

Blatchford  
Environmental, Social  
and Governance Report

# Foreword - A Message From Our CEO

As a trusted global provider of mobility solutions, we are uniquely positioned—and obligated—to make a positive impact on people's lives while creating lasting value for society. Today, businesses are under greater scrutiny regarding their role in addressing global and regional challenges, making it more crucial than ever for us to meet these expectations as part of our strategic priorities.

We recognise that businesses bear a responsibility to the individuals and communities they affect. Social Responsibility and Sustainability reporting involves measuring, disclosing, and being accountable to both internal and external stakeholders for our performance in advancing sustainable business practices.

Our commitment to societal good is deeply rooted in our history. As early as the 1920s, we were responding to the mobility needs of amputees returning from war. We have been supplying prosthetics to the NHS since its inception, and over the years, we have continued to focus on sustainability through innovations such as modular prosthetics. Today, we are also tackling critical global challenges, including our journey towards achieving net zero.

Our sense of duty to our patients, customers, suppliers, employees, and the broader world remains central to everything we do, as we work tirelessly to deliver mobility for all.

**Paul Roberts, CEO**





## Our values:



Courage



Learning



Collaboration



Innovation



Integrity

## Our vision:

Creating the future of mobility to realise dreams.

## Our mission:

Unwavering in our pursuit of breakthrough technology in delivering superior clinical outcomes.



# Contents

## Introduction

- We Are Blatchford
- Our Values
- Our Products and Services
- Industry Trends and Challenges

## Our Approach to Sustainability

## Our People

- Employee Investment
- Leadership Development
- Governance

## Our Operations

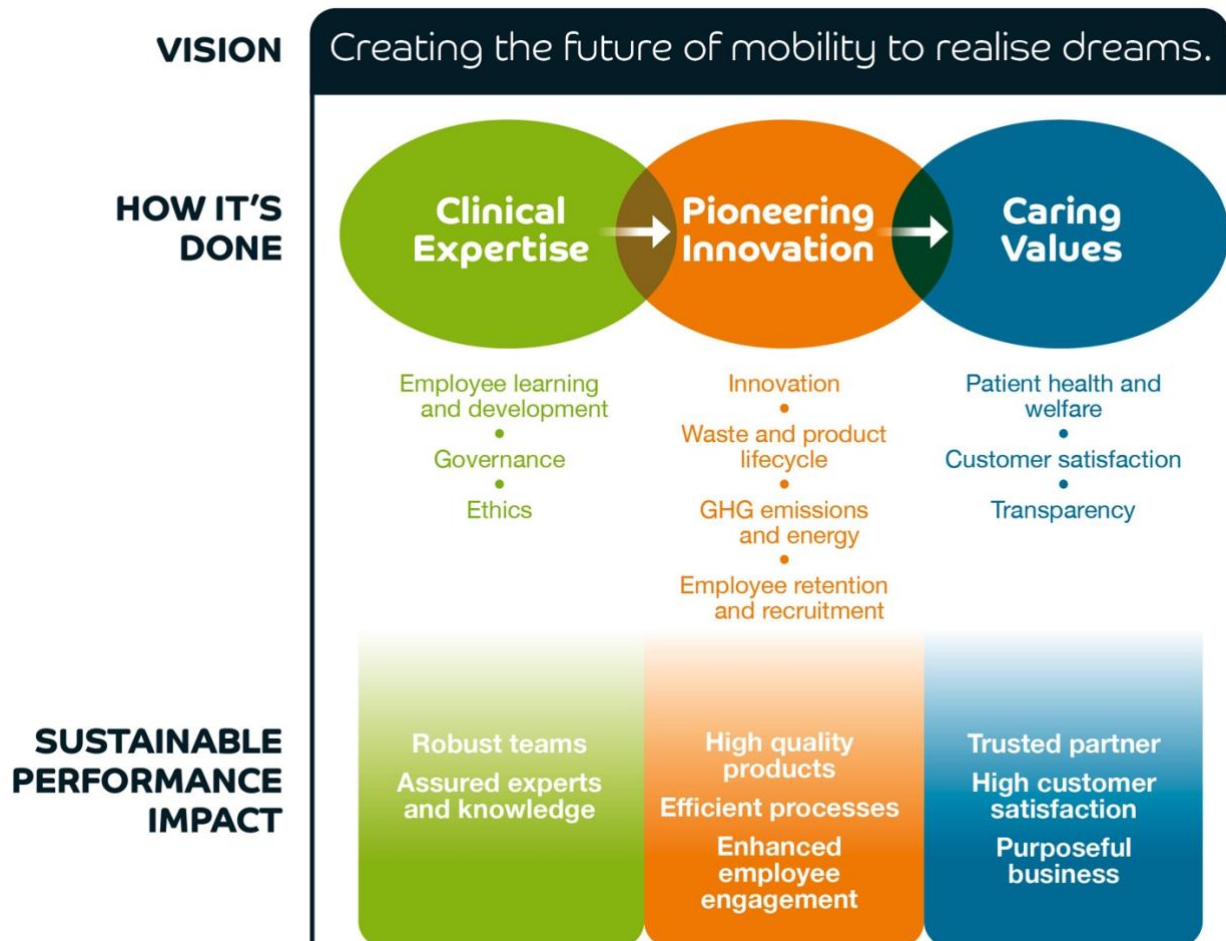
- Supply Chain
- Environment

## Our Patients

- Products and Services

## Our Community

- Philanthropic



## We Are Blatchford

We are a leading multi-award winning manufacturer of some of the worlds most advanced prosthetic technology devices. We combine clinical expertise and pioneering innovation to redefine mobility.

