



Visual Systems Healthcare

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# Environmental, Social and Governance Policy

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## **1. Policy Statement & Scope**

**1.1.** Visual Systems Healthcare are committed to our goals of minimising our environmental impact, promoting social justice and economic prosperity, and creating long-term value for our stakeholders. We understand that our operations have an impact and have created this policy as an outline of our commitment to tackle Environmental, Social and Governance issues and provide a framework to continuously improve our performance over time, making a positive difference, not only for the long-term success of our business but also for the well-being of our planet and society. This policy will be reviewed annually to verify its impact and continued effectiveness.

**1.2.** This policy applies to all staff, including managers, officers, directors, employees, consultants, contractors, trainees, homeworkers, part-time and fixed-term employees, casual and agency staff, and volunteers (collectively referred to as staff in this policy).

**1.3.** Visual Systems Healthcare is a professional company committed to setting and maintaining standards in the healthcare industry by adhering to guidelines, values and policies set by the . Visual Systems Healthcare also does all that is reasonably practicable to comply with Statutory Regulations and other guidance relating to the environment, social values and governance.

## 2. Environmental Management

**2.1.** Visual Systems Healthcare is committed to continuous improvement in minimising the impact of its activities on the environment and developing a structured and systematic approach to the management of the environment through our Environmental Management System (EMS). We recognise our obligation of compliance with relevant environmental legislation and the duty of care that exists around pollution, emissions, and waste.

**2.2.** We are publicly committed to a target of 'Net Zero' emissions by 2045.

**2.3.** Visual Systems Healthcare will produce and publicly publish a Carbon Reduction Plan, establishing baselines for scope 1,2 & 3 emissions, reporting in CO<sub>2</sub>e (Carbon Dioxide Equivalent) for the six greenhouse gases covered by the Kyoto Protocol with measurable reduction objectives and targets.

**2.4.** We will assess and report on the embedded GHG emissions in our products and work to reduce them by implementing sustainable practices in our sourcing, manufacturing, and distribution processes.

**2.5.** Visual Systems Healthcare will establish appropriate emission intensity ratios to enable us to continuously manage and compare environmental risk.

**2.6. Visual Systems Healthcare will use internal strategies to help replace or reduce the use of fossil fuels by:**

**2.6.1.** Consulting on and considering the implementation of renewable energy technologies.

**2.6.2.** Switching our energy contracts when possible to increase the proportion of renewable energy purchased for use in our operations.

**2.6.3.** Committing to replacing company-owned or leased vehicles with electric vehicles when existing lease and purchase arrangements end or renew.

**2.7. Visual Systems Healthcare will use strategies to mitigate the unnecessary and wasteful use of energy by:**

**2.7.1.** Ensuring insulation in our owned and leased buildings is in line with or exceeds the current building standards.

**2.7.2.** The replacement of equipment with energy-efficient alternatives as and when appropriate.

**2.7.3.** Encouraging and incentivising staff to reduce their carbon footprint through greener commuting, such as walking, cycling, public transport, car sharing initiatives, or reducing commuting through home working.

**2.7.4.** Enacting a business travel policy, to avoid unnecessary travel and undertake telephone and video conferencing meetings as an alternative, where possible. When we do travel we endeavour to do so by public transport when practical and endeavour to car share where possible.

**2.7.5.** Reducing the emissions from upstream and downstream distribution by working in partnership with our supply chain to reduce the number of deliveries and collections each week as well as the weight of consignment packaging materials.

**2.7.6.** Using our influence to incentivise reducing energy waste in our supply chain.

**2.8. Visual Systems Healthcare will use strategies to mitigate the unnecessary and wasteful use of resources by:**

**2.8.1.** Implementing strategies to prevent the unnecessary and wasteful use of water in our operations by conducting regular monitoring and analysis of our water usage, as well as investment in new technologies and infrastructure, where deemed appropriate, to reduce our water footprint.

**2.8.2.** Implementing strategies to prevent and reduce waste from our operations by conducting waste audits to identify areas where we can reduce waste and prevent it from being generated in the first

place, minimising the waste we create, optimising inventory management, and promoting sustainable practices throughout our operations.

**2.8.3.** Working towards eliminating single-use plastic by auditing our current plastic use and developing a plan to find sustainable alternatives to plastic and promote the use of reusable and recyclable materials.

