



Environmental, Social, Governance Report 2024



at the heart of healthcare

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Introduction

At Mediq, conducting business responsibly is a top priority. Our commitment to responsible practices influences everyone we work with: patients, healthcare providers, insurers, vendors, and, of course, our employees. We believe that embedding sustainability into every aspect of our business is essential to addressing the challenges facing the healthcare sector.

Our Environmental, Social, Governance (ESG) goals are aligned with broader global objectives. We are working toward greenhouse gas neutrality and a circular economy by 2050, while prioritizing the well-being of people, whether it is our employees, healthcare professionals, patients, or those in our value chain. The key drivers of these goals are embedded in our product portfolio.

This report provides an overview of our ESG strategy and our progress throughout 2024.

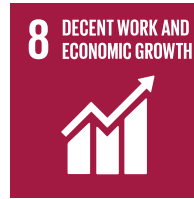
Executive summary

Our ESG strategy responds to a global call for action, echoing the urgency of environmental sustainability and social equity. Our ESG strategy is aligned with our company mission and embedded into our company vision. The strategy contains four pillars: products, services, operations, and our people. Our overall goals are aligned with broader global objectives, aiming for neutrality in greenhouse gas emissions and a circular economy by 2050 and taking care of people, whether it is our people, healthcare professionals, patients, or workers in our value chain. Since we are at the heart of healthcare, we will leverage our unique position by closely working together with healthcare partners to accomplish the sustainability transition.



Products

We aim to deliver ethically produced products with minimal environmental impact, guided by the principle of circularity.



Care to Care selection

The Care to Care selection is our range of products that meet Mediq's sustainability criteria. It includes 1,038 products, an increase of 307, of which 119 are Mediq Own Brands.

Supplier Code of Conduct

Our Supplier Code of Conduct outlines ethical sourcing standards based on the UN Declaration of Human Rights and ILO conventions. It has been signed by 99.7% of Mediq Own Brand spend (up 0.7 percentage points) and 73% of suppliers with annual spend over €250,000.



Supplier assessments

For Mediq Own Brand suppliers, 100% have undergone inherent risk assessments, 66% are onboarded into SEDEX—our partner for comprehensive risk and compliance checks—and 31% fully comply with our standard operating procedure.



Services

We aim to provide services and solutions to our customers to enrich the quality of life of patients and people working in healthcare and support the sustainability transition in healthcare.

Our current priority is building a more sustainable product portfolio, with a shift to services to follow.



Operations

We aim to operate minimizing waste, use of packaging material, emissions in transport, and energy use in buildings. Keeping circularity as our guiding principle.



Residual waste

Decreased from 22% to 15%, showing a year-on-year reduction of 7.70% over the period 2022 to 2024. This decrease is mainly due to improved waste separation processes in Denmark and changes in waste processing in the Netherlands.



Emissions related to parcel transport

Emissions related to parcel transport has increased from 0.247 KG/ parcel to 0.295 KG/ parcel due to a combination of local initiatives and changes in calculation methodology.



Scrap waste

Decreased from 0.62% to 0.34% (decreasing trend of 9.43% year on year over the period 2022-2024), mostly due to improved stock control in Denmark and backlog in scrap waste processing in the Netherlands.



Emissions related to pallet transport

Emissions have decreased from 4.835 KG/ pallet to 3.463 KG/ pallet mostly explained by local initiatives and changes in calculation methodology.



Cardboard consumption

Decreased from 0.41 KG/ order to 0.34 KG/ order (decreasing trend of 3.98% year on year over the period 2022-2024), driven by continuous improvement of carton size versus shipping volume in the Netherlands.



Electricity consumption

Increased from 4,005,151 kWh to 4,403,705 kWh - an increase of 9.95% (increasing trend of 2.57% year on year over the period of 2022-2024) mainly explained by increased adoption of automation in our processes.