Blatchford believes caring for someone means always keeping their best interested at heart. For more than 130 years we have maintained a continuous relationship directly with the people who use artificial lower limbs. Our caring, innovative spirit helps us build these types of relationships.

Founded in 1890, we employ over 900 people worldwide.

Every employee plays a vital role in shaping the future of mobility and empowering people to achieve their dreams by pushing beyond boundaries.

### Committed to Every Customer

We recognise that mobility and overall wellness are deeply interconnected. Through our products and clinical services, we are dedicated to achieving the best possible clinical outcomes for every individual we serve.

Our holistic approach to product design focuses on the whole person, not just their mobility challenges. This enables us to create solutions that help people make the most of each day while supporting their long-term health and wellbeing.

We are committed to providing exceptional value, high-quality products, and an outstanding experience for every customer.

## Pioneers in Innovation

Blatchford has a proud legacy of groundbreaking achievements and continues to be recognised globally for our dedication to innovation. We were the first to introduce the commercially available hydraulic ankle, the first microprocessor-controlled hydraulic ankle, and the world's first fully integrated limb system. In 2023, we expanded our innovation into orthotics with the launch of our first microprocessor-controlled orthosis—an intelligent, life-changing device built on our award-winning prosthetic technology.

Our pioneering work has earned numerous prestigious accolades, including the Queen's Award, the MacRobert Award, the German Design Award, and the Medical Design Excellence Award in the United States.

### Collaborating for Better Outcomes

Our products are developed through close collaboration between our research and development teams, clinical specialists, patient insight groups, and customers to create solutions that deliver real results.

We partner with universities and independent researchers to validate the clinical effectiveness of our technologies. This research provides the evidence needed to support best practices within the wider rehabilitation community and gives healthcare providers the confidence to prescribe advanced technologies to their patients.

Through our Clinical Advisory Board, we engage with leading experts from beyond the fields of Prosthetics and Orthotics, bringing in fresh innovation and new perspectives that help us push the boundaries of product design and achieve superior clinical outcomes.

## Our Values



Our Values guide the way we work together to ensure our long term success. Employees are responsible for living the values and behaviours every day. Leaders are responsible for enabling these behaviours in the way they lead. It is through these behaviours that we create our culture and provide opportunity for each and every employee to contribute to sustainable business development.

**Integrity** - We are transparent in our communications, accountable to our commitments, and have the conviction to do what is right.

**Innovation** – Focused on customers, as the heart of our innovation. Defining possible by testing the impossible and recognising change as an opportunity.

**Collaboration** – United by a powerful vision and mission, that we will achieve together.

**Learning** - We are curious, acting on customer feedback. We are resilient, fail fast to succeed faster. We are constantly striving to be a better version of ourselves.

**Courage** – We are open to saying things as we see them, committed to problem solving when it matters to our customers and confident to see the possibility in the future.



# Our Products and Services

## Lower Limb Prosthetics

Replicating nature is at the heart of our design philosophy: designed according to biomechanical principles, our multi award-winning products are developed to meet the needs of the user, helping them to achieve the best rehabilitation outcomes to support a healthy future.

## Orthotics

Our advanced orthotic devices support or correct unstable joints to help restore function for people all ages with congenital, musculoskeletal and neurological conditions. We use a combination of made-to-measure bespoke devices and off the shelf solutions to help ensure optimal comfort and effective treatment.

## Seating

We are at the forefront of complex seating solutions, with both custom and modular elements designed to provide optimal posture support. The needs of the user are at the heart of our seating designs and we continually seek to support long-term well-being, while offering solutions where you can see the user and not the seat.

## Patient Solutions

Our clinical teams based in the UK and Norway provide a full range of rehabilitation services to NHS, NAV, Military and private patients. This includes; Prosthetics, Orthotics, Seating, Wheelchair and Physiotherapy services. The service care model includes the provision of high-quality individualised rehabilitation, a reassuring back up service and continuous education programmes on technical and rehabilitation topics. Our focus is entirely on the individual and our goal is to enable each patient attending one of the 400,000 appointments we provide annually to achieve greater confidence and success in their choice of everyday activities.



# Industry Trends and Challenges

Patients are playing a more active role in their healthcare journeys, with greater interest and engagement than ever before. Easy access to information has made patients more informed and capable of making knowledgeable healthcare decisions. This shift is reshaping how medical businesses communicate, placing greater emphasis on transparency, openness, and accountability.

