

SOCIAL IMPACT REPORT

Showing what good looks like

Values driven organisations **ensure sustainable profitability**

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Mediplus Ltd

CSR Highlights at a Glance

ENVIRONMENTAL	WORKPLACE	COMMUNITY	PHILANTHROPY
 <p>ENERGY EFFICIENCY INITIATIVES</p>	 <p>PROACTIVE GOVERNANCE</p>	 <p>COMMUNITY ENGAGEMENT</p>	 <p>CHARITABLE ENGAGEMENT</p>
 <p>SUSTAINABLE TRAVEL</p>	 <p>SKILLS & TRAINING PROVISION</p>	 <p>COMMUNITY PARTNERSHIPS</p>	 <p>FUND RAISING SUPPORT</p>
 <p>SUPPLY CHAIN MANAGEMENT</p>	 <p>EMPLOYEE SUPPORT</p>	 <p>COMMUNITY SUPPORT</p>	
 <p>RECYCLING & WASTE MANAGEMENT</p>	 <p>EMPLOYEE ENGAGEMENT</p>	 <p>EDUCATION ENGAGEMENT</p>	

Official Statement



I am delighted to present the first ever Social Impact Report for Mediplus UK.

Mediplus is a family-owned Medical Device company, established in 1986 we have a solid foundation

of device innovation that has assisted millions of patients worldwide with their healthcare needs. We do so by working with global health care professionals to develop new and innovative, patient centric, medical devices that benefit patients and health providers

Over the past few years, we have significantly increased our focus on social responsibility, recognising that it is a key area, not just for our business, but our customers, our supply chain and our colleagues equally.

Through our dedication to sustainable practices and community engagement, we strive to have a positive impact on both the environment and society.

This year we have committed to and entered into an accreditation process with CSR-A in order to help us determine a current baseline for our CSR activities.

As a business we felt it important to have an independent assessment, not only to start our sustainability journey in our baseline first year but also allow us to monitor and measure our progress at set intervals.

The path to accreditation was driven by employees of Mediplus, who actively engaged in the process across all four pillars – Environment, Workplace, Community and Philanthropy, and as a business we are proud to have been awarded our CSR-A Silver accreditation.

We are also aware that this is the start of our CSR journey, and that we have, as a business still work to do.

This report serves to show our dedication to that work and our commitment to our Corporate Social Responsibility ethic across all four pillars and the steps we will take to broaden the knowledge, understanding and engagement in order to reach to goals we have set ourselves.

A handwritten signature in black ink that reads "E Gray". The signature is stylized and written over a horizontal line.

Emma Gray
Managing Director

Family Values



Mediplus is a family-owned and operated company that remains deeply rooted in family values. As the business landscape and technology continue to evolve, so too does the natural environment and the journey toward sustainability. At Mediplus, we recognise that Corporate Social Responsibility (CSR) plays a vital role in our mission as a small manufacturing enterprise within the local community.

To reinforce our commitment, we have provided CSR awareness training for all employees, with an advanced program for Line Managers and Senior Leaders. Our goal is to build a sustainable future—not only for Mediplus as a business, through product development to processes and supply chains, but also for our employees, their families and the wider community.

Environmental protection is at the heart of our operations. We strive for continuous improvement in reducing our carbon footprint and enhancing environmental performance. By utilising innovative technologies and best practices, we are committed to preserving natural resources, minimising waste, and integrating sustainable solutions, including the use of recycled materials whenever practicable.

Through active engagement with the local community and charities, we seek to make a meaningful impact where possible. Mediplus actively works to empower communities by supporting initiatives that promote education, employment, and personal growth for underprivileged groups. Inclusivity is at the core of our mission, advocating for equality and ensuring that no one is left behind due to barriers such as poverty, discrimination, or social isolation.

In all our philanthropic endeavours, Mediplus remains focused on creating positive, lasting change, reinforcing that caring is not just part of what we do—it is at the very heart of who we are.