Plastic consumption

Decreased from 0.0146 KG/order to 0.0126 KG/order (decreasing trend of 1.95% year on year over the period 2022-2024), due to changed packaging process in the Netherlands (sealing pallets takes place at the transporter instead of Mediq's warehouse).



Gas consumption

Decreased from 79.544 m³ to 69.686 m³ (decreasing trend of 15.84% year on year over period 2022-2024), mostly due to the warm winter of 2024 in the Netherlands.

Our people

We develop and empower engaged, healthy and diverse people.

Engaged people will be achieved by focusing on aligning work to our strategy and by enabling, empowering and developing our employees.



Employee Engagement

Employee engagement remained strong with 72% (+1 percent point) as measured per survey.

Health

Mediq Health strategy was launched. Strategy is based on 4 health pillars: physical, mental, social and financial health. 30 health ambassadors across Europe involved in implementation.



Diversity

The Women Empowerment Community identified career barriers and turned insights into actions for 2025. The LGBTQIA+ Community marked Pride Month and Coming Out Day with meaningful initiatives.

ESG Approach

Mediq is at the heart of healthcare, and we leverage this unique position to collaborate closely with healthcare partners to accomplish sustainability transition in healthcare.

17 PARTNERSHIPS FOR THE GOALS



Round tables in the Netherlands



In the Netherlands, we hosted multiple roundtable sessions with health insurers and healthcare organizations to discuss the future of washable incontinence materials and the reissuing of unused materials. Bottlenecks and potential solutions were explored, resulting in several agreements on process improvements. These aim to support the development of a more efficient system for the issuing and use of (reusable) incontinence materials.

Corporate Carbon Footprint 2023

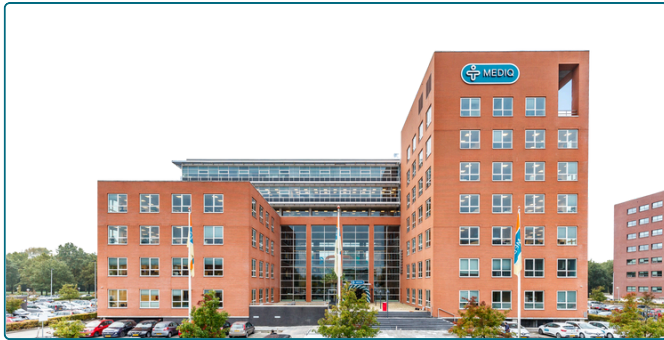
To substantiate our ESG strategy and related efforts, we have started assessing our scope 1, 2 and parts of scope 3 emissions in line with the Green House Gas (GHG) Protocol during 2024 (assessment year 2023). Outcomes: emissions in scope 1 are 5,648,679.80 kg CO₂ (20.1%), emissions related to scope 2 are 2,772,174.85 kg CO₂ (9.8%), and emissions related to scope 3 are 19,735,8914.0 kg CO₂ (70.01%).



About Mediq

Mediq is a leading European healthcare company with a 125-year legacy, operating in 14 countries and employing about 3,000 people. Guided by our vision to enable sustainable healthcare, we work to improve care outcomes and affordability through innovative products, services, and solutions.

We partner with healthcare professionals across hospitals, clinics, and home care to ensure patients receive the right care in the right place at the right time. At the heart of healthcare, we operate with our core values in mind: **Caring Heart**, **Customer Drive**, and **Champion Spirit**.



Our values



Caring heart

Care is the core business and the true DNA of the people of Mediq. We put our patients and the healthcare professionals who support them 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.



Customer drive

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



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 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.

Our mission

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

Our vision

To enable sustainable healthcare.



at the heart of healthcare



Message from our CEO

At Mediq, we are proud to be a market leader in providing innovative products, services and solutions to healthcare professionals and patients. Every day, our employees bring dedication and purpose to advancing this mission. In recent years, we have sharpened our focus on ensuring the sustainability of our offerings, while maintaining our long standing commitment to quality and safety.

