



Mediq

Code of Conduct



at the heart of healthcare

Table of contents

Message from CEO

Core Values

Mission

What is Code of Conduct?

People and Environment

- Safe workplace
- Workplace violence
- Alcohol and drug-free workplace
- Human rights
- Anti-discrimination
- Anti-harassment
- Diversity, equity & inclusion
- Environment

Business Integrity and Fairness

- Conflicts of interest
- Anti-kickback, bribery and corruption
- Dealing with government officials, healthcare professionals, healthcare insurers and other payors
- Quality
- Exports and anti-money laundering
- Antitrust and competition laws
- Gifts, entertainment, hospitality and donations

Safeguarding company assets

- Use of company resources & property
- IT use guidelines
- Fraud and Misconduct
- Privacy & data protection

What is your responsibility?

Reporting

Mediq Code of Conduct

Message from CEO



Dear colleague,

Our commitment to our mission and core values serve as the cornerstone of our culture and as a guide for how we behave as individuals and as a company.

We are all responsible for making choices that affect our reputation and connections to one another, our customers, our partners, and our communities. To maintain our culture and safeguard our company's reputation, we must conduct business with integrity and transparency. Our values and mission describe and stimulate a long-term vision of doing business, building trust, and engaging in sustainable relationships. They allow us to conduct ourselves with an entrepreneurial spirit to provide healthcare products, services, and solutions that offer the most right outcomes and perspectives for all stakeholders in the patient journey.

By doing business responsibly and sustainably, we are what we are today, a trusted partner to healthcare professionals, payors, and patients. Our business principles are founded on integrity: we do the right thing. We are open, forthright, and consistent in our work. With everyone, we interact with. We are honest about our intentions and take pride in everything we do. We put high expectations on ourselves to meet these principles.

The Code of Conduct offers guidelines to assist us in making moral choices at work. It is up to each of us to demonstrate our values through our behavior. That implies that you should speak up if you are unclear about handling a situation or have a query or worry.

We appreciate your cooperation and dedication to upholding our ideals and always doing the right thing.

Arjen Linders, CEO Mediq

Mediq Code of Conduct

Core Values



Caring heart

Care is the core business and the true DNA of the people of Mediq. We put our patients at the heart of everything we do and always strive to make a difference. Because it matters what we do. We care about improving lives; one person at a time.

- I realize in the end it's all about the patient.
- I go the extra mile to provide better and efficient care.
- I care to make a difference because it matters what I do.



Customer drive

The customer comes first whether it is the payor, the healthcare professional or the patient. We create client focused solutions and we take ownership of their needs. Customer drive is about delivering excellent value with enthusiasm and ambition.

- I put our customers' wishes and needs at the center of my work.
- I build win-win partnerships to continuously improve our services.
- I strive to find the best solutions for our customers.



Champion spirit

We need to act as one because together we can achieve so much more. Champion spirit is about believing in unlimited possibilities. But 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.

- I play together and I play to win together.
- I embrace new ideas to change for the better.
- I take ownership for our results.

Our mission

We deliver the right and the most efficient outcomes to European Healthcare by providing products, services and solutions.



MEDIQ

at the heart of healthcare

Mediq Code of Conduct

What is Code of Conduct?

Our Code is the roadmap and compass for conducting our operations ethically and in accordance with the law. It sets forth the standards that guide our actions and describes the values and ethical behavior Mediq expects of us. It also contains valuable guidance for daily business conduct, intended to assist us in our work for Mediq. While no guidelines can cover every issue that may arise, it is our responsibility to exercise proper conduct at all times. There is no substitute for personal integrity and sound judgment to help us do so.

Our Code applies to all Mediq employees and executives. We commit to following the guidelines outlined in this Code. Our responsibilities include the following:

- Reading and being familiar with the information in our Code;
- Acting in a manner that is consistent with our core values and ethical standards;
- Raising questions and concerns if we become aware of violations of laws or our Code; and
- Cooperating when responding to an investigation or audit.

We conduct business in many countries. As a result, we must comply with applicable laws and regulations where we operate. If you are not certain whether our Code, policies, or practices conflict with local laws or regulations, we must contact the Legal Department.

