

Impact Report 2023



We are one of the first medical device companies in the world to achieve B Corp certification, a testament to our pioneering spirit and commitment to balancing people, profit and planet.

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Leadership letter

As a manufacturer and distributor of leading medical devices, our mission has always been to create a positive impact for our customers, users, and team. Over the last few decades, this impact has evolved to incorporate the social aspects of responsibility as we look at ways of improving the sustainable aspect of our products, operations, and infrastructure and connect more with our local and global community.

Over the past year, as we celebrated our 70th anniversary, we have been afforded the opportunity to reflect on the impact this transformation has had on our company. Like many others, our industry has experienced a turbulent few years, including with the COVID-19 pandemic and global supply chain crisis, but the resilience and adaptability of our incredible team has allowed us to continue supporting customers and end users with our life-improving solutions throughout the world.

A nimble approach to operations meant we could move to remote working for many of our associates without compromising the safety of our essential factory teams who help manufacture our devices, and digital transformation across all departments has improved and simplified processes, reduced timescales so we can keep pace with demand, and helped us towards our goal to continue reducing our environmental impact.

Sustainability is a key pillar of our company strategy, demonstrated on a corporate level with collaborations and partnerships with key global initiatives like B Corp, the United Nations Global Compact, and our

commitment to achieving Net Zero by 2045 with the Science Based Targets initiative. These invaluable networks have provided us with counsel, inspiration and support as we continue to reduce our impact. On an infrastructural level, our continued efforts to reduce emissions across our sites and through our distribution network with new technology and processes has seen fantastic progress, including our new manufacturing centre of excellence site in Oxfordshire and our research and development team's in-house-developed lifecycle assessment technology that allows us to analyse and measure the carbon impact of every aspect of a product, whether concept or on-market, and make improvements at any stage of its development.

We are one of the first medical device companies in the world to achieve B Corp certification, a testament to our pioneering spirit and commitment to balancing people, profit and planet. As we look ahead, we are confident that the milestones we have achieved and the goals we have set will support our vision and propel us towards success.

Jarl Severn

Journey to certification

Although sustainability has been on our agenda for a long time with the formulation of our Environmental Steering Group in 2014, it now takes a prominent role in our company strategy. Our industry has a responsibility to rethink operations as we look to a future where environmental impact will become a key decision-making factor, and by beginning this transformation early, we are able to offer something unique to like-minded customers and partners. Beyond that, certifications like B Corp and similar initiatives support our objective to become a principal voice on how the medical device industry can review and rethink how its products are made and how business is carried out. Through a sustainable approach to business, we hope to inspire other companies in our sector to implement their own action plan and work towards a common goal. It was this goal that played a major role in our intention to join the B Corp collective.

In our 2030 vision, we set out our key company objectives for the new decade and the initiatives we would roll out to achieve them. With seven decades of successful business – driven primarily by innovation – we recognise that to continue our success, we must make a difference, not just in the evolution of our core medical device business, but in everything we do as a company. The vision reinforces our commitment to making a positive difference to our four key stakeholders:



Our users



Our associates



Our customers



Our environment

Our mission is, therefore, two-fold: to develop and produce practical, safe and accessible medical solutions to satisfy market needs, whilst at the same time minimising cost and environmental impact. Our goal is to seize the opportunity to lead the way in sustainability in our sector by adopting a collaborative approach that embraces each of our stakeholders.

