



Policy

# Responsible sourcing



*at the heart of healthcare*

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## 1. Introduction

Mediq is an international healthcare company with presence in 13 countries. The head office is located just outside Utrecht, the Netherlands. We have around 3.000 employees and we are committed to improve healthcare outcomes and the affordability of care. Where we operate, we deliver the right and the most efficient outcomes to healthcare by providing products, services and solutions. We do this with a *caring heart*, *customer drive* and *champion spirit*. These values are at the heart of everything we do. They are embodied with pride by our colleagues, our teams across Europe.

As a partner to healthcare professionals, we operate in various healthcare sectors. From hospitals to healthcare institutions, pharmacies, home care and primary care practices. We provide resources, knowledge and logistics solutions to help and ease the pressure on healthcare professionals. This allows them to focus even more on what is really important: to care for the patient. We provide healthcare professionals and healthcare sourcing departments with products, (online) services, knowledge and logistics solutions.

### 1.1 CSR at Mediq

At Mediq, Corporate Social Responsibility (CSR) is embedded in everything we do. Doing our business responsibly impacts stakeholders such as, patients, healthcare providers, insurers, vendors, and, of course, our employees. That is why we are committed to our [CSR strategy](#) and aim to further grow in our CSR efforts and contributions. In alignment with the UN Sustainable Development Goals – SDG 3: ‘Ensure healthy lives and promote well-being for people for all at all ages’ we focus on “Health system strengthening” and “Patient empowerment and well-being”. This is where Mediq can contribute to building a sustainable future.

In addition, Mediq operational focus areas in which we are aware of the environmental impact of our business and strive for optimal processes to minimize our impact. We are cognizant of our impact on our employees, the environment and society. Not just for today, but also in the future.

### 1.2 Responsible sourcing at Mediq

At Mediq, we strive to provide safe, high quality, effective products and services to customers across the business, from supply chain through delivery. Based on our core values we select and closely cooperate with suppliers and seek innovation to reduce the environmental impact. We believe that while we grow our business we should do our best to minimize our impact on the environment, society

and planet. We recognize that our operations and sourcing decisions can have an impact on social, environmental, and economic conditions, both in our industry, countries we operate in and across global supply chains. It is important for us that our sourcing practices are sustainable and up to a global standard.

The requirements of our responsible sourcing practice are included in our Supplier Code of Conduct. Our suppliers are expected to live up to our Supplier Code of Conduct as part of the agreement between Mediq and the supplier (and is an extension of our Code of Conduct). With the Supplier Code of Conduct we expect our suppliers to live up to specific requirements with regards to amongst others: labor & human rights, ethics, environment, health & safety, and privacy and security. All these requirements are based on the guidelines set by the United Nations declaration of human rights and the ILO conventions.

## 2. Scope

This policy applies to all sourcing activities of all Mediq entities in the countries Mediq operates in. This includes:

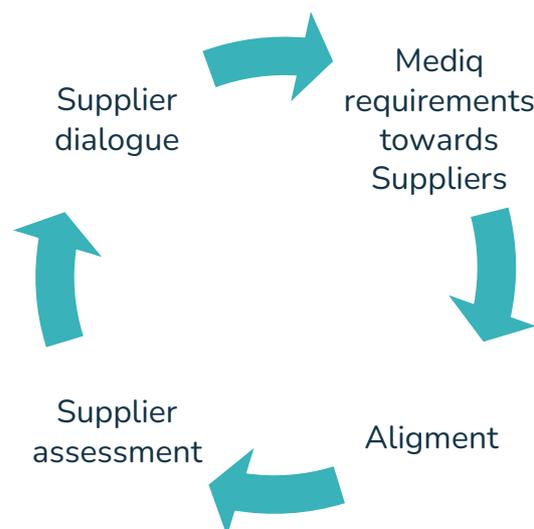
- tier 1 suppliers (we have a direct contract)
- companies in any tier that are involved in the work/services that a tier 1 supplier covers
- all sizes of business we work with (SME, small companies, etc.)
- Employees of the supplier as well as subcontractors.

It is intended to emphasize Mediq's responsibility to source products in a social and environmentally responsible manner. This policy describes our approach.

## 3. Our approach

To provide for continuous calibration with generally adopted standards we have developed one cycle with four stages.

- Mediq requirements towards Suppliers
- Alignment
- Supplier assessments
- Supplier dialogue



### 3.1 Mediq requirements towards Suppliers.

Supplier requirements and standards are described our Supplier Code of Conduct. By signing / accepting a supply contract (of which the Supplier Code of Conduct will be an integral part of), suppliers are to respect these requirements. Within our Supplier Code of Conduct we cover several aspects related to responsible sourcing. We summarize them below (for the full description we refer to our full [supplier code of conduct](#)).

