

INTERSURGICAL SUSTAINABILITY REPORT 2024



Quality, innovation and trust

This report is both a reflection of our journey so far and a roadmap for the future.

Intersurgical sustainability report

We are pleased to present our 2024 sustainability report outlining our commitments, progress, and aspirations across all aspects of Environmental, Social, and Governance (ESG) performance.

This is our first published sustainability report which reflects who we are, what we are doing today and our plans for tomorrow. It is both a reflection of our journey so far and a roadmap for the future.

Intersurgical is a global medical device manufacturer dedicated to enabling exceptional patient care through trusted, high-quality solutions, while acting responsibly in every aspect of our business.

As we continue to grow our global footprint, we recognise the increasing importance of transparency and accountability to our stakeholders, including employees, healthcare professionals, patients, customers, suppliers, regulators, and the communities in which we operate.

Although this is our first report, sustainability is not new to us. We have long invested in reducing environmental impact, improving product design, and fostering an ethical, inclusive, and safe workplace.

Our UK operations have been certified to ISO 14001 since 2006, and we use this as a framework to inform broader environmental initiatives across our global manufacturing network.

In this report, we align our efforts with relevant Sustainable Development Goals (SDGs) and report on our material ESG topics, including carbon emissions, energy use, social impact, product stewardship, human rights, and governance.

While some global policies and Key Performance Indicators (KPIs) are still in development, we are committed to strengthening our ESG management systems and sharing our progress openly, starting with this baseline report.

We would like to thank our teams worldwide who contribute every day to a safer, cleaner, and more ethical healthcare industry.





Contents

Introduction	4	Environmental performance	13	Governance and ethics	35
Executive summary	4	Environmental overview	13	Governance and ethics overview	35
Intersurgical: Advancing Respiratory Care with Quality, Innovation and Trust	5	Energy and decarbonisation	14	ESG governance and oversight	36
Our goal	6	Water stewardship	16	Product quality, safety and risk management	37
Our history and global operations	7	Waste management	17	Human and labour rights	41
Our products	8	Sustainable development	19	Whistleblowing	42
Innovation and continuous improvement	9	Social responsibility	21	Modern slavery	43
Accreditations and partnership	10	Social responsibility overview	21	Anti-bribery and corruption	44
Sustainability Development Goals	11	Workforce demographics	22	Anti-competitive practices	45
Stakeholder engagement	12	Inclusion and diversity	23	Data protection and cyber security	46
		Health and safety	28	Sustainable procurement	47
		Training and development	30	Looking ahead to 2025	48
		Community engagement and charitable activity	32		
		Creating opportunities through education and development	33		
		Volunteering and local involvement	34		



'Embracing new opportunities, and strengthening our commitment to building a more sustainable future.'

Introduction

Executive summary

'We are proud to share the progress we have made in reducing our environmental impact and promoting sustainable business practices across our operations. The publication of our first sustainability report marks a significant milestone, an opportunity to showcase not only what we have achieved so far, but also the long-term commitments that will guide us on the path ahead.'

We marked 2024 with the formal initiation of our sustainability department within our UK operations. This dedicated function has begun developing a framework to ensure greater visibility, consistency, and alignment on Environment, Social and Governance (ESG) topics across the business. As part of this work, we issued our first global ESG baseline surveys which was an important step that has provided valuable insights into our operations across all regions. These findings are already helping us to identify strengths, challenges, and opportunities, and this work will continue to grow as we build a comprehensive sustainability strategy.

During 2024, we also significantly expanded our understanding of our

Scope 1, 2, and 3 emissions, giving us a more complete picture of our carbon footprint across the entire value chain. This deeper insight has provided a stronger foundation for setting meaningful reduction targets, identifying opportunities for efficiency, and collaborating with our suppliers and stakeholders to drive collective progress.

We were also honoured to be awarded the EcoVadis™ Committed Badge, a recognition that reflects our dedication to responsible business practices and high standards across four key areas of sustainability. Our goal is to build on this achievement by increasing our score further in the coming years, as our ongoing efforts in continuous improvement are recognised.

At the heart of this journey are our core values of quality, innovation, and trust in respiratory care, principles that guide not only the products and services we provide, but also the way we approach sustainability and our wider responsibilities.

Looking ahead, we remain determined to drive further progress. As we prepare for the Corporate Sustainability



Charles Bellm,
Managing Director

Reporting Directive (CSRD) in 2027, we will complete a double materiality assessment. This process will enable us to better understand the needs of our stakeholders and to measure our impact on the world around us with greater accuracy. Alongside this, we are reviewing baseline data from our global reporting to highlight areas for improvement and ensure consistent policies across all legal entities. By introducing clear KPIs and strengthening stakeholder engagement, we will be able to track progress more effectively and focus our efforts where they can deliver the greatest impact. This represents an important step in aligning our sustainability strategy with evolving global standards and expectations.

On behalf of the sustainability team, I would like to thank everyone who has contributed to the success of this report and to Intersurgical's ongoing work in advancing sustainable practices, reducing environmental impact, and embedding ESG principles across the business. We look forward to continuing this journey together, embracing new opportunities, and strengthening our commitment to building a more sustainable future.'

'Our purpose is to deliver trusted respiratory solutions that enable healthcare professionals to provide exceptional patient care.'

Intersurgical: Advancing respiratory care with quality, innovation and trust

Intersurgical is a global leader in the design, manufacture, and supply of high-quality medical devices for respiratory care and support. Our purpose is to deliver trusted respiratory solutions that enable healthcare professionals to provide exceptional patient care—all within a work environment where our people can thrive. We are committed to being a respected healthcare partner, driven by quality, innovation, and environmental responsibility in everything we do.

Comprehensive respiratory solutions

Our extensive product range today covers four key areas of respiratory care:

- Airway Management
- Anaesthesia
- Critical Care
- Oxygen and Aerosol Therapy

Designed for use across emergency prehospital settings, hospitals, and home care, our solutions are built to meet the evolving needs of healthcare providers and their patients.

Experience and continuous improvement

With over 40 years of expertise in respiratory care, we have remained at the forefront of innovation by continuously improving our products and services. Our integrated approach allows us to uphold the highest standards in design, manufacturing, quality, and customer care, ensuring that we respond quickly and effectively to clinical advancements and customer needs.

Commitment to sustainability

We are committed to reducing our carbon footprint and minimising the environmental impact of our products, operations, and services. Our Environmental Management System, certified to ISO 14001:2015, guides our sustainability initiatives across the business and ensures a responsible approach across every stage of the product lifecycle.

Our promise

We are driven by quality, defined by innovation, and built on trust—committed to delivering the best in respiratory care for healthcare professionals and patients worldwide.



Our goal

'Our goal is 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

All of our products are designed and manufactured to meet the requirements of relevant international, European and national standards and our Management System is assessed and certified as meeting the requirements of ISO 9001 and ISO 13485.

Defined by Innovation

Innovation is important in all areas, helping us to deliver high quality products and services matched by cost effective solutions to meet today's needs.

Built on Trust

Our purpose is to deliver trusted respiratory solutions that enable exceptional patient care, ensuring our customers can trust in our products, people, and processes when it matters most.

'As our markets and portfolio have expanded, so have our production facilities, today we operate 7 international manufacturing sites.'



Product moulding equipment

Our history and global operations

Intersurgical was formed in 1982, based in Rugby UK, producing a limited number of products for supply to the UK hospital market. 40 years later, following a constant programme of new product and market development, today we offer an extensive portfolio and are one of the market leaders for high quality respiratory care products for the hospital sector worldwide.

Our product range has remained focussed in respiratory care providing solutions across airway management, anaesthesia, critical care and oxygen and aerosol therapy.

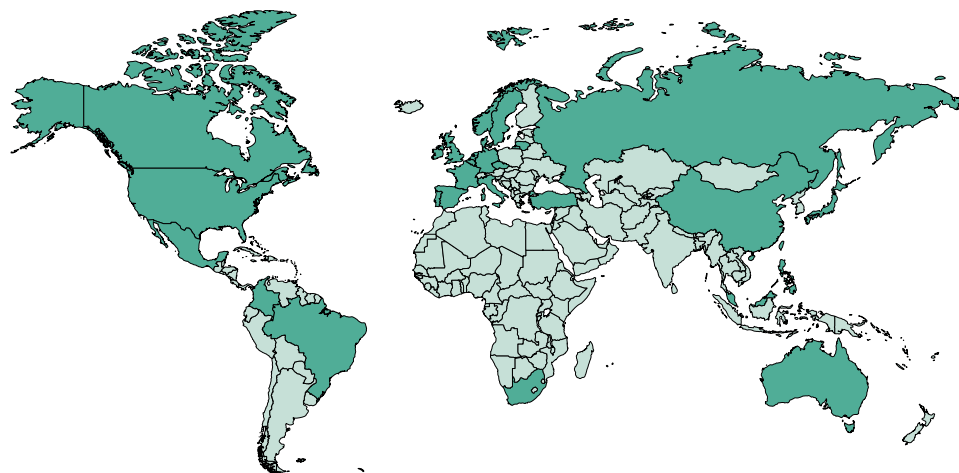
As our markets and portfolio have expanded, so have our production facilities, today we operate 7 international manufacturing sites

based globally in **Pabrade and Visaginas (Lithuania)**, **Wokingham (UK headquarters)**, **Mirandola (Italy)**, **Penang (Malaysia)**, **Indianapolis (USA)** and **Changzhou (China)**.

Each of our manufacturing sites focus on specific areas of the business, developing both local expertise and experience.

Customer support

In addition, we have direct subsidiary sales offices in 27 countries, and partner with over 90 specialist distributors to support our customers worldwide.



Direct subsidiaries

UK	Canada	Denmark	Italy	Mexico	Russia	Taiwan
Australia	China	France	Japan	Norway	South Africa	Turkey
Benelux	Colombia	Germany	Lithuania	Philippines	Spain	USA
Brazil	Czech Republic	Ireland	Malaysia	Portugal	Sweden	

Network of over 90 speciality distributors

Manufacturing sites

Our products



Our product portfolio can be divided into four key areas all related to respiratory support for airway management, anaesthesia, critical care, and oxygen and aerosol therapy.



Airway Management

We provide a range of airway management devices to assist medical personnel in managing the airway safely and effectively. The range includes the i-gel® family, a truly unique second generation supraglottic airway device, which is now available in a number of options, as well as laryngeal masks, endotracheal tubes and Guedel airways. Additional devices to assist the management of the airway include video laryngoscope blades, the Universal Stylet Bougie (USB™), patient connections, and an extensive range of breathing filters, HMEs, and HMEFs.



