

CSR

Corporate Social Responsibility

REPORT 2019

From a **good neighbour** to a **great one**



cookmedical.eu

Serving patients is a privilege.



We invent, manufacture, and deliver a unique portfolio of medical devices to the healthcare systems of the world. Serving patients is a privilege, and we demand the highest standards of quality, ethics, and service in all that we do.





Our commitment to improving peoples' lives extends beyond patients to the communities in which we operate and live. We live by our founding principle of 'doing the right thing', and being a good corporate citizen is not only good for business, it is the right thing to do.

We are also mindful of our local environment and recognise that our products and processes encompass a global supply chain touching the quality of life in countries around the world.

In our first Corporate Social Responsibility Report, we will highlight our activities and achievements for 2019 in three priority areas: community and philanthropy, environmental sustainability and workplace development and employee engagement. We hope you enjoy reading our report.



Cook Medical in Limerick

While our head office is in Bloomington, Indiana, we have been operating in Limerick since 1996. Since our establishment in Castletroy, we've successfully grown our workforce to almost 900 employees working across areas such as manufacturing, engineering, quality, regulatory affairs, marketing, finance, and at our dedicated EMEA Customer Support & Delivery centre. Under the leadership of Bill Doherty, executive vice president Cook Medical Europe, our Limerick site is helping to drive Cook's global CSR initiatives. This report tells the story of our activities in Limerick, as part of our global CSR strategy.



Our CSR Steering Committee, made up of leaders and influencers around Cook Medical, was created to support the goals and objectives set out by the business.

In 2019, we launched our first CSR Statement of Intent.

We wanted to set goals and objectives to make sure that we were being a responsible corporate citizen and making the biggest impact possible within our local community. Through the development of our CSR pillars—community and philanthropy, environmental sustainability and workplace development and employee engagement—we focused our efforts and identified priorities to chart our progress.

The creation of our CSR Steering Committee played a

pivotal role in the success of this report, and I want to take this opportunity to thank my fellow committee members for their commitment and enthusiasm throughout the year. This, in turn, had a positive effect across the business; CSR has now become an everyday priority.

We're delighted to see so many great initiatives come to life in 2019 and look forward to achieving more milestones in the year to come. In this report, we will update you on the progress we have made in the last year and will set out goals for 2020.

Bill Doherty

The charity partnership 2019/2020 between Novas and Cook Medical has been such a positive experience for us as an organisation. It is evident that this partnership is supported from the top-down, and this is something we truly value. It's a relationship based on equality, philanthropy, and a shared vision to enhance the communities in which we live.

Una Burns
Head of Policy & Communications



Una Burns from Novas with the Cook Medical Sleep Out team.



COMMUNITY AND PHILANTHROPY

Under our community and philanthropy pillar, we explore potential in our local communities with the input and involvement of our employees. Since we arrived in Limerick, we have always offered support to the community through charitable donations and sponsorships, but in 2019, we wanted to focus our activities in order to have a greater impact, by sharing our time, skills, and resources.

Cairde Cook

We began our journey by recruiting a volunteer-led committee, Cairde Cook, made up of employees from across the business, to lead our activities. Since its inception, Cairde Cook has spearheaded many great initiatives, one of which was establishing a relationship with our first charity partner, Novas. The choice of partner was determined through the engagement of the entire workforce. The committee has worked closely with Novas to offer support in the areas they need it most. So far, we have completed two hugely successful volunteer days, we sponsored the Novas Sleep Out, and we raised funds throughout the year with activities such as a bake sale and summer raffle. Working with organisations such as Novas gives us a chance to help members of our society and community in Limerick.

Volunteer policy

We created our first ever volunteer policy, allowing paid volunteer days. Employees have volunteered for organisations such as:

- Alzheimer Society of Ireland
- Limerick Animal Welfare
- Cycle Against Suicide
- ISPC
- Daughters of Charity
- Blood Bikes Ireland
- Novas

Communicating our impact

We utilise all internal channels to communicate our progress with employees and key stakeholders.