Environmental Report

At Mediplus, we take our environmental responsibility seriously. Sustainability is not just an add-on but an **integral part** of how we operate. We are committed to **reducing** our energy consumption, **minimising** waste, and ensuring that our **supply chain** aligns with our environmental values.





Through proactive initiatives, we are constantly working to improve our impact on the planet while maintaining our high standards as a business.

Energy Efficiency Initiatives

We have made significant strides in improving our energy efficiency. By switching to 100% renewable electricity, we have already saved over 20 tonnes of CO2 annually. Across our offices, we have installed automatic LED lighting to reduce unnecessary energy consumption, and our kitchens now feature Quooker taps that optimise hot water efficiency.

Employee engagement is also a key part of our approach. We have introduced signage throughout our facilities to encourage energy-saving behaviours, such as turning off lights when they are not in use. Our laptops are now set to go into “deep sleep” mode as soon as they are closed, conserving battery life and reducing energy waste. Additionally, we have replaced gas heating in our warehouse facilities with more efficient electric heating units.

In an effort to naturally regulate temperature and reduce reliance on air conditioning, we have placed plants throughout our office spaces. Studies have shown that indoor plants can lower room temperatures, contributing to energy savings. It may not be a complete solution, but it’s a step in the right direction.

Looking ahead, we are introducing a Sustainability Panel that will focus on four key pillars: Environment, Workplace, Community, and Philanthropy. We are also working towards implementing a Climate Change Mitigation & Adaptation Policy and will be exploring the benefits of adopting the ISO 14001 Environmental Management System to further enhance our environmental performance.

Natural Resource Management

Managing our natural resources efficiently is a priority. We have installed water meters across our facilities to track and reduce consumption, knowing that small changes can have a big impact. By removing gas heating and switching to renewable electricity, we are actively working to lower our carbon footprint.

We have also taken steps to make our office supplies more sustainable by using recyclable printer cartridges and sourcing sustainably produced office paper. As part of our corporate social responsibility efforts, we recently dedicated our annual company Away Day to a project with Forest of Hearts, where our team built 12 bug hotels for NHS hospital gardens.

Moving forward, we plan to review our office paper usage and will make double-sided printing the default setting to reduce unnecessary waste.

Sustainable Travel Initiatives

As a business with 67 employees, we are always looking for ways to reduce travel-related emissions. We actively encourage the use of virtual meeting platforms like Teams and Zoom to cut down on unnecessary business trips. Our hybrid work model allows eligible employees to work from home two days per week, helping to reduce commuting emissions. Currently, 77% of employees who qualify for hybrid working take advantage of this option on a regular basis.

While car sharing remains a challenge due to the geographical spread of our workforce, we continue to encourage employees to consider this option where practical. For business-related travel within the UK, we prioritise train journeys whenever possible, recognising that trains account for just 1.5% of the UK’s transport CO2 emissions, compared to 58% from cars and planes.



When international travel is necessary, we book direct flights to minimise our environmental impact.

In line with our Carbon Reduction Plan, we are tracking emissions from business travel and setting both near- and long-term targets to reduce them. We are also considering the implementation of a Cycle to Work Scheme to provide employees with more sustainable commuting options.

Supply Chain

Sustainability doesn't stop at our own operations—we also work closely with our suppliers to ensure they share our commitment to responsible practices. One of our key suppliers, Meridian Medical, undergoes an annual audit as part of our ongoing efforts to monitor and improve sustainability across our supply chain.

Whenever possible, we prioritise suppliers who use sea freight over air transport to reduce carbon emissions. We have also increased our use of UK-based suppliers, reducing the number of miles our products travel. Additionally, we have shifted to sourcing components and raw materials from the UK and Europe, further decreasing transport emissions.

To strengthen our approach, we plan to introduce key performance indicators (KPIs) to track supply chain sustainability and reduce product miles. This will allow us to make data-driven decisions and continuously improve our environmental impact.