**2.8.4.** Identifying the types of waste generated by our operations and developing effective strategies for recycling these materials in consultation with local waste management providers to ensure that all recyclable waste is prepared and sent to appropriate facilities to be recycled.

**2.8.5.** Promoting a circular economy and reducing waste to ensure that our products are properly collected, treated, and recycled at the end of their life. By doing so, we aim to minimise the environmental impact of our products and promote sustainable consumption and production practices.

**2.8.5.1.** Reducing our product packaging materials and ensuring that as much packaging as possible is made of recycled materials and/or is recyclable.

**2.8.6.** Embracing digital technologies and reducing our paper usage, we will use digital communications and remote data storage and backup where practicable. We will encourage our employees to use electronic documents and email to reduce paper usage and implement a system for digital signatures to eliminate the need for paper-based signatures.

**2.8.7.** Using our influence to incentivise reducing resource waste and single-use plastics in our supply chain.

**2.8.8.** Using our influence to promote or incentivise the use of recycled or re-conditioned materials throughout our supply chain.

**2.8.9.** Visual Systems Healthcare is committed to reducing the environmental impact of our operations. To achieve this, we will implement a staff training program that educates our employees on the environmental effects of their business and commuting activities. By increasing awareness and providing resources, we aim to create a culture of sustainability throughout our organisation.

### 3. Social Values

**3.1.** Visual Systems Healthcare is committed to continuous improvement in diversity, social justice, sustainability, employee rights, and community engagement. We recognise our obligation of compliance with relevant legislation and the duty of care that exists to conduct our operations ethically and as a socially responsible organisation and we are committed to working towards a more just, equitable, and sustainable world.

#### **3.2. Our People**

**3.2.1.** All staff are an integral element of our business and we believe in transparency and open communication with our employees. We will provide our employees with regular updates and information on matters that concern them as employees, such as changes to company policies, employee benefits, health and safety information and financial and economic factors affecting the performance of the company. We will also encourage feedback from our employees and ensure that their voices are heard and taken into account in decision-making processes. Our goal is to create a culture of trust and collaboration where employees feel informed and empowered to contribute to the success of the company.

**3.2.2.** Our staff are our biggest asset, we will continue to support our staff through a range of benefits, including Remote working, Pet-friendly provisions, Flexible holiday allowance, Pension, Free refreshments at work, Flexible working, Financial advice, Company cars, Bonuses. All of our staff are encouraged to take advantage of these benefits.

**3.2.3.** We are committed to achieving high standards of health and safety and taking all reasonable practical steps to prevent, control, or mitigate such risks and their possible effects. Our Health and Safety Policy, risk register and incident reporting procedure are available from our dedicated Health and Safety lead.

**3.2.4.** We are committed to promoting the well-being of our staff and stakeholders; including the community we work in, our supply chain and our customers. Our Mental Health and Well-Being Policy is regularly reviewed and maintained.

**3.2.5.** We believe that all persons have a right to work in an environment in which the dignity of individuals is respected. In this respect, we are committed to ensuring that the place of work is free from harassment and bullying, whether directly or through any communication media such as the internet, email, telephone, or mobile phone. Any incidents of this nature will be regarded extremely seriously and may be grounds for disciplinary action including summary dismissal.

**3.2.6.** At Visual Systems Healthcare we have a passion for lifelong learning and believe that there are always ways to update our knowledge and improve our skills. Our Training & Development Policy and Staff Personal Development Plans (PDPs) are regularly updated and implementation is ensured, providing for continuous upskilling of our staff in relevant topics related to our business activity.

**3.2.7.** We recognise that healthcare is a high-growth sector, and as such we create employment and training opportunities within our company in order to fulfil the need for jobs and upskilling in the healthcare sector.

**3.2.8.** We take a long-term view of our staff's in-work progression and development, including those from disadvantaged and minority groups. Each staff member has a personal development plan (PDP) on which their learning and development goals and aspirations are recorded and monitored. PDPs are reviewed and updated annually.

**3.2.9.** We will continue to encourage staff to qualify and become members of relevant professional organisations. Where a staff member is a member of a recognised and relevant organisation, we may reimburse the whole or part of the annual subscription.

**3.2.10.** We provide support to those who embark on further education, providing that the course is relevant to the work that the staff member is presently engaged to do, or relevant to that individual's personal development and potential career progression within the Company.