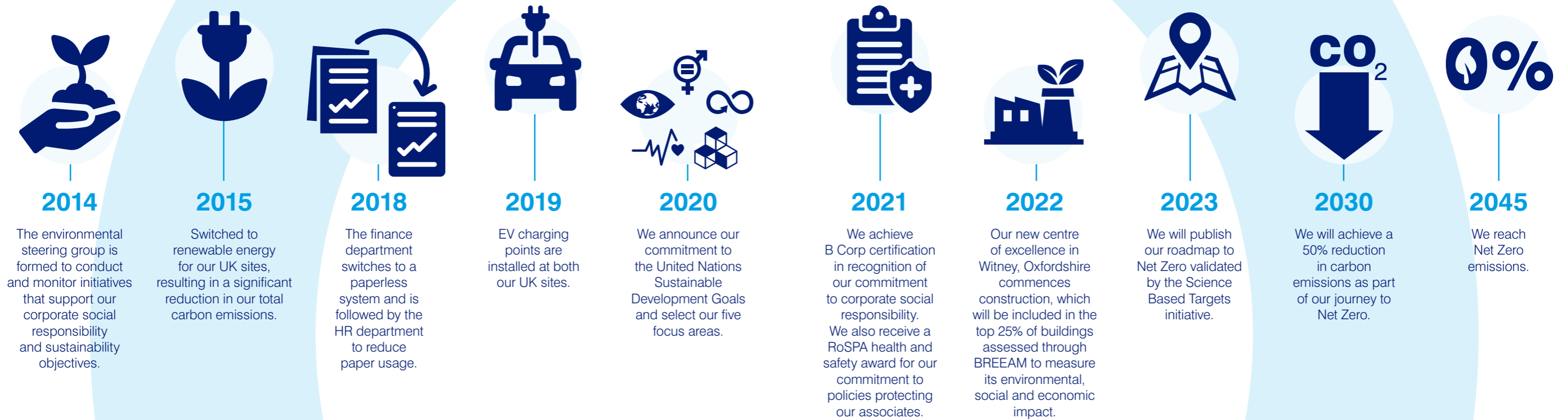
Our journey to certification began in June 2020 by reviewing existing operations, processes and infrastructure which complemented ongoing environmental, social and governance projects taking place throughout the business.

Attaining B Corp certification reinforces our aspiration to become a leading voice in the medical device industry when it comes to sustainable business development. We are acutely aware of the responsibility we have to transform our operations to ensure we protect the planet and its people with our medical devices.

B Corp provides us with essential benchmarks for operations that we can work towards and constantly improve, providing us with clarity when setting goals. What's more, the network of other B Corp businesses has provided us with invaluable insight that continues to inspire us.

Every person in the company is involved in this programme and we pride ourselves on ensuring all voices are heard so we can work together to define the best approach for our future. The climate challenge is pressing and so ongoing commitment from every business – whether small or large – is essential.

Timeline of our ESG events:



B Corp score and goals for recertification



Governance

In addition to identifying and implementing additional frameworks and certifications to support our governance efforts, we will be launching our own sustainability quality objective that will help the entire global organisation work towards one clear goal. ESG criteria will be added to all strategic and procurement decisions to support this. Finally, we will publish our roadmap to Net Zero in conjunction with the Science Based Targets initiative, reinforcing our commitment to this objective.



Workers

We will introduce a structured, consistent approach to social sustainability initiatives using our company intranet to support global adoption from our team. Company training will be expanded beyond organisational processes to include sustainability, reinforcing its significance in our overall strategy.



Community

We will define a clear strategy for CSR initiatives that will focus on nurturing relationships with local and global projects and organisations that align with our company vision, working with local grassroots organisations focussing on sustainability, health, and STEM subjects.



Environment

We will publish our Net Zero plan this year with the goal of halving emissions by 2030 and reaching the goal of zero emissions by 2045. We will continue investing in projects to improve the sustainability of our packaging and will use our in-house developed lifecycle assessment technology to evaluate our on-market and concept products to measure and improve their emissions impact. In the UK, we will expand clean energy infrastructure including solar arrays and EV chargers.



Customers

We will work with customers to align our sustainability efforts, both corporate and product, with their requirements, and support them on their own sustainability journeys with strategic counsel to improve the entire value chain across our network. Packaging optimisation projects are in place to reduce the environmental impact of our products during distribution, and regrinding projects will help us avoid landfill use for end-of-life products.



TOTAL SCORE:
82.8

Impact area plans and progress



What we said we'd do

Build a new centre of excellence in Witney, Oxfordshire to facilitate the expansion of our medical device portfolio.

Evolve our business strategy to solidify our commitment to customers, associates, and the planet.

Continue to uphold strict health and safety policies across our operations.

Continue to develop sustainability as a key pillar of our overall business strategy.

What we did

Facilitated responsible business growth through the construction of a state-of-the-art production facility which adhered to BREEAM standards and is set to be included in the top 25% of buildings assessed by BREEAM. The BREEAM certification recognises the highest levels of environmental, social and economic sustainability performance. To achieve this certification was crucial for us to demonstrate how corporate responsibility drives our company decision making and business growth practices.

Introduced our 2030 Vision which is the guiding principle that will lead us to sustained success – growing profitably whilst making a difference to our four key stakeholders: our customers, our users, our associates and the environment. We will upgrade existing facilities and realise new ones, creating clean, safe environments that enhance the wellbeing of associates and are respectful of the global and local environments.