Waste Reduction & Recycling

Waste reduction is an important part of our sustainability strategy. We have a comprehensive waste disposal policy that covers general office and warehouse waste, medical products, and hazardous materials. When we recently refurbished our office, we took the opportunity to remove disposable cups and replaced them with reusable glasses and mugs.

Recycling is now a standard practice across our facilities. Recycling bins are available throughout our offices and manufacturing shop floors, and we ensure that office equipment, including laptops, is reused or properly recycled in line with WEEE regulations.

We also have segregated recycling bins in all kitchen areas, including dedicated bins for food waste. While we have made progress internally, we recognise that we need to improve our partnerships with external contractors to ensure that recycling efforts continue beyond our facilities.

Looking ahead, we plan to align our waste management strategy with ABHI guidelines, focusing on product circularity and the principles of Reuse, Remanufacture, and Recycle. We will also be updating our waste disposal policy to provide clearer instructions and expanding our training efforts to increase awareness across the business.

Sustainability is an ongoing journey, and at Mediplus, we are committed to continuous improvement. Through responsible energy use, better resource management, sustainable travel practices, and a strong focus on waste reduction, we are taking meaningful steps to reduce our environmental impact.

As we move forward, we will continue to challenge ourselves to do better—whether by setting ambitious carbon reduction targets, improving our supply chain sustainability, or fostering a culture of environmental responsibility within our team. By integrating sustainability into every aspect of our business, we are not only protecting the planet but also building a stronger, more resilient company for the future.

Workplace Report

Mediplus is **committed** to creating a supportive, inclusive, and high-performing workplace by **focusing** on employee development, fair labour practices, ethical standards, and **strong governance** policies.



Training

The company ensures employees remain engaged and up to date with the latest industry knowledge and skills through comprehensive training and development programmes. A role-based competency matrix is used to assess skills, while internal and external training sessions, such as product-specific study days, help keep employees informed. Line managers and members of the leadership team have access to external mentors for monthly one-on-one sessions, and we offer internal career progression by setting performance-based objectives and personal development plans. Leadership training is also prioritised, with recent regulatory refresher courses undertaken by the senior team. Additionally, Mediplus encourages professional growth by covering the cost of memberships to relevant professional bodies.

To continue improving these initiatives, we plan to review our employee objective-setting process by September 2025 and assess the suitability of apprenticeship schemes by March 2025. These steps aim to ensure continuous development and career opportunities for our employees.

Labour Practices

In terms of labour practices, Mediplus fosters a fair and flexible work environment. The company has implemented a hybrid working model, with 77% of eligible employees working on a regular hybrid schedule supported by a comprehensive Remote Working Policy. New employees are provided with clear information, including employment contracts, equal opportunities policies and an employee handbook. Health and safety remain a top priority, with robust policies in place to ensure a safe working environment for all. Employee benefits include access to a BUPA healthcare plan and an enhanced Employee Assistance Programme (EAP) through Vivup, offering 24/7 support for emotional, personal, and financial issues. Looking ahead, the company plans to explore the implementation of the ISO 45001 Occupational Health and Safety Management System by September 2025 and streamline its onboarding process by December 2025 to make it more efficient and user-friendly.



Employee Assistance Programme (EAP)
powered by vivup
Provide your staff with market-leading help and support for life's ups and downs 24/7, 365 days a year

EAP powered by Vivup is designed to help your staff in times of need. The counselling services and online support offer employees practical advice with issues that may be impacting their performance. We provide a comprehensive 360-degree approach to employee wellbeing, which is overseen by a clinical governance framework which conforms to NHS standards.

Whatever mental health, physical, financial or personal issue your staff are facing, they can access expert help and support.

What's included?