We also rely on our executives and managers to promote an environment that supports our core values and compliance with the Code. To help us maintain this environment, we expect our executives and managers to:

- Serve as a positive role model for ethical behavior and decision-making;
- Help those they supervise understand our Code and behaviors expected of them;
- Create an open work environment where employees are comfortable raising questions and concerns.

We are all expected to report any known or suspected misconduct we are (made) aware of and there will be no retaliation as a consequence of any reporting.

Any employee who fails to meet the standards in this Code, or attempts to punish a subordinate for raising questions or for trying to follow this Code, may be subject to disciplinary actions designed to deter wrongdoing, up to and including termination of employment. Any employee subject to this Code who is aware of a violation and fails to report it may also face these disciplinary actions, subject to compliance with applicable laws.

Mediq Code of Conduct

People & Environment

Working at Mediq means that everybody is held accountable for the manner in which the Core Values and this Code are complied with. In addition, as an international company, Mediq is committed to complying with the laws of the countries in which we operate. Laws and regulations are complex; however, following this Code will help ensure your compliance with applicable laws.

SAFE WORKPLACE

Mediq cares about the safety of its employees and conducts its activities with the highest regard for the safety and health of its employees. Mediq values its employees and strives to protect them. Any behavior and activities that undermine employee safety must be avoided. Our goal is to avoid any accident in the workplace through our rigorous compliance with applicable safety standards. Each of us is responsible for, and shares in the benefits of, a safe and healthy workplace. We comply with all employment, safety, health and security policies and procedures. We report any accidents, incidents of non-compliance, or any other matter posing a threat to safety or health of our employees and we take action to correct unsafe activities or facilities, if present.

WORKPLACE VIOLENCE

Mediq has a zero-tolerance policy for workplace violence. You are prohibited from engaging in any act that could cause another individual to feel threatened or unsafe. This includes verbal assaults, threats or any expressions of hostility, intimidation, aggression or hazing. Our zero-tolerance policy for workplace violence applies to behavior on company premises, as well as to the behavior of our employees engaged in Mediq business anywhere in the world outside of our premises.

ALCOHOL AND DRUG-FREE WORKPLACE

You are expected to perform your job duties free from the influence of any substance that could impair job performance. We therefore prohibit:

- Working under the influence of alcohol or illegal drugs and non-prescribed drugs on or off Mediq premises
- Possessing, selling, using, transferring or distributing illegal drugs while working on or off Mediq premises

At company events, meals, entertainment, hospitality, and after-work drinks where alcohol is provided, it is expected that you consume it responsibly and are aware of its effect on your behavior.

HUMAN RIGHTS

Mediq is committed to upholding ethical labor practices and procedures across all of its locations. Our responsibility in this area includes creating awareness and understanding of human rights, employment and labor practices. By incorporating these principles into strategies, policies and procedures, and living out our values, Mediq will uphold our basic

responsibilities to our people, our environment, and set the stage for our long-term success. Mediq supports and respects the protection of internationally proclaimed human rights, and we strive to ensure that we are not complicit in human rights abuses. We also uphold the freedom of association and the effective recognition of the right to collective bargaining, the elimination of all forms of forced and compulsory labor, and the effective abolition of child labor. Our principles regarding quality, environment and ethical labor practices are founded on amongst others the following key UN and International Labor Organization conventions as amended or restated from time to time:

- Forced and compulsory labour (ILO Conventions Nos. 29 and 105)
- Freedom of Association and the Right to Collective Bargaining (ILO Conventions Nos. 87, 98, 135 and 154)
- Child Labour (UN Convention on the Rights of the Child, ILO Conventions Nos. 138, 182 and 79, and ILO Recommendation No. 146)
- Discrimination (ILO Conventions Nos. 100 and 111 and the UN Convention on Discrimination Against Women)
- Cruel, inhumane or degrading treatment (UN Covenant on Civil and Political Rights, Art. 7)
- Health and Safety (ILO Convention No. 155 and ILO Recommendation No. 164)
- Wages (ILO Convention No. 131)
- Working Hours (ILO Convention No. 1 and 14)
- Marginalized Populations (UN Covenant on Civil and Political Rights, art. 1 and 2)
- Environment
- Corruption

We refer for further reading to www.ilo.org

Ensuring that we maintain the highest moral and ethical standards regarding quality, environment and ethical labor practices is a top priority at Mediq. Simply put, it's the right thing to do – as an industry, as an organization, as an employer, and as human beings.

