

CSR Midterm report 2021

# Mediq & social responsibility



CONTRIBUTING TO THE QUALITY OF LIFE AND A HEALTHY SOCIETY

# Midterm report 2021

**Corporate Social Responsibility is embedded in everything we do. Doing business responsibly touches all our stakeholders, patients, healthcare providers, insurers, vendors and, of course, our employees. That is why last year we decided to express and commit to our CSR - strategy. This strategy, and initial key stories of the activities at Mediq following the strategy, were presented in our 2020 CSR-report. With this mid-year update, we present new stories and accomplishments as we evolve in strengthening the healthcare systems and empower patients.**

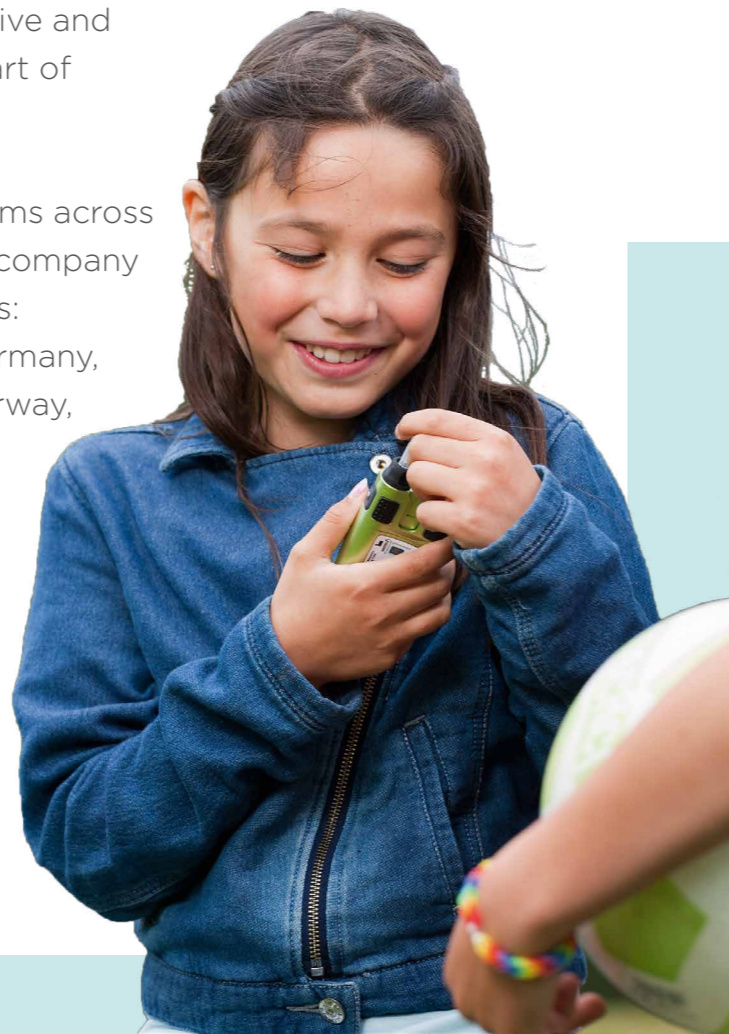
## About Mediq

At Mediq, our purpose is to help people with chronic illness live better lives and to support the professionals who care for them. Everyone at Mediq is committed to delivering high-quality medical products, solutions and services that resonate with patients and prescribers. Solutions that help people to self-manage their chronic disease at home and that support healthcare professionals to provide best possible care. Contributing to our customers' health and well-being is at the heart of everything we do.

We do this with a caring heart, customer drive and champion spirit. These values are at the heart of everything we do.

They are lived with pride by people, our teams across Europe. We are an international healthcare company with leading market positions in 13 countries: Belgium, Denmark, UK, Finland, Estonia, Germany, Hungary, Latvia, Lithuania, Netherlands, Norway, Sweden, Switzerland. The head office is located just outside Utrecht, the Netherlands.

We have more than 2,600 employees and we are committed to improve healthcare outcomes and the affordability of care.



Care sits at the heart of our business and is the true driver of our people. We put our patients first and always strive to make a difference. Because what we do matters. We care about improving lives, one person at a time.



Our customers always come first, whether it is the patient, payors, or healthcare professional. We create client-focused solutions and take ownership of their needs. Customer drive is about delivering excellent value with enthusiasm and ambition.



We need to act as one because together we can achieve so much more. Champion spirit is about believing in unlimited possibilities. But it is also about adapting to new challenges and being eager to be better every day. With integrity and respect, we strive to create a winning team.

“We support the shift of care towards the comfort and safety of the homes of patients.”

## Words from our CEO

“Our industry has been addressing the urgent needs of healthcare since the start of the pandemic. The last 18 months, teams at Mediq focused on the stability of our supply chain, ensuring healthcare institutions can provide continuous and qualitative care. We made sure all employees at Mediq are able to do their jobs flexibly, in a safe environment, so that our patients can be treated. We now slowly see the shift, healthcare workers can gradually steer away from Covid-focus to treating more and more patient with chronic diseases.

We see the required changes in the healthcare industry and support the shift of care towards the comfort and safety of the homes of patients. By bringing together healthcare providers, suppliers, patient organizations and insurers, Mediq is introducing entirely new models, new initiatives and new approaches. This is transforming the way we think about healthcare and helping people to continue living for as long as possible at home. Our goal is to achieve leading market positions in the field of care @ home and medical device home delivery in every country in which we operate. Our ambition is to move 50% of the care activities currently taking place in hospitals (closer) to home.

