



# Corporate **Social** Responsibility Policy

2025



## Welcome from Mike Sanders

Welcome to our Corporate Social Responsibility Policy. This is our chance to share with you the work we undertake at VitalHub UK to create a positive impact for our staff, our customers, the environment, and the charities we have partnered with. This year, we have introduced a dedicated CSR committee, formed predominantly from our Exec and Sub-Exec board, whose mission is to outline our annual commitments and see us drive meaningful impact by aligning the company's operations and resources with initiatives that support community development, environmental sustainability, and ethical business practices, fostering positive change both locally and globally.

We place real value on the health and wellbeing of our staff, especially since we've shifted to a Work-From-Home model as our default for the majority of our team.

In support of the NHS target to reach net zero by 2040 for direct emissions, we have concentrated our efforts on supporting our customers in their journey to become net zero (which is underpinned by our ongoing efforts to reduce our own impact on the environment).

Following the recent mergers to create VitalHub UK, we are now in a position to provide greater support to our chosen charities than ever before, as part of our mission to help raise much-needed funds and awareness of their causes.

VitalHub UK was formed following the acquisitions of MCAP, Intouch with Health, Transforming Systems (SHREWD), Synopsis, Alamac, Jayex Acute, S12 Solutions, Beautiful Information, Hicom, MyPathway, Bookwise, Premier IT, MedCurrent and Strata Health by our Canadian, Toronto-based parent company, VitalHub Corp.

As a company, our core values are Integrity, Innovation, Collaboration, Excellence and Care. Our HR approach includes the development of the 'Our People Matter' campaign which reinforces our commitment to these core values by showcasing our dedication to employee well-being, fostering inclusivity, and creating a supportive environment where every individual feels valued and empowered.

Before joining forces to form VitalHub UK, the individual companies had their own social responsibility programmes, which achieved some impressive results, although admittedly, on a smaller scale. In creating VitalHub UK, we have pooled and centralised our social value efforts. With this unified approach, we seek to maximise the positive impact we can deliver, with the collective power of what was previously multiple different companies, now all working together as one. For example, we are able to extend smaller existing programmes to reuse and recycle our old hardware and fully digitalise our internal processes to reduce our printing and paper requirements.

I'm extremely proud of what we've achieved thus far in our charitable efforts, such as raising significant sums of money over numerous staff events, and engaging our staff to nominate and select our chosen charities each year. We have high ambitions for our ongoing support efforts and 'm incredibly excited about this journey. I'm proud of how the team have embraced our charitable efforts and are equally as driven to make as much of a positive impact for them as possible.

As we move into a new year, we celebrate what we have achieved to date, and map out our plans to build on the foundations we have already set. I am extremely proud to be leading a company that prioritises its social and environmental impact and one that isn't afraid to demand continuous improvement in order to provide a healthier, cleaner and safer future

Mike Sanders – CEO, VitalHub UK



## OUR CORE VALUES

### Innovation

We pioneer new and innovative technologies to improve healthcare.



### Integrity

We strive to demonstrate honesty and transparency in everything we do.



### Collaboration

We believe in the power of working together to drive success.



### Excellence

We consistently go above and beyond to exceed expectations.



### Care

We promote a culture of empathy and understanding across our business.





## PEOPLE

Employee health and wellbeing should be more than just an HR initiative. It is a business imperative that will result in greater operational efficiency, higher employee productivity, and happier customers – and is key to achieving business excellence.

Over the last few years, healthcare organisations and staff across the globe have unanimously felt the effects of the COVID-19 pandemic and united together to ensure continuation of service and the health of the population while operating in exceptionally uncertain conditions. As a provider of critical IT and software solutions to healthcare organisations, and in light of the dual pressure of both performance and pandemic, protecting not just the health but also the happiness of employees, who sit at the heart of servicing these organisations, has become a business imperative.

Here at VitalHub UK, our people are our business. Supporting and investing in our colleagues is, therefore, an ethos that underpins everything we do. We do this by focusing on the following four key areas:

### **Inclusion and Fairness**

We are an equal opportunities employer, conversant with the Human Rights Act 2010, Working Time Directive, and the Modern Slavery Act 2015. We are committed to equality of opportunity and to providing a service and following practices which are free from unfair and unlawful discrimination. The terms equality, inclusion, diversity and equity are at the heart of our Our People Matter approach. We value people as individuals with diverse opinions, cultures, lifestyles and circumstances.