- 24/7 In The Moment Support telephone and online support
- Telephone advice and guidance
- Up to a Virtual Counselling session
- Your Care wellbeing platform
- Assessments
- Goals
- Connectivity
- Resources

Included in the Your Care wellbeing platform
Your Care is a comprehensive wellbeing platform that examines the individual elements that contribute to a person's mental, physical and financial wellbeing via:

- Assessments**
To gain a better understanding of your employees' overall wellbeing, allowing areas of concern to be identified and helping to establish what further assistance may be required.
- Goals**
Can be achieved with small, sustainable lifestyle changes to motivate your people to strive for better mental health.
- Resources**
Resources including blogs, videos, recipes and more to help build your employees' resilience.
- Connectivity**
Allow your staff to connect to health and fitness apps to sync activity data and track progress.

Mediplus employee Assistance Programme – available to all.

In-house solution driven by industry leaders and clinical excellence

- Karl Bennett**
Wellbeing Director - Health & Vivup
Chair of Employee Assistance Professional Association
- Tracey Paxton**
Clinical Director - Health & Vivup
Chair of The Royal College of Psychiatrists Advisory Board

What makes our EAP different?

- EADA Accredited Provider
- Highest level of APPTS Clinical Accreditation
- Highest level of Customer Service
- 150 fully qualified clinicians with minimum 3 years' experience

How our EAP will empower your business
With our fully accredited, whole-health approach to employee wellbeing, our EAP can help you:

- Win the war on talent, setting you apart from the competition in a challenging job market
- Boost your retention rates by keeping the best people on board
- Elevate your ROI by as much as £11 for every £1 spent*
- Help to reduce the costs of long-term health issues with preventative wellbeing support
- Assist with enhancing workplace productivity
- May reduce absence caused by mental, physical, and financial stress

The average cost of replacing an employee is £22,000

The ROI on wellbeing support is £11 for every £1 spent*

Providing proactive support provides a positive outcome for your people – and your business.

EAP APPTS lefooo* TrustLinker

EADA Accredited Provider Secondary Mental Health Support Fife's Score 5.0 theScore 4.7

*www.eap.org.uk/160 Contact: 01620 612210 | 01620 612211 | 01620 612212



Mediplus Recycling Initiative Example.

Ethical Practices

Mediplus upholds high ethical standards and integrates corporate social responsibility (CSR) into its operations. The company has a fully implemented Ethical Labour Standards Policy and monitors compliance by collecting and reviewing supplier information at onboarding and regular intervals. Employees receive CSR training, and the newly established Sustainability Panel focuses on four key pillars: environment, workplace, community, and philanthropy. Employee engagement is central to our culture, with annual anonymous surveys influencing key business decisions. For example, the Employee Forum was created following feedback from the 2023 survey. Moving forward, we plan to increase CSR communication and engagement across the organisation. We will also review the CSR strategies of the UK and EU supply chain by December 2025 to build stronger partnerships.

In terms of governance, Mediplus ensures transparency and fairness in its policies and employee support systems. The employee handbook outlines policies on parental leave, bereavement leave, and flexible working, all in line with ACAS guidelines.

Charity and community engagement are important aspects of the company culture. Mediplus organises annual charity events, such as building bikes for children's charities and supporting the Forest of Hearts initiative. Since 2022, we have made ten donation runs to the local food bank, contributing over 700 items to support the community. To promote well-being, all employees have access to mental health support services, external counselling, and a monthly wellbeing hour.

Looking ahead, Mediplus will consider introducing volunteering days by March 2025 and explore the possibility of holding more charity and local events throughout the year. By December 2025, the company will introduce a Diversity & Inclusion Policy, with benchmarking activities against industry leaders scheduled by March 2025. These initiatives aim to strengthen our position as an inclusive, ethical, and community-focused organisation while continuously enhancing the employee experience.



Office Plants – Productivity Boost in Action, a Green Office!

Community Report

Mediplus is **dedicated** to making a lasting **positive impact** in the community through our charity **endeavours, partnerships,** and **membership** in local and regional groups. The company's approach is guided by our **values** of **compassion, equity,** and **sustainability.**





Mediplus actively works to empower communities by supporting initiatives that promote education, employment, and personal growth for underprivileged groups. Inclusivity is at the core of our mission, advocating for equality and ensuring that no one is left behind due to barriers such as poverty, discrimination, or social isolation.