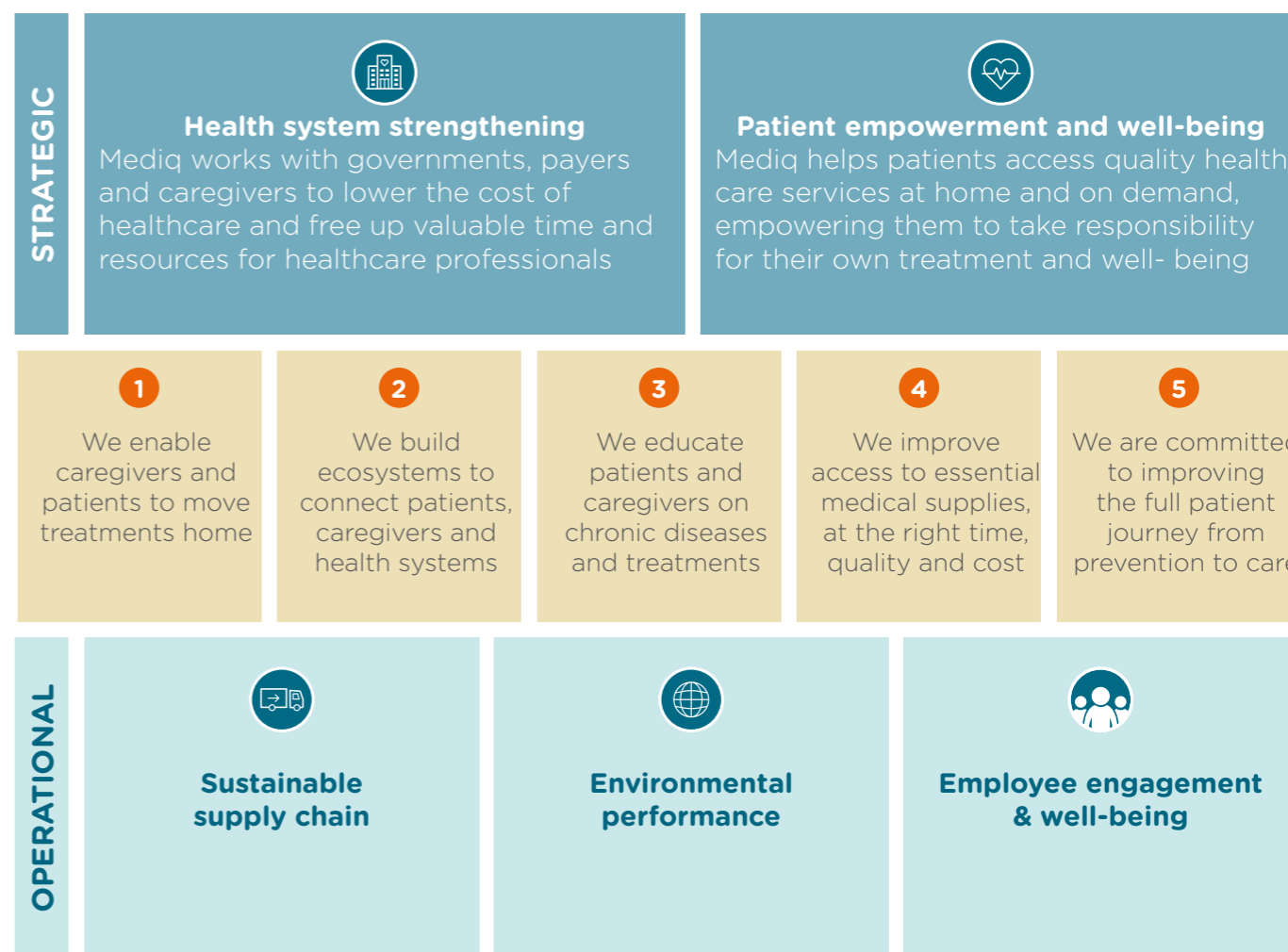
This ambitious plan is directly tied to our CSR strategy. By moving care closer to the homes of patients, we support the healthcare system becoming stronger and more affordable. With this shift to the patients’ homes, we empower them, and their loved ones to manage their disease and live their lives to the fullest.

At Mediq, we take pride in the societal value we bring to healthcare providers and patients. I share with you this midyear update of our CSR stories, these initiatives are at the core of our business and deeply embedded in our culture, our brand and our values.”

**Christian Wojczewski**  
CEO Mediq

## Mediq & Corporate Social responsibility

### UN Sustainable Development Goal 3: ‘Good health and well-being for all’



Last year Mediq has aligned as a group and built a foundation for its CSR agenda. The Mediq CSR strategy is composed of five pillars – two strategic pillars, supported by five main transformations, and three operational pillars. “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. The strategic pillars are aligned with the UN Sustainable Development Goals – 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. In addition, Mediq has three operational pillars in which we are aware of the inevitable environmental impact of our business and strive for optimal processes to minimize our impact. We take responsibility for our impact on our employees and the environment as well as our impact on society. Not just for today, but into the future. This midterm report will provide an update on facts and stories of the first half of 2021.



