



≡ Healthcare ≡ Veterinary ≡ Dental ≡ Service

2023

ENVIRONMENTAL, SOCIAL & GOVERNANCE

Report


www.medraygroup.com

Introduction

The Medray Group of companies has grown from a small owner run business in Ireland, to a group of companies in UK and Ireland, more than doubling in size in the process. Medray services medical, dental and veterinary sectors of healthcare, with a focus on imaging equipment, dosimetry and consumable products in daily use.

This is our first Corporate Social Responsibility Report and part of our journey to bring our culture and ethos into everything we do, across all businesses, territories and activities. We are establishing our baseline for future annual reports and sharing the direction we are moving in, and goals we are working to. This report covers the period 1 January – 31 December 2023.

These reports allow public scrutiny of our performance by all stakeholders and are constantly evolving. Many people now recognise this report as “Environmental, Social and Governance” and so we have changed our policy and the title of this year’s report to reflect that.

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Letter from CEO

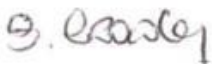
Environmental, Social and Governance (ESG)

At Medray we actively and continuously ensure that we integrate our business values and operations to demonstrate our ESG responsibilities and meet the expectations of our clients, employees, suppliers, and contractors as well as the broader community and environment in which we operate in.

By putting our ESG policy into practice, we are dedicated to conducting ourselves responsibly and in an ethical manner, creating a positive and supportive working environment, supporting local communities, improving service levels to clients, acting fairly in our dealings with suppliers and other third parties and minimising the impact on our environment where possible.

Medray are fully committed to ensuring our policy remains effective and to do so we review this on an annual basis to verify its effective operation. If required, amendments are made and communicated to our staff, clients and stakeholders.

Yours sincerely,

A handwritten signature in black ink, appearing to read "S. Crowley", is positioned above a horizontal dashed line.

Siobhán Crowley, CEO, Medray Group



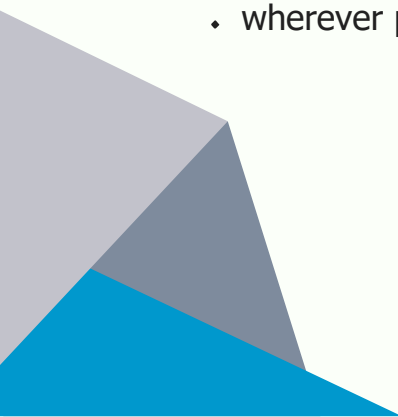
Our Policy

Medray companies undertake to run each of its companies in an Ethical and Socially responsible way. Medray operations will value and respect all people and take care of the Health, Safety and Welfare of our staff, considers sustainability of the Environment and ensures those we do business with do the same. We will share performance openly with all stakeholders and continually improve that performance year on year. The key aspects of our ESG Policy are outlined in this document.

Scope

We will apply our policy to our business operations and relationships with all our stakeholders, customers, suppliers, employees and the local community. This policy applies to all groups in the company.

People

- Our approach will be to run our business to ensure safety and fairness of treatment for all people we have contact with.
 - Employees will be treated fairly with sound policies to ensure ethical behaviour in selection, development, ensuring equal treatment of all staff, irrespective of religion, gender, family origin or sexual orientation.
 - Customers will always be treated with respect and our aim will be focused on delivering excellent service.
 - We aim to support communities by delivering products and services that support health services to provide patient care of the highest quality. We will share our activities and performance in all areas of Corporate Responsibility in documentation on our website www.medraygroup.com
- We will support staff undertaking voluntary and community work
- wherever possible.
- 
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Suppliers and procurement

We will only work with suppliers that hold our values for ethical business and we will have selection and retention processes to ensure this is the case.

Environment

We will conduct business in a way that considers our impact on the community and will work to minimise that impact via our Environmental policy, Aspect and Impacts assessment, control plan and continuous improvement. The management team regularly review performance and drive improvements through goal setting.


Health & Safety

Health and Safety is at the heart of everything we do. We have a detailed policy to ensure adequate competent resources are engaged in helping line managers provide a safe working environment for our staff through risk assessment, safe systems of work, training and supervision. The products we supply and maintain are chosen after careful evaluation for performance and safety.

