

Ensuring responsible business practices: Supporting our people and communities

GRI 3-3



Goal

By 2030, we will manifest a sustainable business foundation for our people and supply chain.

Our work supports



SDG 8: Decent Work and Economic Growth

Our success depends on the growth and satisfaction of our people. We aim to provide a high-quality work environment where everyone receives competitive benefits.



SDG 10: Reduced Inequalities

Reducing inequality in the vulnerable populations our products serve must start with reducing inequality in our own workforce.

UNGC Principle 6

Businesses should uphold the elimination of discrimination in respect of employment and occupation.



SHL Medical's strength lies in the quality of its people. The unique mix of minds that make up our global workforce, guided by our values that shape our operational and strategic work, strengthens our ability to do what we do best: driving patients' health and independence. We are proud to say that diversity is an integral part of our history, culture, and identity.

SHL Medical's values:

- Focus on customer
- Operate with ethics and integrity
- Drive simplicity
- Learn and improve
- Deliver together

Cultivating a diverse and inclusive workplace helps us learn and improve from each other every day, providing a fulfilling work environment. The diversity of our employees also reflects the diversity of our global patient audience, allowing us to better anticipate their needs. We have therefore set clear targets to ensure we support and empower our people.

We understand that building a strong workplace culture means taking a holistic approach to create an environment where employees can thrive. We provide a high-quality employee value proposition that enables our talented colleagues to improve their health, professional development, and lives, supported by a benefits package that promotes wellness, training, and growth. At the same time, we are committed to investing resources towards to consistently improve employee engagement, retention, and promotion.



Highlights^[1]



Healthcare program and annual health checks provided for all employees



Employee engagement score of 7.6 as of September 2023



60 employee nationalities



~6 years average worldwide tenure



Women represent 55% of our workforce and 28% of leadership roles



Employee Assistance Programs (EAPs) available at all sites



Code of Conduct codifies our commitment to DEI and a safe and healthy work environment

¹ There is a process in place for decentralized data collection across SHL Medical's sites that we are working to refine. We can't guarantee accuracy of the data at the time.

Diversity, equity, and inclusion

Belonging is a powerful feeling—which is why we strive to create a workplace at SHL Medical where everyone is welcome. Our founding by a Swedish entrepreneur in Taiwan set the foundation for today’s multi-cultural workplace, where around 60 nationalities are represented across three continents.

Diversity is part of both our heritage and our future. By acknowledging that we all bring diverse perspectives, lifestyles, and cultures to work with us, we further our mission to create an open and inspiring workplace where all individuals feel valued, respected, and included. Our collective experience and ideas are precisely what shape the OneSHL culture, drive the success of our business, and make SHL Medical a great place to work.

Women in senior roles

GRI 405-1

As part of our commitment to DEI, we have set a target for 30% of senior management roles to be held by women by 2025. In 2023, we saw the representation of women in leadership roles increase by 3% compared to last year. This success resulted from our efforts to identify a strong talent pool of individuals and continuously promote diversity in our talent pipeline.

Target

30% share of women in senior management roles by 2025.

Progress

The share of women in senior management roles increased by 3%, from 25% to 28%, compared to our 2022 base year.

In 2023, there was also an internal focus to drive individual development discussions to better identify team member strengths and leverage these within their roles, a process we aim to strengthen in 2024. To view a breakdown of SHL’s overall employee population by gender, age and region, please see [Appendix A, tables GRI 2-7 and 405-1](#).



“As an engineer, I know that the path for women to be truly recognized and appreciated for their important contributions is not always straightforward. I am pleased to see positive change and have huge respect for women who actively choose to work in engineering. The best ideas always come through diversity of thought and women will continue to make great impact in this incredibly important field of work!”

Satbir Bains, Chief Human Resources Officer

Our approach to DEI

Our approach to DEI is focused around key principles, each contributing to an atmosphere of belonging and inclusion in the workplace.

Anti-discrimination

Our Code of Conduct prohibits discrimination against employees based on origin, nationality, religion, race, gender, gender identity and expression, sexual orientation, age, disability, physical or mental ability, religion, political affiliation, union membership, covered veteran status, or protected genetic information, but also dimensions such as thought styles, differences in experience, backgrounds, and education.

Zero tolerance

Our Code of Conduct states that we do not tolerate any kind of verbal or physical harassment, abuse, bullying, or other inappropriate treatment and behavior based on the categories protected by anti-discrimination. Employees are encouraged to report any incidents they witness.