**3.2.11.** We support the attendance at training courses, seminars, and conferences, where it is relevant to the work of that individual within the Company, or where it is believed the individual will benefit for future use within the Company.

**3.2.12.** We continuously endeavour to ensure a diverse workforce through the enactment of our Equality, Diversity and Inclusion Policy to tackle inequality and support disabled and disadvantaged people in employment. Our policy aims to ensure that no job applicant or member of staff receives less favourable treatment on the grounds of any protected characteristic or on the basis of a deprived background. No potential staff, staff or suppliers will be disadvantaged by conditions or requirements which cannot be shown to be justified. We will protect all staff from experiencing discrimination, harassment or victimisation in the workplace or when undertaking their work-related duties, including supporting our people to address discrimination whenever it occurs.

**3.2.13.** At Visual Systems Healthcare, we are committed to providing equal employment opportunities to all employees and contract workers through the enactment of our Equal Opportunities policy. We will regularly benchmark internal and external roles to identify any inequalities in employment terms, professional development, skills, and pay within our contract workforce. If any disparities are found, we will take appropriate action to rectify them and ensure fair and equal treatment of all workers.

**3.2.14.** The company is committed to providing ongoing support and reasonable accommodations to any member of staff who is, or becomes, disabled to enable them to remain and progress within the organisation and more generally by upskilling with appropriate training and recognised qualifications.

**3.2.15.** At Visual Systems Healthcare, we have a zero-tolerance policy towards corruption and bribery in all of our business operations. Our policy outlines clear expectations for employees, contractors, and stakeholders, and provides guidance on how to identify and manage corruption and bribery risks. We are committed to complying with all applicable laws and regulations related to corruption and bribery, and will conduct our business with the utmost transparency and integrity. Our policy includes provisions for regular risk assessments, due diligence, and training to ensure that all individuals associated with our organisation are aware of our expectations and understand how to prevent and address corruption and bribery. Any suspected instances of corruption and bribery will be taken seriously and investigated promptly, and appropriate actions will be taken to prevent future occurrences.

**3.2.16.** At Visual Systems Healthcare, we are committed to creating a respectful and inclusive workplace. Our Grievance Procedure provides a clear process for employees to raise grievances, which will be handled promptly and fairly. We maintain confidentiality throughout the process and provide appropriate remedies to employees where necessary. We continuously monitor and review our procedures to ensure that we provide a positive and supportive work environment for all employees.

**3.2.17.** At Visual Systems Healthcare, our unwavering commitment to upholding social values and ethics in our business practices is fortified by our comprehensive Code of Ethics. This foundational document serves as a compass for our organization, outlining the core values and standards that guide our actions. To ensure the embodiment of these principles, our staff training program is designed to continually educate and empower our employees. Through this program, we equip our team with the knowledge and tools necessary to act in alignment with our Code of Ethics, fostering a workplace culture where ethical conduct is not just encouraged but actively practiced by all members of our organization. This ongoing education underscores our dedication to creating a workplace where our values and standards are upheld with unwavering commitment.

### **3.3. Our Community**

**3.3.1.** Visual Systems Healthcare is committed to supporting our local and wider community through philanthropic activities that align with our values and contribute to the social and economic development of the communities we serve. Our Corporate Philanthropy Policy ensures that we support causes through donations and volunteering at local and national events. Our policy is

regularly reviewed to ensure that it remains relevant and effective and that our philanthropic activities are transparent, ethical, and appropriate.

**3.3.2.** We will encourage people from diverse and disadvantaged backgrounds to consider a career within the business and support their recruitment and retention in our workforce. Selection criteria and procedures are frequently reviewed to ensure that individuals are selected, promoted, and treated on the basis of their relevant merits and abilities.

**3.3.3.** An interview will be guaranteed to all suitably qualified applicants who may identify themselves as disabled.

**3.3.4.** We endeavour to accommodate any disabled or unwell individual's particular needs throughout the recruitment and selection procedure.

**3.3.5.** We will support our people to develop as advocates and influencers in promoting equality, diversity, and inclusion.

**3.3.6.** We pledge to continue supporting local and regional economic growth by supporting local enterprise partnerships and initiatives by local government.

**3.3.7.** We will continue to place value on improving local employment and skills by taking advantage of apprenticeship schemes, providing on-the-job training where appropriate and where local skill shortages occur and using graduate hiring programmes to provide opportunities for graduates to enter the workforce.

