



CSR Midterm Report 2022



Introduction

At Mediq, Corporate Social Responsibility is embedded in everything we do. Doing our business responsibly impacts our stakeholders, 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. This report provides an update on things we have been working on in the first half of 2022 as we evolve in strengthening the healthcare systems and empowering patients while simultaneously minimizing our environmental impact.

Executive Summary

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. 2021 was the year we started operationalizing our CSR strategy, and we will continue to do so in 2022. While we continue on this journey and build our CSR agenda further, we will ensure and monitor our factual impact. In line with our core business ambition, we work towards evidence-based statements on the claims we make about our healthcare solutions and services.

The Mediq CSR strategy comprises of five pillars – two strategic and three operational pillars. The strategic pillars ‘health system strengthening’ and ‘patient empowerment and well-being’ are underpinned by case studies and stories. Whereas the operational pillars ‘sustainable supply chain’, ‘environmental performance’, and ‘employee engagement & well-being’, we have developed KPIs that we will use to assess our performance and targets to assure improvement. We will continue using our strategic and operational measurements to guide our way further.



Strategic Pillars

Healthcare system strengthening and patient empowerment & well-being

At Mediq, we continuously look for solutions to meet the rising need for care and healthcare service while helping to reduce the cost of care. Furthermore, we aim to improve patients' disease management and health conditions by continuously developing applications or/and services to be used by health care professionals or patients. One of the largest patient groups that we serve are people who have diabetes.

In our role as diabetes experts, we have developed e-learning modules for diabetic patients and their health care professionals to make a deliberate choice on therapy type and related equipment. Knowing their options empowers patients to opt for the treatment that best suits their wishes and keep the focus on managing the therapy best. If patients are well informed about their options, this can also save the team time in conversations with patients about treatment.

This enables regular meetings to be about topics such as lifestyle instead of urgent matters or even be canceled. This is how health care professionals also benefit from the e-learning modules.

Another example of how we shared our knowledge about diabetes is our involvement in the development of a diabetes game for kids. The 'Hyper Control' game is intended to be used by kids with type 1 diabetes and their social network to increase awareness about type 1 diabetes. During the game kids need to solve all the daily challenges that children with type 1 diabetes face. This game is developed in collaboration with the diabetes fund, Tim Micklinghoff, the Reinier de Graaf hospital, and the Albert Schweitzer hospital, in the Netherlands.

No matter the patient group, we want to empower patients to live the best lives possible with healthcare at home that fits their circumstances, exceeds their expectations and is cost-effective. Therefore, we have updated the online Mijn Mediq portal, where patients can order their required medical products and find supporting services in an easy, accurate and useful way.



Operational pillars

Sustainable supply chain

As we continue to evolve our CSR strategy, we want to make sure that our sustainable procurement practices are up to a global standard. The foundation of responsible procurement is the Supplier Code of Conduct. The Supplier Code of Conduct is a part of the agreement between Mediq and our suppliers. We are proud to announce that we have recently launched an updated version of our Supplier Code of Conduct based on the guidelines set by the United Nations declaration of human rights and the ILO conventions.

In the previous report we have announced the CSR KPI's that we are tracking related to our supply chain, environmental performance, and employee engagement & well-being. To make sure we not only measure, but also improve our performance we have set targets for each of the CSR KPI's. These targets will be starting point for further improvement projects to decrease our supply chain's negative impact. treatment.