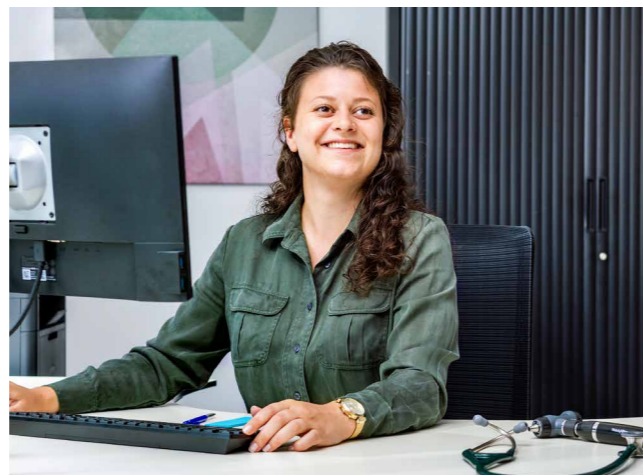
## Healthcare system strengthening

**The need for care and service is rising and changing fast. At Mediq we continuously look for solutions to meet these needs whilst helping to reduce the cost of healthcare. This holds developing efficient healthcare ecosystems and / or reducing administrative time for healthcare providers. With these activities we are always contributing to health system strengthening.**

### Prescriber portals

In the Netherlands, several prescriber portals have been developed to ease the process for care professionals to prescribe and order medical devices for patients with a chronic condition. By offering uncomplicated decision trees, pre-filled forms, personalized and standardized product catalogs, Mediq enables care professionals to prescribe and order in a clear and easy manner. By minimizing their administrative tasks, they regain control over their work and can focus on the patient and give them the attention and time they deserve.

The portals are developed based on medical specialization or product group (general practitioners, wound -, incontinence-, ostomy-, intravenous-, diabetes-, respiratory care, and medical nutrition) and continuously updated and improved to alleviate prescribers from administrative hassles and getting the right care and support for their patients at home.



### Alberta

With Alberta Mediq offers a health care platform for nurses working in homecare covering the entire care path. This e-health platform for care management connects field services to all care providers. It provides nurses with care analysis, recommendations, and dashboards to track patient's health. Soon a patient platform will be linked to the application for patients to digitally connect with Mediq to administrate and track their care status. Alberta replaces a highly time-consuming paperwork method and dramatically reduced administrative time and stress levels of nurses. Most importantly it enables them to concentrate on their ambition - taking care of patients.

Lukas A - ventilation and out-of-hospital intensive care medicine nurse using **Alberta**: *"Alberta is a great relief for us in our day-to-day work. Information about patients and their therapies as well as documentation is much easier and faster to*

*access via the system. In addition, there's a better overview on patients, especially in substitution phases. The system is quite intuitive and simple, so anyone who uses the program can quickly find their way. Creating orders and care proposals as well as sharing information with care partners is simple. Also, for new colleagues, the system offers easy onboarding."*



### Aitta

As shared in our 2020 CSR report Mediq's Aitta application was launched in Finland and Switzerland. Aitta provides assortment, storage, and logistics assistance. The latest improvement for the service has been web and mobile applications that enable our customers to use the most relevant features such as order history, order management, re-ordering, reports and inventory tool. Aitta makes sure that the storeroom always contains a supply of the most suitable products. With Aitta, health care practitioners can concentrate on treating patients instead of administrative hassles.

Besides these features contributing to health system strengthening, Aitta also contributes to Mediq's environmental performance. For example, Aitta leads to less deliveries by truck because the reorder points and amounts are well planned and express orders are prevented. It also contributes to reduced waste because the reorder points and amounts are calculated automatically which prevents ordering mistakes and outdated products. Finally, most of the orders are packed in reusable plastic boxes, which leads to less packing materials.



## Patient empowerment and well-being

**At Mediq our purpose is to improve patient's disease management and health conditions. Through responsible innovation we deliver more personalized care, drive improved patient outcomes while simultaneously lowering the cost of delivering healthcare.**

### DiaCare - summary of case study

DiaCare, a service proposition to diabetes patients and their healthcare providers, strengthens outpatient diabetes care by connecting people, data and technology. The program enables integration of digital education and diabetes management within the treatment process. This information becomes available for the patient and healthcare professional to optimize self-management and help caregivers.

This spring, we performed an impact study and found evidence for the positive effects DiaCare has on several parameters incorporated in the quadruple aim for healthcare. [Click here for the full report.](#)



**Health outcomes** - approximately 75% of current DiaCare users report their blood glucose levels within their target range, these patients seem to have less fluctuations in their blood glucose values. Furthermore, 78% of our current users claimed that DiaCare helps them better control their diabetes.

**Patient experience** - Over 80% of our current patients agree that DiaCare adds value to their treatments and 75% consider DiaCare user-friendly.

**Staff experience** - 87.5% of healthcare professionals acknowledged that DiaCare provides them with up-to-date insight into patients' diabetes management and helps them assist patients faster. Furthermore, 62.5% of them consider DiaCare adds value to their work.

**Cost of care** - By using DiaCare, unnecessary appointments can potentially be cancelled which could save patients on average 60 minutes of travelling and waiting time and caregivers on average 30 minutes on pre- and post-administration.

Based on these results DiaCare meets the Quadruple Aim: improved patient experience, better health outcomes, more satisfied staff experience, and lower cost of care. Therefore, DiaCare seems to comply with the objective to both improve patients' quality of life and to make the care process more efficient and effective at the same time.