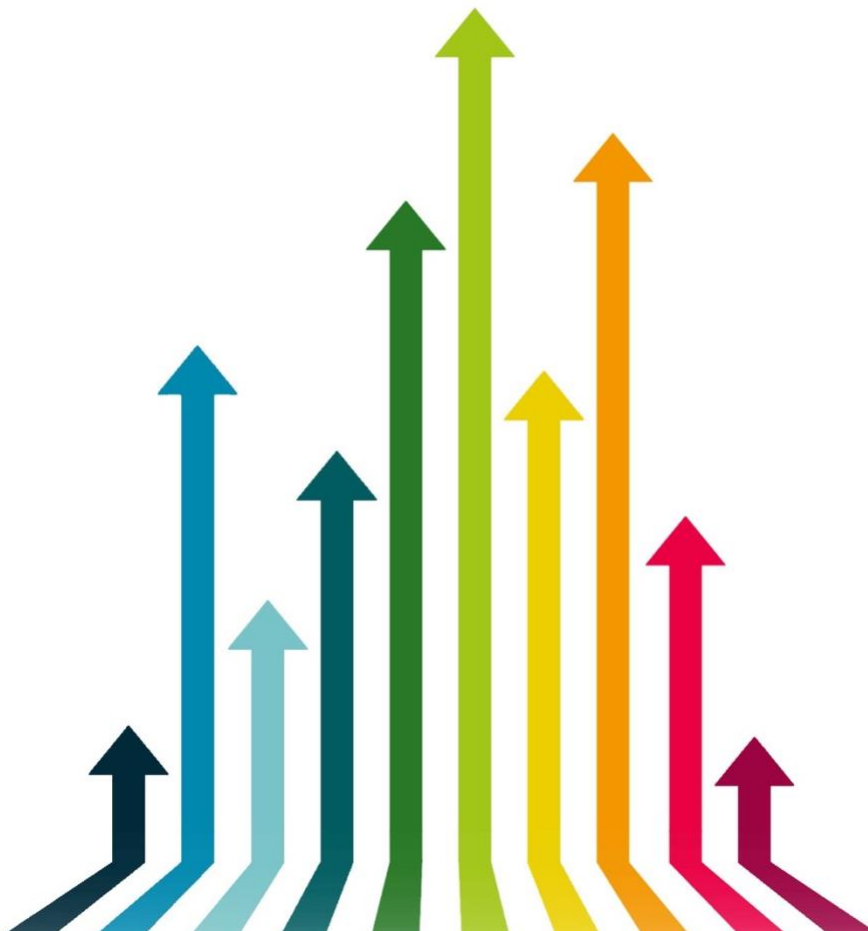
## Growing Demand for Technology

Over the past two decades, technology has transformed every industry by improving efficiency, lowering barriers to entry, and accelerating globalisation. Consumers have come to expect similar advancements in healthcare, driving a strong demand for the latest innovations. Today, medical businesses are expected to deliver meaningful technological advancements, with patient benefit as the central measure of success in new product development.

## Navigating Regulatory Compliance

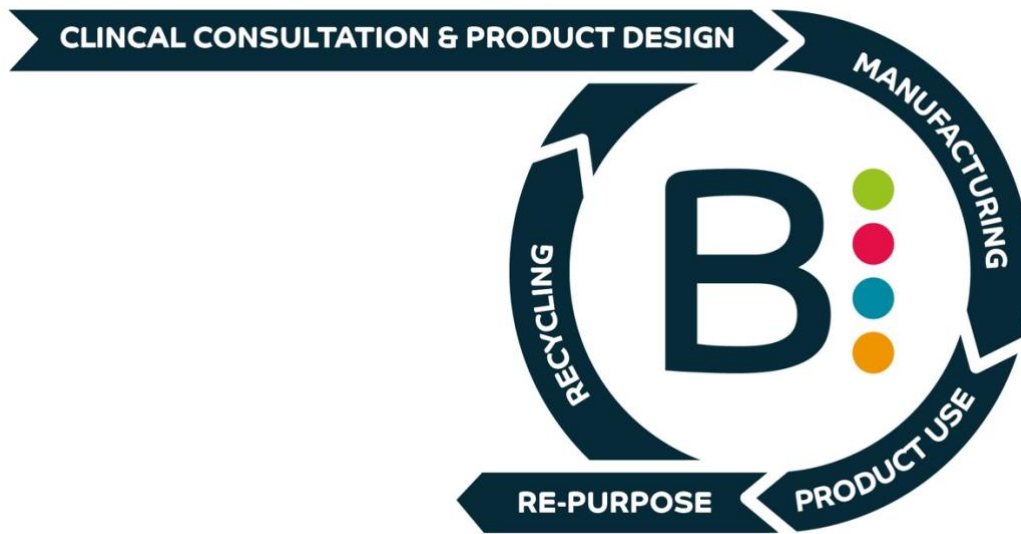
The ethical and regulatory landscape for medical businesses continues to evolve, making compliance increasingly complex. Maintaining high standards is essential for leading businesses, with a strong focus on ensuring patient-centric care as a core priority. Healthcare systems across the globe are under growing pressure from increasing populations and rising demand. Medical businesses must address the challenge of providing advanced technologies while ensuring they remain accessible and affordable to all who need them.