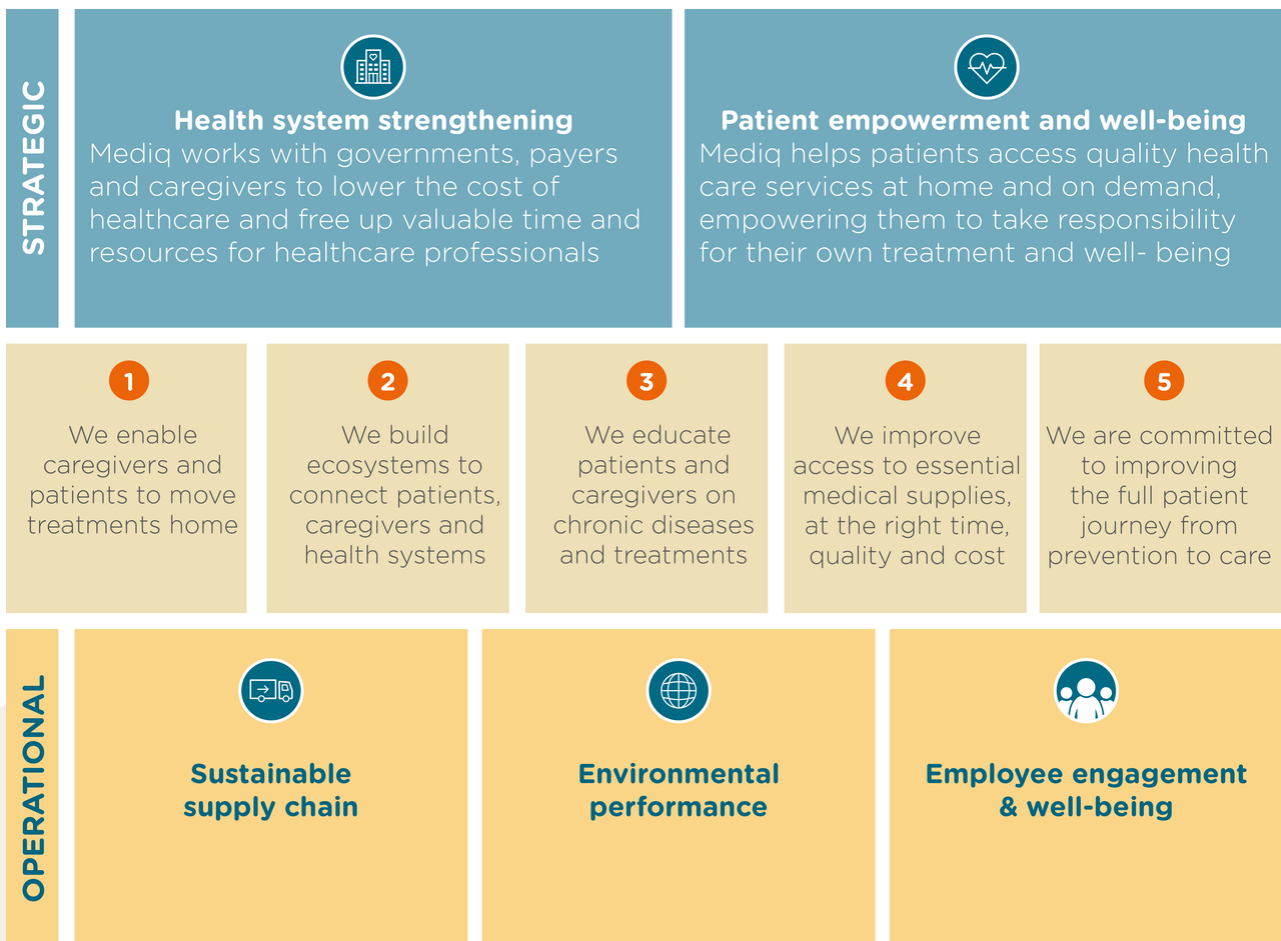
Employee engagement and well-being

As we transition into the post Covid era , we see that our employee experience high work pressure. The macro-economic situation, with inflation, as well as lack of- and expensive supplies results in high workload, increased sick leave and symptoms of stress. We take this seriously, at Mediq we care about the health and well-being of our colleagues. Therefore, we have set up a well-being program for our employees in Benelux, with variety of activities, such as sessions related to body and mind, a running clinic and webinars related to well-being. In addition, in our DACH cluster, we organized several events focused on health, such as a step challenge and participation in a running competition. These events are aimed to help our employees deal with the vast challenges while working in the healthcare industry.

CSR at Mediq

The Mediq CSR strategy comprises 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 for 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, the environment and society. Not just for today, but into the future. This report will provide an overview of stories and achievements of the first half of 2022.

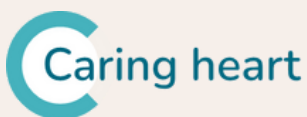




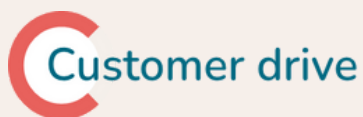
About Mediq

At Mediq, we aim to help people with chronic illnesses live better lives and 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.

