



Corporate Social Responsibility Policy 2020



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Our Company

Brandon Medical Company Ltd maintains and promotes high standards of corporate responsibility. We have upheld these responsibilities on a less formal footing for a number of years. This policy has been issued to formalise our commitment as a responsible employer, supplier, customer and neighbour.

As a manufacturer and supplier of medical equipment, we believe that a positive record as a conscientious employer, acting responsibly and with integrity in all our dealings, will further enhance our reputation.

We recognise that the success of our business depends on the development, review and implementation of key policies covering the environment, employment and supplier selection. Furthermore, we consider it essential to manage the impacts of our business on key groups including employees, customers, suppliers, partners and the local community.

We define corporate responsibility as action which positively impacts on our customers, our people, our suppliers and the communities around our business. Examples of our commitment to corporate responsibility include:

- ✓ Conducting our business responsibly and ethically
- ✓ Investing to bring out the best in our people
- ✓ Managing our environmental impacts
- ✓ Fair and ethical dealings with our suppliers
- ✓ Engaging with customers
- ✓ Investing in our communities

The Brandon Medical Company Ltd board is firmly committed to the view that good corporate responsibility practice and responsible behaviour are integral parts of developing a growing and sustainable business. We seek to embed responsible social, environmental and ethical considerations throughout daily practice and to engage and enthuse individual employees within that process. We are committed to conducting our business responsibly and in the best interests of our customers, employees and the communities in which we work and live.

These are just some of our core values: -

- ✓ We constantly evolve and never stand still
- ✓ We constantly fine tune our product and service offerings to meet our customers' needs
- ✓ We challenge boundaries and ask questions
- ✓ We create original innovative products for both our customers and ourselves



- ✓ We encourage a professional and purposeful attitude
- ✓ We make choices to support our customers' needs and objectives
- ✓ We empower our staff to own and develop their roles and ideas
- ✓ We strive to promote from within, recognising the skills and achievements of individuals
- ✓ We value our reputation within the industry
- ✓ We thrive on success and growth
- ✓ We always listen to our customers' feedback so we can improve our products and service levels
- ✓ We recognise and celebrate when we do well
- ✓ We encourage a social but demanding working environment
- ✓ We embrace challenges and enjoy resolving complex issues for our customers
- ✓ We value opportunities to be with work colleagues outside of the workplace
- ✓ We consider how our actions impact on our colleagues

Our People

At Brandon Medical Company Ltd our people are the cornerstone of our business and are key to ensuring our long term future success. We therefore value them highly and focus on developing and promoting our already talented staff through CPD (Continuous Personal Development). Regardless of their previous qualifications and experience, all new employees participate in an initial induction programme to ensure that they feel empowered to do their jobs successfully and understand and adopt our values.

As our business grows, we are committed to keeping our employees up to date with the latest and future technologies. Internal communications play a key part in engaging our people providing regular updates so that our employees always stay abreast of exactly where we are as a business.

Good leadership is vital to any business not just ours. We understand the importance of good relations between the board, managers and employees and have an open door policy in our office. Our managers know that it is vital to listen to employees and provide them with guidance when and where needed, helping them improve their skills and fulfil their potential. We ensure that our skilled employees are provided with the appropriate resources and equipment to achieve the greatest possible success in their work to the benefit of the business and its customers.

We strive to create a safe and comfortable working environment for all employees and are establishing an OHSAS 18001 compliant Health and Safety Management System to manage the risks associated with our premises and business activities. This is due to be completed during 2011. The health, safety and welfare of our employees has always been and remains a primary concern. This safety culture begins on day one, when all new employees receive a health and safety induction. We understand the importance of ongoing training and updates,



and carry out and regularly review risk assessments to identify hazards and reduce accidents and incidents in the workplace. In addition to employee safety, we also understand the importance of the general welfare of our staff and provide our employees with specific benefits packages. These can include features such as eye tests and a pension scheme as well as medical insurance. Further benefits include a child care voucher scheme.

Our Environment

Brandon Medical Company Ltd is dedicated to improving all areas of energy efficiency and reducing environmental impact. These are the key points of our strategy: -

- ✓ Minimise waste by evaluating operations and ensuring they are as efficient as possible
- ✓ Actively promote recycling both internally, on site and amongst our customers and suppliers
- ✓ Make efficient use of resources and minimise our use of energy, water and supplies
- ✓ Raise awareness among employees and encourage participation
- ✓ Meet or exceed all applicable environmental legislation
- ✓ Ensure that business decisions take environmental issues into account

We are undertaking a number of environmental initiatives and will primarily focus on quick wins, followed by our long term strategy. Our quick wins (most of which have already been implemented) include: -