Anaesthesia

Our anaesthesia product portfolio offers comprehensive solutions designed for use during anaesthetic procedures, recovery, and emergency care. The range includes anaesthetic breathing systems to safely deliver anaesthetic gases to the patient, a wide range of anaesthetic face masks, resuscitation systems, and accessories to meet all patients' clinical needs across both adults and paediatrics. We also provide a choice of medical grade CO₂ absorbents available loose or in convenient pre-filled canisters compatible with the most widely used anaesthetic equipment.



Critical Care

Our critical care range encompasses an extensive choice of respiratory products for ventilatory support in intensive care and high-dependency units for adult, paediatric, and neonatal patients. These include passive and active breathing systems, transport and bilevel breathing systems, humidification devices, patient interfaces, oral care products, TrachSeal™ closed suction systems, and accessories. We also offer a range of equipment including the InterFlow™ respiratory gas blender and the InterActive™ respiratory humidifier.



Oxygen and Aerosol Therapy

We design and manufacture an extensive range of high-quality products to accurately deliver prescribed oxygen and aerosol therapies. The oxygen and aerosol therapy range is designed for the delivery of fixed and variable concentration oxygen therapy, aerosol (humidification) therapy, and nebulisation therapy. It also includes a number of physiotherapy support devices to assist patients in their treatment journey, and also features the Intersurgical EcoLite™ products which are part of the eco range designed to improve patient comfort and reduce environmental impact.





Innovation and continuous improvement

Innovation has been the foundation of our business. With over 40 years of expertise in respiratory care, we remain at the forefront of the industry by continuously improving our products and services. Every product we develop is crafted with patient safety, comfort, and environmental sustainability in mind, while meeting stringent international standards. Our approach is driven by a deep understanding of clinician and market needs, applying the latest technologies and therapies to deliver effective solutions.

Research and insights

In-depth clinical research and market analysis inform early-stage concepts. Collaboration with clinical specialists ensures our designs are practical, safe, and meet healthcare needs.

Design and optimisation

Our in-house mechanical and electrical design teams translate concepts into reality. Using 3D modelling, simulation of clinical use, and advanced computer-aided engineering (CFD and FEA), we optimise performance before manufacture.

Sustainability considerations

Material selection is reviewed carefully, drawing on internal expertise, industry knowledge, and manufacturing techniques to identify efficient, lower-impact alternatives. Life Cycle Assessments (LCAs) guide decision-making by quantifying material use, energy in production, and overall carbon footprint, helping to reduce environmental impact across the product lifecycle.

Customer and clinician engagement

Feedback from healthcare professionals and user perception studies help us refine designs, ensuring products are intuitive, reliable, and aligned with customer expectations.

This integrated process allows us to uphold the highest standards in design, manufacturing, quality, and customer care, while responding quickly and effectively to clinical advancements and sustainability challenges.



'Every product we develop is crafted with patient safety, comfort, and environmental sustainability in mind.'

'We are committed to maintaining the highest standards of quality, safety, and sustainability across all aspects of our operations.'



Accreditations and partnership

We are committed to maintaining the highest standards of quality, safety, and sustainability across all aspects of our operations. This commitment is reflected in our adherence to internationally recognised certifications, as well as our active participation in key industry bodies and sustainability initiatives. These accreditations and partnerships not only demonstrate compliance with global regulations but also support our efforts to drive continuous improvement, responsible innovation, and ethical business practices. By aligning ourselves with trusted standards and collaborative networks, we ensure that our products, processes, and values remain aligned with the expectations of our customers, regulators, and wider society.

Quality management systems



ISO 13485

Medical Device Quality Management Systems



ISO 9001

Quality Management System (if applicable)



MDSAP

Medical Device Single Audit Program, enabling access to multiple international markets

Conformity markings



CE marking

Conformity marking confirming compliance with EU requirements



UKCA marking

Conformity marking confirming compliance with UK requirements, applicable post-Brexit

Environment and sustainability



ISO 14001

Environmental Management System



EcoVadis Rating

Sustainability and Corporate Social Responsibility (CSR) rating

Associations



Sustainability Development Goals (SDGs)

The United Nations Sustainable Development Goals (SDGs) are a global blueprint for creating a better and more sustainable future for all. Adopted by all UN member states in 2015, the 17 interconnected goals address the world's most pressing challenges — from ending poverty and hunger to tackling climate change, promoting equality, and ensuring healthy ecosystems.

The SDGs are important because they provide a shared framework for action, enabling governments, businesses, and

communities to work together toward measurable outcomes by 2030. For businesses, they offer a clear guide for aligning operations, strategies, and innovations with global priorities, while also meeting stakeholder expectations for social and environmental responsibility.

At Intersurgical, we are committed to contributing meaningfully to the SDGs. Our sustainability initiatives are designed not only to create value for our business, but also to drive positive change for people and the planet. We have identified

the goals most relevant to our operations and stakeholders, and we actively integrate them into our decision-making, performance tracking, and long-term planning.

In this report, you will see SDG icons placed alongside relevant sections. Each icon links directly to the global goal that the topic addresses — helping you easily see where our work supports specific SDG targets.

1 NO
POVERTY



2 ZERO
HUNGER



3 GOOD HEALTH
AND WELL-BEING



4 QUALITY
EDUCATION



5 GENDER
EQUALITY



6 CLEAN WATER
AND SANITATION



7 AFFORDABLE AND
CLEAN ENERGY



8 DECENT WORK AND
ECONOMIC GROWTH



9 INDUSTRY, INNOVATION
AND INFRASTRUCTURE



10 REDUCED
INEQUALITIES



11 SUSTAINABLE CITIES
AND COMMUNITIES



12 RESPONSIBLE
CONSUMPTION
AND PRODUCTION



13 CLIMATE
ACTION



14 LIFE
BELOW WATER



15 LIFE
ON LAND



16 PEACE, JUSTICE
AND STRONG
INSTITUTIONS



17 PARTNERSHIPS
FOR THE GOALS



'We aim to build a more holistic understanding of our social, environmental, and economic impacts.'



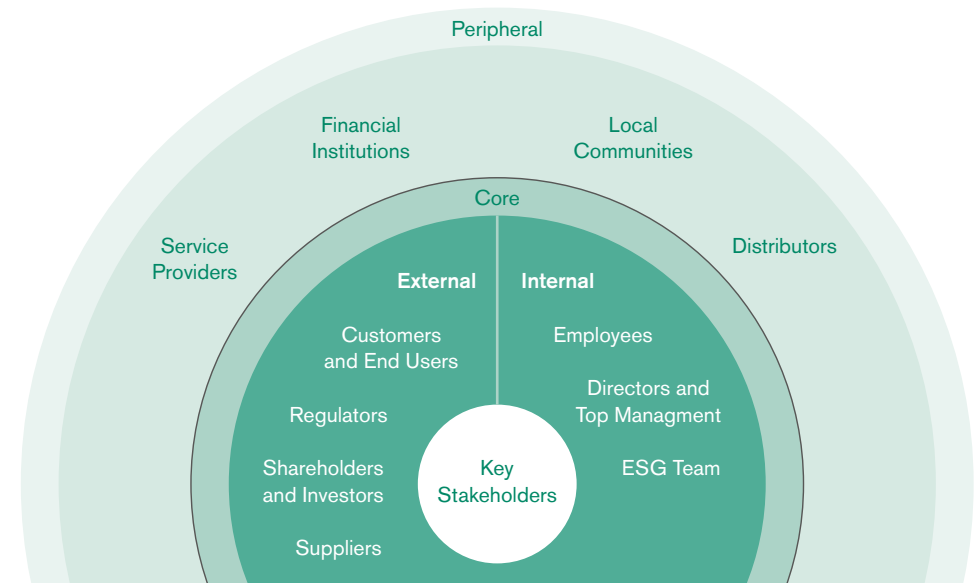
Stakeholder engagement

Effective stakeholder engagement is central to advancing our sustainability strategy and ensuring that our operations align with the expectations and needs of those we affect. To date, our primary focus has been on engaging employees through both informal and structured feedback mechanisms and performance management tools. This has provided valuable insights into workforce priorities and operational impacts.

During recent employee surveys, we achieved an average response rate of 82.1%, gathering valuable insights across key areas including employee wellbeing and internal communication. These results will be used to guide meaningful improvements in our workplace practices and sustainability efforts.

We start engagement with suppliers through a structured supplier evaluation process, assessing their environmental, social, and ethical practices to ensure alignment without sustainability standards from the outset.

Looking ahead, we recognise the need to expand and globally align our engagement efforts, not only with more of our employees but to include a broader range of stakeholders. By doing so, we aim to build a more holistic understanding of our social, environmental, and economic impacts, identify shared priorities, and co-create solutions that support long-term value creation.



'We are committed to continuously improving the way we work to reduce our impact and create lasting value for our stakeholders.'



Environmental performance

Environmental overview

As a manufacturer and supplier of a wide range of medical devices for respiratory support, We recognise that environmental responsibility is integral to how we operate.

We are committed to continuously improving the way we work to reduce our impact and create lasting value for our stakeholders.

Our efforts deliver a range of benefits, including a smaller environmental footprint, safer working environments, stronger operational performance, greater stakeholder trust, enhanced compliance with environmental regulations, and long-term business resilience.

Our Environmental Policy sets out this commitment in detail, outlining the principles and practices we follow to minimise our impact and embed sustainability across our operations.

To learn more about our approach, please see our Environmental Policy [here](#).



'We are committed to reducing the environmental impact of our products, activities, and services.'



Hydroelectric dam
at Intersurgical Lithuania

Energy and decarbonisation

With the goal of achieving [net zero carbon emissions by 2045](#), we are committed to reducing the environmental impact of our products, activities, and services.

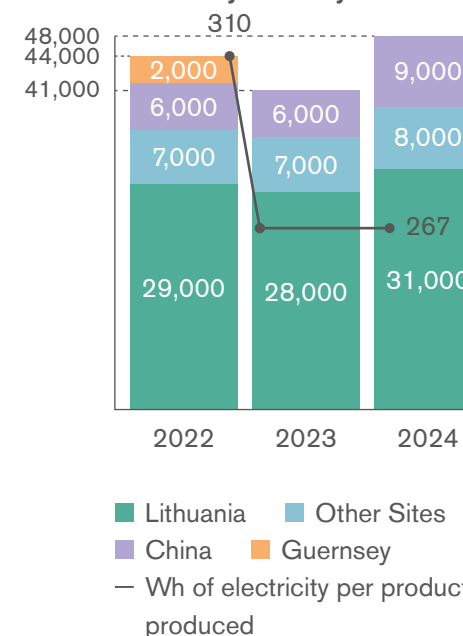
To support this goal, we actively measure our carbon footprint, set emission reduction targets, and implement strategies to reduce greenhouse gas (GHG) emissions across our operations.