ANTI-DISCRIMINATION

Each of us should have the opportunity to reach our full potential and contribute to Mediq's success. To accomplish this, you should never discriminate or treat employees or job applicants unfairly in matters that involve recruiting, hiring, training, promoting, compensation or any other term or condition of employment. We believe in the value generated from diversity and inclusion. Your employment decisions regarding employees and applicants must always be based on merit, qualifications and job-related performance, without regard to non-job-related characteristics such as:

- Race, color, ethnicity, or national origin
- Gender
- Sexual orientation
- Age
- Religion
- Disability

Making employment decisions based on any of these personal characteristics is always against our policies. You must always act fairly and give qualified individuals the chance to develop their abilities and advance within our company. We strive to attract, develop and retain a workforce that is as diverse as the markets we serve, and to ensure an inclusive work environment that embraces the strength of our differences. This also means that we fully respect legislation and support initiatives for equal representation in managerial positions in Mediq.

ANTI-HARASSMENT

Mediq seeks to provide a work environment that is free from harassment of any kind and/or any other offensive or disrespectful conduct. Mediq complies with this Code and all country and local laws applicable to Mediq prohibiting harassment in the workplace. Harassment includes unwelcome verbal, visual, physical or other conduct of any kind that creates an intimidating, offensive or hostile work environment. While the legal definition of harassment may vary by jurisdiction, we consider the following non-exhaustive list to be unacceptable behavior:

- Sexual harassment
- Offensive language or jokes
- Racial, ethnic, gender or religious slurs
- Degrading comments
- Intimidating or threatening behavior
- Showing hostility towards others because of individual characteristics

You should never act in a harassing manner or otherwise cause your co-workers to feel uncomfortable in their work environment. It is important to remember that harassment, sexual or otherwise, is determined by your actions and how they impact others, regardless of your intentions.

DIVERSITY, EQUITY & INCLUSION

Mediq workplaces across Europe are enriched by our collective differences as people. At Mediq, we embrace our diversity, which helps us deliver better results for our customers, suppliers, partners, and others we serve.

Our people flourish and perform at their best when our environment embraces all viewpoints, ethnicities, and cultures. We can recruit and keep the most extraordinary talent in this inviting environment, which helps us increase both employee and customer satisfaction levels. Embracing a culture of inclusion allows us to empower our people through positive intent and openness to new ideas. Inclusion improves business outcomes for our workforce, the marketplace, and our communities, and it helps us connect with our customers and each other.

Our success is a result of our diverse perspectives. Diversity of backgrounds and cultures helps us to push our contribution to improving healthcare. We celebrate diversity and are committed to creating an inclusive culture for our people.

Mediq has a zero-tolerance policy concerning discrimination or harassment of any kind.

ENVIRONMENT

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.

As a pan-European leader in healthcare products, services, and solutions, we are committed to protecting the environment in our operating locations. Environment-related rules and regulations are dear to our heart and we aspire to adopt “best practices” in environmental procedures and standards. Protecting our environment means:

- Reducing negative impact on the environment throughout the value chain to continuously minimize (in line with precautionary principles) greenhouse gas emissions and local pollution, the use of harmful chemicals, pesticides, and ensuring sustainable resource extraction and management of water, oceans, forest and land, and the conservation of biodiversity.
- Complying with all applicable environmental laws, regulations, and company policies, including permits and licenses
- Practicing responsible supply chain management
- Reporting environmental incidents or risks of incidents
- Reducing waste, emissions, and energy use in our facilities
- Expecting our business partners to share our environmental standards, and select these partners on these shared values

We expect our suppliers, business partners, and third parties to act consistently with our Supplier Code of Conduct, which reflects our values and the Code.

For more information, see our Corporate Social Responsibility Strategy and Supplier Code of Conduct at www.mediq.com/about-us/corporate-social-responsibility

ANIMAL WELFARE

Animal welfare shall be respected. Measures should be taken to minimize any negative impact on the welfare of livestock and working animals. National and international animal welfare legislation and regulations shall be respected.