The global economic environment remains turbulent and unpredictable. The post-pandemic landscape presents unique challenges, requiring agility and resilience. Strong governance structures are critical to empower decision-makers and support informed, responsible actions. Maintaining a robust business model, acting with economic responsibility, and sustaining profitability remain key priorities in this dynamic environment.





# Our Commitment to Environmental, Social and Governance Principles



- **Setting ESG Goals and Metrics**  
Blatchford will define specific, measurable targets and publicly report on their progress. Where possible these goals will be tied to broader frameworks like the UN Sustainable Development Goals (SDGs).
- **Embedding ESG into Decision-Making**  
Blatchford will use ESG factors in core business decisions — from investment choices to supply chain management.
- **Creating Dedicated ESG Leadership and Governance Structures**  
Blatchford have a Board Level employee who is responsible for ESG, driving accountability and alignment throughout Blatchford.
- **Enhancing Transparency and Reporting**  
Each year we will produce regular ESG reports, verified by third parties, to provide stakeholders with clear, credible updates on their ESG performance.
- **Innovating for Sustainability and Social Impact**  
We will seek ways to invest in sustainable products, services, and technologies that not only reduce negative impact but also open up new markets — like renewable energy, circular economy products, or inclusive technologies.
- **Managing Risk and Building Resilience**  
We are committed to building long term resilience and managing our risks through embedding regulation requirements into our daily work, seeking stakeholder feedback and minimising local community impact.
- **Engaging Stakeholders**  
We actively involve, through authentic engagement, with employees, customers, communities, investors, and regulators.

For the coming year, we have chosen to focus our approach against the goals most pertinent to our business activity so that we have the greatest opportunity to contribute and make a difference to the Sustainable Development Goals Initiative

## Health and Wellbeing for All

Promoting the health and wellbeing of all individuals is a vital component of sustainable development. Advances in healthcare technology have enabled significant strides in addressing global health challenges.

### Our Commitment

Through innovation and a deep commitment to every patient, we strive to enhance lives and support the resolution of global health issues. We are dedicated to making our healthcare solutions accessible worldwide and prioritising long-term health outcomes. Our development approach focuses on delivering sustainable, clinically effective solutions that support enduring wellbeing.

## No Poverty

Eliminating poverty in all its forms continues to be one of the most pressing global challenges. Although the number of people living in extreme poverty fell significantly from 1.9 billion in 1990 to 836 million in 2015, millions still lack access to basic human necessities.

### Our Commitment

Our procurement and operations teams are dedicated to upholding fair labor practices across our global supply chain. We work to ensure that all workers receive fair wages and enjoy equitable employment rights.

## Reducing Inequality

Despite notable advancements in gender equality and the empowerment of women, further progress is essential in addressing disparities related to race, religion, socioeconomic status, and access to healthcare. Equality is not only a basic human right—it is also a cornerstone for building a peaceful, prosperous, and sustainable society.

### Our Commitment

We are dedicated to fostering an inclusive and supportive environment where everyone is valued and respected. Through our products and services, we aim to create equitable opportunities and broaden access, helping to reduce inequalities now and in the future.

## Meaningful Work and Economic Growth

Economic progress should be a force for good—driving prosperity while creating decent, meaningful employment opportunities.

### Our Commitment

Since our founding in 1890, we've significantly expanded our operations. Today, we employ over 900 people worldwide, export products to more than 42 countries, and operate advanced research, design, and production facilities in the UK. We remain focused on setting ambitious, growth-oriented goals that contribute positively to both local communities and the global economy.

## Industry, Innovation and Infrastructure

Addressing future challenges requires long-term thinking—through building resilient infrastructure, encouraging sustainable industrial practices, and driving purposeful innovation.

### Our Commitment

We invest continuously in our operations and actively seek ways to enhance our processes and long-term value. Our teams are deeply committed to addressing the needs of patients and driving innovation across product development and design.

## Responsible Production and Consumption

While the Earth has provided vast natural resources, unsustainable consumption patterns have led us to exceed its limits. Responsible resource management is essential.

### Our Commitment

We aim to track and reduce our environmental impact wherever possible, integrating sustainable practices throughout all areas of our business across global operations.

## Climate Action

The signs of climate change are undeniable, and the cost of inaction is immense. However, meaningful change is possible through education, responsibility, and a firm commitment to climate goals.

### Our Commitment

We are dedicated to environmental stewardship—reducing pollution, ensuring compliance with environmental regulations, and continuously improving our environmental management systems to help protect the planet.







## Our People

To achieve our ambitious business goals, we recognise that our success relies on skilled, empowered individuals working safely and effectively across all areas of our organisation. With a global team of over 900 employees, we place great value on our people—investing in their development, offering meaningful careers, and supporting lifelong learning.

For over 130 years, Blatchford has been on a journey of innovation and impact. Building on our legacy of success, we remain united in our commitment to helping our customers and patients achieve their mobility goals—today and for generations to come.

## Employee Value Proposition

We believe in fostering a culture of innovation, collaboration, and continuous growth. Blatchford provides a flexible environment, which puts the individual at the centre of our approach.