In 2024, our total carbon footprint was 27,662 tonnes of CO₂e — a **33% reduction** from our 2022 baseline of 41,674 tonnes of CO₂e. This progress

reflects the combined impact of efficiency improvements, renewable energy procurement, and targeted emissions reduction projects across the group. A major contributor to this reduction was the **transition to 100% renewable electricity at our UK and Lithuanian sites**, including our investment in a modernised hydroelectric dam in Pabrade, Lithuania, which generates 1,600 MWh of clean electricity annually. These actions have **delivered a 68% reduction in Scope 2 emissions** from our 2022 baseline, while also strengthening the resilience of our operations.



MWh of electricity annually



Greenhouse gas emissions by scope	Baseline year (2022)	Current reporting year (2024)
Scope 1	2,166 tCO ₂ e	2,579 tCO ₂ e
Scope 2 location based	11,849 tCO ₂ e	12,494 tCO ₂ e
Scope 2 market based	24,359 tCO ₂ e	7,809 tCO ₂ e
Scope 3.4 upstream transportation and distribution	8,565 tCO ₂ e	9,501 tCO ₂ e
Scope 3.5 waste generated in operations	190 tCO ₂ e	134 tCO ₂ e
Scope 3.6 business travel	2,294 tCO ₂ e	3,158 tCO ₂ e
Scope 3.7 employee commuting	4,098 tCO ₂ e	4,481 tCO ₂ e
Scope 3.9 downstream transportation and distribution	84 tCO ₂ e	89 tCO ₂ e
Total location based	29,248 tCO₂e	32,437 tCO₂e
Total market based	41,674 tCO₂e	27,662 tCO₂e

At our French and Spanish subsidiaries we have invested in solar panels to produce our own electricity.



Solar panels at Intersurgical France



Solar panels at Intersurgical Spain

Our operational footprint has also evolved with the consolidation of production from Guernsey into our wider manufacturing network in 2022, improving both efficiency and emissions performance. At our Lithuanian facilities (home to 65% of our global workforce) state-of-the-art injection moulding machines, extruders, and robotics run entirely on renewable power, producing high-quality products with a reduced environmental impact.

At the same time, we are committed to driving energy efficiency. Despite higher electricity consumption linked to expanding production at our Lithuanian and Chinese manufacturing sites, our processes have become significantly more efficient: in 2024, we used an average of **267 Wh per product produced**, compared to **310 Wh in 2022**. This improvement demonstrates how growth and efficiency can be achieved in parallel.

Alongside renewable electricity, we are investing in on-site generation, with solar panels already installed in our French and Spanish subsidiaries, and further systems planned for Ireland, Germany, and the UK. Energy efficiency upgrades, such as LED lighting and smart energy management systems,

are also being rolled out across our sites. Meanwhile, the replacement of older equipment with modern injection moulding machines and other advanced technologies is enabling us to support production growth while minimising additional energy demand.

Finally, our efforts extend beyond our factories. Since 2018, we have been transitioning our sales fleet towards electric vehicles, and since 2022 we have purchased only hybrid or electric cars within our UK operations. This reduces emissions from employee travel while supporting the wider adoption of cleaner transport.

Together, these actions (renewable electricity, on-site generation, efficiency measures, and sustainable transport) demonstrate how we are embedding decarbonisation into the core of our operations. We remain firmly on track to achieve a **43% reduction in global Scope 1, 2, and 3 emissions by 2027**, and ultimately to reach net zero by 2045.



Our goal

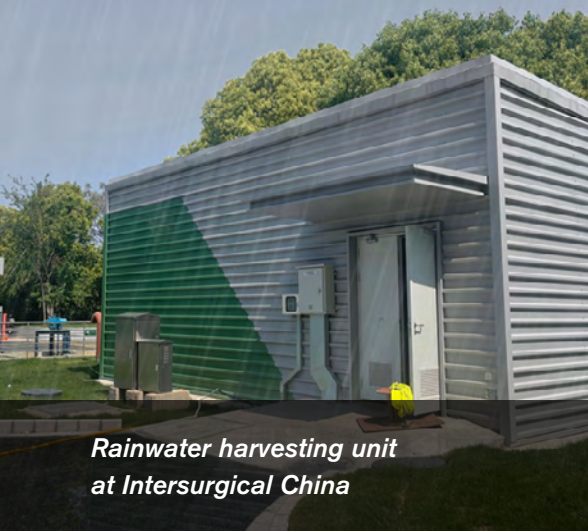
To minimise the environmental impacts of the company's products, activities and services and to continually review and reduce our energy consumption, with an aim to achieve net zero by 2045.



Policies

- Environmental policy.

‘Where possible, we implement water recycling, rainwater harvesting, and energy-efficient treatment systems to reduce both water demand and associated carbon emissions.’



Rainwater harvesting unit at Intersurgical China

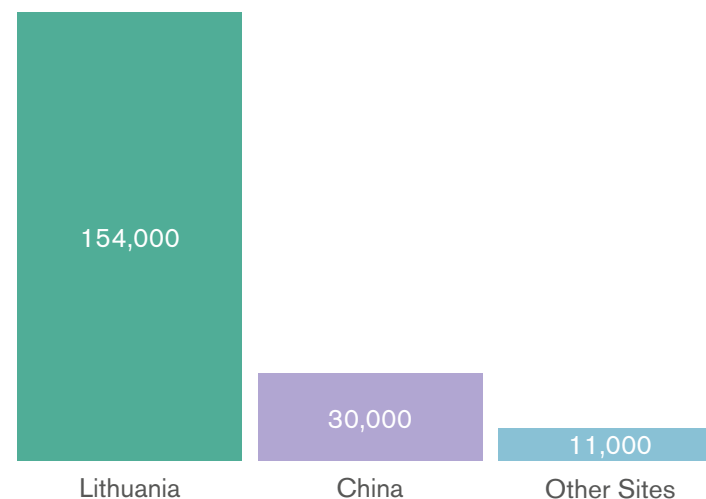
Water stewardship

2024 was the first year that Intersurgical tracked water usage across our group. Our data shows that 99% of total consumption occurs at our manufacturing sites, predominantly in Lithuania and China.

We are committed to responsible water stewardship across all operations. This means not only minimising consumption and ensuring compliance with regulations, but also preventing pollution and protecting local ecosystems. Where possible, we implement water recycling, rainwater harvesting, and energy-efficient treatment systems to reduce both water demand and associated carbon emissions.

Looking ahead, we will build on this baseline by setting measurable reduction targets and assessing local water stress at each facility to guide prioritisation. By aligning our actions with Sustainable Development Goal (SDG) 6 (Clean Water and Sanitation) and preparing for Corporate Sustainability Reporting Directive (CSRD) disclosures, we aim to integrate water management more deeply into our climate and biodiversity strategies.

m³ of water used in 2024



Our goal

To responsibly manage water as a shared and finite resource by continuously reducing water consumption across our operations, safeguarding water quality, and enhancing resilience in water-stressed regions through measurable efficiency, recycling and conservation initiatives.



Policies

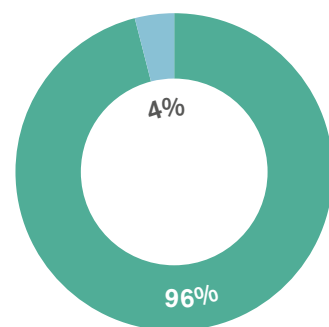
- Environmental policy.

'In a practical example of circularity, waste Polyvinyl Chloride (PVC) is repurposed to manufacture wellington boots.'

Waste management

We recognise that waste is one of our most significant environmental impacts, and we are committed to reducing it wherever possible. Our manufacturing sites account for 96% of our total global waste, so improving waste management within production is a central focus of our sustainability efforts.

Areas contributing to waste



- Manufacturing Sites
- Sales Offices

We prioritise reducing the amount of waste sent to landfill while maximising recycling. At present, 75% of our waste is recycled, primarily plastics and mixed recyclables. The majority of the remaining waste is used in energy recovery plants, or incinerated. As a result of these efforts, **only 3% of our global waste now goes to landfill.**

We also follow local best practices for waste segregation in each of the countries where we operate, aligning our activities with regulatory requirements while contributing to our broader sustainability goals. Across our operations we seek the most effective and efficient waste management processes. In Lithuania, baling of our cardboard increases the recycling rate and reduces the carbon emissions of the recycling process. While at our UK site, regrind of Low Density Polyethylene (LDPE) and Polypropylene (PP) tubing contributes to a circular economy by giving a new function to what would otherwise be waste.

In addition to improving recycling rates, we are working to enhance the quality and value of recycled materials. In Lithuania, for example, we separate injection-moulded waste by material type to improve recyclability. In a practical example of circularity, waste Polyvinyl Chloride (PVC) is repurposed to manufacture wellington boots.

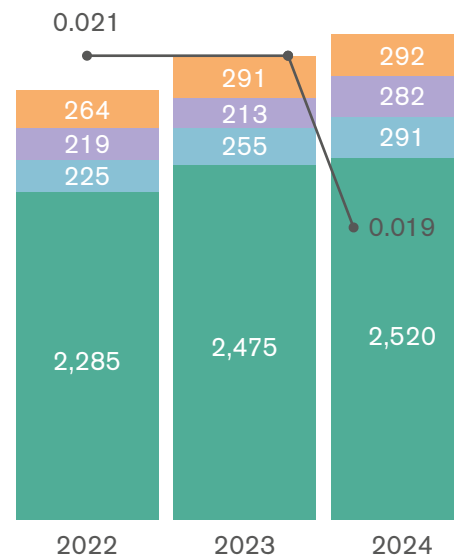


'Our efforts to optimise manufacturing processes and minimise environmental impact are delivering measurable results, as production expands.'

As our production capacity has expanded over the past three years, the total volume of non-hazardous waste generated has increased from 2,993 tonnes to 3,385 tonnes per year. Despite the rise, we have improved efficiency, **reducing the amount of waste generated per product from 0.021 kg to 0.019 kg**. This demonstrates that our efforts to optimise manufacturing processes and minimise environmental impact are delivering measurable results, even as production expands.