Mediq Code of Conduct

Business Integrity & Fairness

CONFLICTS OF INTEREST

Conflicts of interest arise when we place personal, social, financial or political interests before those of Mediq. We are all responsible for avoiding situations that present – or create the appearance of – a conflict between our interests and those of Mediq. By avoiding actual conflicts of interest as well as the appearance of a conflict of interest, we will be able to act according to sound business judgment in Mediq's and our patients' best interests, rather than due to personal interest, relationship, pressure or gain. We resolve any potential conflicts of interest in a transparent and open manner. We do not seek, and avoid accepting, payments, fees, loans or services from any person or company as a condition of doing business with Mediq. We may accept gifts or entertainment as part of the normal business process only to the extent they are permitted under the local relevant law or regulation and would not influence or appear to influence our business decisions. We do not accept gifts of cash or cash equivalents.

ANTI-KICKBACK, BRIBERY AND CORRUPTION

Bribery and corruption damage our business and conflict with our core beliefs regarding the right way to conduct business. We prohibit bribery and corruption. None of us or anyone acting on our behalf may accept, offer or pay a bribe, kickback or other improper payment. We are also not allowed to accept or provide anything of value that is intended to win business, improperly influence a decision, or gain an unfair business advantage – or even appear to do so. Examples of "anything of value" may include, among other things, sponsorships to attend congresses, speaking fees, consultancies, services, charitable donations, political contributions, travel and/or entertainment expenses, gifts, meals, commissions and rebates.

DEALING WITH GOVERNMENT OFFICIALS, HEALTHCARE PROFESSIONALS, HEALTHCARE INSURERS AND OTHER PAYORS

Working with government entities and payors, their officials and employees and with healthcare professionals and complying with the numerous complex regulations governing the healthcare industry are routine for many of us at Mediq. In addition, we help government and payors' officials in countries in which we operate to understand our business. It is important for us to share our experience and insights on matters of public policy and regulations, which may affect how we conduct business and assist patients in obtaining safe and cost-effective healthcare.

We respect the obligations of healthcare professionals to make independent decisions regarding treatment and when interacting with healthcare professionals we adhere to the following four principles:

The principle of separation

Interaction with healthcare professionals must not be misused to influence through undue or improper advantages, purchasing decisions, nor should such interaction be contingent upon sales transactions or use or recommendation of products or services.

The principle of transparency

Interaction with healthcare professionals must be transparent and comply with national and local laws, regulations or professional codes of conduct and always appropriate transparency shall be maintained by requiring any written notification as may be required by a locally-designated competent authority.

The principle of equivalence

Where healthcare professionals are engaged to perform a service, the remuneration must be commensurate with, and represent a fair market value for, the services performed by the healthcare professional and otherwise comply with local applicable regulations.

The principle of documentation

Where healthcare professionals are paid or receive a fee or compensation, there must be a written agreement setting out, inter alia, the purpose of the interaction, the services to be performed, the method for reimbursement of expenses as well as the remuneration to be paid. The activities envisaged by the agreement must be substantiated and evidenced by activity reports and the like. Adequate documentation such as the agreement, related reports, invoices etc. must be retained for a reasonable period of time to support the need for, and materiality of, the services as well as the reasonableness of the remuneration paid.

We embed these principles and regulatory requirements into key operating processes. Since regulatory requirements and the elaboration of these principles in national laws and professional codes vary around the world, local management is responsible for being familiar with the nature of these laws and codes and seeking guidance if there are questions regarding permissible activities.

We obtain business through bona fide, transparent means. We expect anyone providing goods or services for Mediq, such as consultants and suppliers, to meet Mediq's standards on interactions with government officials, health care professionals, health care insurers and other payors.

QUALITY

At the very heart of Mediq's mission is our Caring Heart which asks for commitment to develop and deliver high-quality and safe medical devices and care solutions that promote good health and well-being.

