

CSR

Corporate Social Responsibility

REPORT 2020

Cook Medical Limerick Site



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.



We're a **privately owned company** with 10,000+ employees worldwide.



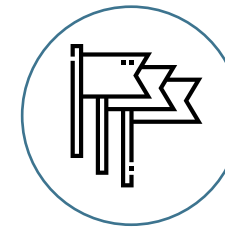
We have **850+** employees in Limerick.



We make **1.5 million medical devices** every year.



We ship to **135 countries** around the world.



We have **30+ different nationalities** in Cook Limerick.



We support **9,000+ hospitals and clinics** across the EMEA region.



The arrival of the COVID-19 pandemic in 2020 changed the way we work at Cook Medical in Limerick. Our CSR activities were not immune to this impact, and many of our plans were postponed or needed significant adjustment. However, despite this, we are proud to share the progress we made in 2020, which can be attributed to our dedicated and committed employees across our Limerick sites.

KEY MILESTONES

1

Introduced significantly more flexible working options for all employees

3

Raised €37,615 for charity through the Cook Medical Women's Mini Marathon

4

Launched our global Equity Task Force

2

Moved 60% of our employees to a remote working model

5

Achieved ISO 14001 and ISO 50001 recertification

The pandemic significantly changed our environment and challenged us to find new ways of working. We went from having a site-based workforce to the majority of our employees working from home. We incorporated new work practices and procedures onsite to ensure the safety and well-being of our manufacturing employees.

We also needed to support our teams working remotely, making them feel connected and supported while they adjusted to their new work arrangements.

From March 2020, we worked with the clear goal of protecting the health and safety of all our employees while continuing to serve our customers and their patients.

All the while, we made sure to maintain our commitment to our community and the area in which we operate. We had to find new ways to help and support local charities and organisations, especially in their fight against COVID-19.

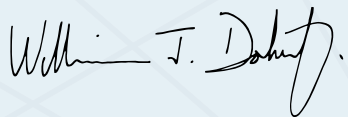
As we made changes, we wanted to be open and transparent about our decisions and actions, and we communicated these changes to all our stakeholders. Throughout the challenges of 2020, we truly lived by our company values, and we're immensely proud of the work our team has done.

It's safe to say 2020 was like no other year we've ever experienced in the history of our company. By March, the majority of our CSR plans were put on hold, and we, as a company and a country, had to adapt and change the way we worked to ensure our employees and communities were safe.

I would like to take this opportunity to thank our community, customers, and employees for their commitment, patience, and efforts as we all got to grips with the 'new normal' and our new way of working.

A special mention to the dedicated and hardworking healthcare workers, who have worked tirelessly during this pandemic. Your commitment knows no bounds, and we are forever grateful for the role you played during this challenging time.

We're proud of the work that was done in what has been an incredibly hard year for us all, and we look forward to a brighter, more prosperous year ahead.



**Bill Doherty, executive vice president
EMEA and managing director of
Cook Medical Europe**



Equity Task Force

In June 2020, we established a global Equity Task Force to ensure Cook Medical is a place that provides equal opportunity and understanding for everyone. Through education, internal initiatives, and more focused involvement within our communities, we believe that Cook can help remove the barriers that many people have historically faced and continue to encounter.

Though the barriers may differ by region and/or country, we know that there are marginalised communities everywhere, and we want to make sure that Cook Medical does everything it can to help people in all areas of society to fulfil their potential.

In Limerick, we are investigating how we can use our skills and expertise to create a meaningful partnership or programme that benefits our community. We have made great progress in 2020 and will continue to build on this in 2021, and we look forward to providing an update in due course.



COMMUNITY AND PHILANTHROPY



Many of our existing initiatives in the community, including volunteering and fundraising activities, were put on hold at the beginning of 2020 due to COVID-19. Thankfully, we were able to find ways to continue to support our partners in the local community.

We reached out to local businesses and offered our expertise to provide support in the areas of HR, IT, and Environmental Health & Safety to help them adjust to new ways of working.