We will actively support diversity, equity and inclusion and ensure that our workforce is valued and treated with dignity and respect. We to encourage everyone in our business to reach their full potential and enjoy their work.


### **Adding Value**

People like to know that what they are doing is adding value. People feel better about themselves, and their work, if they know that what they are doing has a purpose – it is an important part of why people go to work.

We fundamentally believe that our products and services have a bigger meaning, given that we are developing and supporting clinical and operational systems that, both directly and indirectly, improve patient care. Our role is to help healthcare organisations and staff improve and streamline processes and make healthcare more accessible; improving the lives of the citizens it serves..

### **Continuous Feedback**

Employees are instrumental in achieving success in business – with this in mind, it is paramount to ensure that they feel recognised, supported and appreciated, and know that their opinions and ideas are heard and acted upon. We provide regular opportunities in a variety of different forums



for our staff to provide feedback, including one-to-one meetings, anonymous questionnaires, and full company meetings.

Customer feedback is a hugely valuable aspect too, which is why we hold virtual customer forums and celebrate any testimonials or project milestones. Similarly, ideas for improvement can come from anyone in the business. We embrace a culture where everyone is encouraged to continuously ask where and how we can improve our services, our quality and innovate for new ideas – and every suggestion is taken seriously and given due diligence.

### **Measuring Satisfaction**

Our ISO 9001 and 27001 are important accreditations, as our Cyber Essentials accreditations. But to be a genuine component of business success, employee wellbeing must be more than a tick box or compliance exercise.

We undertake employee surveys and encourage employees to provide feedback. We also hold virtual company-wide meetings, to update all staff simultaneously and ask for any questions or feedback in this open forum to stimulate conversation about the organisation, and provide inclusion across all departments.

Feedback is encouraged and proactively sought, either during the meetings or anonymously post-meeting.



## ENVIRONMENT

### **NHS England's (NHS) ambitions**

In October 2020, the NHS became the first health service in the world to commit to reaching carbon net zero, in response to the profound and growing threat to public health posed by climate change. The NHS Net Zero Expert Panel reviewed nearly 600 pieces of evidence, and conducted extensive analysis and modelling, to set its ambitious but achievable targets:

- Reach net zero by 2040 for the emissions the NHS directly controls, with an ambition to reach an 80% reduction in 2028 – 2032
- Reach net zero by 2045 for the emissions the NHS can influence, with an ambition to reach an 80% reduction by 2036 - 2039

### **VitalHub UK's commitment to the NHS' ambitions**

The [Health and Care Act 2022](#) brought the [Delivering a Net Zero National Health Service](#) into statute, affecting all integrated care systems, NHS providers and suppliers. As a supplier, VitalHub UK is committed to helping the NHS achieve its target for the emissions it can influence:

- The company is ideally placed to improve care quality while helping to decarbonise care pathways; our suite of digital technologies facilitate earlier and quicker detection, diagnosis and treatment, embed best clinical practice, and optimise the location of care
- Climate change impacts the social and environmental determinants of health; with water scarcity, food insecurity, extreme weather and infectious diseases on the rise and threatening the foundations of good health, we recognise our collective responsibility to reduce emissions for ourselves, our loved ones and wider society

### **VitalHub UK's progress so far:**

#### **Product suite**

The NHS will ensure net zero health service ambitions are embedded into its digital transformation agenda; digitally enabled care models and channels will significantly reduce travel and journeys to physical healthcare locations, with care delivered through remote consultations and monitoring.

VitalHub UK, a leading health-tech company, is ideally placed to support the NHS' net zero ambitions. Our products provide a digital means of efficiently managing patient flow, demand and capacity discharge optimisation, operational processes, whole-system visibility, patient tracking, reporting and analytics, end-to-end pathway management, reducing wait lists, improving workforce management, across all areas healthcare.