### Learning and Development

We believe that passionate, purpose-driven individuals delivering exceptional performance are the foundation of long-term business success. That's why learning is one of our core values.

To help our people reach their full potential, we provide diverse learning opportunities and meaningful experiences. Our investment includes a broad range of behavioural, leadership, and accredited training programmes, all accessible via a centralised training platform that hosts both mandatory and optional courses.

A strong coaching and mentoring culture runs throughout Blatchford. Whether it's technical, functional, or clinical development, we ensure equal opportunities for all employees to grow and succeed.

We also collaborate with leading international universities and recognised industry bodies to ensure our people are equipped with the highest standards of knowledge and expertise in the field.

### Educating and Supporting Healthcare Practitioners

Within our Patient Solutions business, we deliver high-quality education led by experienced senior clinicians. Our dedicated training and education programme provides a wide range of learning opportunities designed to enhance clinical skills and support the ongoing professional development of healthcare practitioners.

### Health and Safety

We are fully committed to the safety and wellbeing of every employee, contractor, customer, and supplier. Our goal is to maintain a sustainable and risk-free working environment across all our operations.

To underscore this commitment, our Board of Directors has appointed a dedicated Group Lead for all health and safety matters, ensuring consistent focus and leadership in this critical area.

## Mental Health and Wellbeing

At Blatchford, we prioritise mental health and wellbeing by creating a supportive and healthy workplace where every employee can thrive.

We remain responsive to individual needs through a culture of awareness, inclusive support systems, and partnerships with specialist organisations that provide expert guidance. Our aim is to enable every person to flourish—both personally and professionally.

## Leadership

### Equality and Diversity

We are committed to building a diverse and inclusive workforce that values and respects individual differences. By embracing varied backgrounds and perspectives, we enhance our workplace culture and improve the way we work. Our goal is to foster an environment where diversity is celebrated and equality is embedded across the organisation.

All new employees receive induction training on our Equality and Diversity Policy, ensuring they understand our expectations from day one. In addition, managers receive specialised training covering areas such as race, gender, gender identity, disability, sexual orientation, age, and religion. All policies are easily accessible via our internal communication network.

### Dignity at Work

We are dedicated to maintaining a workplace where everyone is treated with respect and fairness. Harassment, bullying, and victimisation have no place at Blatchford, and we operate a strict zero-tolerance approach.

Our policy clearly outlines what constitutes inappropriate behaviour and ensures that every employee—regardless of role or location—has access to the guidance and support needed to report and resolve any concerns. We believe that promoting dignity at work is essential to protecting individual wellbeing and maintaining a healthy, productive culture.



Blatchford achieved recognition with Great Place to Work, achieving certification in the UK, US and Norway in 2024. With over 83% of our global workforce responding, we achieved an overall trust score of 73%, with employee engagement earning a score of 79%.

## Governance

### Anti-Bribery

In alignment with the UK Bribery Act 2010—which modernised legislation to reflect the realities of today’s commercial landscape—we are committed to upholding the highest standards of ethical conduct and integrity across all our operations, regardless of location.

To support this commitment, we ensure that accurate records are maintained for all commercial activities involving stakeholders such as contractors, suppliers, governments, and customers.

Given the global scope of our business, we recognise the increased risk of exposure to bribery in certain regions. To address this, we conduct thorough risk assessments across all operating locations and provide tailored guidance to employees working in or visiting higher-risk areas.

## Ethics and Integrity

We are committed to a strong ethics and compliance culture and we do not tolerate behaviour or action that is inconsistent with our values, code of conduct or the applicable laws and regulations. All employees are responsible for upholding the values and contribute in creating an ethical business culture. Our employees also have an obligation to report any suspected ethical violations.

We are dedicated to fostering a strong culture of ethics and compliance. We do not tolerate any behaviour or actions that conflict with our values, Code of Conduct, or applicable laws and regulations. Every employee plays a vital role in upholding these standards and contributing to an ethical workplace. In addition, all employees are expected to report any suspected breaches of ethical conduct.

## Employee Voice

Our Employee Voice was established to enhance transparency and improve the degree of communication and consultation throughout the company. This is a platform in which employees from all areas of our business can offer ideas and suggestions on how we can improve our business. The forum also provides a mechanism to inform representatives about core business developments, which is filtered down to all employees.

The Employee Voice platform was created to promote transparency and strengthen communication and consultation across the organisation. It provides employees from all departments with the opportunity to share ideas and suggestions for improving our business. This forum also serves as a channel to keep employee representatives informed about key business developments, ensuring important information reaches all staff.

## Gender Pay Gap

We employ over 900 people worldwide, the majority of whom are specialised clinicians, technicians, and design and development engineers, supported by a global team. In a competitive industry where specialised skills are in high demand, we recognise that gender equality is a key component of our broader commitment to diversity and inclusion.

We're proud to report that our gender pay gap remains significantly below the UK national average—just 0.8%, with our median pay 6.4% higher in favour of women.

We remain committed to achieving full gender parity by continuing to promote hybrid and flexible working arrangements, supporting STEM career pathways, and developing structured career frameworks.