Mediplus also focuses on promoting wellbeing by addressing mental health challenges, homelessness, and food insecurity through strategic partnerships. Additionally, the company aims to build a sustainable future by investing in environmentally conscious projects that contribute to community resilience.

Regular Engagement

Mediplus regularly engages in local charity activities, such as our annual Company Away Day, which combines team-building with charitable efforts. In 2024, employees built 12 “Bug Hotels” for NHS hospital gardens in collaboration with the Forest of Hearts initiative. In 2023, they built bikes worth over £3,000 for a local children’s charity.

Since March 2022, we have made ten donation runs to a local food bank, contributing over 700 items through the ongoing “One Can” campaign. Mediplus is also an active member of the Cressex Business Improvement District (Cressex BID), participating in events like litter picking and local walks. Emma Gray, Managing Director, serves on the Cressex BID board and plans to attend future sustainability panel meetings. Additionally, Mediplus is a member of the Thames Valley Chamber of Commerce, where we contribute to the Health and Life Sciences Working Group, helping shape the government’s life sciences strategy. The company also collaborates with Buckinghamshire Business First to support its sustainability and net-zero journey.



Mediplus Careers Fair Attendance.

Supporting The Local Economy

Mediplus is committed to wealth creation and supporting the local economy. Currently, 67% of our 68 employees live within 30 minutes of the headquarters in High Wycombe. The company prioritises sourcing office and facility supplies from local suppliers and contracts local trade companies for services such as general maintenance and health and safety support. We will review our supply chain by December 2025 to ensure we are using local suppliers where practicable.

Education & Skills Development

Education and skills development are also key areas of focus. Mediplus has provided work experience opportunities in the past, such as participating in the Buckinghamshire Careers Fair in 2019. Moving forward, the company plans to evaluate the introduction of apprenticeship schemes, having recently reached the point where we qualify for the Apprenticeship Levy. A decision will be made by March 2025. Mediplus also aims to attend at least two career fairs or career talks by September 2026 to inspire the next generation of talent, with Lucy Hemming, a STEM Ambassador, playing an active role in these events.

Future Planning

Looking ahead, Mediplus plans to increase community engagement by utilising our Employee Forum to organise more charity and local events throughout the year. We will attend the next Cressex BID sustainability meeting to explore opportunities for involvement and continue to review Bucks Business First’s resources to enhance our sustainability initiatives, with plans to complete this by March 2025.

These initiatives reflect our ongoing commitment to strengthening community engagement, supporting local businesses, and promoting education, all while working towards a more sustainable and inclusive future.



Bug Hotel Build – Forest of Hearts Charity.

Philanthropy Report

Mediplus is **committed** to fostering healthier lives and stronger communities through our philanthropic **initiatives**, which align with the company's core values of environmental stewardship, social responsibility, and community empowerment. The company **actively seeks** to build a **sustainable future** by combining our passion for protecting the planet with **meaningful** community engagement.



Beyond environmental causes, Mediplus is dedicated to supporting under-served communities by promoting education, offering skill-building opportunities, and providing access to sustainable resources. Employees are encouraged to participate in charitable activities and volunteering efforts, reinforcing the company’s belief that giving back is an essential part of our mission.

Future Volunteering & Pro Bono

Currently, the company does not have an official volunteering programme, but we plan to review the feasibility of implementing volunteer days or hours for employees by March 2025. Additionally, we will assess the possibility of engaging in pro bono work through recognised charitable organisations by December 2025. These reviews are part of the company’s ongoing commitment to expanding our philanthropic efforts.

Fundraising

Mediplus has a history of fundraising through its annual Company Away Day, which combines team-building with charitable activities. In 2024, employees partnered with Forest of Hearts to build 12 “Bug Hotels” for NHS hospital gardens. In 2023, the company built bicycles for a local children’s charity, donating bikes worth over £3,000. These events exemplify our commitment to both community impact and employee engagement.