**3.3.8.** Where any communities or users are impacted in the provision of our products we will collaborate with users and communities in the codesign and delivery of our products to support strong integrated communities.

**3.3.9.** We work collaboratively with all stakeholders to ensure that human rights are respected throughout our operations, including through a procedure for managing and reporting Modern Slavery risks, remediation for any risks identified and training for our staff on this issue and the related procedures.

**3.3.10.** At Visual Systems Healthcare, we take customer complaints seriously and are committed to addressing them in a fair and timely manner. Our Complaints Procedure provides a clear process for customers to raise complaints, and for us to investigate and resolve them. We will communicate our policy clearly to our customers, maintain accurate records of complaints, and continuously monitor and improve our process.

### **3.4. Our Supply Chain**

**3.4.1.** We ensure diversity in our supply chain by encouraging the use of new businesses, SMEs, VCSEs and mutuals where appropriate in order to strengthen the Supply Chain and create opportunities for entrepreneurship and help new, small organisations to grow, supporting economic growth and business creation.

**3.4.2.** We encourage and incentivise the supply chain to enact vigorous environment, social, and governance policies and practices, using our influence and support to build a robust supply chain that aligns with our values.

**3.4.3.** We are committed to embracing new technologies and ideas that have the potential to transform our industry and create value for our stakeholders. We encourage a culture of innovation within our organisation, collaborate with startups and technology companies, and invest in research and development to identify and implement new solutions. By supporting innovation and disruptive technologies, we aim to build a more resilient and sustainable supply chain and contribute to the long-term success of our business.

**3.4.4.** We are committed to continuously improving our productivity and resilience by modernising our delivery methods and adopting scalable and future-proofed solutions. We prioritise the use of innovative technologies that help us increase efficiency and reduce operational costs while

maintaining the highest levels of quality and service for our customers.

**3.4.5.** We understand that cyber security is important to maintain a healthy supply chain. As such, we ensure cyber security by strict data storage protocols covered by our Information Security Policy. We have also implemented a Disaster Recovery Plan to ensure continuity of service and protect ourselves and our supply chain in the event of IT failure or cyber security risk. We conduct due diligence and use contractual agreements to ensure our and our supply chain cyber security risks are identified and managed.

**3.4.6.** We conduct due diligence and use contractual agreements to identify and address any risk of modern slavery in our supply chain and to work collaboratively to ensure that human rights are respected throughout the supply chain. We have a system in place through which members of our staff or supply chain can report any concerns about modern slavery risks in the supply chain.

**3.4.7.** We recognise the importance of responsible investing in creating a sustainable future and will continue to evaluate our investment decisions to remain committed to responsible investing and upholding rigorous environmental, social, and governance (ESG) standards that align with our values and the standards of our governing authorities.



## 4. Roles & Responsibilities

**4.1.** The Business Owner has overall responsibility for ensuring compliance with statutory regulations, guidance and governance and for the quality of the company's management systems and reporting. They should promote a code of conduct and culture in the business that prioritises these areas in its operations and within the Supply Chain.

**4.2.** Managing Director is responsible for:

- The development, communication, implementation and timely reviews of this policy.
- Ensuring the organisation has processes and systems in place to ensure implementation of this policy.
- Ensuring that our ESG values become integrated into all Visual Systems Healthcare business activities and support and promote the policy throughout the organisation.
- Working with the appropriate staff or Supply Chain members to influence and incentivise the Supply Chain to adopt similar ESG standards and reporting.

**4.3.** All Managers and Team Leaders are accountable for adherence to this policy and should inform staff of this policy and their contribution to the issues herein.

**4.4.** All staff have a responsibility to protect the environment, their fellow staff, the community, our company and our Supply Chain. They are reminded of this through frequent training events, team briefings and one-to-one meetings as appropriate.

**4.5.** Risk is managed at Visual Systems Healthcare by maintaining a company-wide Risk Register, including ownership of commercial, business resilience risks and all other risks for items raised in this policy. The Risk register includes measures for ensuring mitigation or reduction of risk. Actions are logged and delivered and are reviewed periodically, or immediately for risks designated a high-priority status.

**4.6.** Health and Safety are managed at Visual Systems Healthcare by ensuring the development, communication, implementation and timely reviews of our Health and Safety Policy. Specific risks are identified and managed using the company-wide Risk Register.

