



Responsible Action

Report 2021



Contents

- 3 Opening letter from CEO
- 4 Sustainability strategy 2030 target
- 10 Progress against SDG goals
- 16 About us



Letter from the CEO



At a time when the world is experiencing unprecedented turbulence, the healthcare industry re-affirms its position in a heightened state of life-changing responsibility. Here at Owen Mumford, our purpose has never been more relevant - making a world of difference to a world of people. While everyone struggles to overcome the immediate challenges, we will continue to help however we can whilst remaining keenly aware of the longer-term issues of climate change and environmental responsibility.

We see it as our duty to mitigate the environmental outcomes of our actions whilst setting the bar high in delivering advancements in medical devices for our four stakeholder groups:

- Customers
- Users
- Associates
- Environment

In 2020, we set ourselves up to achieve some very progressive milestones by prioritising our commitment to the United Nations Sustainable Development Goals outlined last year.

The core values of Owen Mumford are based around three strong pillars that define who we are; heritage, safety and sustainability. Heritage is important because for nearly 70 years we have been pioneers in our space; inventing life-changing devices that have been tried, tested and proven to deliver the best in accuracy, ease and safety. Safety is a watchword that enshrouds every aspect of our operations and products, and of course sustainability represents awareness of our responsibilities and how we can progress and continue to deliver innovation in an accountable way. Our work in pursuit of our sustainable goals, recognised by our ISO 14001 certification, has been focused on managing our energy consumption and reducing waste related to our global operations. This is underscored by our improved performance in energy against sales as highlighted further on in the report, and the action we have taken on outcomes from a carbon footprint analysis and full packaging audit across our markets. We have also made significant enhancements to the health and wellbeing programmes available to our associates, not just in response to the consequences of a global pandemic but as part of our ongoing continuous improvement programme.

The core values of Owen Mumford are based around three strong pillars that define who we are:

-  Heritage
-  Safety
-  Sustainability

The 2020 report shows much progress, but we know there is more to do, from a positive environmental impact to ethical leadership, so that we continue to make a real world of difference to people's lives. We're confident we are doing this by keeping our strong approach to sustainability at the very centre of the way we do business.

Jarl Severn



Sustainability approach

Looking towards 2030

With our commitment towards our selected 5 Sustainable Development Goals (SDG), we have identified the following 2030 priorities that address our core business principles. These principles consist of being a significant local employer and as a substantial user of plastic materials and energy in our processes, we recognise our obligation to minimise the environmental consequences arising from our actions in pursuit of our sustainable goals.





3 GOOD HEALTH AND WELL-BEING



Make mental health a global cause

- 1. Increase awareness of mental health across all our sites
- 2. Global replication of our many UK activities

[See our progress against SDG 3](#)





Increase global female representation in our leadership

- 1. Implement a mentoring programme for Women in Leadership
- 2. Roll out diversity and unconscious bias training to all recruiting managers and line managers

[See our progress against SDG 5](#)





Reduce our energy carbon footprint

- 1. All electricity globally to come from renewable sources by 2030
- 2. Extend our progressive building regulations globally across all operations

See our progress against SDG 9



12 RESPONSIBLE
CONSUMPTION
AND PRODUCTION



Reduce our carbon footprint of packaging materials

1. Optimise packing specifications for all products
2. Use sustainable packaging materials across all regions
3. Eliminate double packaging
4. Reduce packaging waste in production by applying new technologies

[See our progress against SDG 12](#)





Reduce our carbon footprint of raw materials

1. Expand our positive impact globally by introducing innovative, safe, core-business products that reduce overall environmental impact
2. Influence and engage with our suppliers to find advanced, sustainable raw material solutions
3. Move to lower emission factor materials where possible

[See our progress against SDG 13](#)



Progress

against SDG goals

“Our work in pursuit of our sustainable goals this past year has been focused on managing our energy consumption and reducing waste related to our operations”

Jarl Severn
CEO





Promoting well-being for all amid the challenges of COVID-19 and new initiatives introduced in 2020.



Mental health initiatives:

Our continuing roll-out of mental health initiatives are supported by in-house mental health first aiders and recent funding provides additional support for associates, including mental health webinars.



Global wellbeing:

Across the globe, resources to support personal wellbeing continue to grow. Our panel of company doctors in Malaysia provides local associates with free medical consultation and treatment. Insurance coverage in the USA offers an array of online resources for wellbeing and growth including healthy eating, managing stress, maternity care and financial wellbeing.



Health and safety:



In addition to being a recipient of the RoSPA Health and Safety Award, we received highly commended recognition and a 5 star award.

New health and safety committees strengthen our health and safety governance internationally. As well as reviewing the effectiveness of our programmes, they provide a communication bridge between associates and management regarding health and safety concerns at work.

We have strengthened our network of first aid teams around the world and in the USA we have partnered with the American Red Cross to provide associates with on-site training in adult first aid.