Where hazardous waste is generated, it is managed responsibly by licensed specialists across our global operations, ensuring safe disposal and minimising environmental impact. We manage hazardous substances in our operation to the highest levels of care, taking every precaution when transporting, storing, labelling, and handling substances. Training is undertaken by every employee to guarantee they understand how to reduce risk to themselves, and the environment whenever they use or move hazardous substances. We regularly audit our sites for hazardous substances to see they are correctly stored, labelled, and spill mitigations are present.

Annual tonnes of waste



■ Lithuania ■ UK
■ China ■ Other Sites
— kg of waste per product produced



Our goal

To reduce waste created in our operations wherever possible to help contribute towards a reduction in our environmental impact.



Policies

- Waste handling and segregation procedure.
- Disposal of controlled wastes procedure.
- Disposal of hazardous wastes procedure.

'We are able to provide a range of oxygen, aerosol and tracheostomy masks that are both comfortable for the patient, and the environment.'



Sustainable development

Eco design

We are committed to continuously improving our products and packaging through thoughtful material selection, with the goal of reducing carbon emissions wherever possible.

In response to health and environmental concerns linked to Polyvinyl Chloride (PVC), we have developed our eco range offering healthcare providers high-quality alternatives with a reduced environmental footprint compared to traditional PVC products. These advancements demonstrate our commitment to continuous improvement in both safety, performance and sustainability.

Our product development process is guided by BS EN IEC 62430:2019 eco design principles, with light-weighting of products and packaging a key focus

The Intersurgical EcoLite™ range of oxygen, aerosol and tracheostomy masks has been designed as part

of our ongoing focus on sustainable development, which is an integral part of our ethos. The Intersurgical EcoLite range, unlike traditional masks, contains no PVC in the mask body and seal which provides an option with a significantly lower impact on the environment.

Improved patient comfort is paramount and the Intersurgical EcoLite range offers a lightweight and soft solution.

Eco masks

By utilising the latest technology we have combined two materials: the first forms the clear rigid shell of the mask, providing a strong lightweight body with good visibility; whilst the second, softer material forms the seal, providing a comfortable fit for a wide variety of face shapes.

We are able to provide a range of oxygen, aerosol and tracheostomy masks that are both comfortable for the patient, and the environment.

Whenever the distinctive green logo appears healthcare providers can be assured they are using a product that has a lower environmental footprint.

Our current range of eco products includes:

- Intersurgical EcoLite oxygen masks
- Intersurgical EcoLite aerosol masks
- Intersurgical EcoLite high concentration oxygen masks
- Cirrus™2 and Hot Top™2 nebuliser Intersurgical EcoLite mask kits
- Intersurgical EcoLite tracheostomy mask
- ClearLite™ and ClearLite Air anaesthetic face masks
- Eco Smoothbore breathing systems
- One-piece Guedel airways



'Our efforts to optimise manufacturing processes and minimise environmental impact are delivering measurable results, even as production expands.'

Life Cycle Assessment (LCA)

We use SimaPro 8 Life Cycle Assessment (LCA) software, following ISO 14040:2006 and ISO 14044:2006 standards, to measure the environmental impact of our products across materials, packaging, manufacturing energy, and end-of-life disposal.

Each LCA takes into account the complete lifecycle of a product, including:

- Material inputs — type, source, and weight of raw materials used.
- Manufacturing energy use — electricity and energy consumed during production.
- Packaging — materials and formats, with a focus on reducing weight and waste.
- Product use and disposal — clinical use phase impacts, end-of-life treatment, and waste streams.

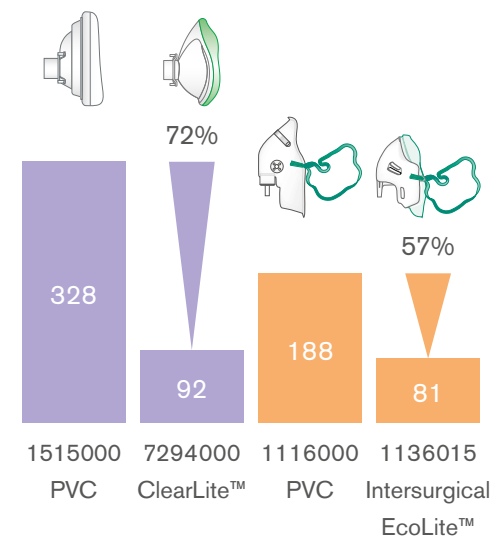
By quantifying these factors, we generate an overall environmental impact score, expressed in eco millipoints, and its associated carbon footprint. This approach allows for direct comparison between products, helping to identify opportunities for improvement and highlight the benefits of more sustainable design choices.

Our LCAs give us insights into the environmental impacts of our products. For instance, our lightweight, non-PVC masks have a lower carbon footprint than PVC and reusable alternatives. For example, our LCAs show a marked reduction in environmental impact when comparing traditional PVC oxygen masks to Intersurgical EcoLite™, and PVC anaesthetic masks to ClearLite™.

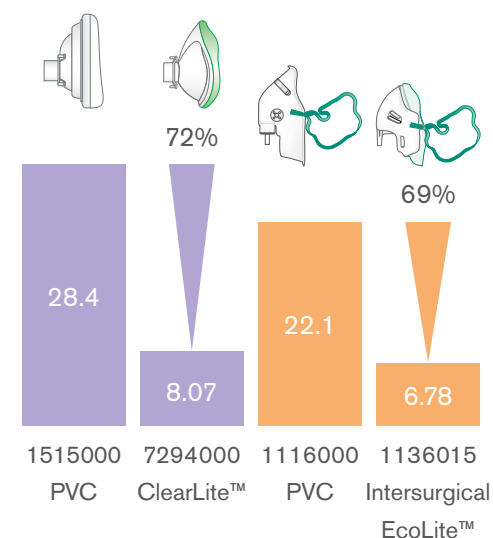
We have also produced a [video](#) demonstrating how moving from PVC to Intersurgical EcoLite masks can help healthcare providers reduce the volume of clinical waste they generate.

Our ClearLite mask has a 72% lower carbon footprint than our PVC anaesthetic face mask, and our Intersurgical EcoLite mask has a 57% lower carbon footprint than our PVC oxygen face mask.

Anaesthetic and oxygen masks gCO₂e



Anaesthetic and oxygen masks eco millipoints



'We are committed to creating an inclusive and supportive environment where all individuals are treated with respect, have equal access to opportunities.'

Social responsibility

Social responsibility overview

Our people are at the heart of everything we do, and we recognise that long-term success depends heavily on fostering a diverse, skilled, and engaged workforce, while making a positive contribution to the communities where we operate.

We are committed to creating an inclusive and supportive environment where all individuals are treated with respect, have equal access to opportunities, and can develop their potential. Through our focus on wellbeing, learning, and professional growth, we empower every employee to

thrive and contribute meaningfully to our shared purpose of improving patient care worldwide.

The following pages provide a detailed overview of our workforce demographics, diversity and inclusion initiatives, health and safety practices, and employee development programmes.



Over 70% of our employees work within manufacturing roles across our 7 global manufacturing sites.



Workforce demographics

Intersurgical has experienced steady workforce growth, reflecting both business expansion and the opening of new subsidiary offices.

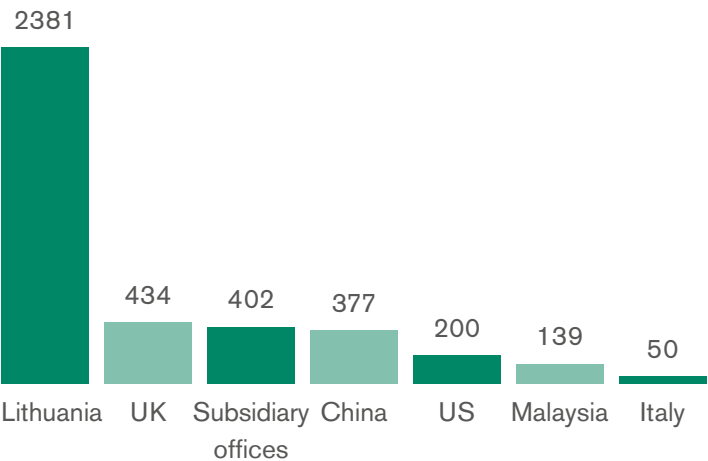
Total employees in 2024:
3,983

Global reach:
Employees across 27 countries

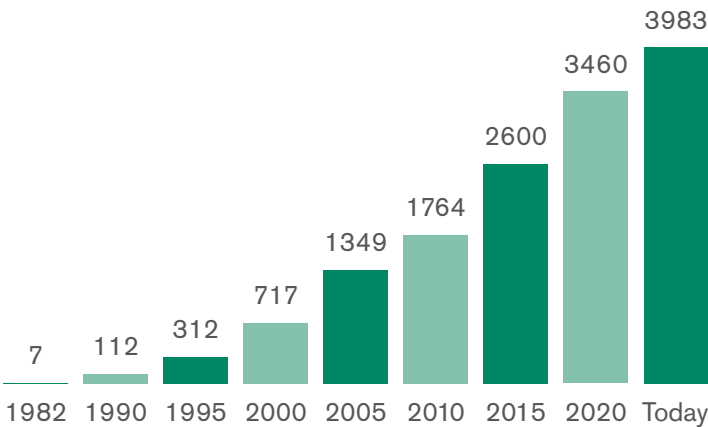
Largest 5 regions:
Lithuania (2381), UK Head Office (434), China (377), USA (200), and Malaysia (139)



Number of employees by site



Employee numbers



'We are building a culture where all employees, partners, and stakeholders are treated fairly, with dignity, trust, and respect.'



Inclusion and diversity

We are committed to promoting equality, diversity, and inclusion across our workforce. We are building a culture where all employees, partners, and stakeholders are treated fairly, with dignity, trust, and respect.

We aim to build a workforce that reflects the diverse communities in which we operate, striving for parity of representation and ensuring non-discriminatory recruitment, promotion, and employment practices.

We actively work to create an **environment free from discrimination, bullying, harassment, and victimisation**. Our culture encourages integrity, inclusivity, and constructive challenge, empowering people to raise concerns safely and professionally address behaviours that fall short of our standards.