Experience from Kim de Beer, diabetes patient: *"To be honest, I was surprised with the ease of use of DiaCare. I used to have a paper diary, but it's much easier with the app. I really like that it is an app since I always carry my phone. I also like the colored graphs that indicate how well things go. As soon as I see an orange value, it triggers me to find out what is happening. I use the app to track my food patterns, and that helps me to easily find the link between my carb intake and high glucose values. The app helps to keep me focused and it gives me peace of mind to see I'm doing well. It works great for me that Bela - my healthcare professional - can see my blood glucose values instantly and we can be in touch when needed."*

## Home hospital Netherlands - home dialysis

Home hospital Netherlands enables patients with kidney failure to perform their dialysis at home. Step by step, patients learn to perform their dialyses at home. The treatment and training starts with an e-learning course, followed by training at the dialyses center. Home hospital Netherlands prepares a room and installs equipment at the patients' house, where the dialyses will be performed. After training and home preparation the patient will start with home dialyses assisted by a nurse. This is the final training stage. The patient can indicate when he or she feels ready to start performing dialyses by itself. When performing dialyses at home the patients only need to visit the hospital every six weeks for medical supervision instead of having to visit the hospital a few times a week.

By moving dialyses from hospital to home patients can determine their own schedule adapted to their activities. Moreover, they save a lot of time traveling back and forth to the hospital. Dialysis from home allows the patient to take control over their life. As an additional benefit, it increases availability of dialyses sites at the hospital for patients who are not able to perform home dialysis.



Feikje Douma - nurse at home hospital Netherlands: *"For example, if you work during the day, you no longer have to perform dialysis during working hours, you can also do this in the evening. This gives the patient more control over the treatment. It even appears that they are hospitalized less often as a result".*

Mr. Neele, 70 years old - patient performing home dialysis (see picture above): *"Before I started performing home dialyses, I was picked up by a cab three times a week at 6.55 a.m, so I had to wake up at 6 a.m. Now I only take the stairs to my own 'dialysis room' at home, this gives me so much peace. I now dialyze three times per week, two evenings and one morning. I watch television together with my wife, or we play a game of scrabble. Dialyzing from home enables me to tweak my dialyzing hours, plus it saves me approximately six hours of traveling time per week, which is a huge win for me."*

Mrs. van de Water, 80 years old - patient performing home dialysis: *"Before I started home dialysis, I had to travel to the outpatient clinic three to four times a week for dialysis. I was picked up by a cab and brought home again after treatment. This took me a lot of time and was quite burdensome due to the fixed schedule, the travel time, and the long waiting times. I found that very difficult."*

*When I found out home hospital enabled patients to dialyze at home I asked if my situation was suitable to start this transition, and luckily it was! Home hospital Netherlands performed the required changes at my house, while I was preparing for home dialysis at the clinic. My first dialyses at home was performed in my own bed, in my own house, on my own time, under the supervision of a dialysis nurse from home hospital Netherlands. Like the nurses in the hospital, these are qualified and lovely people. They are always there for me and have a solution for everything. I am very happy that this is possible. This allows me to choose when I dialysis. In addition, I don't have to travel to the hospital, and I don't have to wait anymore. You get so much in return for dialyzing at home: rest, freedom of choice and possibilities to fit the treatment into your daily life. I got my life back on track!"*



## Sustainable supply chain

**At Mediq we strive to provide safe, high quality, effective products, and services to customers across business, from supply chain through delivery. We closely select and cooperate with suppliers to ensure ethical production processes and seek innovation to reduce the environmental burden.**

### Sustainable logistics Mediq Switzerland

#### What is your main task at Mediq?

"I am quality manager at Mediq Switzerland. We not only work on keeping the supply chain and thus patient-centred care alive, but also on reducing our environmental impact, part of this commitment includes sustainable logistics."



Interview with Gabriela Seglias

#### What do you mean by sustainable logistics?

"Sustainable logistics aims to reduce the ecological footprint such as CO2 emissions or noise pollution. Efforts of logistics companies may include using sustainable fuels, energy efficient equipment and low carbon technologies as well as sustainable packaging, while at the same time finding a balance of environmental, social and economic factors."

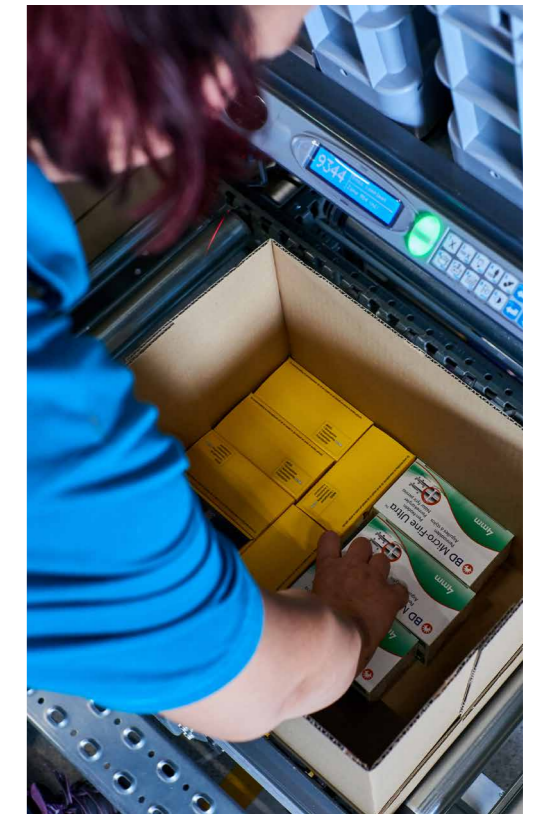
#### What does Mediq Switzerland do to contribute to sustainable logistics?