Equal pay for equal work

We are taking all necessary steps in our job evaluation and grading processes to ensure a fair compensation system, including analyzing whether we pay female and male employees equally for similar work and to proactively take corrective actions when necessary. We regularly review compensation against relevant local legal and regulatory equal pay requirements as they continue to evolve.

Everyday DEI across our sites

We design our workspaces with respect for employees across all walks of life, including new parents, disabled colleagues, and employees from various religious backgrounds.



Racial and gender equality in Switzerland

In 2023, our Swiss headquarters joined Asia Society Switzerland to honor our heritage and founding in Taiwan by a Swedish entrepreneur. As a growing global company with offices across three continents, we are excited about a partnership which will help us develop our team's competencies within the populous and dynamic Asian market.

On 8th May, 2023 we sponsored an International Women's Day event with Advance, a leading business association for gender equality in Switzerland. This event showed artists' interpretation of the gender and DEI topic in Zurich, Switzerland, accompanied by a flagship online event. The membership enables SHL to access programs and training for female managers and leaders, as well as men who support gender diversity and equality.



How we are promoting DEI at SHL Medical

Running for Pride in Sweden

We support equality for the LGBTQ+ community. The dedicated runners at our Swedish branch raised money for the Rainbow Fund, a foundation whose goal is to create a world where all people have the same basic rights regardless of sexual orientation, gender identity, and expression.



Men's health in Sweden

Due to cultural and social barriers, men often do not feel comfortable speaking up about their health. At our site in Sweden, we honored November Awareness Month—which is named after the movement that raises awareness about men's health—with an interactive seminar about prostate cancer diagnosis. We also made a donation to the Prostate Cancer Foundation.



Health and safety

Health and safety are the heartbeat of SHL Medical, with both physical and mental well-being having equal importance. We ensure that our employees are aware of the hazards associated to their tasks and that control measures are appropriately set to reduce any potential harm.

We train all relevant employees in various health and safety topics dependent on their roles. We consider health and safety the responsibility of everyone, each manager and member of staff, as well as the organization as a whole. We focus on preventive measures such as organizing annual campaigns to raise awareness of risks and hazards. We also conduct preventative health checks, including office area ergonomics assessments and various other wellbeing activities, such as relaxation activities and sponsored sport activities.

Additionally, we have in place Employee Assistance Programs (EAPs) to support employees with their physical and mental health, including providing support and counseling for those with addiction as well as legal and financial difficulties.

In 2023, we have committed to further lowering our incident rates with a 2030 target to reduce the number of injuries that lead to one or more days of absence, to less than one per million working hours. Across our manufacturing sites, our Lost Time Injury Rate (LTIR) was 2.16 in 2023 compared to 2.21 in our 2022 base year. For further information on work related injuries for both employees and others, please see [Appendix A, table GRI 403-9](#).

Target

< 1 Lost Time Injuries per million working hours by 2030

Progress

Lost Time Injuries per million working hours was 2.16 in 2023 compared to 2.21 in our 2022 base year.

How SHL Medical supports occupational health and safety

To ensure a safe and healthy work environment, we have defined guiding principles in the SHL Medical's Environment, Health and Safety (EHS) policy. Our EHS policy enables us to protect our employees, visitors, contractors, and the communities immediately surrounding SHL Medical sites. This helps prevent incidents that could potentially arise from our operations, safeguarding SHL Medical's reputation and building goodwill.



SHL Medical site managers have oversight over global EHS policy including hazard identification, risk assessment, and incident investigation across all areas under their control. Furthermore, they have the authority to establish local EHS organizational structures, standards, and guidelines in compliance with local laws and regulations, and to allocate responsibilities and resources to these efforts as required. All individuals responsible for EHS at SHL Medical are clearly identified.

Our Taiwan site, SHL Medical's largest, is ISO 45001-certified for its Occupational Health and Safety Management System.

Enabling a consistently safe and healthy workplace at SHL Medical is also seen as a team effort. Every SHL Medical employee is required to take reasonable care in the workplace for their own health and safety, and for that of others. Employees are encouraged to report near misses and hazardous conditions to EHS supervisors.

On a day-to-day basis, employees have access to ergonomic office furniture and IT materials to limit ergonomic risk and their impact. At manufacturing sites, employees apply a regular rotation of post, which has both physical and mental benefits. Employees have access to internal and external medical services, depending on the site where they work. In addition, employees can take advantage of well-being programs available at their site.

Sport at lunchtime

Our site in Switzerland partnered with "Sport am Mittag" ("Sport at Lunchtime"), a company that offers sports classes in fitness, strength training, yoga, and various team sports. This gives employees the opportunity to have fun and stay active while promoting physical movement and mental health during the workday.



