


CSR REPORT 2020

# Mediq & social responsibility



MEDIQ



A photograph of a person sitting on a couch, with a white bandage on their left arm. The person is wearing a white lace top. The background shows a window with greenery outside.

At Mediq, our purpose is to help people with chronic illness live better lives and to support the professionals who care for them. We take responsibility for our impact on our employees and the environment as well as our impact on society.

# CSR REPORT 2020

Mediq's CSR strategy is based on two leading sustainability dimensions, aligned with UN Sustainable Development Goals. **“Health system strengthening”** and **“Patient empowerment and well-being”** are our two leading pillars with the corresponding transformations to accelerate across markets and therapy areas, which contribute to **SDG 3 ‘Ensure healthy lives and promote well-being for people all at all ages’**. This is where Mediq can make the biggest positive impact to build a sustainable future. Furthermore, our CSR strategy also builds on three supportive operational pillars.

“At Mediq, we take pride in the societal value we bring to healthcare providers and patients. In 2020, we aligned as a group and built a foundation for our Corporate Social Responsibility agenda. As part of our renewed group strategy, we are redefining our CSR stories. Our two strategic areas of focus are “Health system strengthening” and “Patient empowerment”. Besides these two leading pillars, every day, we take responsibility for our people, the environment and society. This means delivering the right services for patients and professional customers, providing a good working environment, minimizing the environmental impact of our operations and making a difference in the communities in which we operate. We aim to continuously live up to the highest standards of governance and to grow Mediq responsibly and sustainably while setting ourselves clear goals and targets that can be measured and reported on.

CSR initiatives are well embedded in Mediq's culture, they are central standard to our brand and values.

**Christian Wojczewski**  
CEO Mediq





## UN Sustainable Development Goal 3: “Good health and well-being for all”

### STRATEGIC



#### Health system strengthening

Mediq works with governments, payers and caregivers to lower the cost of healthcare and free up valuable time and resources for healthcare professionals



#### Patient empowerment and well-being

Mediq helps patients access quality health care services at home and on demand, empowering them to take responsibility for their own treatment and well-being

1

We enable caregivers and patients to move treatments home

2

We build ecosystems to connect patients, caregivers and health systems

3

We educate patients and caregivers on chronic diseases and treatments

4

We improve access to essential medical supplies, at the right time, quality and cost

5

We are committed to improving the full patient journey from prevention to care

### OPERATIONAL



#### Sustainable supply chain



#### Environmental performance



#### Employee engagement & well-being



### **Healthcare system strengthening**

In the midst of the COVID pandemic, Mediq has played a key role in cooperating with European governments and healthcare providers to ensure the sourcing and distribution of medical aids and protective equipment. Mediq cooperated with the Dutch National Consortium for Medical Supplies and made its distribution and logistics networks available to get products to the Netherlands and distribute them to healthcare workers, in collaboration with parties as KLM and OneMed/QRS.

In 2020, Mediq Suomi has almost completed the roll-out of the new Aitta app in Finland to more than 100 locations and is also used in Switzerland. It's a web and mobile application that provides assortment, storage and logistics assistance for primary care. The app helps the healthcare professionals to ensure that products are always available in store rooms while reducing the number of small deliveries. With Aitta, healthcare professionals can concentrate on their core task of treating patients instead of administrative hassles.

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### **Patient empowerment and well-being**

Our purpose is to improve people's health and well-being and support caregivers through a broad assortment of medical products, health care services, and solutions. Through responsible innovation we deliver more personalized care, drive improved patient outcomes while simultaneously lowering the cost of delivering healthcare. Some good example of our patient self-management programs such as DiaCare, StomaLife and Pien that help people with chronic illness have more control over their disease conditions and make the healthcare process more efficient. Mediq's smart digital platforms that connect devices, analyze data and provide remote monitoring to support value-based patient care.

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### **Sustainable Supply Chain**

We closely select and cooperate with suppliers to ensure ethical production processes and seek innovation in order to reduce the environmental burden. Our suppliers sign Mediq's supplier code of conduct and most are certified for environmental management standards such as ISO 14001. Mediq discusses sustainability with suppliers and selects its materials so that they do not have adverse effects on the environment. Together with Absorin Comfort for instance, we have achieved 40% less ink usage for the packaging of incontinence materials, and 60% savings are realized on production waste. With the Pacombi Group, we offer an extensive range of SUP-proof packaging based on natural

# CSR 2020 accomplishments



materials. For chemicals, Mediq supplies sustainable cleaning products with a European Ecolabel or Nordic Swan Ecolabel.

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### **Environmental performance**

In our daily operations, Mediq is committed to reducing its energy consumption and CO<sup>2</sup> emissions. As a typical example, our technologically advanced fulfillment center in Bleiswijk follows BREEAM sustainability demands and offers 17,000 m<sup>2</sup> of solar panels, which makes it largely self-sufficient in terms of energy. All lighting in the building is LED lighting. On/off motion sensors prevent unnecessary use of lighting. Thanks to a more mechanized packaging method, Mediq at multiple locations uses less filling material and each box is cut to size. As a result, more boxes fit in the same delivery car or truck and less cardboard is used. We also bundle packages as much as possible, which ultimately leads to less traffic and transport movements.

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### **Employee engagement and well-being**

Mediq offers a stimulating and safe work environment where management and staff together build a culture of engagement and high performance. We addressed the COVID-pandemic early and seriously to ensure the health and safety of our people. We secured and distributed PPE for our (nursing)staff, enabled remote working and immediately put in hygiene measures and policies. We supported our colleagues who were sick or needed care. We built strong engagement with frequent communications and development initiatives to work remotely, manage stress and keep in shape. We have defined our New Ways of Working so our employees can work flexibly and remotely going forward. Our 2020 engagement survey shows top scores, our employees are proud to work for Mediq and the meaningful work they do.

Mediq has a gender equal workforce, fosters diverse thinking and an inclusive work environment, free from discrimination. We focus on capability building, develop our employees to add value and to compete effectively in our industry. In 2020, we have invested heavily in digital, transformation, commercial and category management training and development.



Contributing to the  
quality of life and  
a healthy society