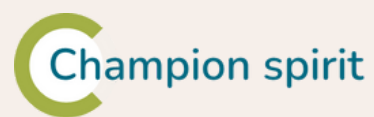
Solutions that help people self-manage their chronic disease at home and support healthcare professionals to provide best possible care. Contributing to our customers' health and well-being is at the heart of everything we do.



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.

These values are at the heart of everything we do. They are lived with pride by our colleagues and 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, and Switzerland. The head office is located just outside Utrecht, the Netherlands. We have more than 2,600 employees and we are committed to improving healthcare outcomes and the affordability of care.

Message from our CEO



During my first few months at Mediq, I have had an excellent opportunity to first-hand learn about Mediq's operations, our products, and many services we provide. At Mediq, we are guided by strong moral and ethical standards in our interactions with customers, employees, partners, and others we serve. We aim to support healthcare professionals in delivering the best care for patients and help people with chronic illnesses live better lives by providing most suitable products, services and solutions.

Here at Mediq, we feel a great responsibility in being good to society and strive to increase the positive impact of our organization. At the same time we want to limit the negative impact of our operations. None of this is possible without our people, and I am so proud of their commitment to our customers, supporting them in line with our core values, Caring heart, Champion spirit, and Customer drive.

In the past few months, I have gotten to know better our CSR strategy and many initiatives that already in place or in the pipeline. CSR is an extremely important topic for any organization. It is particularly close to my heart as I truly believe in the urgency of acting now, so we can build a better world and leave a healthier planet for the next generation to come.

That is why, I believe it is crucial to monitor and challenge Mediq's performance, as an organization. I am happy to present the goals we have set for our CSR KPI's in this report. I am looking forward to improving our environmental performance and keep working on a better future for all.

Thomas Hinnerskov
CEO Mediq



Health system strengthening and patient empowerment and well-being

At Mediq, we continuously look for solutions to meet the rising need for care and service while helping reduce healthcare costs. We develop efficient healthcare ecosystems and/or reduce administrative time for healthcare providers. With these activities we are constantly contributing to health system strengthening. Furthermore, we aim to improve patients' disease management and health conditions. Through responsible innovation, we deliver more personalized care, and drive improved patient outcomes while simultaneously lowering the cost of delivering healthcare. Many of our services and care concepts simultaneously contribute to strengthening the health system, patient empowerment and well-being. In this chapter, we present a selection of these services.

E-learning for Diabetic patients (DACH)

As diabetes experts we want to transfer our knowledge to patients and health care professionals because we are convinced this can contribute to patient empowerment and well-being. E-learning is a very suitable method to share knowledge since it can be read and watched at any time.

When patients are diagnosed with diabetes, many treatment options arise, accompanied with questions and insecurities for the patient. Mediq has developed e-learning modules to support patients and their health care professionals in guiding the decision for the best therapy. In the e-learning environment "Mediq Online Academy" we offer helpful information about innovative therapy systems with a glucose (continuous or flash) monitoring device and an insulin pump. The various digital modules are designed to give an overview of therapy combinations as well as technical and digital offers and products of the different manufacturers.



Furthermore, by offering disease insight and knowledge about the lifestyle, we can improve patients' quality of life. After performing the e-learning modules, patients are often comfortable start living more fulfilling and engaged lives, as knowledge about lifestyle also leads to a better health. If patients have their disease management under control and living a healthier lifestyle, chances of deterioration decreases.

Not only patients but also health care professionals benefit from the e-learning modules. We aim to provide diabetes practice teams with innovative, digital modules for their patients, which should primarily save the team time in conversations with patients about treatment.

This time can be used for more important tasks. Also, suppose patients are well informed and have their disease under control. In that case, fewer incidents occur, and the regular appointments can be about matters such as lifestyle instead of solving urgent matters or can be canceled. This motivated us also to develop e-learning modules for patients needing to perform the glucose measure and insulin injections themselves. Of course, this is another type of content because therapies differ. However, the goal of the e-learning modules is the same: inform patient and health care professional about the treatment options so they make a deliberate treatment choice. We are currently creating the content which we will be integrating into the DiaCare application.

“Patients often tell us they are dealing with diabetes many moments during the day. They constantly worry whether they can or cannot participate in physical activity and feel very insecure. We help patients to find a daily routine so that diabetes is not the dark cloud above their heads all day. We aim to take away the constant worry and empower them to live the life they want”

Miriam B. digital development manager



Diabetes game 'Hyper Control' for kids (BNL)

Mediq has long supported children with type 1 diabetes. Especially for the kids' social networks – which are mostly kids – it is hard to understand the condition and relate to the diet and life rules related to diabetes.