We recognise and value the unique contributions, backgrounds, and perspectives of all individuals, supporting career development and skill enhancement to maximise contributions to the organisation. All policies and procedures are developed in line with

legislative requirements and best practices, including safeguards for:

- Protected characteristics: age, disability, gender, gender reassignment, marital or civil partnership status, pregnancy and maternity, race, religion or belief, sexual orientation
- Educational background
- Socio-economic background
- Caring responsibilities
- Part-time or fixed-term status

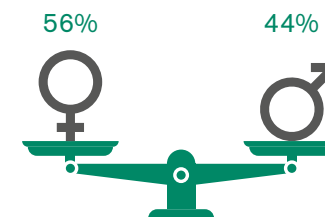
We expect employees and third parties, including suppliers, contractors, agency staff, consultants, and customers, to uphold these principles. By embedding these values and professionally challenging inappropriate behaviour, we aim to **maintain an inclusive and equitable workplace where everyone can contribute fully**.

While we are committed to monitoring equality, diversity, and inclusion across our workforce, our current data collection is limited to gender, age, and the permanent or temporary status of our workforce. We recognise the need to expand monitoring in the future to better understand and address diversity gaps.



Gender

We are proud to report that our global workforce consists of 2,225 women and 1,758 men, meaning **women make up approximately 56%** of our total employees, while men represent about 44%.



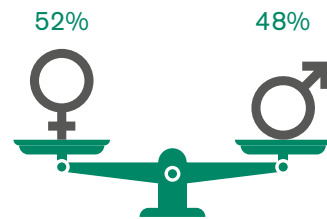
Total workforce gender split

This majority-female workforce marks an important milestone in our ongoing commitment to achieving gender equity.

While these figures are encouraging, we continue to strive for greater clarity and transparency regarding the gender demographic across different job roles globally.

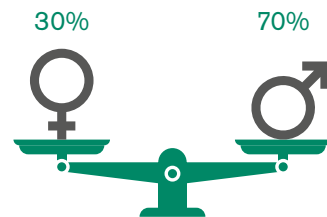
'We continue to strive for greater clarity and transparency regarding the gender demographic across different job roles globally.'

We track gender representation at both manager and senior manager levels to monitor progress and highlight areas for improvement. **At the manager level, women represent a slight majority**, with 300 women (52%) and 275 men (48%) out of a total of 575 global managers.



Manager gender split

However, at the senior management level (defined as roles with “Director” or “Group” in the title) representation shifts. Of 69 senior managers, 48 are men (70%) and 21 are women (30%).



Senior management gender split

This indicates a significant drop in female representation compared to the overall workforce and highlights a clear opportunity to improve gender balance in leadership roles. Closing this gap is a key priority, as equitable representation at all levels supports better decision-making, fosters innovation, and strengthens an inclusive workplace culture.

To build on our progress, we will continue to **support the advancement of women** into leadership and technical positions through career development opportunities, and inclusive recruitment practices.

Additionally, we are continuing to **strengthen our global data collection processes** to gain more accurate and consistent insights into gender diversity across different roles, enabling us to set targeted goals and measure our progress effectively.



Our goal

To achieve a balanced gender representation across all levels of the organisation, ensuring women and men have equal opportunities to thrive in leadership, technical, and operational roles worldwide.



Policies

- Anti bullying and harassment policy.
- Recruitment and selection policy.
- Training policy.
- Flexible working policy.
- *Planned: Equality, Diversity and Inclusion (EDI) policy.*

‘Longevity brings deep institutional knowledge, professional maturity, and a wealth of skills.’



Age

Our global workforce is rich in experience, with over 60% of employees aged 41 and above. This **longevity brings deep institutional knowledge**, professional maturity, and a wealth of skills that strengthen our organisation’s stability and strategic insight.

At the same time, we recognise the importance of **cultivating early-career talent** to ensure the company’s continued innovation and growth. We are genuinely excited about welcoming the next generation into our organisation and take great pride in watching them develop their skills, and build meaningful careers within the company. **Their fresh perspectives and enthusiasm**

energise our workforce, while our commitment to nurturing their growth through mentorship, training initiatives, learning and development pathways ensures they have the support and opportunities needed to thrive.

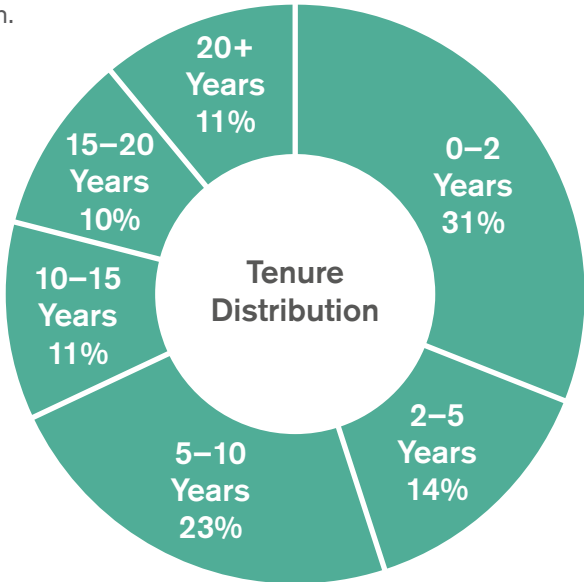
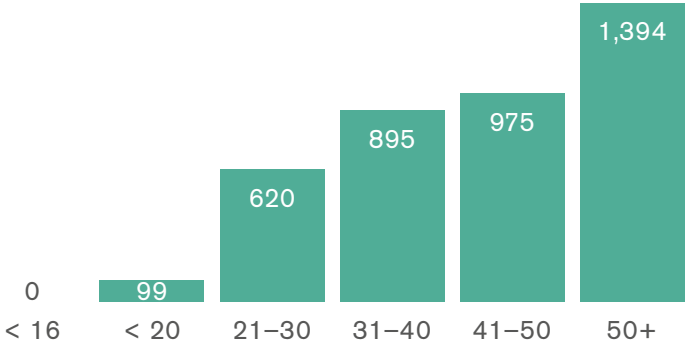
In addition, we **support those approaching retirement through phased retirement** schemes that enable employees to manage this important milestone in a way that suits their individual needs. These schemes allow for a gradual reduction in working hours and provide opportunities to transition into mentorship roles, helping to pass down their expertise and institutional knowledge to the next generation.

Tenure

We are especially **proud of the diverse tenure distribution** across our workforce, which reflects a healthy balance between experienced long-serving colleagues and those at earlier stages of their careers.

A substantial proportion of employees are within their first five years at Intersurgical, demonstrating the success of our recruitment, onboarding, and development initiatives. At the same time, many colleagues have medium to long-term tenure (5–20+ years), highlighting strong retention and organisational commitment.

2024 Age Split



This balance ensures the **continuity of institutional knowledge while introducing fresh perspectives**, supporting company growth, progress towards our sustainability objectives, and the ability to adapt to evolving market needs.

In the UK, each year, we **recognise the longevity of our people** by presenting long service awards, personally awarded by our Managing Director, as a celebration of their commitment and contribution.

In June 2024, we were pleased to complete the refurbishment of a major meeting space at our UK site, transforming it into a modern auditorium equipped with the latest technology to support presentations, hybrid meetings, and collaboration.

In recognition of Andy Masterman's **outstanding 40 years of service at Intersurgical**, the auditorium has been named the Masterman Auditorium. This dedication celebrates his exceptional

commitment to the company and the vital role of long-serving colleagues in shaping our success.



Our goal

To maintain a healthy balance of experience and fresh perspectives by supporting a diverse age profile across our workforce, ensuring that employees at every career stage have opportunities to grow, contribute, and transition successfully.



Policies

- Anti bullying and harassment policy.
- Recruitment and selection policy.
- Training policy.
- Flexible working policy.
- *Planned: Equality, Diversity and Inclusion (EDI) policy.*



Andy Masterman's 40 year service celebration

'By valuing both permanent and temporary staff, we create a resilient, dynamic workforce where every individual's contribution is respected and supported.'

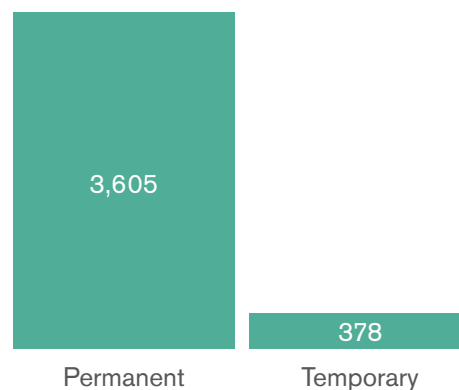


Employment types

Our global workforce comprises **3,605 permanent employees and 378 temporary staff, reflecting a stable yet flexible employment structure.**

This balance supports our broader sustainability goals by encouraging long-term employee development and organisational resilience, while also allowing us to adapt efficiently to evolving business needs.

Employment types



Permanent employment offers employees greater job security, which contributes significantly to their wellbeing, and financial stability. This security fosters loyalty and motivation, enabling individuals to invest fully in their roles and contribute meaningfully to Intersurgical's success.

At the same time, **we recognise that temporary roles are equally valued and integral to our operations.** We are committed to investing in temporary employees by providing them with the necessary training, support, and development opportunities to succeed and grow. These roles offer important pathways for diverse talent to gain experience and engage with the organisation, enhancing workforce agility and inclusivity.

By valuing both permanent and temporary staff, we create a resilient, dynamic workforce where every individual's contribution is respected and supported. This holistic approach not only meets immediate business needs but also aligns with our commitment to social sustainability by promoting equitable opportunities and wellbeing across all employment types.



Our goal

To maintain a balanced workforce structure that combines the stability of permanent roles with the mutual flexibility of temporary positions, ensuring all employees regardless of contract type have access to opportunities, training, and support.



Policies

- Anti bullying and harassment policy.
- Recruitment and selection policy.
- Training policy.
- Flexible working policy.
- *Planned: Equality, Diversity and Inclusion (EDI) policy.*

'We strictly comply with all health and safety legislation and apply a structured risk management process.'



Production at Intersurgical UK

Health and safety

Health, safety and wellbeing

We are committed to protecting the health, safety, and wellbeing of all employees, contractors, visitors, and stakeholders across our operations.

We strictly comply with all health and safety legislation and apply a structured risk management process to identify, assess, and control risks, ensuring a safe and healthy working environment.

Our approach is built on robust health and safety policies, comprehensive training and awareness programmes, and continuous monitoring to prevent, detect, and respond to hazards.

We hold everyone accountable for maintaining high standards of health and safety, fostering a culture of care, responsibility, and trust with our customers, suppliers, and partners.

Employee welfare and safe working conditions

We are committed to providing safe, healthy, and hygienic working conditions for all employees, contractors, and

visitors. This includes the provision of appropriate protective clothing and safety equipment, as well as ergonomic assessments such as Display Screen Equipment (DSE) reviews to support physical comfort and prevent injury.