"Let me begin by emphasizing that I might be the one giving this interview, but we at Mediq Suisse have over 30 colleagues, and together we are doing the work and contribute to sustainable logistics. We, including our pharmaceutical sister company Globomedica, are committed to minimizing our environmental impact. We continuously improve our internal logistics process and select logistics partners who have an acknowledged ecological certification."

#### Can you elaborate on your contribution regards packaging and transport?

"An example of sustainable logistics is thinking about the right packaging material for a product. Not all remedies require a 25 kg passive shipping solution, where  $\frac{3}{4}$  of the weight consists of cooling elements. Here it makes sense to work based on risk analysis and not to limit oneself to 1 type of transport for all products, due to lean processes, which is happening at some wholesalers in our country (without naming: all products come in active or passive shipping solutions - for over 90%, however, none were needed, which is waste of space and transport).

Regards packaging, we use cardboard boxes for the non-pharmaceutical goods that are sent directly to patients. On the one hand, of course, we have a number of different box sizes, on the other hand, we can adjust the standard size manually, in order to reduce volume. The smallest possible delivery is not only useful for the environment, but also more pleasant for the patients. Our pharmaceutical goods are shipped in reusable boxes provided by our logistics partner. These boxes are picked up by the transport partner to be used over and over again. We can choose from various sizes of reusable boxes, which again helps to minimize volume. Where empty space is unavoidable and to secure the goods, we have always used degradable filling material instead of plastic.



As per transport, we aim at collaborating with transportation partners that highly value sustainability. Both our logistics partners, Galliker and the Swiss Post aim to adapt their logistics processes in order to continuously reduce negative effects on the environment and the consumption of non-renewable resources. Both have ambitious future goals when it comes to sustainability."

	Galliker - Green Logistics	Swiss Post - "pro clima"
<b>2022</b>	100% emission standard EURO 6 / 45 vehicles with alternative drive	<b>2021</b> All consignments are sent with "pro clima" label, meaning that carbon emissions have been offset
<b>2030</b>	City Logistics CO2 neutral on the road / Store 20% of the produced solar electricity themselves	<b>2025</b> Parcels will be largely delivered by electric vehicles in urban areas of Switzerland. Currently ± half of Swiss Post vehicles are powered by alternative drive systems
<b>2040</b>	50% of the fleet with alternative drive	<b>2030</b> Striving to achieve climate neutrality, unavoidable carbon emissions will be offset
<b>2050</b>	CO2 neutral on the road	

### Which accomplishment of the last year makes you proud?

“Our pharmaceutical business unit Globomedica, played a key role in distribution Remdesivir, the first drug found to have a beneficial effect on hospitalized patients with COVID-19. The drug was supplied seven days a week on behalf of the Swiss Federal Office of Public Health (FOPH). I am super proud of my amazing colleagues who did a tremendous job here. Bringing Remdesivir directly to the hospitalized patients in the quickest possible way would not have been possible without them. We had to temporarily set up weekend and evening work which did not even affect their motivation to contribute to such an urgent matter. This makes me really deeply grateful. To ensure the drug was delivered at the hospital during the weekend we also needed a new logistics partner who delivered seven days a week. We were delighted that we had a logistics partner who is as committed to reducing environmental pollution as we are (including a CO2 certificate from Swissconnect).”

### What are your future goals regards sustainable logistics?

“For the future, I hope we will exclusively work with partners who are dedicated to reducing the environmental impact and at the same time ensuring that there is not negative financial impact for our companies.”

#### Remdesivir Team



### CSR at MEDECO

Medeco BV is the legal manufacturer of the Mediq Own Brand portfolio, supporting Mediq’s patient-care solutions across 8 categories and 14 countries.

They are responsible for contracting with third-party producers to manufacture our portfolio of Own Brands: Klinion, Absorin, Curion, and Cenaman.

Medeco defined a CSR policy tailored to the relationship with third-party manufacturers. The five pillars of this policy are defined as follows:

#### Mediq code of conduct

This sets the foundation for the relationship with all external partners. The Mediq values – caring heart, customer drive, champion spirit – form the foundation for all business activities at Medeco.



### Medeco sourcing policy

The production is outsourced to strategic manufacturing partners. All new partners are subjected to a supplier visit and evaluation with a multifunctional team. Medeco only works with partners who actively avoid conflicts of interest and uphold anti-kickback, bribery, corruption, antitrust, and competition laws. Furthermore, (new) partners are required to prove they proactively measure and implement quality, environmentally sustainable and ethical labor practices (including working conditions).

### Active member of an independent audit platform

Medeco is member of Amfori Business Social Compliance Initiative (BSCI), the leading global business association for open and sustainable trade. Amfori creates a platform which actively monitors and shares supply chain information to ensure transparent and sustainable trade. They provide a network of independent, accredited audit companies that monitor and evaluate factories according to the eleven BSCI principles: the right of freedom of association and collective bargaining, fair remuneration, occupational health and safety, special protection for young workers, no bonded labour, ethical business behavior, no discrimination, decent working hours, no child labour, no precarious employment, and protection of the environment. When not available via Amfori, Medeco will audit factories with an independent third party.