We are committed to meeting or exceeding customer and regulatory requirements regarding the development, procurement, packaging, testing, supplying, maintenance and marketing of our products and services. Quality means consistently satisfying requirements of our customers by delivering medical

devices and services of high quality in a timely manner. We do not stop at quality assurance. We are also committed to continuous improvement in the development, and delivery of high-quality products and care solutions for patients and healthcare professionals. We believe in creating a culture of quality by raising individual awareness to the importance of quality, in every single action, every single day. We take complaints seriously, and ensure that they are properly investigated and reported, as required, to the appropriate regulatory authorities

EXPORTS AND ANTI-MONEY LAUNDERING

Mediq is committed to maintaining compliance with applicable laws controlling imports, exports and money laundering. Mediq does business in various parts of the world, and the laws of one country may apply to transactions or activities that occur elsewhere. Many countries maintain a program of economic and trade sanctions and embargoes against certain countries and certain parties. Prohibitions on certain exports and imports are also often in place. In addition, various governments have enacted laws that prohibit companies from participating in, or cooperating with, any international boycott that the government does not approve. In addition, many governments have anti-money laundering laws that prohibit engaging in transactions that attempt to hide the proceeds of crimes by making those proceeds look legitimate. Failure to comply with international trade laws can subject Mediq and its employees to civil and criminal penalties, including suspension or denial of trade privileges.

We check the export classifications and follow relevant international trade control regulations of all countries in which Mediq operates. We conduct business only with partners willing to provide us with proper information so that we can determine whether the payments are appropriate. We do not make a payment to an entity or accept a payment from an entity that is not a party to the transaction or is not legally entitled to receive payment. We do not accept payments in cash.

ANTITRUST AND COMPETITION LAWS

Antitrust and competition laws focus on ways to ensure that businesses compete on the basis of quality, price and service. This area of law is extremely complex, and varies from country to country. These laws are referred to as antitrust, monopoly, restrictive or unfair trade, competition, price discrimination or cartel laws. In general, they seek to promote fair competition. They prohibit, among other things, agreements to fix prices, allocation of markets or customers, participation in group boycotts, and efforts to obtain or maintain a monopoly through something other than competition on the merits. We believe that customers and society as a whole benefit from fair, free and open markets. Therefore, we compete on the merits of our products and services and conduct business with integrity and in a manner that does not unfairly restrict trade and without anti-competitive understandings or agreements with competitors. We do not communicate with competitors about competitive business matters such as prices, costs, discounts, expansion plans, pipeline-related information, customers, suppliers, and any terms or conditions of business that could create the appearance of improper agreements or understandings. If we face a situation that may raise antitrust and competition issues, we seek guidance to determine whether or not a particular course of action might violate antitrust and competition laws.

GIFTS, ENTERTAINMENT, HOSPITALITY AND DONATIONS

As referred to under the heading 'Conflict of Interests', Mediq conducts its business solely on the commercial merits of Mediq's or the supplier's product offerings. Our employees serve the healthcare industry and must ensure that their interactions with healthcare professionals are always consistent with the highest levels of business integrity, and in the best interests of the patient.

We do not provide nor accept gifts, entertainment, or any other thing of value, in order to secure a competitive advantage or to induce a purchase or sale of products or services. No gift, entertainment or other valuable item or arrangement may be given or accepted if it violates any applicable law. The purpose of the Code is to promote compliance with all applicable regulations and rules that govern interactions with healthcare professionals.

Mediq Code of Conduct

Safeguarding of company assets

USE OF COMPANY RESOURCES & PROPERTY

Mediq permits reasonable and incidental personal use of Mediq property to do such things as send email, make phone calls, make limited internet transactions according to local practice. Personal use of Mediq property, equipment, services, or facilities is prohibited beyond these limited circumstances. Always treat Mediq's property in a responsible manner.

"Property" means more than buildings or desks. Much of the information that we conceive or develop as part of our job is proprietary, that is, a valuable Mediq asset and confidential. Once confidential information has been disclosed without proper documented protection, it enters the public domain and may be difficult to safeguard. Unauthorized disclosure could destroy its value and may give unfair advantage to others outside Mediq. Confidential information can include sales, marketing and other corporate databases; intellectual property strategy and plans; marketing strategies and plans; pricing information; sales and sourcing information; non-public financial information; customer and employee records; manufacturing techniques, research and technical data and information regarding new product development.