We **donated personal protective equipment (PPE) to local schools** and our charity partner **Novas** and a temperature monitor to **Milford Care Centre** to help keep members of the community safe. We held our **Cook Medical Women's Mini Marathon** in Limerick virtually, with all proceeds going to local charities, and we sponsored the **Light Up A Memory Tree at Milford Care Centre** and the **Novas Sleep-In**.

Cook Medical Women's Mini Marathon

For the first time in its history, we hosted the Cook Medical Women's Mini Marathon virtually due to COVID-19. It gave people the opportunity to run the race in their own time with all proceeds going to charity. We were delighted to raise €37,615 for 12 local charities, at a time when they needed our support more than ever.

- ADAPT Domestic Abuse Services
- Barnardos
- Breast Cancer Ireland
- Clionas Foundation
- Daughters of Charity Lisnagry
- Limerick Animal Welfare
- Limerick Suicide Watch
- Mid-Western Cancer Foundation
- Milford Hospice
- Novas
- Pieta House
- St. Gabriel's School

Volunteering hours: **470**
Funds raised: **€45,470.80**
Cash donations: **€12,500**
In-kind donations: **€5,750**



Charity partner Novas

We continued to work with our chosen charity partner, Novas, in 2020. Although we had to cancel planned activities due to COVID-19, we were able to support Novas in other ways. We offered HR support, donated PPE, and sponsored the annual Novas Sleep-out (which was cleverly converted to a sleep-in due to COVID-19 this year) for a second year.



NOVAS
Housing | Health | Recovery

'It was a pleasure to collaborate with Cook Medical in 2020, in what has been such an enriching partnership from our perspective. Cook reached out and supported us in new and innovative ways, sharing expertise in health and safety and even providing PPE early in the pandemic, when it was hard to come by!

'It was lovely to finish the year with so many Cook Medical employees participating in our virtual Sleep-In and helping us to raise vital funds for our front-line services. We were so grateful for Cook sponsoring this event for the second successive year.'

Una Burns,
Head of Communications,
Novas Ireland



ENVIRONMENTAL SUSTAINABILITY

In 2020, our Environmental Health & Safety team had to focus on the well-being and safety of our staff, both in the office and at home. They worked hard to implement procedures to safeguard everyone and ensure we could continue to make life-saving products, while still ensuring we considered our impact on the environment.



In 2020, we successfully recertified our plant with ISO 50001 Energy Management and ISO 14001 Environmental Management System.



25.06% carbon reduction

Scope 1 emissions +10.8%
Scope 2 emissions -24.59%
Scope 3 emissions -84.07%



15% reduction in general waste



38% reduction in water consumption



95.3% reduction in employee travel

Carbon footprint

In 2020, we had begun to **replace all our light bulbs with LED lighting** to reduce our energy consumption, and by March, we had successfully changed two thirds of our non-production space. At that point, due to COVID-19, we had to reprioritise and focus on other areas of the business.

To protect our employees and accommodate our social distancing and the introduction of new health and safety measures onsite we created a second work shift. **Despite doubling our operations daily in the plant, we were pleased to close out 2020 with only a 10% increase in energy usage.**

Furthermore, in compliance with advice from the Government, we **grounded all foreign and local travel and made arrangement for office-based staff to work from home.** This in turn had a **significantly positive impact on our carbon footprint.**

Biodiversity

We noticed evidence of owl activity at the original Cook Medical farmhouse on our grounds at O'Halloran Road, so we've installed a special owl box to give them safe refuge. To date, we've noticed a lot of activity around the boxes, with one particular hover of local kestrels making it their home.