To promote overall wellbeing, we conduct regular policy reviews to adapt to operational changes and drive continuous improvement. Mental and physical health are further supported through structured incident reporting systems, manual handling training, and protective measures against noise exposure.

Where required, we also facilitate regular health checks and provide access to seasonal flu vaccinations to support proactive health management. We recognise that early detection and preventative healthcare **not only enhance wellbeing but also build confidence and peace of mind among our people.** In times of emotional or psychological need, mental health support is readily available.

Training, supervision and engagement

All employees receive **comprehensive health and safety induction training**, followed by ongoing refresher sessions. These include key topics such as manual handling, safe working procedures, and specific risk-related protocols.

We actively **foster a safety-first culture** by assigning clear responsibilities across all departments and staff levels. Employees are encouraged to report near-misses and potential hazards through user-friendly online systems, enhancing organisational learning and transparency. Our structured approach is reinforced through regular Health & Safety meetings held every six months, which provide a platform for review, feedback, and shared knowledge.



'We are committed to providing a clean, safe and well organised workplace for all employees.'

Responsible operations and environmental controls

We take great care in ensuring the safe handling, storage, and transport of hazardous substances to minimise environmental and health risks. All machinery and forklift operations are managed by trained, licensed personnel, with regular safety checks in place to promote operational integrity.

We have established clear spillage response procedures for hazardous materials, along with comprehensive reporting mechanisms to ensure timely mitigation and environmental protection. Waste materials are disposed of by authorised external contractors in line with hygiene, legal, and sustainability requirements.

Fire and emergency preparedness

Emergency readiness is integral to our operations. Fire evacuation procedures are clearly defined and communicated across all sites, supported by regular drills and designated assembly points. Fire safety systems, including sprinklers, alarms, and extinguishers, are maintained by certified external suppliers.

To ensure rapid and effective responses in emergencies, selected employees are trained as Fire Wardens and First Aiders. This reinforces our commitment to maintaining a safe environment and equipping our staff with the skills and confidence to act swiftly when needed.

Workplace hygiene and housekeeping

We are committed to providing a clean, safe, and well-organised workplace for all employees. Our teams carry out regular housekeeping and hygiene checks to ensure work areas remain tidy and comfortable.

We maintain clear gangways, fire exits, and critical access points at all times to protect our people and support efficient operations. Stock and materials are stored systematically, reducing potential hazards and helping everyone work more effectively.



Our goal

To ensure that all Intersurgical operations and business dealings are conducted in a fair, transparent, and ethical manner globally, while rigorously protecting the health, safety, and wellbeing of employees to prevent accidents, injuries and ill health, safeguarding a safe and healthy working environment across all operations.



Policies

- Intersurgical health and safety policies (site based).

'We provide every employee with the knowledge, skills... to grow, thrive, and succeed throughout their careers.'



Product training in the UK

Training and development

We believe our people are our greatest asset. We provide every employee with the knowledge, skills, and confidence to perform safely and effectively today, while equipping them to **grow, thrive, and succeed** throughout their careers.

Our training system

Our Learning Management System (LMS), **embedded within our Quality and Environmental Management Systems**, ensures timely completion of mandatory courses while offering a broad spectrum of optional learning opportunities that support personal and professional development.

The LMS supports a blended learning approach, combining eLearning modules with instructor-led and classroom-based training, allowing employees to benefit from flexible, self-paced online learning as well as interactive, face-to-face sessions that enhance engagement and practical skill application.

*2,987 ILT courses, and
1,068 Elearning courses
available in our LMS*

Mandatory and compliance training

All employees complete annual compliance training, consistently achieving **completion rates above 92%**. Specialist programmes focus on roles with high regulatory or product safety impact, ensuring that our workforce meets the highest standards of quality, safety, and environmental responsibility.

*During 2024, 6,021 days
globally were dedicated
to training*

Adapting to change

Our training system sits alongside change management systems, enabling rapid upskilling in response to product launches, process improvements, and regulatory changes. In 2024, more **than 521 employees completed targeted re-training**, ensuring they remain compliant, confident, and capable in our dynamic business environment.

*During 2024, 521
employees completed
targeted re-training*

Soft skills, leadership, and management development

We invest in leadership, communication, problem-solving, and management skills across all levels of the organisation. Employees participate in personal and career development programmes, including management training, coaching, and external learning opportunities. These initiatives strengthen individual capabilities while creating a collaborative and innovative workplace.



'Employees are encouraged to pursue career pathways which align with their skills and aspirations.'



Career growth and internal progression

We are proud of our track record in nurturing talent and promoting from within.

In 2024 we supported 173 internal promotions

Employees are encouraged to pursue career pathways which align with their skills and aspirations, with development plans in place.

Long tenure is valued, and our structured training programmes ensure that employees at every level have the opportunity to advance internally, take on new challenges, and build long-term careers with Intersurgical.

4.54% promotional rate

Supporting lifelong development

We encourage employees to take ownership of their career journey. Through annual appraisals, mentorship, and succession planning, individuals can identify development opportunities, plan career growth, and access training that prepares them for future roles.

We are passionate about creating a workplace where ambition is supported, careers flourish, and people feel valued for their contributions and potential, helping every employee to thrive.



Our goal

To ensure every employees achieves and maintains the necessary competency to perform their roles with confidence in delivering the highest standards of product quality, safety, and reliability, whilst equipping them to grow, thrive, and succeed throughout their careers in a workplace where ambition is supported, careers flourish, and people feel valued for their contributions and potential.



Policies

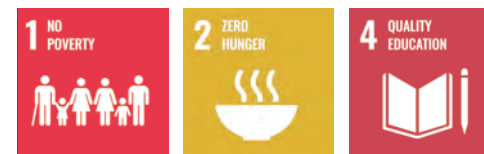
- Recruitment and selection policy.
- Training policy.
- *Planned: Equality, Diversity and Inclusion (EDI) policy.*

'We aim to make a meaningful difference through charitable partnerships, employee-led initiatives, volunteering, and skills development opportunities.'



The Cowshed Christmas gift donation campaign
2024 Christmas Appeal

Community engagement and charitable activity



We believe that supporting the communities we work in is an integral part of building a more sustainable and inclusive future. Through all regions in which we operate we **aim to make a meaningful difference** through charitable partnerships, employee-led initiatives, volunteering, and skills development opportunities.

Employee-led giving

Each year, we invite our employees from across our global operations to **nominate local charities and causes that are personally meaningful to them.**

Through company-supported fundraisers and donation matching, we help transform these passions into real world impact. This employee-led approach ensures our social contributions are authentic, relevant, and people-driven.

Supporting communities through donations and sponsorships

We respond to direct requests from charities, community groups, and local initiatives through a formal support process, offering both financial sponsorships and in-kind donations.

As a medical device manufacturer, we also donate critical products to registered outreach organisations working in under-resourced or crisis-affected areas, helping improve access to life-saving care.



'Inspire the next generation, raise awareness of opportunities in science and healthcare, and encourage students to explore pathways into STEM-related fields.'



Newton room in Lithuania

Creating opportunities through education and development

We are committed to helping the next generation succeed through a range of education and development initiatives.

Each year, we offer structured work experience placements for young people interested in careers in the medical technology sector, and continue to invest in apprenticeships, supporting both new recruits and existing staff in achieving professional qualifications.

In 2024, 1,396 work placement days were supported

Inspiring future careers: Intersurgical at St. Annes School careers fair

Members of our Design and Product Training Teams from our UK headquarters represented Intersurgical at a careers fair hosted by St Annes School in Caversham, engaging with students in years 10 – 13 in their critical years of education. The event provided a platform for students to explore various

career paths and gain insight into the qualifications needed for different roles, helping them make informed decisions about their future studies.



Newton Room in Lithuania

In 2024, we opened our own Newton Room beside our Visaginas factory, in partnership with the local Municipality. The first year was a great success with 368 students participating in classes in the 2024/25 school year.

Sessions offer children from schools across Visaginas hands-on opportunities designed to bring scientific principles to life. With a total

of 7,840 hours of physics, chemistry, mathematics, biology, and information technology teaching, each module uses real business activities to build critical thinking and problem-solving skills.

To enhance learning, the Newton Rooms are equipped with advanced technologies including laboratory equipment, scientific simulations, and specialist software that help visualise complex processes. Currently, two modules are implemented in the Visaginas Newton Room: Robots and the Perimeter of a Circle and We Explore Energy. Both are designed to spark curiosity and provide practical insights into how science shapes our world.

The Newton Room will serve all schools in the municipality, offering many children the opportunity to engage with our company and explore future career paths. By investing in education and skills, we are helping to strengthen local communities, nurture future talent, and contribute to the long-term sustainability of our industry.

'Participation in these activities promotes a culture of service, teamwork, and connection to the communities we live and work in.'

Volunteering and local involvement

Our employees are encouraged to take part in annual volunteering events that support local charities or environmental clean-up initiatives. Participation in these activities promotes a culture of service, teamwork, and connection to the communities we live and work in.

In 2024, 51 volunteer days were supported

Corporate volunteering day

Employees from our UK headquarters took part in a day of hard work and gardening to support the local Thrive charity. We have supported this charity since 2022 and have consistently received positive feedback from the attendees and Thrive.

Thrive hold various gardening events and classes to promote the health benefits of gardening, horticulture and spending time in nature for individuals, particularly those living with disabilities or ill health, who are isolated, disadvantaged or vulnerable, to improve their physical and psychological health, communication and thinking skills.

Intersurgical charity football

Our UK headquarters once again took part in local a charity football 5-a-side tournament against other local businesses in the Berkshire area, organised by Business Fives. Due to popular demand, we had two Intersurgical teams represent the company.

This year, each team were able to raise money for their own nominated charities. Team AC Surgical raised money for Scope, and Team Intersurgical raised money for Ivison Trust.



Our goal

To create positive, lasting impact in the communities where we operate by supporting local charities, encouraging employee-led initiatives, and promoting volunteering and skills development. We aim to build a culture of genuine social responsibility that reflects our values of sustainability and inclusion.



Policies

- *Planned: Charity and community support policy.*

‘Our governance framework integrates Environmental, Social, and Governance (ESG) principles into how we operate, manage risk, and create value.’

Governance and ethics

Governance and ethics overview

Strong governance and ethical conduct form the foundation of our business at Intersurgical. We are committed to maintaining transparency, integrity, and accountability across all our operations, ensuring that our decisions support long-term sustainable growth and stakeholder trust.