### Risk assessment and supplemental measures

Yearly due diligence on the social performance and improvement planning of Medeco’s manufacturing partners is performed. This is used as input for the quarterly supplier evaluation, in which various risk-factors related to Medeco’s suppliers are ranked and measured. The outcome of these evaluations is monitored and tracked by the management team, and when required, supplemental actions are initiated.

### Continuous improvement with manufacturing partners

Medeco continuously evaluates and updates its CSR policy as customer requirements evolve. The CSR policy is re-visited on a regular basis with customers and strategic partners. Medeco depends on external feedback to identify improvements and continuously updates its CSR activities.



## Environmental performance

In our daily operations, Mediq is committed to reduce the carbon footprint of our operations and of the products we supply in the market. We aim to reduce our environmental impact in the fields where we have the greatest influence: waste and transportation.

### Environmental performance at Mediq Netherlands

Ilse van der Vlist works at Mediq Benelux as Quality assurance (QA) specialist. She is dedicated to keeping Mediq compliant to quality and environmental rules and legislations, for example ISO 140001. In this interview she elaborates on the environmental aspects of her job and Mediq's performance regards this topic.



Interview with Ilse van der Vlist

*"I am mainly focused on Mediq's fulfillment center in Bleiswijk which is built according to the BREEAM requirements for sustainable buildings. Environmental impact of this fulfillment center can be subdivided into four areas of focus: energy, transport, waste, and process.*

#### Energy

*The entire roof of the fulfillment center is covered with solar panels, making it mostly self-sufficient. Furthermore, an intelligent climate system and state of the art isolation is preventing waste of energy. LED light is used through the entire space, and movement sensors make sure the light is switched of in case no person is present.*



#### Transport

*We continuously aim to decrease the number of truck transport by focusing on degree of filling of our outbound pallets and roll containers. This is of course a collaboration between our customer, the transport company and Mediq, and it is always up for improvement.*

#### Waste

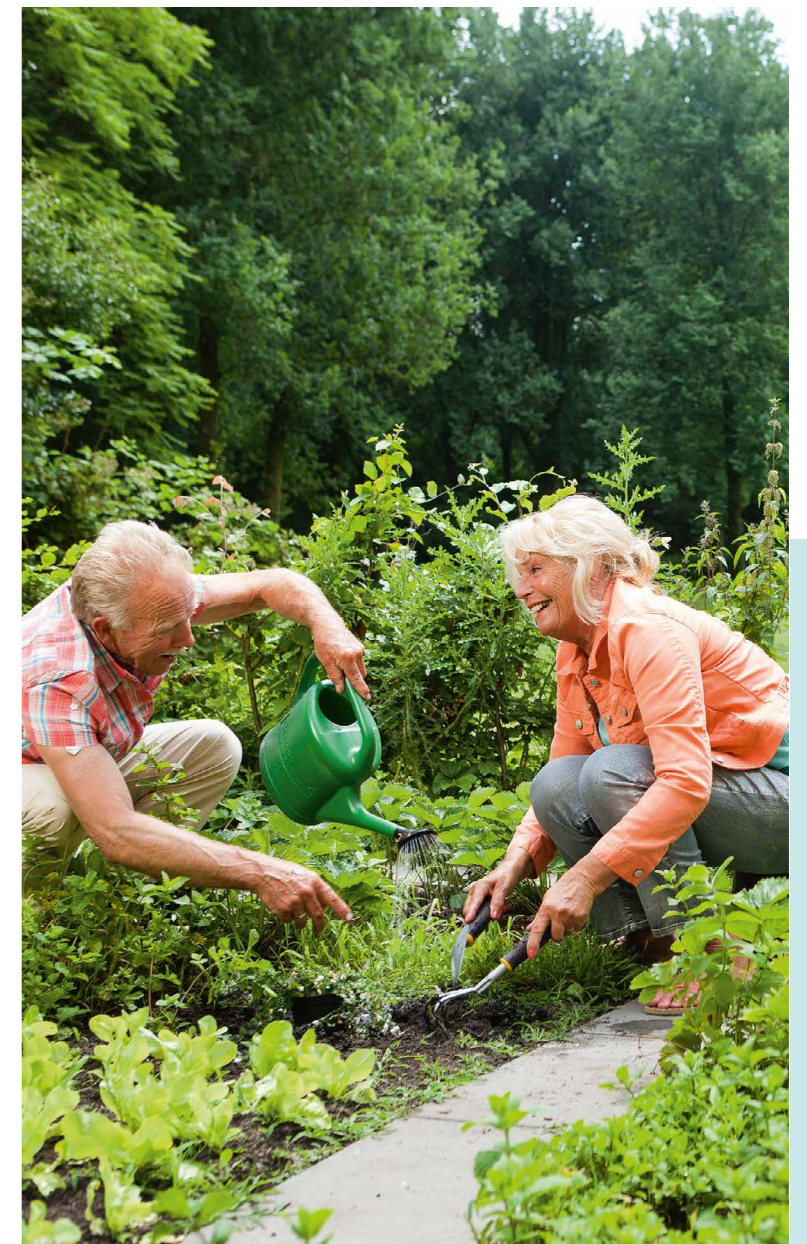
*Waste separation becomes more and more strict. This does not only contribute to recycling but also creates awareness with our staff. New colleagues are assigned with a coach who amongst others focusses on environmental impact, for example careful opening of inbound boxes. This prevents cutting errors and hence unnecessary waste.*