Our 2020 'Business Impact Map', created by Business in the Community Ireland, showcases our impact in our local community.





ENVIRONMENTAL SUSTAINABILITY

Under our environmental sustainability pillar, we are committed to leaving our environment better than we found it and protecting and developing the resources around us. As a manufacturing plant, we've always tried to ensure we make every effort to not only look after the environment around our site but to nurture it.

Letter from neighbour

The wildflower meadow has been a wonderful success and gives us daily pleasure as we walk our dogs around the paths in the field. It is already noticeable how the wildflower meadow is attracting even more wildlife—especially a large increase in the insect life and birdlife.

In 2019, we took this one step further. Through a new volunteer committee, the Green Team, a plan was formulated to help protect and enhance the ecology and biodiversity on site. We grew a perennial wildflower meadow, as part of the All-Ireland Pollinator Plan 2015–2020, which was frequented by new and existing insects. We achieved our goal of reducing general waste on the site by 50%, and we also reduced our carbon emission and energy usage. While we carried out the work,

we educated employees along the way and even held a special 'Green Day' to encourage everyone to carry on the good work in their own homes.

Finally, we were delighted to close out the year with the recommendation for certification of ISO 50001 Energy Management and ISO 14001 Environmental Management System. By achieving dual certification, we will have proven our commitment to having the highest environmental standards.



50% *reduction
in general waste*



8% *reduction in
energy consumption*



We received certification of ISO 50001 **Energy Management** and ISO 14001 **Environmental Management System**.



We enhanced the biodiversity on site by planting a perennial wildflower meadow and developing a pathway around our site.



We're continually ensuring our products do not contain any potentially harmful compounds.





WORKPLACE DEVELOPMENT AND EMPLOYEE ENGAGEMENT

We continue to work hard to ensure our employees have access to the information, support, and resources they need to thrive. In 2019, we expanded the scope of the 'My Cook Pathway' programme. This employee support programme was developed to connect our employees with resources that will help them reach their full potential in areas such as their career, family, health, and community.



CAREER



HEALTH



FAMILY



COMMUNITY

In 2019, we rolled out a global employee engagement survey. The aim of the survey was to elicit feedback which would be helpful to the company in ensuring that Cook Medical continues to be a great place to work. We also carried out an internal communications audit to evaluate

how effective our channels of communication were at reaching all our employees.

Furthermore, our culture of continuous improvement has become part of our everyday work ethic and is a testament to the dedication and commitment from everyone involved.

Key milestones 2019

70%
of employees

completed our internal communications survey, providing clear guidance on areas we can improve.

84%

employee participation in global employee engagement survey

184
employees

trained on Continuous Improvement initiatives

**Expanded
the scope of**

My Cook
PATHWAY

2020 goals

So far this year, we have seen the unexpected arrival of COVID-19. This has had a devastating effect across the world. Here at Cook, we are responding to this emergency with our employees, customers, communities, and charity partners front of mind. We maintain our commitment to our CSR goals, and we are working hard to come out the other side of this pandemic as greater company.



COMMUNITY AND PHILANTHROPY



ENVIRONMENTAL SUSTAINABILITY



WORKPLACE DEVELOPMENT AND EMPLOYEE ENGAGEMENT

- Continue to work with our charity partner Novas to have a greater impact
- Hold a one off 'virtual race' version of our Cook Medical Women's Mini Marathon to raise funds for charity
- Continue to work with our employees on our CSR strategy and plan for 2020
- Maintain best practices and lead by example with our CSR initiatives
- Communicate our plans and strategy to key stakeholders

- Retain our ISO 50001 and ISO 14001 accreditation
- Continue to reduce our carbon emission, water consumption and energy consumption
- Expand the wildflower meadow around Cook grounds
- Further protect and enhance the biodiversity and ecology of the site

- Implement initiatives based on employee engagement survey feedback
- Promote My Cook Pathway to employees
- Roll out enhanced work-life balance initiatives such as increased flexibility in start and finish times and a compressed work arrangement for manufacturing
- Implement changes in our multi-channel communications strategy