**Labor & human rights:** The supplier supports and complies with the United Nations Universal Declaration of Human Rights (1948) and all applicable laws and regulations, including actively working to prevent violations. The supplier upholds the spirit of the Universal Declaration of Human Rights in respecting the rights of its employees, the communities in which the supplier operates and those with whom the supplier does business. Suppliers also respect the rights of business partners and of the communities in which they operate.

**Ethics:** Business will be conducted with integrity. Mediq and the supplier act in good faith, responsibly, competently, carefully, and with respect for the environment and society.

**Environment:** Suppliers must conduct their operations responsibly in relation to the environment and comply with local and national environmental legislation. Environmental measures must be taken into consideration throughout the production and distribution chain ranging from the extraction of raw material to the consumer sale.

**Health & Safety:** Mediq and its suppliers are responsible for providing a healthy and safe work environment for their employees. In order for the working environment to be healthy, employees of Mediq's suppliers need to have access to clean toilet facilities, potable water, and any other facilities that local law prescribes. In order for the working environment to be safe, no abusive or threatening behavior is allowed (i.e. no verbal, physical or emotional harassment).

**Privacy and security:** Mediq expects its suppliers to ensure their full compliancy with the European General Data Protection Regulation, other privacy and information security laws and requirements when personal data is being collected, stored, processed and shared. Our suppliers must protect and respect the personal data of everyone involved in their business, including but not limited to employees, customers, consumers and suppliers.

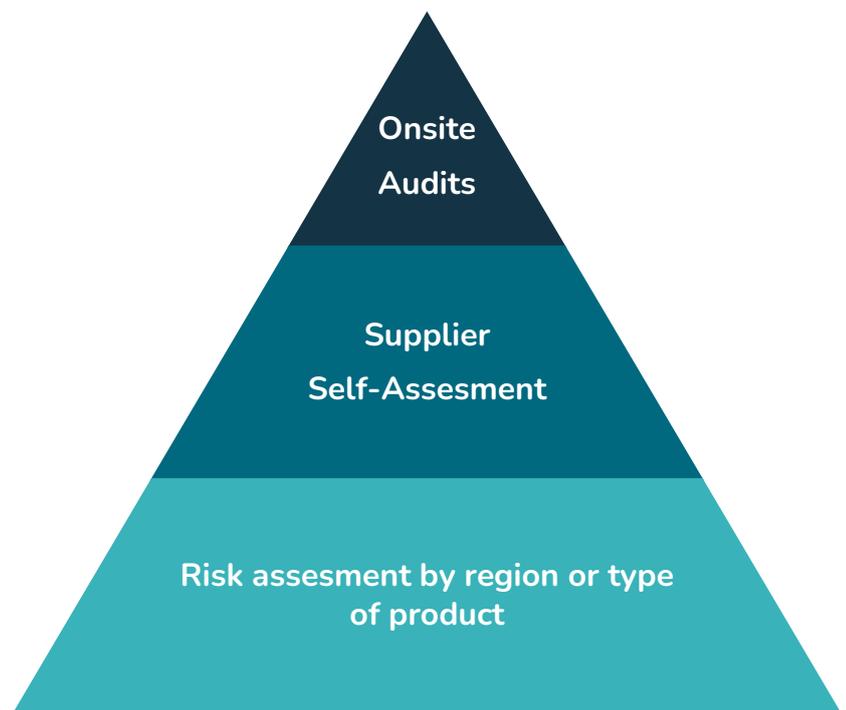
## 3.2 Alignment

We are constantly monitoring new regulations and relevant developments to safeguard that our approach and standards remain up to date. Each year Mediq checks whether we are still compliant to the newest UN regulations and other relevant regulations. Also, we set annual strategic focus areas and goals. These focus areas and goals are shared with all colleagues to create internal awareness and accountability for the program.

## 3.3 Supplier assessments

Supplier assessments are based on a layered approach. Supplier assessment can be: risk assessment by region or type of product, self-assessment questionnaires or on site audits. Our due diligence process is as follows: In first instance Mediq will verify alignment to and achievement of the mandatory requirements under our Responsible Sourcing Policy through the use of supplier self-assessment with a Mediq preferred risk assessment tool.

The risk assessments will be based on the size of the business, products being supplied, and country of origin, using data from an external expert organization. As a second phase an independent verification by a third party onsite auditor in high risk or non-compliant sites will take place. For the onsite audits Mediq uses industry leading methodologies.



## 3.4 Supplier dialogue

Based on findings of the supplier assessments we will have pro-active communications with our suppliers on next steps where required. Together with our suppliers we will draft corrective action plans that need to be executed within a certain amount of time. Our ambition is to embed responsible sourcing in our supplier relationship management program.

## 4. Policy adherence

Mediq expects its suppliers to accept and uphold the policy. In case of a non-observance of the Policy, Mediq will be entitled to take an appropriate action.

## 5. Ownership

Owner of the policy: Group sourcing department