**4.7.** Known and emerging infectious risks are managed at Visual Systems Healthcare by ensuring the development, communication, implementation and timely reviews of our Infection Prevention and Control Policy. Specific risks are identified and managed using the company Risk Register.

**4.8.** The continuous upskilling of our staff in relevant topics related to our business activity is managed at Visual Systems Healthcare by ensuring the development, communication, implementation and timely reviews of our Training and Development Policy and the use of individual training or development plans as applicable.

**4.9.** Ensuring company adherence to cybersecurity and data storage protocols, including GDPR, is managed at Visual Systems Healthcare by ensuring the development, communication, implementation and timely reviews of our Information Security Policy. Specific risks are identified and managed using the company Risk Register.

**4.10.** Our Disaster Recovery Plan contains detailed instructions on how to respond to unplanned incidents such as natural disasters, power outages, cyber-attacks and any other disruptive events. It is updated and tested periodically and when necessitated by emerging threats or company changes.

**4.11.** Our staff's mental health and well-being are promoted at Visual Systems Healthcare by ensuring the development, communication, implementation and timely reviews of our Mental Health and Well-Being Policy. Specific risks are identified and managed using the company Risk Register.

**4.12.** Modern Slavery and Human Rights risks are managed at Visual Systems Healthcare through the company-wide Risk Register. The procedure includes reporting, remediation and notifying the appropriate authorities when applicable.

**4.12.1.** As required by the Modern Slavery Act 2015, we will produce a slavery and human trafficking

statement each financial year. This statement will outline the steps we have taken to ensure that slavery and human trafficking are not taking place in any part of our business or supply chains.

**4.13.** Periodic audits of the Supply Chains are undertaken and due diligence is carried out on the commencement or renewal of contracts or agreements. This includes managing cyber and information security risks, modern slavery risks and the diversity and robustness of the supply chain. Specific risks are identified and managed using the company Risk Register.

**4.14.** At Visual Systems Healthcare, we are committed to promoting Equality, Diversity, and Inclusion throughout our business operations by ensuring the development, communication, implementation and timely reviews of our Equality, Diversity, and Inclusion Policy. Specific risks are identified and managed using the company Risk Register.

**4.15.** Ensuring recruitment is inclusive and fair to all, and there is no discrimination against those with protected characteristics or a deprived background, is managed at Visual Systems Healthcare by ensuring the development, communication, implementation and timely reviews of our Recruitment Policy.

**4.16.** Ensuring equality in employment terms, skills and pay at Visual Systems Healthcare is managed by ensuring the development, communication, implementation and timely reviews of our Equal Employment Opportunity Policy. Specific risks are identified and managed using the company Risk Register.

**4.17.** At Visual Systems Healthcare, our corporate philanthropy activities are guided by the principles contained in our Corporate Philanthropy Policy. We manage this by ensuring the development, communication, implementation and timely reviews of our Corporate Philanthropy Policy.

**4.18.** Ethical conduct and compliance are core principles upheld at Visual Systems Healthcare. We maintain a strong commitment to ethical practices by establishing, communicating, implementing, and regularly reviewing our Code of Ethics. This comprehensive framework guides our employees and stakeholders in making responsible decisions and conducting themselves with integrity. To mitigate specific ethical risks and ensure alignment with our values, we diligently identify and address them through our company's Risk Register, thus safeguarding our commitment to ethical conduct in all aspects of our business operations.

**4.19.** Corruption and bribery risks are managed at Visual Systems Healthcare by ensuring the development, communication, implementation and timely reviews of our Corruption and Bribery Policy. Specific risks are identified and managed using the company Risk Register.

**4.20.** Our Complaints Procedure provides a process for customers to raise complaints, and for us to investigate and resolve them. We will communicate our policy clearly to our customers, maintain accurate records of complaints, and continuously monitor and improve our process.

## **5. Monitoring Continued Improvements**

**5.1.** Managing Director will regularly review progress, and conduct reviews and updates of this policy.

**5.2.** An Annual ESG report will be compiled and reported in line with future years' annual accounts.

**5.3.** Visual Systems Healthcare will benchmark its emissions data annually, against the baseline year of 2022.

**5.4.** This document will be reviewed annually or at any time at the request of either staff or management or in the case of organisational changes, legislation, guidance, or if noncompliance prompts an earlier review.