## Information Security

We are committed to maintaining and improving Information Security within the organisation and minimising its exposure to associated risks. Our approach is aligned to the principles of ISO 27001 and it is our policy to ensure that:

- The confidentiality of corporate, client, suppliers, employees and patient information will be assured;
- Information (however stored) will be protected against unauthorised access;
- The integrity of information will be maintained;
- Statutory requirements will be met, including those relating to all national data protection regulations.

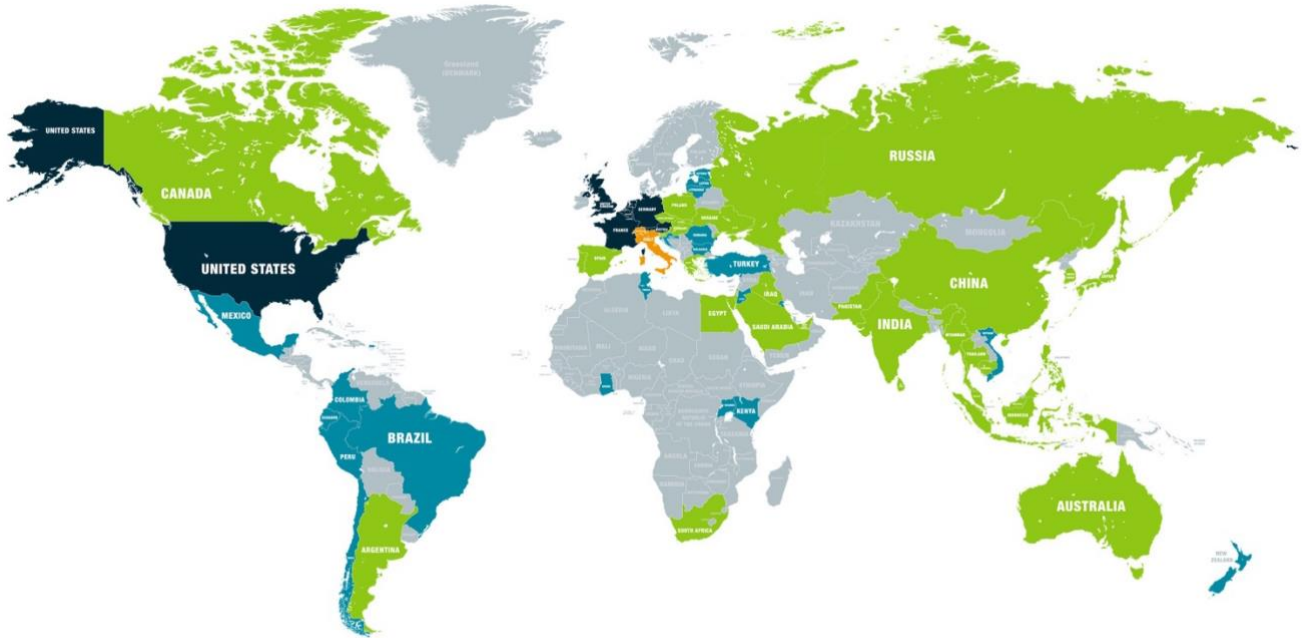
In 2023, we were successful in achieving Cyber Essentials Plus.





# Our Operations

As a multinational business, our patients, suppliers and distributors are spread around the world. Our aim is to trade ethically, source responsibly and assure the safety and human rights of workers in our global supply. We are also committed to finding ways to reduce our carbon footprint and minimising the impact we have on the environment.



## Supply Chain

Our supply chain encompasses the full range of businesses and people associated with the development, production, distribution and the after-sale service of our products and services. We have a formal sustainable procurement policy which aims to integrate environmental, social and economic factors into procurement decisions.

As a multinational business, we serve patients, suppliers, and distributors across the globe. Our goal is to conduct our operations ethically, source materials responsibly, and uphold the safety and human rights of workers throughout our global supply chain. We are equally committed to reducing our carbon footprint and minimising our environmental impact wherever possible.

### Supplier Audits

We expect our suppliers to meet the same high standards for health and safety, labour rights, ethical conduct and environmental protection that we apply to our own business. Existing suppliers are expected to follow our Supplier Code of Conduct, and prospective suppliers are required to pass our evaluation and approval procedure. We complete regular supplier visits as part of our audit process.

Our aim is to improve the transparency with our key suppliers and we recognise that addressing sustainability collaboratively can lead to a number of positive outcomes.

We hold our suppliers to the same high standards of health and safety, labour rights, ethical conduct, and environmental responsibility that we apply to our own operations. Existing suppliers are required to adhere to our Supplier Code of Conduct, while new suppliers must successfully complete our evaluation and approval process. Regular site visits are conducted as part of our audit framework to ensure ongoing compliance.

Our objective is to strengthen transparency and collaboration with key suppliers, recognising that a shared commitment to sustainability can drive meaningful and positive outcomes.

## Risk Management

To ensure continuous supply to our customers and patients, we assess potential gaps and implement constructive plans to mitigate product supply chain risk. During 2023 we developed a Global Supplier Risk Register which assesses the criticality of our suppliers.

