

Viamed Ltd

Reducing Healthcare Inequalities Statement

Document Title: Reducing Healthcare Inequalities Statement

Document Owner: Managing Director

Review Frequency: Annual

1. Purpose

Viamed Ltd recognises that reducing healthcare inequalities is a key priority across the UK healthcare system, including the NHS, and is committed to supporting healthcare providers by supplying reliable medical equipment and services that contribute to safe, effective and equitable patient care.

Although Viamed Ltd is not a direct healthcare provider, we recognise that our products, services and business practices play an important role in supporting healthcare organisations to deliver high-quality care to all patients. Through responsible business practices, reliable product supply and responsive customer support, Viamed aims to contribute positively to improving healthcare outcomes and reducing barriers to healthcare delivery.

2. Our Commitment

Viamed Ltd is committed to:

- Supporting fair and equitable access to medical equipment and services.
 - Delivering reliable products and responsive customer support.
 - Operating ethically and responsibly throughout our business.
 - Supporting sustainability and responsible procurement.
 - Working collaboratively with customers, suppliers and healthcare organisations to improve patient outcomes.
 - Promoting equality, inclusion and continuous improvement across all areas of our business.
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3. Supporting Patient Care

The products and services supplied by Viamed Ltd contribute to healthcare delivery across hospitals, community healthcare providers, veterinary services and specialist clinical environments.

We support healthcare providers by:

- Supplying high-quality products from established manufacturers.
- Maintaining product availability through effective stock management.
- Providing timely servicing and repair where appropriate.
- Supporting equipment reliability and reducing unnecessary downtime.

- Responding promptly to customer enquiries and technical support requests.

Reliable equipment helps healthcare providers deliver safe and effective care without unnecessary interruption.

By supporting the availability, reliability and performance of medical equipment, Viamed aims to help healthcare organisations deliver consistent services to all patients regardless of location or population served.

4. Equality, Diversity and Inclusion

Viamed Ltd is committed to providing an inclusive, respectful and supportive working environment.

We promote:

- Equal opportunities in recruitment and employment.
- Fair treatment of employees, customers and suppliers.
- Respect for diversity and individual differences.
- A workplace free from discrimination, harassment and victimisation.

These principles extend to all aspects of our business relationships.

5. Responsible Procurement

We recognise that responsible procurement contributes to reducing wider social and health inequalities.

Viamed supports this through:

- Ethical sourcing.
- Sustainable procurement practices.
- Supplier due diligence.
- Modern Slavery prevention.
- Long-term supplier partnerships.
- Fair and transparent procurement processes.

These commitments are supported by our Sustainable Procurement Policy, Supplier Code of Conduct and Modern Slavery Statement.

6. Supporting Sustainable Healthcare

Environmental sustainability contributes to healthier communities and more resilient healthcare services.

Viamed supports sustainable healthcare by:

- Extending equipment life through servicing and repair where appropriate.
- Promoting recycling and responsible disposal.
- Reducing waste where practicable.

- Working towards our published carbon reduction commitments.
 - Supporting responsible use of resources throughout our operations.
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7. Supporting Employees

We recognise that healthy, engaged employees are fundamental to delivering excellent customer service.

Viamed supports employees through:

- Safe working practices.
 - Flexible working arrangements where appropriate.
 - Ongoing training and professional development.
 - Employee wellbeing.
 - Open communication and continuous improvement.
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8. Community and Social Value

Viamed seeks to generate positive social value through responsible business practices.

We support:

- Local employment where practicable.
 - Long-term customer and supplier relationships.
 - Ethical business conduct.
 - Environmental responsibility.
 - Continuous improvement.
 - High standards of corporate governance.
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9. Continuous Improvement

Viamed Ltd recognises that reducing healthcare inequalities is an ongoing commitment.

We will continue to:

- Review our policies and procedures.
- Improve customer service.
- Strengthen supplier engagement.
- Support sustainability initiatives.
- Identify opportunities to improve the social value created through our business activities.
- Listen to customer feedback and adapt our services where appropriate.

We recognise that improving healthcare outcomes requires collaboration across the healthcare sector and remain committed to supporting customers through reliable products, professional service and responsible business practices.

10. Related Documents

This statement should be read alongside the following Viamed policies and statements:

- Social Value Statement
 - Sustainable Procurement Policy
 - Fair Payment & Procurement Practices Statement
 - Code of Conduct and Ethics Policy
 - Modern Slavery Statement
 - Environmental Policy
 - Carbon Reduction Plan
 - Quality Policy
 - Business Continuity Statement
 - Complaints & Vigilance Statement
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11. Review

This Reducing Healthcare Inequalities Statement is reviewed at least annually, and following any significant legislative, regulatory or organisational change, to ensure it remains appropriate, effective and aligned with current healthcare priorities.

Approved By:

Derek Lamb

Managing Director

Viamed Ltd