The diabetes fund is an organization that contributes to a better quality of life and cures for people with diabetes through scientific research and information. They launched The Best Diabetes Idea contest to develop solutions for diabetic kids to inform and educate their social network about the condition and related life rules. Liesbeth Spoelstra (diabetes nurse specialist at Reinier de Graaf hospital) noticed that traditional forms of educational information like folders or books do not reach all kids. Therefore she decided to reach out to Tim Micklinghoff (projects manager at Raccoon Serious Games).

He has type 1 diabetes himself and experienced that people around him often have no idea of the impact of this disease on daily life. Tim reached out to Richard Schol (Albert Schweitzer hospital), a passionate pediatrician he knew from diabetes camps for kids organized by the diabetes association in the Netherlands. Liesbeth, Tim, and Richard participated in The Best Diabetes Idea contest. This initiation team proposed to develop an online escape room 'Hyper Control' for children between ten and fourteen to increase awareness about type 1 diabetes.

Because at Mediq we aim to contribute to empowerment and well-being of children with type 1 diabetes, we decided to support the 'Hyper Control' initiative. Together with the initiation team and children with diabetes, Mediq has been involved in development of the 'Hyper Control' game. In the online escape room 'Hyper Control', children take on the role of a primary school student with type 1 diabetes who is going to an amusement park for a day.

During the day, the participants must solve all the challenges that children with type 1 diabetes face daily. For example, they have to count carbohydrates, calculate how much insulin they need and solve a low blood sugar (a hypo) while they are in a rollercoaster. The game can also be played with family and friends.

After extensive testing in different school classes the game will be launched soon. Mediq's role in the development of the diabetes game was to share knowledge about diabetes and financially facilitate its development. In this way we want to contribute to the empowerment of children with type 1 diabetes.

When the game is launched we will promote it to make sure it reaches a many kids as possible. Disclaimer: Mediq will not receive any financial benefits for our work with 'Hyper Control'.

Testimonials from kids playing the 'Hyper Control' game:

"Diabetes is just like a rollercoaster, one minute you are high, and the next minute you are low."

"Having Hypos and Hypers is just like a rollercoaster."

"With the game HyperControl, children with type 1 diabetes can offer their friends and classmates something fun. An additional advantage is that peers will gain a better understanding of what it is like to live with type 1 diabetes in a playful way. I found it very fun and educational to be able to participate in this on behalf of Mediq"

Geerdien Hosper-Prinsen, product manager Diabetes.





Release Mijn Mediq for patients (BNL)

We want to enable people to live their best possible lives with healthcare at home that fits their circumstances, exceeds their expectations and is cost-effective. Therefore, the online Mijn Mediq portal offers medical products and supporting services in an easy, accurate and useful way.

The unique Mijn Mediq environment lists the patient's prescriptions at Mediq and displays all information about the products that the patient uses.

"I really like developing solutions that contribute to people's quality of life. MyMediq is a great example of such a solution. By talking with patients and listening to their needs, we developed MyMediq with the voice of the customer in mind. I hope to add many new features to MyMediq in the future that will support people even more in their daily life."

Fabiana Keller, Product Owner Mijn Mediq

The patient easily orders medical products from their personal product list or by reordering a previous order and simply adjusts it if necessary.

Based on the latest stock information Mijn Mediq clearly shows when Mediq can deliver the requested product. Patients can select the delivery date and address that suits them best for each order. Also, delivery of orders can be tracked via Mijn Mediq. We aim to improve our online ordering portal for patients continuously. We use all customer feedback to determine how to improve Mijn Mediq. Also, customers are involved in developing new features to create the best user experience.





Sustainable supply chain and environmental performance

At Mediq, we strive to provide safe, high quality, effective products, and services to customers across the business, from supply chain through delivery. We select and closely cooperate with suppliers to ensure ethical production processes and seek innovation to reduce the environmental impact. In our daily operations, we are committed to reducing the use of resources and the carbon footprint of our operations. We aim to reduce our environmental impact in the fields where we have the greatest influence: waste, packaging material, and transportation.