To maintain consistent product availability for our customers and patients, we proactively identify potential vulnerabilities and implement targeted mitigation strategies within our supply chain. In 2023, we established a Global Supplier Risk Register to evaluate the criticality of our suppliers and better manage associated risks.

## Modern Slavery Act

Modern slavery is defined as slavery, servitude, forced or compulsory labour and human trafficking. To combat this exploitation, the Modern Slavery Act was brought into force in the UK to give law enforcement the tools to fight modern slavery and ensure businesses are taking the necessary actions to mitigate exploitation in their supply chains.

We are committed to ensuring that there is no slavery or human trafficking in our supply chain or in any part of our business. We aim to act ethically and with integrity in all our business relationships, implement effective systems and adhere to controls to ensure slavery and human trafficking is not taking place anywhere in our businesses or in our supply chains.

Modern slavery encompasses slavery, servitude, forced or compulsory labour, and human trafficking. The UK's Modern Slavery Act was introduced to equip law enforcement with the tools to combat these crimes and to ensure that businesses take accountability for addressing risks within their supply chains.

We are firmly committed to preventing slavery and human trafficking in every part of our operations and supply network. We operate with integrity and uphold ethical standards across all business relationships, supported by robust systems and controls to detect and prevent exploitation.

## The Blatchford Group:

Parent company  
and wholly  
owned  
subsidiaries



Operates  
**inside**  
and  
**outside**  
of the **UK**

**Advanced  
Technology**



and  
**Patient  
Solutions**



**Global Supply  
Chain Networks**



**Transparent  
& Fair**

**Protecting  
Human  
Rights**



**Minimum Wage**

**Working Time  
Directive**



**Training**

**Risk Assessment**



**Blatchford is  
committed to  
supporting the  
elimination of  
Slavery and Human  
Trafficking from  
society, through  
effective  
collaboration with  
our supply chain.**



# Environment

We are committed to reducing the direct environmental impact of our operations by setting clear objectives and actionable plans. Our approach is to minimise environmental effects across all areas of our business by lowering the carbon intensity of our operations and using natural resources more efficiently.

Our environmental priorities include improving energy efficiency at our facilities, reducing waste relative to output, and identifying opportunities to use sustainable materials. We have set a clear goal of achieving Net Zero carbon emissions by 2045.



To support this commitment, we operate an Environmental Management System (EMS) certified to BS EN ISO 14001, with oversight from senior management through a structured review process. The EMS focuses on:

1. Regular assessment and review of our environmental impact
2. Prevention of environmental harm arising from our activities
3. Minimisation of material use and energy waste
4. Staff training and initiatives to drive behaviour change
5. Collaboration with clients to support shared carbon-neutral goals
6. Enhancing energy efficiency in buildings, processes, and IT systems, and sourcing renewable energy where feasible
7. Establishing and tracking environmental objectives based on these priorities

## Emissions

Climate change and the burden placed on air quality are some of the key challenges we face as a manufacturer. We therefore aim to pursue a reduction in emissions of CO<sub>2</sub> and pollutants in our manufacturing process relative to our production and general operating output. Complying with the applicable regulations is also a key imperative in each of the different regions Blatchford operate.

As a manufacturer, climate change and air quality are among the most significant environmental challenges we face. We are committed to reducing CO<sub>2</sub> emissions and pollutants associated with our manufacturing and general operations, in proportion to our production output. Compliance with relevant environmental regulations across all regions in which we operate is a fundamental requirement.



## Resource Management

Forward planning identifies material and equipment requirements to fulfil our commitment to contracts and orders. The need for resources is based on the analysis of new product introductions, production forecasts, current and proposed equipment, customer feedback and budgets. This doesn't just stop with us. We will also be reviewing our supply chain in order to reduce our carbon footprint.

We use forward planning to manage materials and equipment in line with contract commitments and production needs. This includes analysing new product introductions, production forecasts, equipment requirements, customer feedback, and budgets. Our efforts extend to the supply chain, where we continuously explore ways to reduce our overall carbon footprint.

## Waste and Product Life Cycle

Sustainable waste management is a key element of our environmental strategy. We aim to reduce reliance on finite natural resources by ensuring, wherever possible, that materials can be reused, recycled, or disposed of through environmentally responsible methods. We work closely with key suppliers to support these goals throughout the product lifecycle.



# Our Patients

Our commitment to patients is to provide the most technologically advanced prosthetic, orthotic and specialist seating solutions that prioritise the wellbeing and long-term health to achieve superior clinical outcomes for our users. Through our experienced multi-disciplinary team of clinicians our prosthetic, orthotic and rehabilitation treatment options are tailored to each patient using evidence-based care methods, ensuring the best possible outcome.

We are committed to delivering the most advanced prosthetic, orthotic, and specialist seating solutions, with a focus on promoting the long-term health and wellbeing of our patients to achieve optimal clinical outcomes. Our experienced multidisciplinary team of clinicians provides personalised prosthetic, orthotic, and rehabilitation care, using evidence-based practices to ensure the best possible results for each individual.