Our governance framework integrates Environmental, Social, and Governance (ESG) principles into how we operate, manage risk, and create value. With clear oversight from our Managing Director and Board of Directors, supported by a dedicated Sustainability

Team and ESG committees, we ensure robust alignment between corporate governance, operational performance, and sustainability objectives.

The following pages detail our governance structures, ESG oversight, ethical commitments, and approaches to responsible business practices, including human and labour rights, anti-bribery, data protection, and sustainable procurement.

'In 2024 a dedicated Sustainability Team, based at our head office was introduced.'

ESG governance and oversight



We are committed to embedding Environmental, Social, and Governance (ESG) principles across all aspects of our business to drive sustainable growth and long-term value creation.

In 2024 a dedicated Sustainability Team, based at our head office was introduced to work closely with management teams across all global entities to ensure a consistent and aligned approach to ESG strategy and implementation worldwide.

To further strengthen our governance framework, **we are establishing ESG committee groups** and work councils that provide a **platform for feedback and engagement** from all areas of the business. This inclusive approach ensures **diverse perspectives** are heard and integrated into our ESG initiatives.

The ESG team reports directly to the Managing Director and maintains regular communication with the Board of Directors. Key Performance Indicators (KPIs) are developed and shared with both the board and senior management teams through management reviews, enabling **transparent oversight and continuous improvement**.

Through this proposed governance structure, we will ensure robust accountability, proactive management of ESG risks and opportunities, and alignment with our corporate governance objectives and with global best practice.



‘Our integrated Quality Management System (QMS), certified to ISO 13485, ensures that we consistently deliver products and services that meet or exceed the requirements of global regulations and standards, while fulfilling the specific needs of our customers.’



Production at Intersurgical Malaysia

Product quality, safety and risk management

Commitment to quality

We believe that, quality is not only a regulatory obligation but a core value embedded across all aspects of our business. Our integrated Quality Management System (QMS), **certified to ISO 13485**, ensures that we consistently deliver products and services that meet or exceed the requirements of global regulations and standards, while fulfilling the specific needs of our customers in terms of safety, effectiveness, and performance.

We are committed to identifying our internal and external customers and, by understanding their requirements, supplying products and services that are defect-free at all times. This customer-focused approach supports our longstanding reputation for excellence in respiratory care, a reputation recognised and acknowledged by healthcare professionals worldwide. It is our aim to maintain and further develop this position through innovation, compliance, and continuous improvement.

Our QMS provides the framework for setting and reviewing quality objectives, facilitating clear communication and understanding across our global operations, including employees, subsidiaries, distributors, and other stakeholders who influence product quality. We place a strong emphasis on training, engagement, and accountability to ensure that all employees, including new starters, understand and implement the principles of our quality policy.

Intersurgical is also committed to using advanced technologies and manufacturing to support ongoing improvements in product design, performance, and production efficiency. These efforts not only enhance customer satisfaction but also contribute to sustainability by reducing waste, minimising variability, and improving product lifecycle reliability.

To maintain our reputation for excellence in quality products and high levels of customer satisfaction, we are committed to continual improvement in both design and manufacture. By embracing innovation and advanced technologies, Intersurgical will remain a leader in respiratory product solutions — supporting our mission to improve and develop patient safety and outcomes worldwide.

You can view our quality policy [here](#).



‘Our focus on innovation enables us to deliver more effective, efficient, and sustainable solutions that respond to the evolving needs of healthcare.’



Testing laboratory at our UK site

Patient safety and design

Patient safety is at the heart of everything we do. From the earliest stages of product development, we integrate safety considerations into every decision. In-depth clinical research via scientific literature reviews gains a deeper understanding of patient and clinical use. Our design processes are aligned with internationally recognised standards and audited annually to ISO 13485. Each product undergoes rigorous clinical evaluations to demonstrate its safety and performance before reaching the market.

Safety and ease of use is embedded from the draft design phase through to final production. Our Technical Files are compiled in **full compliance with the Medical Device Directive (MDD) 93/42/EEC**, the EU Medical Device Regulation (MDR) 2017/745, and the UK Medical Regulation (MDR) 2002. These frameworks ensure that all Intersurgical devices meet the highest regulatory and quality expectations.

We are proud to operate three state-of-the-art testing laboratories across our largest manufacturing sites in the UK, Lithuania, and China. These facilities carry out comprehensive testing, from individual components through to fully assembled

products, to ensure the highest levels of diligence in product safety.

Our material testing capabilities further strengthen our approach. We rigorously verify that all materials meet performance and safety requirements, and we continuously explore new and innovative materials that offer improved functionality and sustainability.

To ensure our products maintain their performance over time, each device undergoes both accelerated and real-time ageing tests. Accelerated ageing is carried out in accordance with ASTM F1890-16 by exposing products to elevated temperatures for a set duration, replicating the effects of the intended shelf life. After ageing, performance tests confirm that product functionality remains consistent throughout its lifetime.

We also simulate real-world use conditions to validate performance after repeated cleaning, sterilisation, exposure to various substances, and rough handling. This ensures our products perform reliably in the most demanding healthcare environments.

Our in-house clinical and regulatory teams conduct in-depth risk–benefit analyses for every medical device we produce. This

expertise ensures that all products deliver their intended benefits while minimising associated risks, protecting patients and supporting healthcare providers.

We validate our products and processes to ensure consistent quality, safety, and reliability. This includes testing designs, verifying manufacturing processes, and confirming packaging and sterilisation integrity in line with regulatory requirements. These activities help us deliver safe, effective products while maintaining trust with our customers and supporting responsible manufacturing.

Our commitment to product quality and patient safety is driven by continuous innovation. By integrating the latest clinical evidence, advanced materials, and cutting-edge testing technologies throughout our development and manufacturing processes, we create devices that meet the highest standards of safety, performance, and regulatory compliance. Our focus on innovation enables us to deliver more effective, efficient, and sustainable solutions that respond to the evolving needs of healthcare. Through ongoing investment in research, design, and process improvement, Intersurgical delivers products that healthcare providers can trust — today and into the future.

'By embedding risk awareness into both products and processes, trust is strengthened with healthcare professionals and patients.'

Risk management

Our approach to risk management is key to both product development and operational processes. For medical devices, the requirements of ISO 14971 are followed to systematically identify, evaluate, and control risks throughout the product lifecycle, keeping safety and performance at the heart of decision-making.

Alongside this, the Quality Management System (QMS), certified to ISO 13485, embeds risk-based thinking into everyday operations. Guided by the principles of ISO 31000, the process risk management framework enables anticipation and management of risks in areas such as manufacturing, logistics, infrastructure, and resource management.

In 2024, 287 product risk assessments and 163 process risk assessments completed across the group

Cross-functional teams regularly review risk assessments to ensure mitigation strategies remain effective and relevant in the face of evolving regulatory, technological, and clinical expectations. Through ongoing monitoring, audits, and feedback, compliance with international standards is maintained while continuous improvement in product quality and reliability is driven.

By embedding risk awareness into both products and processes, trust is strengthened with healthcare professionals and patients, while sustainability is supported through reduced waste, efficient resource use, and long-term product integrity. This integrated approach safeguards patients today and ensures the resilience and sustainability of healthcare systems into the future.



'As part of our sustainability strategy, PMS data also supports responsible innovation by helping us evaluate long-term product performance, material durability, and environmental impacts in healthcare settings.'



Post-Market Surveillance (PMS)

Post Market Surveillance (PMS) is a critical component of Intersurgical's commitment to ensuring the ongoing safety, effectiveness, and quality of our medical devices after they have been placed on the market. Our PMS system is structured in accordance with applicable regulatory requirements, including the **EU Medical Device Regulation (MDR 2017/745)**, and it is an integral and holistic part of our Quality Management System (ISO 13485).

The PMS process involves the systematic collection, analysis, and evaluation of data related to the performance of our products in real-world clinical settings. This includes:

- Customer feedback and complaints handling
- Vigilance reporting, including incident monitoring and trend analysis
- Review of scientific literature and clinical publications
- Post Market Clinical Follow-up (PMCF) data from healthcare professionals and end-users.

This continuous monitoring enables us to identify potential product issues early, assess emerging risks, and implement timely corrective and preventive actions (CAPA) where necessary. It also provides valuable insights for future product improvements, risk assessments, and design updates.

During 2024, Intersurgical received 800 post-market surveillance records, which were reviewed and analysed to identify trends, assess product performance, and inform continuous improvement initiatives

As part of our sustainability strategy, PMS data also supports responsible innovation by helping us evaluate long-term product performance, material durability, and environmental impacts in healthcare settings. This contributes to reducing waste, improving product lifecycle efficiency, and ensuring that our devices consistently meet the needs of both patients and healthcare providers.

By maintaining a robust and responsive PMS system, Intersurgical upholds its dedication to transparency, regulatory compliance, and continuous improvement which are key pillars of our product quality and sustainability commitments.



'We are committed to building a sustainable, ethical business that respects the rights of every individual who works with and for us.'



Human and labour rights

We are committed to building a sustainable, ethical business that respects the rights of every individual who works with and for us. Our key principles are:

Elimination of forced and child labour

We take a zero-tolerance approach to modern slavery, forced labour, and child exploitation. We comply with the modern slavery laws and have strong recruitment controls in place, including age verification and clear written employment terms. No identity documents are retained, and all employment is freely chosen.

Equality and inclusion

We are committed to compliance with equality laws and to creating a respectful workplace where everyone can thrive. Protected characteristics are fully respected, and policies guide how we support inclusion, equity, and fairness in all aspects of employment.

Fair pay and working conditions

We ensure fair wages in line with all local legislation. All statutory benefits are provided, including pension, sick pay, and paid leave. Our practices promote job security and transparent pay processes.

In 2024, 100% of our global workforce were paid at, or above their local minimum wage

Safe and respectful workplaces

We provide a safe and healthy working environment in line with local health and safety legislation. Mental health and wellbeing are supported through initiatives such as wellbeing action plans and mental health first aiders.

Reasonable working hours

We follow working time regulations, including rest breaks, daily and weekly rest, and paid annual leave. Managers respect personal time and discourage out-of-hours communication.

Voice and accountability

We encourage open communication channels across all areas of the business and provide platforms for employees to share their views and suggestions. We maintain accessible grievance and whistleblowing processes and offer protection against retaliation. We respect freedom of association and employee representation, even without formal union recognition.



Our goal

To uphold the highest standards of fairness, safety, and dignity at work by embedding human and labour rights into all aspects of our operations, ensuring every individual is treated with respect and protected under ethical, lawful, and inclusive practices.