New supplier code of conduct

We believe that while we grow our business we should do our best to minimize our impact on the environment, society and planet.

As a large organization, we recognize that our operations and purchasing decisions impact social, environmental, and economic conditions, both in our industry, countries we operate in and across global supply chains. As we continue to evolve our CSR strategy, we want to make sure that our sustainable procurement practices are up to a global standard.

The foundation of responsible procurement is the Supplier Code of Conduct. The Supplier Code of Conduct is a part of the agreement between Mediq and our suppliers. With the Supplier Code of Conduct we expect our suppliers to live up to specific requirements with regards to: 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. We are proud to announce that we have recently launched a new Supplier Code of Conduct that will be used throughout all Mediq clusters. By signing the supplier code of conduct, our suppliers declare to commit to the requirements.

[Download our SCC here](#)



KPI's and targets

As described in previous reports we are planning on reporting the following CSR KPIs: residual waste, scrap waste, carton consumption, plastic consumption, CO2 emission related to the transport of parcels and pallets, electricity consumption, gas consumption, employee engagement, employee well-being, and inclusion. These KPIs are reported quarterly so now we have had two cycles of reporting. In the first cycle we faced some struggles such as invoices from suppliers that were not delivered in time. Now that the reporting pipeline is in place we will have our internal audit committee perform data validation.

Next to solely measuring our performance, we also want to improve our performance. To make sure we move from measurement to improvement we set a target for each KPI presented in the table. These targets will be starting point for further improvement projects to decrease our supply chain's negative impact.

CSR KPI	Definition	Target
Residual waste	% residual waste	We aim to decrease residual waste with a year-by-year reduction of 5%
Scrap waste	% scrap waste	We aim to decrease scrap waste production with a year-by-year reduction of 5%
Carton consumption	KG / order	We aim to decrease carton consumption with a year-by-year reduction of 2%
Plastic consumption	KG / order	We aim to decrease plastic consumption with a year-by-year reduction of 2%
CO2 per parcel	KG CO2 / parcel	We aim to decrease CO2 emission per parcel with a year-by-year reduction of 5%
CO2 per pallet	KG CO2 / pallet	We aim to decrease CO2 emission per pallet with a year-by-year reduction of 5%
Electricity consumption	kWh	We aim to decrease electricity consumption with a year-by-year reduction of 2%
Gas consumption	Nm3	We aim to decrease gas consumption with a year-by-year reduction of 5%
Employee engagement	Engagement % as per survey	We aim to be on par, or better than, the benchmark.
Turnover rate	% involuntary leavers	We aim to have a voluntary turnover rate of no more than 10%.
Short- & long-term absence	% employees short- or long-term absence	We aim to be on par, or better than, the country specific benchmark.
Work – life balance	% positive scores	We aim to be on par, or better than, the benchmark.
Gender ratio in general, management & higher management population	% men : % women	We aim to have a gender balanced workforce, with around 40% representation of one gender (especially in management and higher management population).



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.



Daniel Velilla

Healthy employees in Germany (DACH)

Daniel Velilla and his colleagues Katja Kewitz, Steffi Haufe-Schüller, and Katherin Müller work at the HR department in Germany. The well-being of our employees is an important topic to them. The entire HR team is dedicated to monitoring engagement and well-being. During the COVID-19 pandemic they noticed a change in engagement and well-being and acted upon it by organizing several health events.

Daniel: during the COVID-19 pandemic many of us had to work from home. This was of course necessary to prevent spreading of the virus, so we always kept close to the governmental rules. However, we did notice that engagement of our employees was decreasing. The main reason was that they were missing connection with their colleagues. So, the minute we were allowed, we started to organize events for our employees to connect them again.



Katja Kewitz

Katja: I do want to emphasize here that the COVID-19 pandemic also brought us something good. It is the hybrid way of working that is highly appreciated by our colleagues. We have learned that some types of work do not need to happen at the office. While some colleagues need to be present, for example our logistics and sales department, other departments, such as customer service and marketing, do not per se need to be present. Good thing is that it is no longer a given fact that everyone needs to be at the office all the time. I am happy that we have made agreements with our workers councils to organize this properly in the future as soon as the overall legal instruction for home office was terminated. We consider this a true improvement for a better work-life/family-balance.

Daniel: That is true, and our employees indicate that this is much appreciated and prevents them from experiencing pressure. So indeed something good came out of the COVID-19 pandemic.