Since March 2022, Mediplus has also supported the local food bank through its “One Can” campaign. The company has made 10 donation runs, contributing over 700 items to help combat food insecurity in the community. These efforts reflect the company’s broader goal of addressing pressing social challenges and empowering local communities.

Future Plans

Looking ahead, Mediplus plans to increase the number of charity and local events we hold each year, with a review scheduled by March 2025. Future planning will also focus on collecting additional measurable and quantifiable data to support the company’s sustainability action plan and enhance our long-term community impact.

In all our philanthropic endeavours, Mediplus remains focused on creating positive, lasting change, reinforcing that caring is not just part of what we do—it is at the very heart of who we are.



One can Trust – Our “always” Local Charity.



ONE CAN
FOOD BANK - TOTTENHAM

Thank you to all our
brilliant volunteers !

ESG - Measuring the Value of Social Responsibility

These icons are displayed throughout this social impact report to illustrate where ESG (Environmental, Social and Governance) compliance and relevance is demonstrated to external agencies when ESG reporting is required.



Mediplus activities align with UN Sustainable Development Goals

The UN SDGs are a call for action by all countries – poor, rich and middle-income – to promote prosperity while protecting the planet. They recognise that ending poverty must go hand-in-hand with strategies that build economic growth and address a range of social needs including education, health, social protection, and job opportunities, while tackling climate change and environmental protection.

Mediplus activity aligns with the following SDGs.

CSR-A recommends that **Mediplus** register their commitments to support the implementation of the SDGs.



All 17 United Nations Sustainable Development Goals are:



Mediplus Ltd

have achieved Silver CSR Accreditation



SILVER ACCREDITATION

UAC-CSRA-UK-12-24-MEDIPLUSLTDX-S-0139

ACCREDITATION DATE **30/12/2024 SILVER**

What is CSR Accreditation?

CSR-A has established a holistic framework that delivers a measurable standard for environmental and social responsibility.

A framework that is supported by our CSR Four Pillars of environment, workplace, community and philanthropy. A standard that states that environmental and social responsibility should be for every organisation. Effective CSR policy embedded in company strategy allows you to enrich the quality of lives for all by investing in social value as a part of your culture. This provides purpose for employees and measures impacts for senior teams, helping to ensure a sustainable and profitable business. Beyond this your efforts will help to build a better world for future generations by improving the environment and ensuring a cohesive community to live and work in.

It is amazing what many of us are already doing that we don't talk about. CSR-Accreditation provides the perfect platform for you to tell your positive story.

Good social responsibility policies drive positive corporate change.

With well defined objectives and measurable targets, your CSR accreditation will provide the foundation for a more sustainable and ethical organisation.

Achieving CSR accreditation is a visible testimony of excellence in social responsibility activity. The accreditation process helps you integrate social, environmental, ethical, human rights and consumer concerns into your business operations and strategy.

CSR Accreditation will:

- Deliver information required for ESG (Environmental, Social, Governance) reporting.
- Identify UN Sustainable Development Goals (SDG's) which you may be supporting.
- Write a social value policy.
- Identify how your carbon footprint can be reduced contributing to climate change action and the Race to Zero.
- Produce content for a social impact report.
- Enrich, enable and engage employees, shareholders and stakeholders.

Driven by heightened consumer awareness of environmental issues and with tightening government regulations organisations are now looking for innovative ways to meet their social responsibilities. It is clear that those who understand this and explore ways in which issues should be built into strategy, are likely to reap the rewards of an enhanced competitive position, benefiting all stakeholders and wider society along the way.

This **Social Impact Report** was created by **CSR-Accreditation** on behalf of

MEDIPLUS

To produce a similar report for your organisation please call **01494 444494** or visit **www.csr-accreditation.co.uk** and find out how we can benefit you.

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