

# Corporate Social Responsibility Statement



Intersurgical are committed to being a responsible leader in the design, manufacture and supply of medical devices. Our Corporate Social Responsibility (CSR) approach is guided by the values of integrity, sustainability and community engagement. We have a strong belief that our long-term success comes hand in hand with the wellbeing of the environment, our employees, our customers, our suppliers, and the communities in which we operate.

## Our Purpose

To deliver trusted solutions that enable exceptional patient care, in a work environment where our people can thrive.

We are committed to being a respected healthcare partner driven by quality, innovation and environmental responsibility.

Driven by **Quality**, Defined by **Innovation**, Built on **Trust**.

## Our Environment

As a manufacturer and supplier of medical devices for respiratory support, Intersurgical recognises the importance of an effective Environmental Management System (EMS) in driving sustainability and operational efficiency. Our commitment to environmental responsibility includes:

- We are committed to reducing the environmental impact of our products, activities, and services, with a goal to achieve Net Zero carbon emissions by 2045.
- We continuously measure, monitor, and evaluate our environmental performance, setting objectives and targets to ensure progress.
- We actively measure our carbon footprint, set emission reduction targets, and strive to meet our Net Zero obligations.
- We ensure compliance with all current and future environmental legislation and regulations, while proactively addressing emerging environmental issues and stakeholder expectations.
- We design products with a focus on reducing carbon emissions and environmental impacts across their lifecycle, using energy-efficient and sustainable materials.
- We are committed to reducing hazardous waste, expanding the use of alternative materials, and diverting waste from landfills through recycling and energy recovery methods.
- We train our staff to understand their role in minimising environmental impacts, fostering a culture of environmental awareness across the organisation.
- We protect local biodiversity, habitats, and ecosystems through regular inspections, procedural implementation, and staff training.

Our environmental initiatives are guided by our ISO14001:2015 certified EMS, ensuring that we continuously improve our sustainability efforts and contribute positively to the environment.

## Our Employees

Our Employees are our most valuable asset - no matter where they are located in the world, or the role they perform we want them to thrive. Intersurgical is committed to fostering a safe, inclusive, and empowering workplace that promotes the well-being and development of every team member globally. We strive towards being a good, fair and caring Employer, and are committed as follows:

- We comply with all relevant employment laws and regulations, providing clear and fair terms of employment. Our employee handbook outlines comprehensive policies on our practices, ensuring transparency and consistency in our approach.
- We are dedicated to promoting diversity and inclusion at all levels of the organisation worldwide. Our commitment to equal opportunities apply universally, and we do not tolerate any form of bullying, harassment or discrimination.
- We uphold the highest ethical standards in all aspects of our operations, ensuring that our practices reflect our commitment to integrity, dignity and respect for all employees.
- We strictly prohibit all forms of modern slavery, including child labour and human trafficking in our operations and supply chain. We adhere to all relevant laws and regulations to ensure that no individuals are subjected to exploitation or coercion. Our commitment to ethical practices includes rigorous measures to prevent, detect, and address any instances of modern slavery within our supply chains and workplaces.
- We foster an environment of openness where every employee's voice is heard. We provide platforms for employees to share new ideas and suggestions, encouraging innovation and continuous improvement.
- We ensure a safe and healthy work environment by adhering to and enforcing strict health and safety standards in all regions where we operate.
- We offer continuous learning and professional development opportunities to help our employees thrive, and empowering them to enhance their skills and grow professionally.
- We are committed to understanding and addressing the needs of our employees by fostering positive relationships and open communication. By actively engaging with our team, we gain valuable insights into their well-being and preferences, allowing us to tailor our support to the needs of our diverse workforce.
- We support our employees in achieving and maintaining a positive work-life balance by promoting flexible working arrangements, fostering a supportive environment, and encouraging practices that prioritise their well-being both inside and outside of the workplace.
- Our core values shape our culture and guide our actions. They help us create a supportive and empowering environment where employees can thrive and work together effectively.