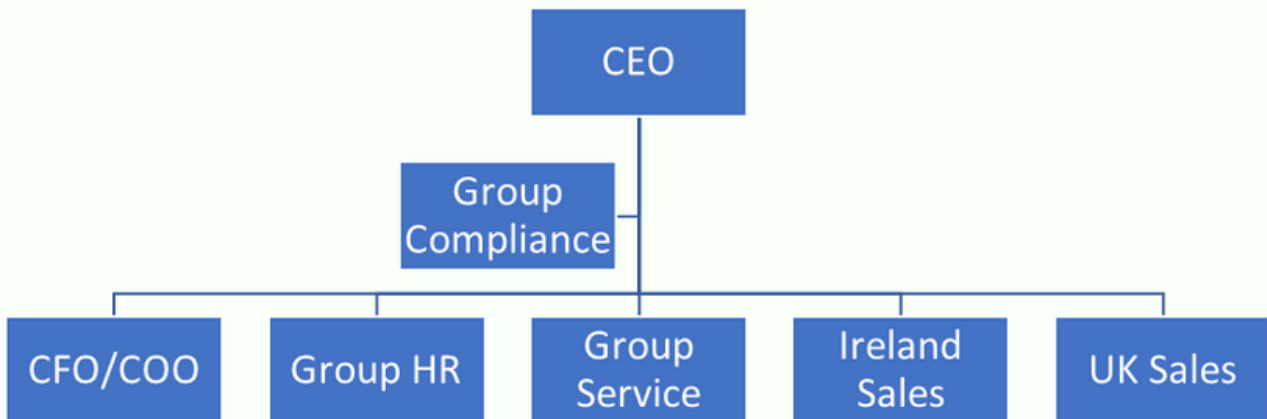
Governance

We are certified to ISO9001, but we also use some of the requirements of ISO13485, ISO14971, ISO14001 and ISO27001 to manage our business activities. We hold a Wholesale Distribution Licence in Ireland and fully comply to Good Distribution Practice. In all territories we comply with Producer Responsibility legislation, through EPA, Black Box & WEEE Ireland in Ireland, and Ecosurety compliance scheme in UK.

Compliance oversight is top down, starting with our board who review a written compliance report at each board meeting. The senior management team have direct responsibility, aided by a Group Compliance Manager being part of that team. Guidance and training are provided by leaders to line managers and all staff.

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Org chart/structure



Sustainability Priorities

Medray as a growing group of companies, is working to collect information on energy and waste streams so that continuous improvement to reduce our impact on the environment can be built into our operation.

Our most significant opportunity is in bringing to our markets the best products, through working with our partners, for patient and animal healthcare. Safe, reliable and cost-effective solutions in these areas benefit our health services and those providing care for our companion animals.

As we roll out supplier assessment process, we improve compliance and ensure those who supply us meet our standards on ethics, respect for staff and commitment to providing excellent products to our markets.

Environmental Performance

Aspects/Impacts report - Whole group

Category	UOM	2021	2022	2023
Gas	kWh	30,781	108,957	52,900
Electricity	kWh	45,261	49,205	72,215
Water	M3	15	25	0
Car Emmissions	MT Carbon	106	153	84
Product delivery	MT Carbon	2	3	3
Parts delivery	MT Carbon	79	436	581
General Waste	MT	Not collected	Not collected	2046
Net WEEE	Kg	31040	62,381	50148
Net Batteries	Kg	1205	2392	5618.8
Net Packaging	Kg	Not collected	Not collected	15647

Notes:

Our company has grown over past 3 years, more than doubling in size, with more acquisitions already announced in 2023 and this makes direct comparisons difficult.

AS part of this year's assessment we have redone previous years calculation as more data was available and therefore some figures stated in 2022 report have changed.

Water, we have general office facilities, some are metered for water, others we have no way of measuring. Our general waste is collected in bins each week and so we have no weights of general waste, however, our bigger impact is on products which will eventually reach end of life, and we have detailed information on this.

Packaging data has been carefully collected and having reached the reporting threshold in Ireland, we have registered with Repak and share our 2023 numbers here. We are significantly below reporting threshold in UK and so for now, just monitor values internally.

Employee Safety, Equality & Staff Turnover Performance

HSE Injuries at Work

	2021	2022	2023
Minor	5	4	2
Reportable	0	0	0

Diversity and Equality (% women and those holding senior positions)

	2021	2022	2023
% Senior Positions held by Women	37%	39%	35%
% Women in Group	36	33	31

New hires and staff turnover

	2021	2022	2023
New Hires	23	26	26
Turnover %	16	25	17



Data Privacy

Assessment of compliance has been completed with no significant issues found. The companies in the Medray Group fully meet the data protection requirements in both the European Union and United Kingdom.


Improvements have been identified and delivered, such as introduction of data processing agreements with key suppliers and contact email process for data subjects. Key focus going forward as we grow (both organically and inorganically) is to ensure that compliance is maintained.

Governance

Audits & Compliance Checking/Training

ISO9001 – We continue to improve our quality system documentation and conduct internal and external audits with no non-conformances.

Each year we have completed our read and understand training on ethics, safety and data protection topics. We have set up an ethics committee and process to ensure that any donations, invitations or events are in line with our policies and compliant with law and ethos on anti-bribery/anti-corruption.