# Products and Services

## Responsible Product Development

The advancement of technology and the rapid pace of innovation in the modern era has inevitably involved important considerations and debate surrounding the necessity and primary motivation for new product development. In other words, the time, capital and the use of natural resources associated with innovation and new product development should be substantiated with clear and meaningful benefits for the patient.

The main driving force behind advancing lower limb prosthetic technology in the 21<sup>st</sup> century is biomimetic design; reproducing the biomechanical performance of natural limbs. In our view, the clinical needs of patients must fuel the design, the engineering principles and the technical specifications of its performance must cater to the targeted demographic of patients.

In today's fast-paced, innovation-driven world, advancing technology demands thoughtful consideration—particularly around the purpose and impact of new product development. Time, investment, and natural resources must be justified by delivering meaningful benefits to patients.

A key driver in the evolution of lower limb prosthetic technology is biomimetic design—replicating the biomechanical function of natural limbs. We believe patient needs must be at the heart of every innovation. The design, engineering, and performance specifications of each product should be informed by clinical demands and tailored to the specific needs of the intended user.

## Regulatory Compliance and Quality Control

To keep abreast of rapidly evolving regulation, we recognise the importance of having an effective, robust and reliable regulatory compliance system in place. Our quality systems help ensure compliance with applicable global regulations and establish standards for product design, manufacturing and distribution.

As a provider of premium-quality rehabilitation products, we regard the safety of our products as a central element of our product responsibility. Products are developed and manufactured under quality management systems and are subject to safety audits. We also aim to monitor our products in the market and follow up any reports relating to safety. In the unlikely event of product safety concerns, we immediately inform the responsible authorities and introduce all necessary measures to protect our customers.

We are certified to ISO 13485.

To stay aligned with an increasingly complex and evolving regulatory landscape, we maintain a robust and proactive regulatory compliance framework. Our quality management systems ensure adherence to international standards governing product design, manufacturing, and distribution.

As a provider of high-quality rehabilitation solutions, product safety is fundamental to our responsibility. All products are developed and manufactured under certified quality systems and undergo rigorous safety audits. We actively monitor product performance in the market and address any safety-related reports promptly.

In the rare event of a safety issue, we notify the appropriate regulatory authorities immediately and implement all necessary measures to safeguard our users. Our operations are certified to ISO 13485, underscoring our commitment to quality and compliance.





# Philanthropic



## Advocates Mobility Matters Now

Blatchford's Ambassador program has undergone a dynamic transformation with the launch of the **Advocates Program**. This refreshed initiative is designed to highlight our innovative product portfolio and the remarkable individuals who are showing the world what is possible with modern prosthetic and orthotic technology.

The heart of the program is captured perfectly by Advocate and wearer of both the Echelon and Blade XT, Penny Pan, who says:

*"I want to do more – London Marathon, hiking, surfing, dancing, everything! The sky is the limit, not the leg!"*

Our Advocates help extend the reach of our mission, educating and empowering people living with limb loss or difference, as well as their families and caregivers. They also play a crucial role in product development by contributing to global research, testing, and refinement. Whether through insightful feedback or participation in key events like OT World, ISPO, and AOPA, our Advocates drive tangible progress in the industry.

Their stories, captured through powerful testimonial films, reveal the true impact of Blatchford technology. For instance, Paralympian Jack Eysers, fresh from winning Silver at Paris 2024, proudly

wears the KX06, a knee he has taken everywhere from Paralympic Village, 10 Downing Street, to the nursery to pick up his daughter. His journey shows hydraulic prosthetics' incredible versatility and reliability in both elite performance and everyday life.

Longtime wearers Chris and Denise Arthey provide another example of lasting impact. They have worn Blatchford technology for over 15 years and recently supported the launch of our K2 MPK, *Avior*. Their contributions to its development ensure that new users stepping onto Avior benefit from years of insight and lived experience.

Then there is Penny Pan, a shining example of resilience and ambition. After becoming an amputee at 16, she graduated from Oxford University and works at Investec. Whether wearing the Blade XT or the Echelon, Penny uses her prosthetic not just for mobility but as a tool for adventure, confidence, and self-expression. Her story is both moving and inspirational, illustrating the freedom that advanced prosthetics can offer.

With new Advocates joining regularly, the program continues to grow, expanding its reach and enriching the global conversation around limb difference. Through their voices, Blatchford is driving innovation and fostering a powerful community of support and inspiration. The Advocate Program is a living testament to our commitment to improving lives through **mobility made possible**.

## Community Engagement and Support

Supporting charitable organisations grow and sustain their mission, over the past 12 months, through the Blatchford Charity. Blatchford has supported Limb Power, OPAF, Amputee Coalition, Superhero Series, Steel Bones, Whizzkidz, Limbs For Africa. Sheffield Childrens Hospital, St Michaels Hospice and AOPA. Wherever possible we support organisations that support and raise awareness of amputees. Our support goes beyond purely donations and has included re-purposing limbs, staff time and technical support. Over the past 12 months, our employees have provided in excess of 500 hours of volunteering and provided 265 prosthetics for re-purposing.