SHL Medical celebrated World Day for Safety and Health at Work on 28th April, 2023

SHL Medical encourages people to stay informed about their health through regular health check-ups and interactive sessions, accessible via on-site events and through SHL Medical-provided health insurance. Globally, over 1,500 employees participated in health-centered activities.



How SHL Medical supports employee well-being

Employee well-being is of critical importance to us at SHL Medical. As a consequence our employees have access to a number of related benefits including: health checks, a global remote work policy, subsidies for sports programs and gyms, sports event tickets, wellness days with massage sessions, on-site infirmary with various ergonomic aids and ergonomics stations.

It is especially important to us that our employees have the tools to recognize, mitigate, and deal with stress. The Employee Assistance Programs (EAP) at our sites support our colleagues' mental health by offering a broad portfolio of live and online talks, social activities, sports and wellness classes, and other events, such as a Wellness Day with free chair massages. We also organized events to spread awareness about mental health across SHL Medical sites in 2023.

Employee engagement and satisfaction

At SHL Medical, we recognize the importance of creating the right conditions for employees to give their best each day and to feel committed to our mutual goals, values, and success. To this end, employee engagement has become an essential part of our journey to build a strong, inclusive working environment. We have set a target to achieve an employee engagement score of greater than 7.8 by 2030.

We started engaging employees globally in 2021 through the Workday Peakon Employee Voice platform, also the year SHL Medical Taiwan won the 'Excellent Enterprise Award' in Taoyuan City under the category "Best Employer."

All employees have access to the Peakon dashboard, which enables employees to share anonymous feedback. The feedback reflects several factors of employee experience that influence engagement, for example, accomplishment, autonomy, growth, recognition, reward, workload, DEI, and health and wellbeing, among others.

Our September 2023 Peakon survey outcomes showed the highest-ever participation rate, an impressive 82% across our workforce. The last survey marked an increase in our overall engagement score from 7.3, when we first started measuring, to 7.6 out of 10.

Target

7.8 employee engagement score by 2030

Progress

Our engagement score was 7.6 in 2023 compared to 7.3 in our 2022 base year.

This success was possible due to several measures we have taken: reinforcing our performance management discussions and feedback sessions and ensuring our employees have fair and competitive compensation.

Based on these results, we believe we are on target to reach our 2030 goals. We remain committed to collecting suggestions, both openly and anonymously, and encourage employees to share their feedback without fear of repercussions. In the meantime, our management teams have committed to turning the feedback we receive into meaningful action.



Investing in young engineers

SHL Medical believes in cultivating young talent. We partner with local universities and provide on-the-job training for future engineers. In 2023, we were delighted to have 20 students from Lunghwa University of Science and Technology to participate in a four-year program that offers solid training in manufacturing operations and excellence. We kicked-off the new apprenticeship program at our Taiwan site, where the students can witness manufacturing activities in our facilities, while also gaining hands-on operational experience under the guidance of experienced supervisors.

Recruitment and retention

We are continuously developing our employee recruitment and selection practices to include innovative ideas and approaches, while pursuing candidates that embody our values and can contribute to our performance and reputation. Our Global Recruitment Policy ensures that recruitment and selection are done professionally, fairly, timely, and responsibly comply with local employment legislation.

Our commitment to fair employment practices based on trust, mutual respect, and recognition enables us to attract and retain the best talent. It is equally important for us to pave the way for an inclusive future. We have various programs that recognize employee contributions to this vision, including SHL Medical Global Inventor Award. We also invest in the talented young minds in our communities who are interested in technical fields, for example, by sponsoring youth educational science events and providing training opportunities for students in engineering.

Training and development

Talent development is at the heart of SHL Medical. A core focus area is identifying top-tier talent and fostering their growth through development initiatives that empower our employees to excel.

Company-wide and department-driven training is conducted on a yearly basis. Training topics cover general soft skills, leadership skills, quality compliance, health and safety training, and more—as determined by the employee’s role.

We reviewed our employee training programs in 2023 to identify areas for improvement and plan to implement new programs starting in 2024.



Supporting our communities

At SHL Medical, we are committed to giving back to the local communities in which we operate. We support our employees to organize and take an active part in events that support youth, LGBTQ+ communities, groups made vulnerable due to specific health issues, communities that have been affected by natural disasters, and many more. We are honored by the consistency with which our employees show their giving spirit and commitment to the community, both within and beyond SHL Medical.

