delivering the Ten Principles is the responsibility of everyone at Owen Mumford. We proliferate the culture of integrity that this represents across the business, and we monitor our progress, addressing updates in all aspects:



Human rights

Principle 1: businesses should support and respect the protection of internationally proclaimed human rights; and

Principle 2: make sure that they are not complicit in human rights abuses.

Our commitment

We recognise that we operate as part of a wider ecosystem of customers, suppliers and other partners and we are committed to protecting human rights to ensure that every single person is represented with respect and professionalism.

One of the key foundations of our human rights pledge is the assured health and safety of all our associates across every site and every area where they operate. We provide safe and healthy working conditions underscored by international standards for safety, such as the ISO45001.

We take this one step further when it comes to our products. We take measures to eliminate ingredients, designs, defects or side-effects that pose any danger to human life during the manufacture or use of the products we make. Our Human Factors Engineering department has the responsibility of understanding from all of our user groups, exactly how the devices will be used. They harness this information throughout the product development cycle to ensure that our users are not exposed to any potential risks. We carry out formative usability testing on all of our devices and make the design changes needed so that our products are easy to use.

As a design-to-manufacture company, starting with the user is critical to bringing real innovation and value to our devices. Conducting research into all our user groups forms the backbone of our device developments process. Our experienced Human Factors Engineering function is key to obtaining this understanding and driving user needs throughout the device development cycle to minimise potential risks exposed to our end users. To support this, we carry out formative usability testing on our devices and implement design changes where needed to maximise ease of use.

Successful outcomes

In July 2021 and for the second consecutive year, we received a RoSPA (Royal Society for the Prevention of Accidents) Gold Health and Safety Award in recognition of our hard work to achieve exceptional control of risk with very low levels of error, harm, and loss. Organisations receiving a RoSPA award are recognised as being world-leaders in health and safety practice.



“The RoSPA Awards scheme is the longest-running of its kind in the UK, but it receives entries from organisations across the globe, making it one of the most sought-after achievement awards for health and safety worldwide.”

Julia Small, RoSPA's Achievements Director

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UN Global Compact 10 Principles

Labour

Principle 3: businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;

Principle 4: the elimination of all forms of forced and compulsory labour;

Principle 5: the effective abolition of child labour; and

Principle 6: the elimination of discrimination in respect of employment and occupation.

Our commitment

We care about creating and nurturing a working environment and culture in which people can be open, make the best use of their talents and enjoy the right conditions and opportunities.

Investing in our people

We continue to invest in our talent and cover all costs for employees at every level to attend training and personal development activities in their specialist fields. This year we launched our new Learning and Development Management Programme (LAMP) training designed to help associates to become more effective managers.

Our work environment is free from human trafficking and forced labour and we have a responsibility to promote ethical and lawful employment practises throughout our supply chain. We will not knowingly support or deal with any business involved in slavery or human trafficking.

Work life balance

Many associates have access to a hybrid working policy, offering them the flexibility to work from home. We also operate a flexi-time policy that allows many of our associates to choose working hours that fit their priorities.

Investing in our associates' future

We offer a variety of benefits to associates as we recognise that they are our most valuable asset. We invest in their future through schemes like our company pension, life assurance, enhanced maternity, paternity and adoption leave and additional holiday purchase policies.

Successful outcomes

We recognise the provisions of the Modern-Day Slavery Act 2015 and will ensure transparency within the organisation and with our suppliers to help meet our legal obligations.

In contractual agreements, we require all suppliers to ensure they comply with applicable laws and regulations including those in relation to employment conditions, human trafficking or forced labour.

As part of our commitment to identify and mitigate risk, we hold ourselves and our supply chain accountable to a myriad of requirements that ensure the protection and the rights of our associates and all our stakeholders.



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UN Global Compact 10 Principles

Environment

Principle 7: businesses should support a precautionary approach to environmental challenges;

Principle 8: undertake initiatives to promote greater environmental responsibility; and

Principle 9: encourage the development and diffusion of environmentally friendly technologies.