I am incredibly proud of the progress we are making year after year. We are seeing increased engagement across the organization in our Environmental, Social and Governance initiatives. These efforts range from group level, like the Carbon Footprint Assessment we conducted for the first time last year to contributions led by employees, who are passionate about making Mediq a more inclusive and healthy workplace. Notably, initiatives that promote employee well-being and inclusiveness are gaining momentum.

I'm especially encouraged about the steps we're taking within our product portfolio. By conducting Life Cycle Assessments for Own Brand products, we gain full insight into the environmental impact of our portfolio. This transparency enables us to equip our customers with credible, substantiated sustainability information.

Sustainability is an ongoing journey, the progress we have made this year reflects our strong strategy and foundation and our shared commitment to doing business responsibly.

Arjen Linders
CEO Mediq

ESG strategy and achievements 2024

Our ESG strategy responds to a global call for action, echoing the urgency of environmental sustainability and social equity. Our ESG strategy is aligned with our company mission and embedded into our company vision. The strategy contains four pillars: products, services, operations, and our people.

Our overall goals are aligned with broader global objectives, aiming for neutrality in greenhouse gas emissions and a circular economy by 2050 and taking care of people, whether it is our people, healthcare professionals, patients, or workers in our value chain. Table 1 provides an overview of our strategy elements classified by E, S or G.

Table 1. Elements of ESG strategy classified by E, S or G.

Environmental	Social	Governance
<ul style="list-style-type: none">• GHG neutral business• Circular business• Care to Care selection• Services• Waste production• Packaging material use• Energy consumption buildings• Emissions related transport	<ul style="list-style-type: none">• Ethical production• Our people• Services	<ul style="list-style-type: none">• Governance structure• Code of Conduct• Stakeholders• Responsible disclosure• Risk management and control system• Internal guidelines and external standards• Assessment• Risk Tolerance

SDG alignment

Our commitment to sustainability aligns closely with the United Nations Sustainable Development Goals (SDGs). We focus on responsible consumption and production, climate action, and decent work and economic growth, redefining our business practices while supporting a global movement. Through services that enrich the lives of patients and healthcare professionals, we contribute to good health and well-being. Our actions across our workforce and value chain support reduced inequalities, and our collaborative approach to driving the healthcare sustainability transition reflects partnership for the goals.



ESG Strategy

We are aiming for circular business and Green House Gas emission-neutral operations by 2050. We acknowledge that achieving these goals requires a multifaceted transition in healthcare which is complex and will take time. Collaboration within and beyond our organization is crucial for transitioning to sustainable healthcare practices. Since we are at the heart of healthcare, we will leverage our unique position by closely working together with healthcare partners to accomplish the sustainability transition.

Mediq's ESG strategy at a glance



Products

We deliver products with minimal environmental impact – keeping circularity as our guiding principle – that are ethically produced.



Considering our environmental and societal impact, our product offering is our major contributor. Therefore, we aim to deliver products with a minimal environmental impact that are ethically produced. To ensure progress on both fronts, we are running two programs: the Care to Care program, which focuses on reducing the environmental impact of our product range, and the Responsible Sourcing program, which ensures ethical production practices.

Care to Care program

At Mediq we are committed to reducing the negative environmental impact of our products. Currently, we primarily offer single-use products made from virgin materials. A first rough scope 3 assessment indicated that approximately 70% of our emissions are related to scope 3 (see section Corporate Carbon Footprint) in which purchased goods and services (scope 3.1) together with transportation and distribution (scope 3.4 and scope 3.9) are the main contributors.

Based on our environmental ambition, we created Mediq's Care to Care program. Within this program, we focus on reducing the environmental impact of our products. We do this with a special focus on our Mediq Own Brand portfolio, where we have the greatest opportunity to influence the healthcare system.

As guiding principles, we use widely adopted circularity frameworks.