## Our Customers

Our customers are at the heart of everything we do. We are committed to delivering exceptional products and services and being a respected healthcare partner while adhering to the highest standards of customer satisfaction and regulatory compliance. Our commitment to our customers includes:

- We aim to build lasting relationships with our customers. We will ensure that all customers are treated with dignity and respect, and that all dealings are free from any forms of discrimination, bullying or harassment.
- We are dedicated to maintaining the highest quality standards in all our offerings. Our products are manufactured in compliance with ISO 13485 (Medical Devices) and other relevant standards, including ISO 9001, to ensure reliability and safety. Our rigorous quality control measures adhere to global regulations such as EU MDR, FDA CFR 21 Part 820, Canadian Medical Device Regulations, Japan MHLW 169, and Australian Therapeutic Goods regulations.
- We believe in open and honest communication with our customers. We provide clear information about our products, services, and business practices, and we are transparent about any changes or updates that may affect them.
- We offer comprehensive customer support to assist with any enquiries, issues, or concerns. Our support team is trained to provide timely and effective solutions, ensuring a positive experience for every customer.
- We are committed to conducting our business with integrity and fairness. Our customer interactions are guided by our ethical business handbook, ensuring that we build trust and long-term relationships with our clients.
- We actively seek and value customer feedback as a crucial component of our continuous improvement process. By using this feedback to refine our products and services, we strive to enhance customer satisfaction and loyalty.

## Our Suppliers and Subcontractors

We recognise that our Suppliers play a vital role in our success. We are committed to fostering strong, ethical, and mutually beneficial relationships with our suppliers, ensuring compliance with relevant medical device regulations and standards. Our commitment to our suppliers includes:

- We are dedicated to ethical sourcing practices. Our suppliers are expected to adhere to the highest standards of labour practices, environmental responsibility, and business ethics and we ask all our suppliers to adhere to our Ethical Business Practice Guidelines and follow applicable International Labour Organisation conventions. We ensure that our supply chain is free from any forms of exploitation, including modern slavery, and are against all forms of bribery and corruption.
- We work closely with our suppliers to ensure that they meet our stringent quality standards and comply with all relevant regulations.
- Will not knowingly use suppliers who infringe applicable employment laws and regulations.
- We value fair and transparent relationships with our suppliers. We are committed to providing clear terms of engagement and maintaining open communication to build trust and foster long-term partnerships.

- We will ensure that all suppliers are treated with dignity and respect, and that all dealings are free from any forms of discrimination, bullying or harassment.
- We prioritise working with suppliers who share our commitment to sustainability and environmental initiatives. Our approach aligns with ISO 14001 standards, focusing on reducing the environmental impact of our supply chain by supporting practices that promote resource efficiency and reduce waste.
- We are committed to continuous improvement in our supply chain processes. By working together with our suppliers, we strive to enhance efficiency, innovation, and overall performance.

## Our Community

We believe in giving back and supporting the communities where we live and work, both in the UK and around the world. Our initiatives focus on:

- We proudly support a number of charities and organisations each year, prioritising our efforts to those that are geographically local to the areas in which we operate, initiatives and projects that align with our values, and those important or have had a personal impact on our Employees.
- We support our Employees with engaging in volunteering and community activities. By fostering a culture of giving back, we enable our team to contribute to the well-being of their communities and support causes that matter to them.
- We invest in education and skills development programs to nurture future talent by supporting initiatives that provide training and opportunities for young people, helping to inspire and ignite their potential as well as building a skilled workforce for the future. This includes work placements, internships and visits to educational establishments.
- We endeavour to protect and preserve the environment where we operate, incorporating sustainable practices, and working to minimise our environmental impact as part of our commitment to the communities we serve.

## Management Commitment

Our management team is committed to driving and upholding our Corporate Social Responsibility (CSR) initiatives. Our dedication to CSR is integral to our business strategy and is reflected in our leadership's active involvement and accountability.



**Charles Bellm**  
Managing Director

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The manufacturer Intersurgical Ltd is certified to ISO 14001:2015, ISO 9001:2015, ISO 13485:2016 and MDSAP

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