Our commitment

2021 marked a step change in our journey to act on our promises to improve our impact on the environment. Rather than lose momentum over the past 18 months during the pandemic, our commitment to become a world class company in our delivery of the United Nations Sustainable Development goals has been stronger than ever.

Reviewing our products

All new products that we develop are now subject to a life-cycle assessment to maximise the positive impact they will have on people and the environment.

Waste

We continue to operate with no waste to landfill and have expanded our capabilities to sort our production waste, so it can be handled through the most appropriate channels for recycling. To help with this, we are constantly investigating and making improvements to our packaging to reduce our waste and carbon footprint.

Successful outcomes

We achieved B Corp certification, joining a movement of companies committed to changing how they operate to become a force for good, for people, and the planet.

We operate in line with the ISO14001 Environmental Management standard, providing us with tools to reduce the environmental impact of our internal and supply chain processes. It also helps us to identify and cut the costs of resource, energy and waste management to ensure we comply with environmental legislation while publicly demonstrating our commitment to protecting the environment.

Across our sites we look to identify ways in which we can reduce our environmental impact – whether that is using solar panels and green energy tariffs, electric vehicle charging points, switching to LED lighting or reducing our water consumption. Looking ahead, we are building a new UK facility that will be certified by the Building Research Establishment Environmental Assessment Method (BREAM), the world's leading sustainability assessment method, which will evaluate the building's environmental, social, and economic sustainability credentials.

Anti-corruption

Principle 10: businesses should work against corruption in all its forms, including extortion and bribery.

Our commitment

We are committed to ethical collaboration with healthcare professionals and organisations to ensure successful product development, support medical research, and share clinical experience with product users. We seek to ensure that interactions with healthcare professionals and organisations consistently meet industry laws and regulations.

Anti-bribery

We are committed to the highest standards of ethical conduct and integrity in our business activities in the UK and overseas. Every associate and individual acting on the company's behalf is responsible for maintaining our reputation and conducting company business honestly and professionally. The anti-bribery policy outlines our position on preventing and prohibiting bribery, in accordance with the Bribery Act 2010.

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We hope to inspire other companies in our sector to implement their own real action plan and work towards the goal of a safe and sustainable future for everyone.



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Science Based Targets

By setting science-based targets that provide a clearly defined path to reduce CO₂ emissions in line with the Paris Agreement goals, we are amongst the leaders in businesses that are actively committed to reducing harmful emissions and helping to prevent irreversible climate change.

50% reduction in carbon emissions by 2030

This year we announced our emissions reduction targets through the Science Based Targets initiative (SBTi). We have set a target to reach a 50% reduction in carbon emissions by 2030 and achieve net zero by 2045 in alignment with the recommendations of the 2015 Paris Agreement.

NET ZERO emissions by 2050

As part of our sustainability action plan, we joined the Business Ambition for 1.5°C commitment and are one of the first 1000 global businesses to sign up. The initiative asks members to pledge to achieve net zero emissions by 2050 and combat the devastating effects of a 1.5°C increase in global temperatures.

RACE TO ZERO

We also joined the Race to Zero movement, a collaborative effort of leaders across the globe supporting efforts to achieve zero carbon recovery. To formalise our pledge to reduce the environmental impact of operations, we have now set a science-based target, with its base year as 2015. The focus will be on Scope 3 emissions, which covers factors such as purchased goods and services, business travel and waste disposal.

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Owen Mumford

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We want to be a principal voice on how the medical device industry can review and maybe rethink how its products are made, and how business is carried out.

Owen Mumford is a medical device manufacturer with a global presence across the UK, Europe, US and Asia, pioneering the advancement of medical technology for 70 years. The company manufactures its own brand of medical products and is a trusted partner to many of the world's largest pharmaceutical and diagnostic companies. Its leading medication administration, blood-sampling and testing solutions are designed and manufactured for the comfort, safety and dignity of patients, healthcare professionals and caregivers as a priority. Driven by its purpose to do business in the right way, Owen Mumford is one of the first medical device companies in the world to achieve B Corp certification and has set science-based targets to achieve net zero by 2045, as part of its long-established and continually evolving sustainability agenda.





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