Katja: The events we organize are all aimed at reconnecting with colleagues. So we organized a few summer parties with food, drinks, music, and plenty of time to talk. The other activities we organize are related to health and well-being. For example we participated in running competitions in several cities.

Daniel: Nice thing to see is that colleagues from different departments were running together, just because they liked doing this together, rather than to win.



Steffi Haufe-Schüller

Steffi: The same you see with the step-challenge that we organized. We set the goal to together walk the distance around the earth. This was a bit challenging seen the enormous amount of kilometers, but we made it all the way to Hawaii (20.000.000 steps together).

There was a nice dynamic between the participants, colleagues pushed each other to participate, and after closing of the challenge there already were wishes to repeat the challenge. Participants got a special Mediq bottle to stay hydrated during walking. And the team that took the most steps was rewarded with a backpack.

Daniel: It was very interesting to see that colleagues are checking their rankings, and started guessing who was walking with them. I am convinced that even more colleagues will participate in the next step-challenge we will organize.



Katherin Müller

Kathrin: Maybe it is also worth mentioning that we work together with a strategic partner that is specialized in health management. Together with them we recently organized a health day. During this day we had movement breaks, where a trainer showed some exercises to keep in motion during a long office day.

Accompanied with fruits and smoothies available for everyone. Furthermore, we regularly send a newsletter containing tips on nutrition and physical health.

Daniel: Our colleagues responded very enthusiastic to this initiative so we will continue organizing these monthly energizing activities. All efforts are made to reconnect our colleagues together, increasing employee engagement and well-being at the same time. The health of our teams is crucial to us.



Frisse koppen club (BNL)

In line with the common social challenges, we noticed feelings of high work pressure among our employees. We feel the responsibility to support our employees and want to offer relieve from this pressure. Therefore, we have set up the Frisse Koppen Club (freely translated: fresh heads club), a well-being program with various activities.

Together with a third party we organize weekly sessions, Thursdays at noon, with different topics related to body and mind. Moving for a brief period (ten minutes) can decrease stress levels by 40%. Knowing this, we focus on short movement sessions like yoga or stretching or mind exercises like guided meditation or focus training. The theme of the weekly sessions differs per month.

"It was a very good and professional clinic. I have learned a lot but in the meantime had a nice relaxed laugh with well-known and lesser-known colleagues. Thank you Frisse Koppen Club for organization of this great initiative!"

Susanne van Tiggelen-Coomans, sourcing colleague

Furthermore, we organize regular webinars with changing topics related to well-being. The topics of the last six months were: learning to know your values, good habits and intentions, hybrid ways of working, starting your Holidays fit and without stress. For these webinars we invite external speakers.

Finally, we have also organized several events like a running clinic and bootcamp. Colleagues who did attend were happy with the clinic, however the number of colleagues that joins these events is low, which makes us question whether we are on the right track. Therefore, we will send out a questionnaire soon to ask our colleagues what their needs are. The following event will be a healthy cooking clinic where we invite teams to participate together.



Social Return

Collaboration with patient associations

To share our knowledge and expertise about ostomy care, we are involved in partnerships with two patient associations: Ostomy Association Netherlands and Stomaatje. These associations inform people living with an ostomy and their relatives about ostomy care and connect fellow ostomy wearers by organizing events.

With the Ostomy Association we have two main collaborations. First, this association organizes a yearly event (and three smaller events) for people living with an ostomy. During this event, lectures given by experts provide visitors with the most up-to-date information on developments in the ostomy field. Besides, we – together with other expert partners – can share our ostomy services. With Mediq's participation, we can transfer our knowledge to people living with an ostomy and simultaneously partially sponsor the event enabling this day for people living with an ostomy. Every week, during a set day and time, our ostomy expert will take place in the chat provided by the Ostomy Association to their members.