IT USE GUIDELINES

Computer technology – hardware, software, networks and the information that runs on them – is critical to our business and to our success and must be protected. Everyone who uses a computer has the responsibility to use these resources appropriately, securely and for intended business uses only. Mediq's communications systems may be monitored or accessed by Mediq to ensure integrity and to protect against fraud and abuse. In addition, monitoring may be used to detect unauthorized access or use, or for other business purposes. You may not use Mediq computer technology or communication systems for communications that:

- Contain abusive or objectionable language
- Contain information that is illegal or obscene
- Are likely to result in the loss or damage of the recipient's work or systems
- Are slanderous
- Interfere with your work or the work of others
- Solicit employees for an unauthorized purpose

Mediq has adopted additional policies relating to information security and the acceptable use of information technology.

FRAUD

All employees shall at all times uphold the highest level of integrity in all business interactions. Mediq is committed to compliance with legal, ethical and moral standards and the strictest principles of integrity, objectivity and honesty. These principles prevail in all the policies, processes and procedures in force.

Mediq does not tolerate any form of fraud, including the use of deception, dishonesty and breach of confidence to gain unfair or dishonest advantage. Mediq promotes a culture within the organisation that prevents any fraudulent activity and facilitates its detection.

PRIVACY & DATA PROTECTION

Mediq is a reliable partner in healthcare. As part of this, Mediq respects the right to privacy of its patients and business partners. Collection and use of personal information is important to our business. Mediq is committed to collecting and keeping only personal information that is legitimately needed to carry out our business, and to implementing measures designed to protect that information. We comply with all applicable privacy laws and every employee is obligated to respect the right to privacy of the patient. Mediq has adopted additional policies relating to personal data protection.

Mediq Code of Conduct

What is your responsibility?

We expect you always to follow the law, our Code, and the underlying policies. Wherever laws, regulations, or self-regulatory agreements are more restrictive, they prevail. We expect everyone to promote a culture of openness in which we all feel comfortable raising questions, dilemmas, and concerns regarding the interpretation of, or adherence to, this Code. Those in management positions have greater responsibilities: you have an essential role in sustaining our reputation and license to operate. You are expected to lead by example and create a transparent and open environment where concerns or suspicions can be raised without fear of retaliation.

The Code and policies do not cover every situation that may occur, nor do they remove the need for using common sense and professional judgment.

If you are in doubt about what to do, ask yourself the following questions:

- Does it feel like it is the right thing to do?
- Is it legal, and does it seem consistent with our values and Code?
- Does it reflect well on Mediq?
- Would I still accept full responsibility for this decision if I read about this in the media?

If the answer is 'no' to any of these questions or if you are uncertain, you can seek guidance. You can discuss the matter with your manager or Legal Department.

Mediq Code of Conduct

Reporting

If you suspect a breach of conduct, which means an act or situation, which may not need to be intentional, that is in violation of the principles of conduct included in this policy the Company provides for ways to report this.

It is preferable for (suspicions of) an irregularity to be reported to your manager.
If this is not possible or desirable, a breach can be reported via the integrity procedure.
This procedure also includes the option to report matters anonymously through the Speak Up reporting tool.

Reports may be made without the risk of steps being taken against the employee who reports the matter. Mediq will immediately and carefully investigate all violations brought to its attention. For more details we refer to our Integrity Policy.

The free phone number and website to report irregularities are the following:

Various ways to leave a report (anonymously)



Organisation code: 112416

Country	Phone number	Phone instructions
Belgium	0800 89 326	Free phone number
Denmark	0045 43 31 09 61	Call charged at local rate
Estonia	00372 609 3008	Call charged at local rate
Finland	0800 392 912	Free phone number
Germany	0800 1818 952	Free phone number
Hungary	06 809 845 89	Free phone number
Ireland	1800 800 636	Free phone number
Latvia	800 05929	Free phone number
Lithuania	8800 30366	Free phone number
Netherlands	0031 10 700 7503	Call charged at local rate
Norway	0047 24 14 0601	Call charged at local rate
Sweden	020 160 4703	Free phone number
Switzerland	080 000 5691	Free phone number
United Kingdom	080 0022 4118	Free phone number



- If you want to leave a message via the website:

<https://mediq.speakup.report/mediq>



- If you want to do it via your phone:



- You can also download the SpeakUp by People Intouch app:



Questions?

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This Code will be updated periodically to stay current with changing legal and regulatory requirements. It is your responsibility to periodically review this document to ensure you understand its content. Although you are permitted to print out this document for reference, the latest English online version is the version that will apply.