In the meantime, we also acknowledge the need to move from using a framework towards evidence based sustainability of our products. To this end we are committed to performing Product Carbon Footprints (PCFs) and Life Cycle Assessments (LCAs) of our Own Brand portfolio. To further integrate PCFs and LCAs into our ways of working we will be using software scaling up the amount of assessments. The results will guide us in taking fundamental steps to reduce the environmental impact of our product portfolio.



Care to Care embodies our dedication to a more sustainable future.

Care to Care program

The Care to Care selection is, our range of products that meet MediQ's sustainability criteria. Currently, to be included in the Care to Care selection, products must meet at least one of the following criteria¹:

- ✓ Possess an ecolabel, like Nordic Swan or EU Ecolabel
- ✓ Be made from biobased materials
- ✓ Be reusable
- ✓ Be made from recycled materials
- ✓ Be biodegradable
- ✓ Have decreased resource use during production

Over time, we will use insights from ongoing projects that provide a factual basis for the environmental impact of our products to further refine our sustainability criteria and hence our offering in the Care to Care selection.

¹ These criteria are considered a growth model, where products adhering to these criteria are added to the Care to Care assortment over time.

² Available from April 2025

Achievements 2024

The Care to Care selection is available for our customers in Sweden and the Netherlands. The Care to Care selection contains 1038 products with an ecolabel (119 products are Own Brand products). An increase of 307 products compared to 2023.

New product introduction within the nursing and personal care category: premium plastic free Klinion bodywash wipes².



Plastic free: The bodywash wipes are made of 100% plant-based viscose, making it an eco-friendly alternative to synthetic fibers like polyester



Nordic Swan ecolabel: The wipes are rigorously tested to meet strict sustainability, safety, and quality standards, ensuring a truly eco-conscious product.



Packaging material: packaging material is made of recyclable Low-Density Polyethylene, contributing to circular economy.

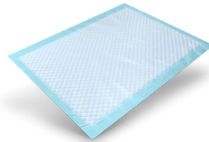
New product introduction within the absorbing incontinence category: underpads, finettes, and pants.



PEFC ecolabel: the underpads, finettes and pants are Program for Endorsement of Forest Certification (PEFC) certified, indicating the pulp in the products derives from PEFC certified forests that are managed in line with the strictest environmental, social, and economic requirements.



absorin. finettes



absorin. underpads



absorin. pants

During 2024 we have performed four LCA's. Two for our short sleeve gloves and two for our long sleeve gloves. The scope of the LCA's was cradle-to-gate and cradle-to-grave. See Table 2 for the result of the two LCA's.



"By building a sustainable Mediq Own Brand portfolio we are reducing our environmental impact while helping customers making more sustainable choices. It is very rewarding to collaborate with suppliers and customers to enable sustainable health care."

Guido Mouws,
Chief Product Officer

Table 2. Results of LCA's for two types of gloves

Functional unit	Impact	Scope	Value	Unit
Klinion Personal Protection Sensitive Glove – Long Cuff – size M	Global Warming Potential (GWP)	Cradle-to-gate	0.0431	kg CO ₂ -eq
	Global Warming Potential (GWP)	Cradle-to-grave	0.0534	kg CO ₂ -eq
KPP Sensitive Glove – Regular Cuff – size M	Global Warming Potential (GWP)	Cradle-to-gate	0.0285	kg CO ₂ -eq
	Global Warming Potential (GWP)	Cradle-to-grave	0.0372	kg CO ₂ -eq

Disposable, latex-free, powder-free examination gloves made of nitrile butadiene rubber with no Sulphur and/or accelerators added. Klinion Personal Protection SENSITIVE nitrile gloves have a low-dermatitis potential known to reduce potential risk for users sensitive to chemical additives.