#### Process

*The packaging process is designed in such a way that algorithms determine and adjust to the required size of packaging - not more, not less - which prevents useless transportation of air.*

*And this is just the fulfillment center, at our head office we recently changed from one wastebin in every office or by every desk to one central waste station for each department. This enables our colleagues to separate different types of waste and saves thousands of plastic garbage bags per year.*

*At Mediq we are continuously seeking innovations that are increasing comfort of our patients. In the future it would be nice to also consider the potential possible effect of these innovations on our environmental performance. For example, some connected care solutions might result in less car rides by patients or physicians, which decreased carbon dioxide emission. If you look at it this way, our core business of patient empowerment and well-being also decreases our environmental impact. We can be proud of our company and achievements so far, and I am convinced we will achieve even greater things in the future."*







### Subscription to green initiatives

At Mediq we are committed to limit our environmental impact by reducing our carbon footprint. Depending on the country there are some local initiatives that we have joined or are collaborating with, in order to further optimize our environmental performance.

#### Nordic Swan Ecolabel

The Nordic Swan Ecolabel is the official ecolabel of the Nordic countries. Certification with this label enables Mediq to go ahead and proof its environmental efforts. Obtaining the certificate means that the eco-labelled products or services meet environmental, chemical use and use of energy and resources requirements.

#### Pacombi Group

From July 2021, every European organization must comply with the Single Use Plastics (SUP) legislation. This law prohibits all disposables that are (partially) made of plastic (expanded polystyrene), such as plastic cutlery, straws, plates, stirrers, cups and meal boxes. Therefore, Mediq entered into a strategic alliance with the Pacombi Group, expert on sustainable disposables and packaging. They offer an extensive range of SUP-proof products based on alternative (natural) materials. The LCA centre - as part of the Pacombi group - performs life cycle assessments (LCAs) for products such as disposables. Among other things, the LCA Centre provides for scientific research into the environmental impact of disposables. The creation of the LCA Centre set the tone in fact-based enhancement of the sustainability of products. By collaborating with Pacombi, Mediq is replacing its disposable supplies by more sustainable ones.

#### Green deal sustainable health care 2.0

Mediq Netherlands has signed the green deal sustainable health care 2.0 (translated from Dutch: green deal duurzame zorg 2.0) in 2019. The goal of signing this deal was to - together with other healthcare institutions and suppliers - accelerate sustainability in health care.

This deal has four areas of focus: to decrease carbon dioxide pollution, promote circularity, decrease the amount of medicine residues in groundwater and surface water, and creating a healthy environment around healthcare buildings that promote health of all beings. Mediq supports the pillars where it has the most impact - decrease of carbon dioxide pollution and promote circularity.



After signing this deal Mediq has started to promote the more sustainable solutions. For example, cleaning products without chemicals such as chlorine or alcohol are recommended to customers over the chemical cleaning products.



### Employee engagement and well-being

**At Mediq we develop and foster an inclusive, healthy, and engaged workforce. Mediq offers a stimulating and safe work environment where management and staff together build a culture of engagement and high performance.**

In order to ensure a welcoming and open work environment we set our human resources standards.

#### Diversity

We want everyone to feel at home at Mediq, and to be given the same opportunities, all of our staff should have the right to work and advance on the bases of merit and ability, regardless of race, gender, color, religion, disability, national origin, or age.

#### Recruiting and retaining

We aim to win the loyalty of capable employees with a passion for healthcare. Our people are driven. We start each new day by asking the question: how can we provide even better and more affordable care? That's what we mean when we say: **Committed to your Care.**

#### Engagement

We listen to our employees and value their feedback. It's key that our employees are committed and engaged, have pride in working for the patient and for Mediq.



### Personnel development

We call on the talents of employees through development programs and ensure that they are challenged. For ambitious employees, we also offer opportunities on an international level.

### Health and safety

All group companies use healthy safety procedures, these are implemented and monitored regularly.

### Integrity and compliance

Our code of conduct is at the basis of everything we do. We inform and train our staff about their obligations and what they can do in case of a concern or complaint.

### People development during the pandemic

Already during the early days of the pandemic, Mediq focused on people development by providing e-learning opportunities and remote talent development opportunities.

### E-learning

While personal development has always been a priority, ever since working from home became the standard, Mediq has put much effort in development of an online platform enabling colleagues to attend all types of e-learning modules varying from specific knowledge topics to mental health training.

### Virtual – classroom learning

Our talent development program, Mediq's Action Learning Program (ALP) builds business critical capabilities in sourcing, category management, digital, and transformation. Since spring 2020, we decided that we could not stop, pause or halt the development of these key employees. Mediq redesigned the programs, with a successful – virtual – class of 2020!