- ✓ Use of less paper within our offices and in our communications. This will include a focus on electronic communiqué with our customers and suppliers
- ✓ Recycle everything that we can. We have been recycling paper, card, wood, plastic and metal for the past 10 years and this continues to be a major focus. During the next 6 months, further focus will be on recycling other waste
- ✓ Where office equipment requires replacement, the Company will replace using EnergyStar™ products wherever possible
- ✓ We have recently compiled and produced an Environmental Management System (EMS) to the ISO 14001:2004 standard. This is due to be independently audited within the next 2 years. This will provide our customers and suppliers with further peace of mind that they are working with a company focused on reducing its environmental impact
- ✓ We actively encourage teleconferences and video conferences via the internet, rather than travelling to customer sites by road, rail or air. This is monitored as part of our EMS plan to track our carbon emission reductions
- ✓ We deploy a service management system that plans routes with the least environmental impact
- ✓ Our Company vehicle fleet includes Euro IV emission compliant vehicles for when a road journey is the only way to service the needs of our customers



- ✓ Our engineering department minimise the use of plastics and only sources cardboard packaging from sustainable, managed forests. They are also committed to a 95% water based paint target.
- ✓ Energy efficient light bulbs, time delay switches and PIR lighting detectors are being deployed throughout our business
- ✓ A feasibility study to ascertain the use of alternative energy systems at our offices is to be carried out in 2011 with a view to its deployment in 2012 as part of our pledge to be a 'Carbon Neutral' business by 2015.

Our Customers

Every employee is responsible for ensuring that any contact with our customers reflects professionalism, integrity, efficiency and honesty. We are committed to providing the highest levels of customer service and we actively monitor our performance in this regard. Successful and sustained relationships are critical to our business success. We believe that openness, honesty and fairness in all dealings with our customers are essential for developing good, long term relationships.

- ✓ We aim to be open and transparent in all our dealings and ensure that our products and services meet our customers' needs
- ✓ We offer only those services we can successfully manage, deliver and control
- ✓ We endeavour to deliver our services on time and respond promptly to requests for information or help
- ✓ We always strive to meet any contractual obligations and will charge a fair price for our products and services
- ✓ We have formal controls in place that review potential new work against the above and our ability (in terms of both skills and resources) to deliver new projects

Privacy & Confidentiality

We are committed to ensuring we uphold the privacy rights of everyone with whom we work or who uses our services. We comply with the regulations of the Data Protection Acts of 1984 and 1998 to ensure that any data we hold is processed appropriately.

The privacy and security of our clients and suppliers is of paramount importance to us, and therefore, it is our policy that all information provided to us is treated in the strictest commercial confidence.

All information is stored securely, accessible only by authorised staff, and is used only for the purposes for which the information was given.

We do not sell or share lists of names or personal details to/with any third party organisations.



Customer Service

We aim to provide the best possible customer service at all times. Our customer service focus is reviewed regularly, to reflect changes in the nature and size of our business. Our employees are trained in delivering high customer service standards; they exhibit customer friendly service skills and are knowledgeable, professional and courteous in meeting the needs of our customers. We understand the importance of customer communications and return all phone calls and e-mails within reasonable timescales. We inform our customers as soon as possible in the unlikely event that we cannot meet deadlines or there are any changes to agreed plans or processes - and agree a new deadline.

Customer Feedback

We are committed to providing a high quality and efficient service to our customers. Brandon Medical Company Ltd aims to determine our customers' needs and requirements through regular consultation and provide work of assured quality (ISO 9001:2008) to meet and exceed their expectations. We welcome and encourage feedback from our customers on the services and products we provide and use this information to improve and expand our service offering. We seek fair and prompt solutions to any customer complaints. We have an internal process that acknowledges any customer issues and forwards these to our Operations Director. Our Operations Director then reviews each issue in detail and feeds back the findings both internally and to our customer.

Our Suppliers

Supplier Assessment

We know that to serve our customers well, we need to obtain the best quality and value at all times. Through ISO 9001:2008 Brandon Medical Company Ltd has in place a structured supplier assessment process designed to evaluate the capabilities of potential suppliers. Our approach is to work in a close partnership with all of our suppliers in an environment of mutual trust and respect. As a result supplier selection is seen as a key strategic driver of value and quality in our business, ensuring we manage our supplier relationships fairly and ethically is a priority for us. We believe in sourcing goods and services from suppliers who operate in an ethical and environmentally sound way and we hope that people we work with share our aspirations. It is our policy to settle invoices close to the end of the month following the month of invoicing. Our ability to comply with this policy is dependent upon suppliers submitting adequately detailed and accurate invoices to the correct address in a timely fashion. Our policy is to ensure that suppliers are contacted without delay when invoices are contested and that any complaints from our suppliers regarding non-payment are dealt with efficiently and quickly.



Supplier Satisfaction

It is important to us to build good working partnerships with our suppliers and as such seek feedback on their opinion on working with us. We value feedback about our services and communications and recognise the right of our suppliers to make a compliment, complaint or suggestion about our services and processes. We are committed to using supplier feedback to improve our services and focus on the needs of our customers.

Our Community

Brandon Medical Company Ltd is committed to engagement with the local community; employees are encouraged to act as responsible and responsive citizens of their communities and to support projects, organisations and services that work towards the common good. We actively: -

- ✓ Encourage staff volunteering within the local community
- ✓ Provide support to selected local causes and encourage employees to become actively involved in fundraising for charities chosen on a local or personal level
- ✓ Support the local economy through our recruitment and procurement practices, where possible
- ✓ Support local business and professional forums