Engaging youth through science training

SHL Medical collaborated with the Taiwanese government to cultivate future young talent. In 2023, we participated in the Science Train program by the National Science and Technology Council (NSTC) for the second consecutive year. The designated train travelled the country giving students the opportunity to learn basic physics principles through fun science activities.

Donations to vulnerable communities

Earthquake in Türkiye and Syria

In response to the dire humanitarian crisis in those regions directly impacted by the 7.8 magnitude earthquake in February 2023, SHL Medical donated US \$100,000 to the United Nations High Commissioner for Refugees (UNHCR, the UN Refugee Agency) and Doctors Without Borders. The donation helped support those in need with immediate medical aid and emergency medical equipment, shelter, tents, mattresses, blankets, cooking and hygiene items, and warm winter clothes.



Christmas gifts for those in need

Following our cherished tradition of giving back to local communities, SHL Medical employees from Switzerland to Taiwan, US to Sweden showed their spirit of compassion by fulfilling requests for gifts from charity organizations supporting children and elders. We collected over 300 gifts which were subsequently donated to Caritas Zürich, The Caring Place Thrift Store, Stockholm's Stadsmission, Northern Region Children's Home, and Chensenmei Social Welfare Foundation.



Sweden



Taiwan

Blood donations

In June 2023, on World Blood Donation Day, staff across all our sites held blood donation drives with the assistance of a specially commissioned blood donation bus or by traveling to nearby donation centers. We worked with partners to ensure the donations reached people in need.



Taiwan



Taiwan

2023 Global Clean-Up Initiative

SHL Medical employees are supporting the health of local communities and the natural environment they live in. Every fall, staff from around the globe participate in World Clean-Up Day events. In September and October 2023, our US and Taiwanese colleagues focused on beaches while Swiss and Swedish colleagues cleaned up local streets.



Switzerland

Our employees and their families in Zug, Switzerland, joined an initiative with a local association.



Sweden

Our Swedish employees organized a local clean up initiative near their site to raise awareness of the impact of waste on our daily lives.



Taiwan

Taiwan employees, along with their families, have been part of an initiative to clean-up local areas in Taoyuan, Taiwan.



US

US colleagues participated in a beach cleanup activity in Deerfield, Florida with their relatives and friends.

Our colleagues love to run!

Many of our staff use their passion for running to participate in corporate and charity marathons.

SHL Medical colleagues in Taiwan participated in the 2023 Standard Chartered Taipei Charity Marathon, in partnership with the British Chamber of Commerce in Taipei, to raise money to provide educational scholarships for underprivileged children.

SHL Medical “sole mates” in Switzerland gathered in Zug to participate in the B2Run Schweizer Firmenlauf event, promoting our company’s presence with their enthusiasm and team spirit.













Switzerland







Taiwan

Other community events

In addition to the initiatives just outlined, several other smaller activities were delivered across our sites during the reporting year, some of which are listed below.

EVENT	SUMMARY	CONTRIBUTION TO SDGS
Taiwan		
Food bank	A total of 60 colleagues gathered at the Andrew Charity Association in Xinchuang to help pack 540 boxes of food for families in need while also raising money for charity.	 
Laptop donation	We donated 20 second-hand laptops to local Taoyuan elementary schools helping children with special needs. In addition to providing much needed digital resources, we were also able to reduce our waste and associated emissions.	  
Lost money donation	We donated unclaimed cash, collected over a period of five years, to the Reindeer children home in Yangmei, Taoyuan. Reindeer Children Home is an organization that provides shelter and care for the most vulnerable children.	 
Charity community parking spaces	We opened 40 community charity parking spaces at our Liufu offices for use by the local community.	 
Children's home for the Christmas gift event	More than 20 SHL Medical volunteers went to the North Region Children's Home of the Ministry of Health and Welfare in Taoyuan City, to celebrate Christmas early with the children. In addition to providing gifts, singing and playing hula hoop, our staff also provided a donation to support their invaluable work.	

EVENT	SUMMARY	CONTRIBUTION TO SDGS
Sweden		
Spring challenge	Local staff raised money for Operation Smile and Läkare Utan Gränser (Médecins sans Frontières).	 
Convinistafetten Relay Run	Participating in Sweden's largest relay, our running team came on an amazing 82 nd place out of 759 teams, helping to raise funds for Bårncancerfonden, the Swedish Childhood Cancer Fund.	 
Switzerland		
Swiss National Future Career Day	As part of the Swiss National Future Career Day, our members in Zug office's Testing team invited local school children to our labs. In addition to experiencing our work environment, the kids got involved in several fun activities.	