Awarded the RoSPA (Royal Society for the Prevention of Accidents) safety award for working hard to achieve exceptional control of risk with very low levels of error, harm and loss.

Expanded the ESG board to be more inclusive and populated it with members from every department of the organisation.

Governance plans for the next 12 months

1. Add ESG criteria to strategic and procurement decision-making.
2. Finalise and publish our roadmap to Net Zero in conjunction with the Science Based Targets initiative.
3. Integrate the ESG strategy into our business operations.



Workers

What we said we'd do

Support associates' careers through key stages in their lives.

What we did

Enhanced our UK parental leave policies to allow new mothers to return to their careers at 80% capacity with 100% of their salary, and six months full pay for women taking maternity leave.

Introduced a specific policy for menopause, highlighting options available for associates who may need extra help during this time.

Provide training to managers and support consistent adoption of learning and development programmes across the company.

Expanded the rollout of the leadership and management programme to support the retention and promotion of people managers and promote career pathways and calibrations in key areas. The training also covers diversity and inclusion topics such as gender, sexuality and unconscious bias to ensure managers create and nurture a space where people feel comfortable and validated.

Commit to equal pay regardless of gender across all areas of the business.

Continued to monitor and address disparities in pay between genders across all our sites, along with grassroots initiatives to promote women into STEM roles within Owen Mumford.

Promote a healthy work-life balance for associates.

Expanded on the existing flexible working policy that allows non-shift associates to work flexible hours and remotely up-to two days a week by introducing flexi-days, offering associates an extra day of holiday if they accrue 7.5 hours of overtime each month.

Continued to provide UK associates with access to support services including an employee assistance programme and six free counselling sessions with a local therapy centre.

Workers plans for the next 12 months

1. Roll out sustainability training to all Owen Mumford associates.
2. Continuation of monitoring of salaries and bonuses across all areas of the business. We will also introduce a new benchmarking process for all roles including benefits benchmarking to ensure fairness and consistency.
3. Introduce a new wellbeing policy and budget to support ongoing development of health and wellbeing across the business. This includes time out of work to take part in exercise classes, wellbeing days, wellness walks and many other key wellbeing areas. We now
- hold two biannual wellbeing days on site with various stalls, classes and activities for associates to get involved in.
4. Roll out of three new development programmes aimed at succession planning and supporting rising talent within the business. This includes Rising Stars (for those with potential to reach Executive positions within 3 years), Shining Stars (for managers with potential to reach Leadership positions within 3 years) and Aspiring Leaders, a coaching and mentor programmes to support key areas of development and support.



Community

What we said we'd do

Support students looking to pursue a career in STEM subjects with local partnerships, career days and work experience.

What we did

Partnered with schools and colleges throughout Oxfordshire to offer support and guidance to anyone looking to pursue a career in STEM, including work experience days across all departments of the company.

Donated new equipment to Chipping Norton Pre-School, planted trees at Windrush Primary School, and sports equipment to Chipping Norton Secondary School.

Support grassroots organisations and projects to strengthen our connection to the local community.

Sponsored fruit trees in a community garden managed by environmental organisation Sustainable Woodstock.

Sponsored the Oxford and Chipping Norton Literary Festival, the Chipping Norton Theatre, and Chipping Norton Rugby Festival to support local educational and recreational programmes.

Donated items to various charities including the Woodstock and Chipping Norton Christmas food banks.

Extend our support of local communities across all our international markets, aiding people and planet.

Donated to and took part in enrichment activities to promote physical and mental health benefits to residents of the Sherum Old Folk's Home and Handicap Centre in Malaysia. This charitable organisation provides residential care and rehabilitation support for elderly and disabled residents, many of whom would otherwise be homeless or socially isolated.

Support our workers in their charitable activities to connect with a broader range of organisations.

Supported individual associates across a number of fundraising activities including a skydive for The Sentinel Stroke National Audit Programme, a cricket match for Prostate Cancer, and a sponsored walk for Alzheimer's Society and Cancer Research UK.

Community plans for the next 12 months

1. Work with Sustainable Woodstock and other grassroots organisations to support local initiatives regarding sustainability and STEM subjects.
2. Continue our partnership with the Chipping Norton Theatre to support local creative arts.
3. Maintain our commitment to supporting associates in their philanthropic and charitable activities.
4. Continue our sponsorship of the Oxford Literary Festival Science and Medicine programme and the Owen Mumford Science and Innovation award.