Functional unit and scope

- Reference year for data: 2023/2024 production data
- Database used: Ecoinvent 3.9.1
- Calculation method: IPCC 2021 – GWP100
- LCA Software: SimaPro online platform version 2.47
- Geographical scope: Raw material extraction: Asia, Production: Malaysia, Use and end of life phase: Sweden
- System boundaries: cradle-to-grave (including energy consumption and waste in the production process as well as the emissions related to the manufacturing & transport of all incoming materials), examining all life cycle stages of the product. For this LCA the Cut-off system model is utilized. The energy recovery of the incineration of the end of life of the disposable gloves is taken into account to account for the end-of-life emissions.
- System boundaries: cradle-to-gate (including energy consumption and waste in the production process as well as the emissions related to the manufacturing & transport of all incoming materials). For this LCA the Cut-off system model is utilized.

Responsible sourcing program

At Mediq we are committed to high standards of social responsibility. Our approach to mitigating risks, minimizing negative impacts and identifying opportunities related to production conditions is embedded into our growing multi-phase Responsible Sourcing Program.

Baseline for ethical sourcing at Mediq is our Supplier Code of Conduct which embodies our core values and outlines the requirements we expect from our suppliers.

We take responsibility for monitoring compliance with the requirements described in our Supplier Code of Conduct as described in our Responsible Sourcing Policy. To support this, we established a partnership with SEDEX, through which we conduct self-assessment questionnaires and onsite audits. These efforts will contribute to our 2030 ambition of having ethical sourcing fully anchored in our supplier base.



Phase one Awarding

We screen potential suppliers based on specific criteria.



Phase two Contacting

We require suppliers to sign and follow our Supplier Code of Conduct, which reflects our core values and sets ethical sourcing standards based on the UN Declaration of Human Rights and ILO conventions.



Phase three Assessment

We evaluate supplier compliance based on the outcomes of our annual inherent risk assessment* and monitor adherence beyond signature of our Supplier Code of Conduct, as outlined in our Responsible Sourcing Policy. In partnership with SEDEX, we use self-assessments and onsite audits to evaluate risks and compliance.



Phase four Corrective action

We make sure the required improvements for the assessment phase are implemented based on the Plan Do Check Act Cycle.

*inherent risk assessment is based on production location and business sector. It does not take into account mitigating actions at the supplier.

Achievements 2024

First, we aim to ensure supplier awareness and compliance with our Supplier Code of Conduct (SCOC), hence we meticulously track signature coverage. We have successfully achieved 73% spend coverage with suppliers we spend more than €250K per year.

We are particularly proud to report 99% coverage among our Own Brand suppliers.

With a clear prioritization of our Private Label suppliers, we completed inherent risk evaluations for 100% of our Own Brand supplier sites in 2024. This effort allowed us to establish a robust Standard Operating Procedure for prioritizing, assessing, and managing suppliers using a risk-based approach.

A key step in this process is supplier onboarding to the SEDEX platform. Thanks to strong commitment and collaboration with our suppliers, we increased the number of onboarded suppliers from 15 to 59 — now representing 66% of our total Own Brand supplier base.

Services

We provide services and solutions to enrich the quality of life of patients and people working in healthcare and support the sustainability transition in healthcare.

Our current focus is on growing a more sustainable product portfolio. The shift toward services will become a priority once the sustainable product offering is in place.



Operations

We operate minimizing waste, use of packaging material, emission in transport, and energy use in buildings. Keeping circularity as our guiding principle.



Part of our environmental impact derives from the operations required to distribute our products. We distinguish four main areas of impact: waste, packaging, emissions and energy consumption. Hence, we focus on minimizing waste, packaging materials, transport emissions, and energy use in buildings.



Waste

By working closely with our suppliers, we are reducing the amount of residual waste generated in our warehouses and offices. This way we continue to promote the shift toward recyclable solutions, moving us closer to wasteless operations.



Transport emissions

In collaboration with our customers, carriers, and suppliers, we are decreasing emissions in transport. By optimizing delivery frequencies and reducing the number of transport moves, we aim to significantly reduce our carbon footprint while progressing toward our long-term goal of emissions-free transport.



Packaging

By adopting innovations we are focusing on optimizing the design and functionality of our packaging process to eliminate unnecessary packaging use.



Energy consumption

By implementing innovative solutions we are minimizing our energy use and ensuring that we contribute to a healthier environment.

