



# Our continuous circle of care

—  
creating connections to help patients live higher quality lives



Supplier CSR  
in Mediq

[mediq.com](https://www.mediq.com)

## It's about people

Integrity is a cornerstone in our business. In fact, doing business in a responsible and sustainable way has made us what we are today – a trusted partner for healthcare professionals, payors and patients. But our story is about more than just us. It's about the millions of people who deserve to live their lives to their full potential. Our mission is to create connections to help patients live higher-quality lives. We play a key role along the entire healthcare value chain, connecting the stakeholders to maximize the benefits for everyone involved – patients, healthcare professionals, payors and suppliers. This is what we call our “continuous circle of care”.

As part of this circle, Mediq takes its responsibility as a supplier of safe and responsible products seriously. That's partly because many of the products we supply carry high risks. But also because child labor, corruption, lack of labor rights, and risks to worker health and safety are widespread in some of the countries we source from and in some product categories.

In the Nordics, we take a joint approach to our work with supplier CSR. Our customers in this region are frontrunners in responsible sourcing, and as a trusted partner we work every day to meet and exceed their expectations. This is deeply rooted in our corporate values. We encourage those responsible business practices in our supply chains. For our suppliers, a Nordic approach means that is easier to report CSR compliance. Joining forces, we expect positive impacts such as increased transparency, proactive risk management and continuous improvements. This drives business value, and ultimately, the lives of everyone involved.

## What is responsible sourcing

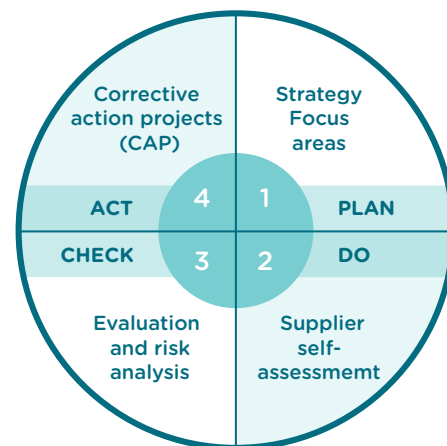
Responsible sourcing means looking at what and how we purchase beyond the traditional aspects of cost, quality and delivery. We consider ethics, labor rights, and social and environmental issues when we evaluate suppliers for products and services across all categories. This means a stronger focus on compliance with our CSR requirements, moving together towards a more sustainable future.

Responsible sourcing builds on internationally acknowledged laws and conventions, including the United Nations' Universal Declaration of Human Rights and conventions on labor rights and decent work from the International Labour Organization (ILO). Our own ethical guidelines oblige us to align with such standards.



# Our approach to supplier CSR

We can only live up to our ambitions with our suppliers' help. That's why we focus on building strong relationships with suppliers willing to join our journey. Our annual supplier CSR due diligence process ensures that we work systematically to identify and mitigate supply chain risks.



## Mediq sets clear requirements for suppliers:

- New suppliers are pre-qualified with the Mediq supplier CSR survey.
- Suppliers must commit to the Mediq Supplier Code of Conduct and are controlled to ensure they execute similar demands on their own suppliers.
- Our supplier CSR survey is based on high standards in how suppliers work with responsibility in their own value chains, identifying risks and opportunities for development.
- We ensure transparency in the value chain at several levels and where high risk is identified, we require suppliers to reveal their suppliers so that we can contact them.

## The Mediq CSR supplier survey

The supplier CSR survey is an assessment that monitors how closely our suppliers have implemented the Mediq supplier code of conduct. This enables insight into the various steps of the journey our products and services take from raw material to final use. Supplier performance is scored, resulting in a CSR profile according to the results of the assessment. This makes it easier for us to evaluate suppliers and clearly identify areas for follow-up. We collaborate with the best external CSR specialized organizations which provide us with digital solutions and services for sustainable supply chain.

Our CSR supplier approach is developed - with our patient in mind, the environment, our supplier code of conduct - ,but also to meet requirements in public procurement for CSR in the supply chain and increasing demands for transparency. We control how suppliers work with CSR in their own business and with their own suppliers. Topics such as labor and human rights, environment, health and safety and anti-corruption are at the core of our assessments. This way Mediq ensures to uphold the continuous circle of care - for all involved parties - from workers to patients.



Code of Conduct



CSR supplier survey



Evaluation and risk analysis



Audits and visits



Dialogue



Corrective actions



Client expectations

# The Mediq Supplier Code of Conduct

While our employees are guided by the Mediq Code of Conduct in their daily work, our Supplier Code of Conduct outlines the requirements that we place on suppliers of products and services. The code embodies our core values and is based on international regulations and guidelines. Suppliers are responsible for communicating the code to their workers and sub-suppliers and are expected to work only with suppliers that uphold these standards.

## Topics covered in the Mediq Supplier Code of Conduct:

- **Compliance with all applicable laws and regulations**, including actively working to prevent violations.
- **Ethical business practices** – business will be conducted with integrity, where Mediq and the supplier act in good faith, responsibly, competently, carefully and with respect for the environment and society.
- **Respect for human rights** – suppliers must support and comply with the United Nations' Universal Declaration of Human Rights. No employee shall suffer harassment, physical or mental punishment or other abuse. Suppliers also respect the rights of business partners and of the communities in which they operate.
- **Antitrust policy** – suppliers fully commit to complying with antitrust and competition laws designed to promote free and open competition in the marketplace.
- **Conflicts of interest** – Mediq employees must avoid situations where personal interests may conflict with supplier interests.
- **Requirements relating to working and environmental conditions** – This code of conduct is based on internationally acknowledged UN and ILO conventions and sets out a minimum standard. The employment legislation applicable to the place of production shall be respected. Where national laws and regulations cover a topic that is also dealt with in this code of conduct, the higher standard shall apply
- **Marginalized populations** – resources and livelihoods of marginalized populations must be protected when producing or extracting raw materials.
- **Protection of the environment** – environmental measures shall be taken into consideration throughout the production and distribution chain, ranging from the production of raw materials to the consumer sale. National and international environmental legislation and regulations must be respected.