Policies

- Anti bullying and harassment policy.
- Recruitment and selection policy.
- Health and safety policy.
- Whistleblowing policy.
- *Planned: Equality, Diversity and Inclusion (EDI) policy.*
- *Planned: Human and labour rights policy.*

‘Our policy ensures that all reports are treated confidentially and that individuals are protected from retaliation.’



Whistleblowing

We maintain a global whistleblowing policy that enables employees, contractors, and stakeholders globally to raise concerns regarding misconduct, unethical behavior, or breaches of law, including matters related to environmental, social, and governance (ESG) issues.

In 2024, 0 whistleblowing reports made

Our policy ensures that all reports are treated confidentially and that individuals are protected from retaliation, fostering a safe and transparent environment for speaking up.

All concerns raised are taken seriously, investigated thoroughly, and addressed appropriately, reinforcing accountability and responsible business practices.

By integrating whistleblowing into our sustainability framework, we demonstrate our commitment to transparency, ethical conduct, and the protection of people and the environment, strengthening trust with stakeholders in the UK and globally.



Our goal

To create a culture of transparency, accountability, and ethical conduct by providing a safe and confidential channel for employees and stakeholders to raise concerns about misconduct, unethical behavior, or breaches of law, including matters related to human and labour rights, and environmental, social, and governance (ESG) issues.



Policies

- Anti bullying and harassment policy.
- Recruitment and selection policy.
- Health and safety policy.
- Whistleblowing policy.

'We are committed to ensuring we conduct annual risk assessments to identify and mitigate potential modern slavery risks and child exploitation.'

Modern slavery

We are committed to ensuring that our operations and supply chains are free from modern slavery, including human trafficking, forced labour, debt bondage, and child exploitation. This commitment applies across all Intersurgical group legal entities worldwide, **in line with the Modern Slavery Act 2015 and broader global ethical standards.**

In 2024, 0 instances of modern slavery

Intersurgical is committed to ensuring we conduct annual risk assessments to identify and mitigate potential modern slavery risks and child exploitation, considering factors such as geographic location, industry, and supplier practices.

Our recruitment practices prioritise ethical hiring, fair wages, age verification, and compliance with employment laws. Where agency workers are engaged, we ensure third-party providers adhere to our standards.

Training and awareness are central to our approach, and our supply chain due diligence includes supplier assessments, audits, and a clear code of conduct. Corrective actions are taken when necessary, including support, guidance, or cessation of partnerships with non-compliant suppliers.

Our published modern slavery statement is available via our [website](#).



Our goal

To ensure that all Intersurgical operations and supply chains are free from modern slavery, human trafficking, and exploitative practices, building an ethical, responsible, and transparent business culture globally.



Policies

- Modern slavery statement.
- Recruitment and selection policy.
- Purchasing policy.
- Supplier evaluation policy.
- Supplier assessment.
- Service provider assessment.
- Supplier audit policy.
- Whistleblowing policy.

'We are committed to ensuring we conduct regular risk assessments to identify potential bribery and corruption.'



Anti-bribery and corruption

We are committed to conducting all business activities honestly, transparently, and ethically, with zero tolerance for bribery and corruption. **This commitment extends across all geographies in which we operate**, including the UK and overseas markets. Employees and associated persons are expected to act with integrity in every aspect of their work, including interactions with clients, suppliers, regulators, and other stakeholders.

In 2024, 0 instances of bribery reported

We maintain comprehensive policies and procedures to prevent, detect, and respond to bribery risks. These include clear guidance on gifts, hospitality, promotional expenditure, facilitation payments, and charitable donations. All employees and associated persons are required to comply with these policies, uphold the highest ethical standards, and maintain accurate, transparent records of all business transactions.

Intersurgical is committed to ensuring we conduct **regular risk assessments** to identify potential bribery and corruption across our operations and supply chain, including relationships with third parties such as suppliers, distributors, agents, and consultants. Employees and associated persons are **provided with targeted training and guidance** based on these risk assessments to ensure they understand their responsibilities and the potential consequences of non-compliance.

Through these measures, we seek to **uphold a culture of ethical business** conduct, protect the integrity of its operations, maintain stakeholder trust, and ensure compliance with applicable laws and industry standards globally.



Our goal

To ensure that all Intersurgical operations and supply chains are free from bribery and corruption, building an ethical, responsible, and transparent business culture globally.



Policies

- Anti-bribery policy.
- Purchasing policy.
- Supplier evaluation policy.
- Whistleblowing policy.

'All employees and associated persons are expected to act with integrity and accountability.'



Anti-competitive practices

We are committed to conducting all business in a fair, competitive, and transparent manner in accordance with global competition law. While we have not yet established a formal policy or training on anti-competitive practices, this represents our focus on reviewing and formalising governance procedures, rather than a lack of commitment.

We prohibit anti-competitive practices such as price-fixing, market sharing, bid-rigging, or any conduct that could distort fair competition.

Our approach is based on promoting ethical commercial conduct and fostering trust with customers, suppliers, and partners. All employees and associated persons are expected to act with integrity and accountability, and we are actively working towards implementing formal guidance and training in the near future.

In 2024, 0 instances of anti-competitive behaviour reported



Our goal

To ensure that all Intersurgical operations and business dealings are conducted in a fair, competitive, and transparent manner, fostering trust, compliance with competition laws, and an ethical business culture globally.



Policies

- Whistleblowing policy.
- *Planned: Anti-competitive practices policy.*

'We are committed to implementing a risk management process to identify, assess, and manage risks to confidentiality, integrity, and availability of its information assets.'

Data protection and cyber security

We are committed to protecting personal data and ensuring cybersecurity across all our operations. **We strictly comply with General Data Protection Regulation (GDPR) requirements and implement comprehensive measures to safeguard against cyber threats and data breaches.** Intersurgical are committed to implementing a risk management process to identify, assess, and manage risks to confidentiality, integrity, and availability of its information assets.

Our approach is based on clear **robust IT security policies, regular training, and continuous monitoring** to prevent, detect, and respond to any risks related to data privacy and information security. We hold all employees and associated persons accountable for maintaining the confidentiality, integrity and availability of information, reinforcing trust with our customers, suppliers and partners.



Our goal

To ensure that all Intersurgical operations and business dealings are conducted in a fair, transparent, and ethical manner globally, while rigorously protecting personal data in accordance with GDPR and implementing comprehensive cybersecurity measures to defend against cyber threats, thereby safeguarding the integrity, confidentiality, and availability of information across all operations.



Policies

- Intersurgical information security policy.
- Intersurgical acceptable use policy.
- User access rights procedure. GDPR.

'Our approach is guided by principles of ethical sourcing, transparency, and strong supplier partnerships.'

Sustainable procurement

We recognise that the **environmental and social impacts of our operations extend beyond our immediate business activities**. Through our procurement practices, we have both the opportunity and responsibility to influence sustainability across our supply chain. We are committed to sourcing responsibly, protecting human rights, and preventing exploitation in any form. Our approach is guided by principles of **ethical sourcing, transparency, and strong supplier partnerships**. We work closely with our supply chain partners to uphold high standards of labour practices, environmental responsibility, and business integrity.

Due diligence and risk management

We take a structured approach to identifying and mitigating risks across our global supply chain. To strengthen resilience, we regularly assess geographical risks using the **Walk Free Global Slavery Index** and other tools to highlight areas where risks may be elevated. All new suppliers undergo a detailed evaluation against Intersurgical's requirements and existing suppliers are **re-evaluated every 3 years**. We use results across our supply chain to evaluate trends to better predict and mitigate risk.

Supplier engagement and ESG

Strong supplier relationships are central to our approach. Where risks are identified, we work collaboratively with suppliers by **offering guidance, training, and corrective action** support to help them strengthen their practices. We also maintain **whistleblowing procedures** throughout our supply chain, enabling individuals to raise concerns safely and confidentially, with full protection for whistleblowers.

Insights gathered from 798 supplier assessments and ESG questionnaires provide us with a clearer picture of risks and opportunities, allowing us to work jointly with suppliers to reduce impacts and encourage innovation. This approach builds transparency, accountability, and shared progress across our network.



Our goal

To ensure that all Intersurgical procurement activities are conducted in a fair, transparent, and ethical manner globally, with a strong focus on selecting suppliers and materials that support environmental stewardship, social responsibility, and long-term economic resilience, thereby promoting sustainability throughout the supply chain and reducing negative impacts across all operations.



Policies

- Purchasing policy.
- Supplier evaluation policy.
- Modern slavery statement.
- Supplier assessment policy.
- Supplier audit policy.
- Whistleblowing policy.

'We aim to build a robust and transparent foundation for sustainability, ensuring continuous improvement, accountability, and meaningful impact across our global operations.'

Looking ahead to 2025

As we publish our first sustainability report, we recognise that this is just the beginning of our journey toward embedding Environmental, Social, and Governance (ESG) principles throughout our global operations. In 2025, we aim to strengthen our sustainability strategy by focusing on the following priorities:

Reviewed and Improved Policies: Our internal policies will be continuously reviewed and enhanced to reflect best practices and evolving regulatory requirements, ensuring alignment with global sustainability standards.

Introduction of **Key Performance Indicators (KPI's)**: Start to introduce and monitor ESG KPI's to measure and track sustainability performance.

Global Policy Alignment: We will work toward **harmonising policies across all operations**, producing consistency and clarity in how ESG objectives are implemented worldwide.

Internal Feedback Loops: We will implement more formalised mechanisms for gathering and responding to internal feedback, ensuring that employees at all levels can contribute to sustainability initiatives.

Introduction of Work Councils and Committees: We plan to **establish work councils** in key regions to enhance employee engagement, representation, and collaborative decision-making on sustainability matters.

Expansion of ESG Data and KPI Tracking: We will broaden the scope of our ESG data collection and performance metrics across all regions, enabling more comprehensive tracking of our environmental and social impact.

Stakeholder Engagement: Strengthening relationships with suppliers, customers, and other stakeholders will be a key focus. We aim to develop more **structured and formalised channels for feedback** and dialogue, building transparency and collaboration within ESG policy.

Scope 3 Emissions Accounting: Recognising the importance of our broader environmental footprint, we will begin the **formal accounting of Scope 3 emissions**, encompassing indirect emissions from our value chain.

Enhancing our ESG Reporting: We will build our reporting infrastructure to meet CSRD compliance needs.

Through these initiatives, we aim to build a robust and transparent foundation for sustainability, ensuring continuous improvement, accountability, and meaningful impact across our global operations.



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