### New ways of working

Flexibility is a common and very actual requirement of our teams. It's not "just" about working from home. Key asks from our staff are autonomy in work, flexible workhours, and a flexible location. Digitization, flexibility and autonomy are key when it comes to new ways of working. We highly appreciate our people, their needs, and well-being, which is why we developed our new ways of working. In our new way of working, Mediq enables employees to work flexible and mainly remotely. Working flexible means employees may discuss and agree the start and end time of their workday together with their line manager, enabling deviations from standard "office hours". Working remotely means our employees can choose where they work from: home, customer, or any other location. Our offices will offer space for creativity, for coaching and to connect.

We trust our people by focusing on results – not presence.

This empowers and increases engagement. Hence, our people highly appreciate the flexibility and value working remotely. Management at Mediq being alerted and trained on employee physical (ergonomics, regular breaks and encouraging activities) as well as mental (staying connected, offering, and receiving feedback) well-being. An additional benefit of new ways of working: reduced travels and commuting, which improves our environmental footprint.



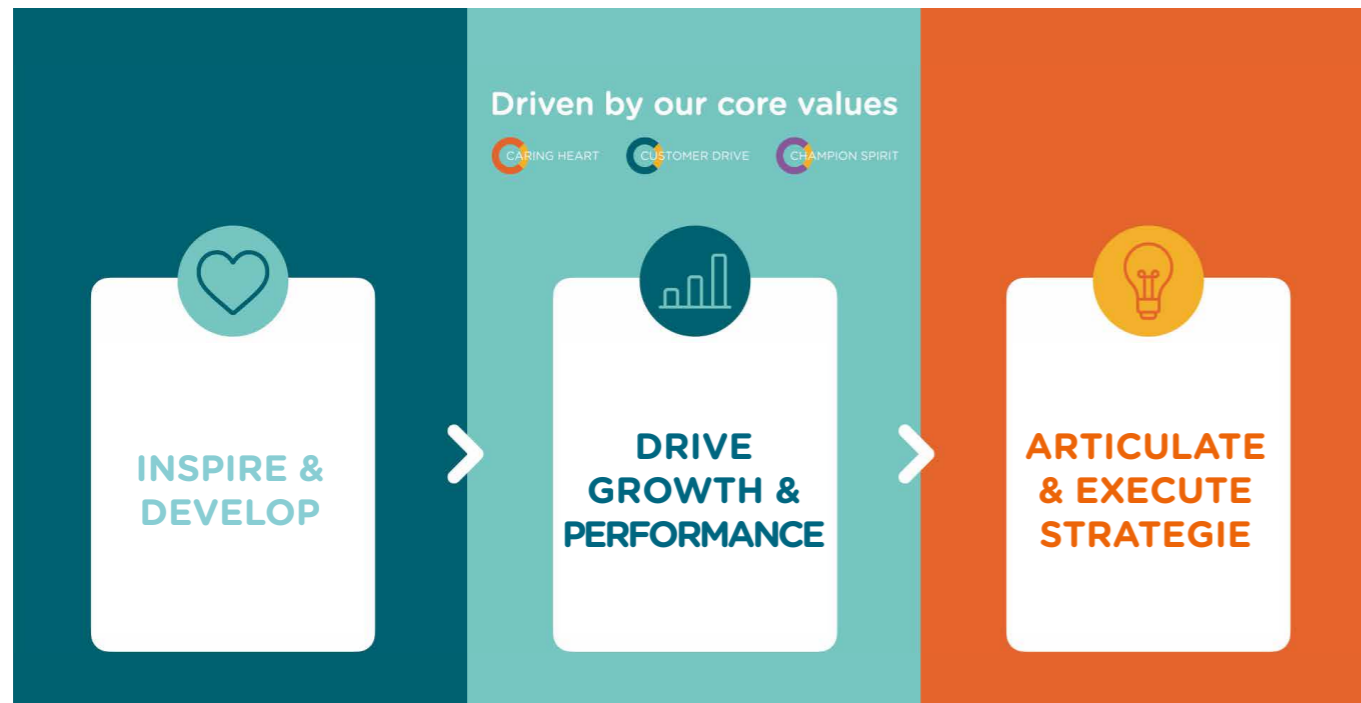
### Our leadership principles

As we are consistently aiming for an optimal environment for our people to grow, we have recently introduced new leadership principles at Mediq. These principles are set to align on how we lead, personally. The leadership principles are threefold and handled by all our senior leaders.

First, **we inspire and develop our team** to maximize their potential by fostering an environment of trust and empowerment where personal development is key. Creating a positive, constructive, and collaborative workplace where people and winning teams feel connected and truly valued.

Secondly, we **drive growth and performance** by continuously setting high ambitions while maintaining a clear focus on customers and patients driving performance management. By providing clear goals and fostering a feedback culture. Leading and expediting transformation and improvement behaving in a way that embraces innovation and change.

Thirdly, we **articulate and execute strategy creating**, communicating, and executing a clear direction for the future aligned with our vision and strategy. Generation business development opportunities and driving innovation to secure competitive advantage.



## Future steps

To further build our corporate social responsibility agenda we will work on value-based facts. For **the strategic pillars** we will work towards evidence-based statements on the claims we make about our healthcare solutions. Therefore, we will more often perform case or scientific studies to create measurement-based evidence on the quadruple aim. For the **operational pillars** KPI's representing all the aspects of our operational pillars are currently developed. These will be used in order to assess current performance and subsequently think of initiatives to improve performance on operational pillars. We will use the strategic and operational measurements to further guide our way towards optimal social responsibility.

# Contributing to the quality of life and a healthy society