[Back to SDG 3](#)





Gender equality at all levels remains a continuous global focus. Consistent equality policies across all our locations ensure effective participation and empowerment of female associates.



Gender pay recording:

As in previous years, we continue to measure, analyse and address any disparities in pay between genders.



Family support:

Our commitment to supporting a balanced work and family life has been strengthened globally through improved family friendly policies and the introduction of enhanced bereavement leave. We have also improved antenatal care and facilities for expectant mothers across our network.



Celebrating success:

We continue to promote female engineering apprenticeships in the UK and always celebrate success. Highlights this year have included the fast-track promotion of a UK female apprentice into a junior engineering position following her winning two prestigious Engineering Trust training awards and a US associate being honoured in the 2020 Top Women Working in Health, Wellness and Beauty Awards from Drug News.

[Back to SDG 5](#)





9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



We are constantly exploring ways to upgrade and innovate our existing infrastructure to create efficiencies in energy usage, wear and tear, and cost.



Infrastructure upgrades:

Across our sites we are replacing existing lighting with LED alternatives. In the UK and USA we expect to reach 100% LED lighting in 2021. Sensors and timers have also been installed to further reduce power consumption.

Upgrading our machinery around the world has also helped reduce fuel and energy consumption across our facilities. From moulding machines to air handling systems, fuel tanks to compressor motors, where we can find more efficient parts or alternative options, we are making upgrades or switching completely.



Staying accountable:

Whether on behalf of customers or regulatory bodies, our doors are open to auditors seeking to confirm the quality and efficiency of our processes. In the last year alone, 14 auditors have conducted 100 audit hours at our facilities, resulting in zero critical observations in the most recent audits.



Material use:

One of our latest innovations, Ateria® SafeControl® utilises polypropylene in some of its components that can be recycled after use, also the energy to produce it is clean renewable energy.

[Back to SDG 9](#)





12 RESPONSIBLE CONSUMPTION AND PRODUCTION

Doing more with less – from supply chain to manufacturing and distribution.



Packaging audit:

In 2020 we completed a packaging audit to help us set targets towards this goal. We evaluated five packaging categories across our supply chain in three key markets focussing on carbon footprint, overall recyclability, plastics footprint, and plastics recyclability.



Reduce, reuse, recycle:

Where possible, we localise our supply chains to reduce carbon footprint and energy consumption. Lean Six Sigma is also applied in our operations to improve efficiencies and reduce waste, and we continue to have zero waste going to landfill.

Both our management software implementation and the process improvements in our finance team are driving further reduction in paper usage while enabling more online approvals. Remote working during the pandemic has also demonstrated we can work efficiently with much less waste-paper.

In the USA, we recycle waste cardboard and chipboard cartons, shred non-essential paper and reuse pallets from all inbound sources for warehouse storage or outbound shipping.

[Back to SDG 12](#)





Being accountable for our climate impact and responsible in our future approach.



Greenhouse gas assessment:

To establish our impact on the climate, we have conducted a greenhouse gas assessment. This process collected data from across our four operating sites and relevant third parties to establish our carbon footprint. The approach and accounting principles met with the Greenhouse Gas Protocol (World Resources Institute).



Energy consumption:

Our energy consumption in the UK is derived from 100% green energy and has continued to decrease in relation to our sales during 2020.



Recycling:

We have implemented new processes including a system to disassemble our production waste so it can be segregated into recycling channels.



Transport:

We have minimised our UK freight transportation by reducing our depot locations, resulting in the reduction of journeys our products take before being shipped internationally.

[Back to SDG 13](#)



About us

Owen Mumford has pioneered medical device advancement for almost 70 years. All over the world we have heard and understood the challenges of delivering hospital, practice healthcare, and home health treatments. Our products include solutions for the ease and comfort of administering life-saving medication, safe and comfortable blood sampling as well as rapid professional and self-diagnostic testing kits.

All our inventions are founded on a strong heritage of world-class research and development, leading design expertise and engineering excellence. Over the years we have built a powerful ecosystem of safety and innovation through collaboration with pharmaceutical, biotech and diagnostic companies, medical distributors and healthcare professionals. Through this well-established network we deliver the highest levels of safety, comfort and accuracy in the diagnosis and treatment of chronic diseases such as rheumatoid arthritis, diabetes and multiple sclerosis.

With many patents existing and more pending, we continually evolve the leading-edge technology that allows us to make a world of difference to the comfort, safety and dignity of patients, healthcare professionals and caregivers across the world.

Since our small beginnings in 1952 when our founders Ivan Owen and John Mumford established the company, we have grown to establish a global presence with offices in the UK (including our headquarters in Oxford), USA, France, Germany and Malaysia, employing over 800 associates and working with some of the largest pharmaceutical companies and healthcare providers in the world.





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