Environment

What we said we'd do	What we did
Evaluate our supply chain, manufacturing and distribution networks to reduce energy and resource use while meeting business needs.	Saved a total of 8,500kg of CO ₂ through optimisation of our logistics network, including a direct sea freight option for shipments between hubs in Malaysia and the US and consolidation of UK logistics that saved 16 trailers' worth of shipments in 2022. Worked with suppliers to ensure our purchasing policy is aligned to the sustainability vision, helping to define procurement decisions that reflect the overarching strategy and work with vendors that support our goals.
Evaluate our product portfolio to identify sustainable advancements, whilst ensuring our devices comply with strict safety standards and industry regulations.	Developed a bespoke lifecycle assessment technology to evaluate the material, physical and systemic environmental impact of our on-market products and concepts. The technology delivers data driven insights that gives the research and development team visibility of the most sustainable solutions for materials, manufacturing, and distribution. This technology helps to avoid guesswork and unintended consequences across all impact categories during design decisions, galvanising the approach to product development and playing a vital role in our scope 3 carbon emissions reduction roadmap.
Set science-based targets that provide a clearly defined path to reduce carbon emissions and reach Net Zero by 2045 and launch initiatives that support this.	Generated a total of 134,280KWhrs of clean energy using solar arrays. Reduced global energy usage by 8.4% compared with the previous year. Solar arrays installed at our Malaysian site will generate approximately 420,000KWhrs of clean energy per year.
Continue dedicating resource and headcount to specific sustainability initiatives.	Appointed a Sustainability and CSR Manager to lead development of our roadmap to Net Zero and environmental social and governance initiatives. They will lead the environmental steering group, a team from various departments and locations across the global business who help to drive our sustainability strategy forward and raise awareness of our milestones internally and externally.
Engage with global and local organisations to support initiatives that drive sustainability awareness.	Engaged with environmental charity Wild Oxfordshire, a collective of expert scientists and practitioners helping to inspire and empower people to support nature recovery across Oxford, reinforcing the importance of supporting sustainability at both a global and local level. Participated in a United Nations Global Compact webinar series focusing on how companies can tackle scope three emissions.

Environment plans for the next 12 months

1. Reduce CO₂ in the UK through direct factory-to-factory deliveries.

2. Identify and implement solutions for consolidating shipments and reusing materials to reduce the number of sea freight journeys compared with the previous year.
3. Expand EV charging units across all UK sites to grow the facilitation of EV usage.

4. Set a target to move from 40% recycling and 60% energy from waste to 45% recycling and 55% energy from waste this year in the UK.

5. Further expand our UK solar generation capacity.



Customers

What we said we'd do	What we did
Continue to evolve our product portfolio to keep pace with innovation and customer needs.	Committed to continually developing our product portfolio so we can offer our customers the most innovative products that can make a positive real-world difference. This commitment has been recognised by numerous awards for our intuitive product lines. Including the Red Dot award for the category Product Design 2023 for our single-use auto-injector Aidaptus® and the prestigious Pharmapack Europe 2023 Innovation Award for Drug Delivery won by UniSafe®. These awards serve as prominent reminders of our determination to deliver the best possible product offering to our valued customers.
Nurture new and existing customer relationships to support growth and innovation.	Reached the milestone of five years of an 'excellent' quality scorecard with a key customer in the pharmaceutical sector. Over the past five years we have met their product demand entirely, manufacturing and supplying in excess of 50 million major drug delivery pens. This consistent and continual supply of quality products demonstrates our total commitment to our customers and showcases the responsibility we have in ensuring they too can carry out their company mission.
Partner with likeminded companies to support scalability while maintaining our corporate responsibilities.	Established a collaboration with multinational pharmaceutical company, Stevanato Group, to support the manufacture of our Aidaptus® auto-injector device and help it reach a wider global audience.

Customer plans for the next 12 months

1. Establish a packaging optimisation project to reduce the environmental impact of our product portfolio during distribution.

2. Expand the regrinding of product waste to avoid landfill use.
3. Act as an authority on sustainability strategy to customers and provide support for their own journeys.

About us

We are a medical device manufacturer with a global presence across the UK, Europe, US and Asia, pioneering the advancement of medical technology for over 70 years. We manufacture our own brand of medical products and are a trusted partner to many of the world's largest pharmaceutical and diagnostic companies. Our 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 our 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 we have set science-based targets to achieve net zero by 2045, as part of our long established and continually evolving sustainability agenda.