The VitalHub UK's suite of technologies reduce NHS emissions in two ways primarily:

- Minimising travel
- Minimising the use of paper

**Below is a list of example actions to support the above:**

### **Minimising travel factors:**

- Fewer in person appointments

*Synopsis saved a large trust 3,075 Kg CO2 annually by reducing in person appointments*

- Patients monitor their health from home

*MyPathway enables clinicians and patients to monitor their health through a patient interaction portal.*

- Patients can speak to clinicians from home

*Flow Manager's virtual clinics enables remote appointments and MyPathway enables 2-way communication*

- Connecting nearby professionals

*S12 Solutions saved approximately 14,984 miles annually by connecting nearby mental health professionals in Kent, Surrey, Sussex and Wessex*

- Adopting a predominantly work-from-home environment

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- Adopting online account management and project delivery services

*VHUK has moved to predominantly virtual project delivery and account management with minimal site visits and only where justified and necessary.*

### **Minimising the movement of paperwork between departments and sites**

- Remote working

*Reduces the need for paper-based processes and filing through digitalisation*

- Online project delivery

*Reduces the volume of paper-based process at company and client level*

- Online training

*S12 Solutions delivered 252 online training sessions between March 2020 and April 2022, saving approximately 15,257 miles. This approach has been adopted across the business*

- Virtual user forums

*Reduces the volume of paper-based forms*

### **Minimising the use of paper**

- Replacing paperwork and manual processes with digital alternatives across the NHS through our comprehensive portfolio of digital technologies, including patient flow solutions, workforce recruitment, training and leave management platforms, and remote digital perioperative assessment tools.

*Example 1: Intouch with Health saved one large Trust £250,000 annually in printing costs*

*Example 2: Synopsis saved 10,000 pages from being printed at one large trust*

*Example 3: S12 Solutions saved 112,573 paper forms from being printed between October 2019 and April 2022*

*Example 4: Hicom has processed over 100,000 leave applications digitally since 2020, moving from a predominantly paper-based request and approval process.*

*More examples available on request.*

## Internal processes

The VitalHub UK team recognises the importance of the environment to our health and wellbeing, and drivers of climate change are also the drivers of ill health and health inequalities; it is our responsibility to protect the environment for the sake of the communities we support and wider society. The group has taken a holistic approach to reducing emissions, introducing initiatives across service planning and delivery that contribute to the NHS' target for the emissions it can influence, by minimising travel and the use of paper.

- Minimising travel
  - Over 80% of staff work from home full-time; multiple offices closed at the beginning of the Covid-19 pandemic; two offices remain open, and we have moved to a shared serviced office base for a 3<sup>rd</sup> location. These 3 locations serve the staff from all 14 acquisitions.
  - Closing just one of our smaller offices in favour of permanent remote working has saved approximately 9.78 tonnes of CO2 annually, by removing the need for staff to commute to that particular office every day
  - Monthly Townhall Meetings are held online; the group meets in person just once annually
  - Staff are directed to vehicle share or use public transport where possible
  - Online project deployment, nationally and internationally, where possible.
  - By example: just two members of the sales team travelled 8,149 fewer miles in 2022 versus 2019 by replacing in person with remote meetings, saving 2.23 tonnes of CO2
- Minimising the use of paper
  - All HR, finance and business processes are now fully online
  - We have moved to digital-only business cards for all UK-based staff
  - Best efforts are made to use 100% recycled paper or from environmental sources for marketing collateral printing, best efforts are made to only print minimal volumes of collateral, environmentally friendly inks are used when printing for marketing purposes where possible, environmentally friendly or fully recycled materials are prioritised for marketing merchandise

## VitalHub UK's ambitions for 2024-2025

The group has 4 ambitions:

- *Minimise single-use plastic*
- *Minimise the use paper/printing*
- *Enhance travel minimisation*
- *Maintain our commitment to embedding digital processes*

### Minimising single-use plastic

The NHS Plastics Reduction Pledge is part of a package of NHS Long Term Plan measures introduced to reduce the health service's environmental impact. The Pledge aims to reduce single-use plastic, making hospitals healthier for patients and staff; if the NHS cuts its plastic use in half, this could mean 100 million fewer items polluting oceans or filling landfill. Inspired by the Pledge, where possible we aim to:



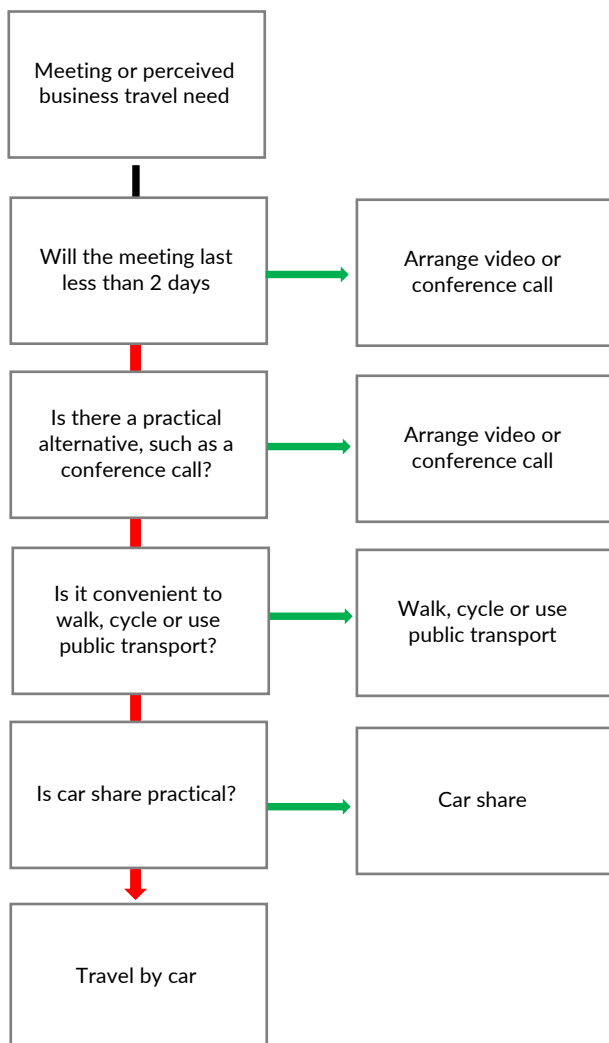
- Purchase reusable and genuinely useful merchandise for employees, events or exhibitions, made from environmentally friendly material
- Use digital business cards with digital sales collateral linked
- Recycle equipment by donating to school projects, which includes a project in Sri Lanka, where VitalHub Innovations Lab is based

## Enhance travel minimisation

### **Road travel**

The process below is used to decide whether a virtual or in person meeting is needed, as well as the arrangements required when in person meetings are deemed necessary.

- One- or two-day trips are strongly discouraged; virtual meetings are used unless meeting objectives cannot be completed virtually
- Where in-person meetings are unavoidable:
  - Meetings are hosted at one location and in shared office space where possible
  - Location is decided on a case-by-case basis; generally, meetings should be situated where the majority of attendees are located; if the miles accumulated by the minority travelling a long distance exceeds the miles accumulated by everybody travelling a moderate distance, the meeting should take place in a location central to all attendees' locations
  - The location should be near to a train or bus station, ensuring public transport is viable, and the need for additional travel between public transport stations and meeting venues is eliminated. Alternatively, shared vehicle travel is strongly advised
- Meetings are organised for a time that does not require peak time travel



## ***Air travel***

VitalHub is an international organisation, headquartered in Canada, with offices in Sri Lanka and the United Kingdom, as well as home-based staff in Abu Dhabi and Australia. The company's international presence means some air travel is unavoidable, but we aim to meaningfully minimise our impact by 2026:

- Calculating emissions generated based on the number of air miles travelled, using atmosfair.de's flight emissions calculator, which accounts for flight class and flight type
- Move towards a donation annually to a renewal energy project via goldstandard.org, to ensure offsetting is additional and permanent
- We plan for the donation to be equivalent to the volume of carbon generated by the team's annual air mileage total, as defined by goldstandard.org

## **Maintain our commitment to digital processes**

All VitalHub UK our HR, finance and business processes are online; where possible, we will ensure all new and improved processes can be completed using digital methods.

For more information, statistics, or to discuss any details of our CSR Policy and planning document, please email us at [comms@vitalhub.com](mailto:comms@vitalhub.com)