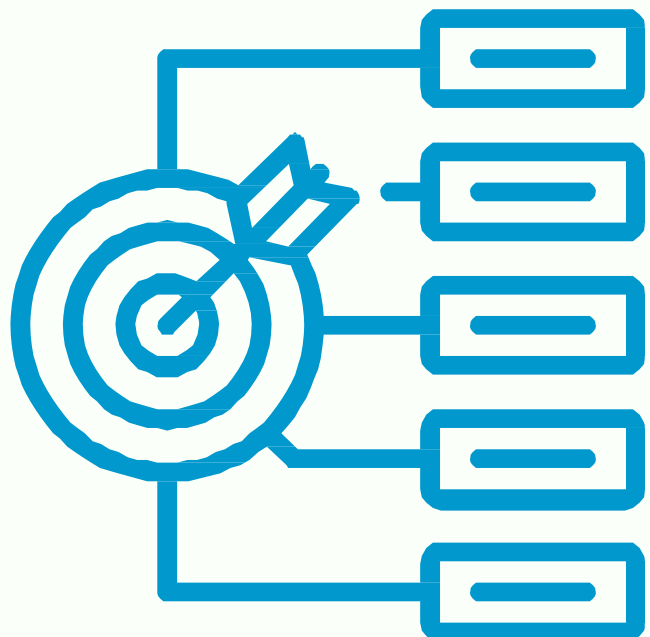
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Business Continuity

We conducted our first desktop crisis incident in December 2021, which assessed training and understanding for the Senior Management team and identified a number of areas, we have since been able to strengthen to ensure we can support stakeholders in the event of an incident that could affect business continuity.

2024 Aims

- Set up an ESG set of Key Performance indicators
- Integrate all companies in Group
- Introduce a Carbon Reduction Roadmap aligned to Public Health Services Roadmap
- Reduce business premises group
- Register for Packaging Fees in Ireland
- Build inclusive employee culture across the Group
- Expand partnerships to bring increased patient diagnostics to patients



Community/Charity Participation

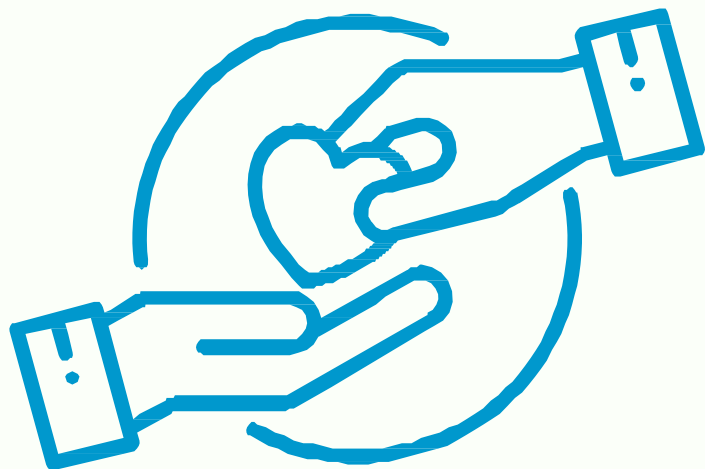
UK & ROI

Cork University Dental School and Hospital

Each year Medray provide a prize to Cork University Dental School and Hospital who holds a Prize-giving Ceremony to celebrate and recognise the outstanding achievements of their students.

St. Bartholomew's Hospital

Medray proudly donated £1,500 to St. Bartholomew's Hospital in November 2023 in aid of Barts Charity which helps to transform the future of healthcare in London. Barts launched this fundraising campaign for two important health projects that will help transform treatment for patients in the community and beyond: a new Breast Cancer Centre at St Bartholomew's Hospital, and a Clinical Research Facility at The Royal London Hospital.



Examples Of Good Works & Projects etc.

Medray UK have successfully installed a new Carestream DRX Evolution Plus Room and a new Stratos DR DEXA unit in George Eliot Hospital.

“Having an x-ray room within the Outpatients department has completely transformed the Orthopedic service. The patients have benefited in several ways; less distance to travel for their examinations, reduced waiting times, and a welcoming, stress-free environment. The equipment itself is efficient, practical and user friendly, with auto-positioning features which reduce the musculoskeletal impact on the radiographers themselves. It has been a seamless transition to use the Evolution Plus as we already have two identical X-ray rooms within the Trust and the Radiographers agree that it is a delight to use.”

“The new Stratos DR DEXA unit also installed by Medray UK is smart, sleek and efficient. The ambience of this room is improved as it was specifically designed to accommodate the DEXA service. It produces lower dose examinations and reduces the overall scan time for patients. The units ergonomic design has been well received by patients particularly the ease of getting on and off the table.” Says Hannah Toon, X-Ray Lead Radiographer at George Elliot Hospital.

Pictured below are Sam Parker, Medray Account Manager, Karishma Pandya, Medray Account Manager, and Mutsa Chinyani, Radiographer, GEH.



medray

Group

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