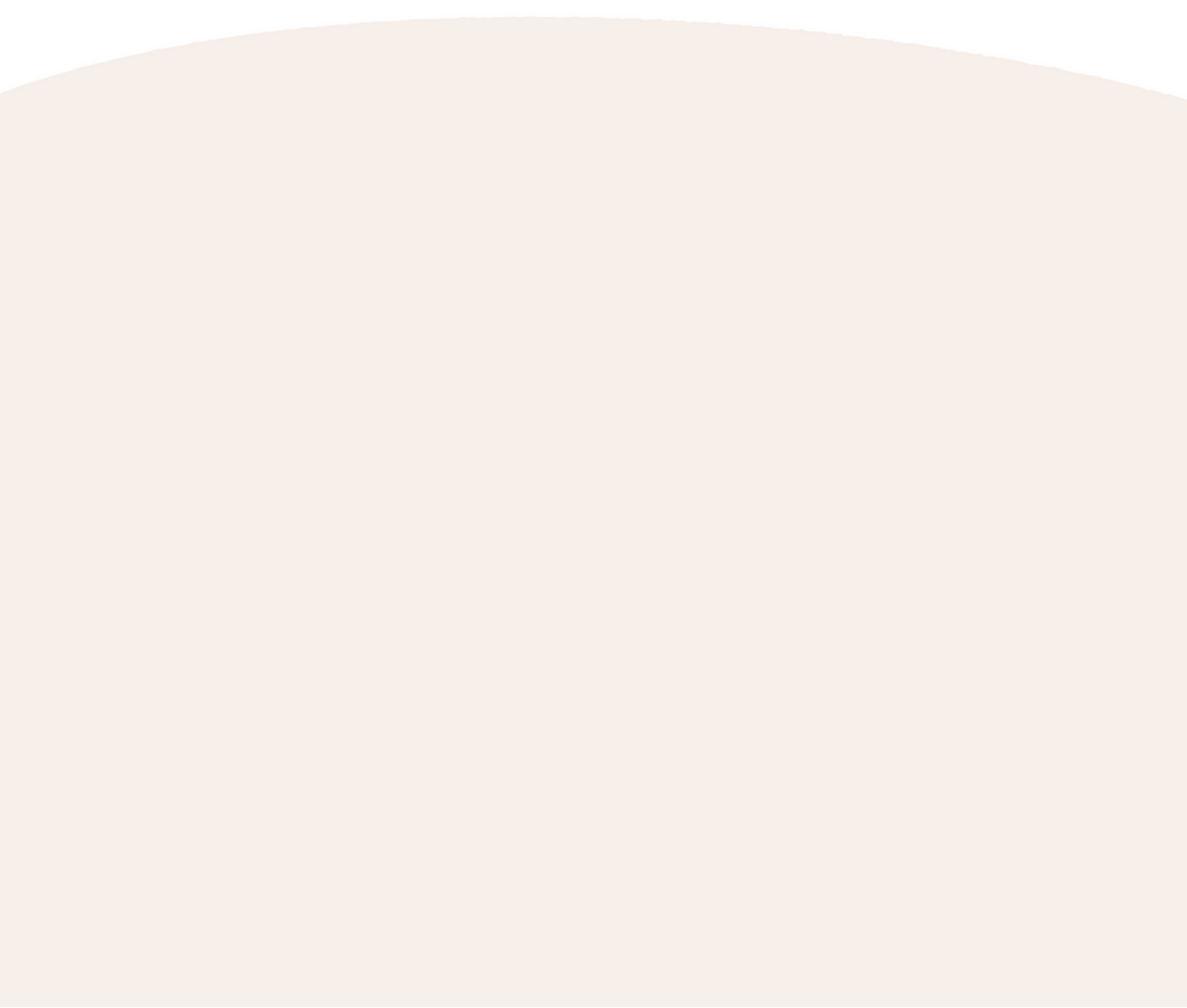
Members can ask our ostomy expert anything they want. With this chat function we hope to lower the threshold of asking questions.

With Stomaatje we participate in- and enable activities for people living with an ostomy. For example, they organize a yearly swimming event for kids and adults, with an ostomy expert present in case something happens with the ostomy of a participant. We provided goodie bags for all participants.

By getting involved in these partnership, we mainly hope to share our expertise to make sure people living with an ostomy are empowered to life their life to the fullest and by that means contribute to their well-being.

Future directions

We will keep working on expanding the factual foundation of our societal contribution by publishing case studies on the services that we offer. Besides, now that we have the reporting pipeline for the KPIs and the targets related to the KPI's in place, we will start working on improving our CSR performance. As a first step we will organize sessions where supply chain and HR managers will be challenged and inspired by each other to think of improvement projects.





MEDIQ

at the heart of healthcare