WORKPLACE DEVELOPMENT AND EMPLOYEE ENGAGEMENT

Cook Limerick Values Awards 2020

Act with
integrity

Demand
quality

Be
transparent

Give
back

Treat everyone
with respect

Solve problems
together

Continually
improve



Łukasz Szczepaniak
Manufacturing Team Member
Ops - Quality



Fran Hogan
Senior IT Infrastructure Engineer
Information Technology



Jean O'Donoghue
Finance Administrator
Finance



Máire Ní Dhomhnaill
Biocompatibility Specialist
Manufacturing Engineering



Jessica Fiebka
Team Leader
Customer Support and Tenders



Sean Naughton
Manufacturing Team Member
Ops - Production



Martin Finnerty
Quality Engineering Team Lead
Quality

From March, we had to change the way we worked; therefore, it was vital that we continued to ensure our employees had access to the information, support, and resources they needed to thrive and fulfil their potential.

Working remotely was not common practice at Cook Medical, then overnight the majority of our Limerick employees started working from home. While the move was welcomed, we had to ensure we had the supports in place. We began to develop our 'Future of work' program, to ensure we have a robust plan to help our employees thrive in their new work environments.

The need for flexibility was a big factor to facilitating employees facing challenges as a result of school and childcare closures or needing to care for other family members. We offered our manufacturing teams voluntary opportunities to work **alternative shifts**; our remote working employees could **work flexible hours**, and we introduced a new temporary **voluntary reduced working week**.

We further developed our My Cook Pathway program to reflect our new way of working by offering **wellness events remotely**. We also completed **unconscious bias training for all employees**, including a library of supplemental tools and micro-learning experiences.

60%

of our Limerick
employees started
working from home.

31

employees

used our educational
assistance programme.

My Cook
PATHWAY

85%

of employees

completed a global
employee engagement
survey, helping us to
better understand
our employees.

89

nominations received
for Cook Values Awards.



600

thank you messages

were submitted to
the Recognition and
Reward program.

We launched our **Recognition and Reward program**, allowing employees to nominate and recognise each other for the great work they're doing and to honour those who went above and beyond while living our values.

We held quarterly **All Employee Virtual Townhall meetings** to provide company updates and to **connect our employees** working onsite and at home.

Our **Limerick Emergency Response Group** met regularly to monitor COVID-19 and relay information to employees.

We conducted an **internal survey** to understand our employees' experiences and opinions **on racism and discrimination** in society and the workplace and gained insight into areas of the community our employees felt were discriminated against.

2021 goals

In spite of the global challenges still facing us all in 2021, we have set out these goals for our CSR activities at our Limerick sites. We're proud of the progress we've made in 2020 and look forward to 2021 with optimism.



COMMUNITY AND PHILANTHROPY

- Work towards achieving the Business Working Responsibly Mark
- Continue to work with our chosen charity partner, Novas, to find new ways to make a difference
- Launch our new Community Engagement initiative, which promotes employability and removes barriers
- Host a virtual Women's Mini Marathon to raise funds for charity



ENVIRONMENTAL SUSTAINABILITY

- Reduce our energy consumption by 2% year on year for the next 5 years
- Sign Business in the Community Carbon Pledge and work towards setting science-based targets for our reduction of carbon
- Encourage biodiversity in the community
- Increase awareness of ecology and biodiversity onsite



WORKPLACE DEVELOPMENT AND EMPLOYEE ENGAGEMENT

- Develop Future of Work Program
- Develop Health and Wellness Strategy
- Extend our Diversity & Inclusion Program
- Create a roadmap and implement actions and deliverables from the Employee Engagement Survey

OUR COMPANY VALUES

Act with integrity

We use our high ethical standards and core values to guide our decisions and actions.

Demand quality

We hold ourselves to the highest quality standards because we know that everything we do has an impact on someone's life.

Be transparent

We are honest with each other and share information with the people who are impacted.

Give back

We believe in making our communities stronger by sharing our time, skills, and resources.

Treat everyone with respect

We respect each other and our business partners by being open to different ideas and perspectives and appreciative of each person's contributions.

Solve problems together

We approach innovation by first listening to understand and then creating a solution.

Continually improve

We learn from data, experience, feedback, and each other to constantly evolve and improve how we work.