Achievements 2024

We have started tracking our performance within these topics by means of ESG KPI's since 2022 for our largest country organizations. Moving from 2023 to 2024 we have extended the scope by adding new countries and business units, resulting in more complete results and improved benchmarking.

Table 3 (page 26) shows an overview of the operations KPI results at group level. Please note it includes two columns for 2024; 2024 (FY) provides like-for-like results versus 2023 scope whereas column 2024 (FY extended) shows the results including our extended scope (see remarks at the bottom the table).

In summary a decreasing trend is observed for residual waste, scrap waste, cardboard consumption and plastic consumption. CO₂ emissions related to pallet and parcel transport are heavily impacted by calculation methods of transport providers which have changed over the years. Overall electricity consumption has increased driven by increased adoption of automation in our processes. In this section we will elaborate on the underlying local events and initiatives leading to these results.

Waste

Residual waste: Total percentage residual waste has decreased from 22% in 2023 to 15% in 2024 indicating a decreasing trend of 7.70% year on year over the period 2022-2024. This decrease is the result of several local initiatives and events, described below.

In Denmark residual waste decreased from 21% in 2023 to 13% in 2024. This decrease is caused by introducing more thorough waste sorting processes. For example, plastic waste is being separated from residual waste as of the beginning of 2024.

In Finland residual waste decreased from 58% to 36%. At the end of 2023 a new ERP system was implemented. To prepare, a significant warehouse cleaning was organized prior to the go-live which resulted in a higher 2023 results.

Residual waste decreased from 19% in 2023 to 15% in 2024 in the Mediq Netherlands organization. The switch from waste processor and collection processes has caused some challenges with regards to waste registration. Data registered in 2024 should be considered a pilot year and registration from 2025 onwards can be considered consistent and accurate.

Scrap waste

Total percentage of scrap waste has decreased from 0.62% in 2023 to 0.35% in 2024 indicating a significant reduction on the absolute amount of scrap waste; however, the 3-year trend suggests a decrease of 9.43% year on year. The decrease is caused by several local initiatives or situations.

In Denmark scrap waste decreased from 0.65% in 2023 to 0.43% in 2024 due to improved stock control and handling.

Mediq Finland reports a decrease in scrap waste from 0.85% to 0.78%. At the end of 2023 a new ERP system was implemented. To prepare, a significant warehouse cleaning was organized prior to the go-live which resulted in a higher 2023 results.

Within the Netherlands scrap waste decreased from 0.54% in 2023 to 0.30% in 2024 driven by a backlog in scrapping volume for 2024. These scrap waste volumes will be reported in 2025.

Packaging material

The total amount of carton consumption decreased from 0.41 KG/ order in 2023 to 0.34 KG/ order in 2024, which shows a decreasing trend of 3.98% year on year. This decrease is caused by local efforts to decrease our cardboard consumption.

Within the Netherlands the cardboard consumption decreased from 0.4066 KG/ order to 0.3682 KG/ order. This effect was driven by continuous improvement of carton size vs shipping volume after the introduction of new cardboard box size and equipment in 2023.

The total amount of plastic consumption decreased from 0.0146 KG/order in 2023 to 0.0126 KG/order in 2024, which shows a decreasing trend of 1.95% year on year. This decrease is a result of several local initiatives to limit the use of plastic packaging material.

Within Finland plastic consumption decreased from 0.0662 KG/ order in 2023 to 0.0580 KG/ order in 2024. This does not appear to be a structural drop in consumption but driven by misalignment in reporting of purchasing versus consumption between 2023 and 2024.

Within the Netherlands plastic use decreased from 0.0104 KG/ order in 2023 to 0.0076 KG/ order in 2024. This is driven by temporary outsourcing of pallet wrapping and packaging processes. The plastic material consumed by the outsourcing partner is not included in the reported 2024 figures.

Transport emissions

The total amount of CO₂ emissions related to parcel transport has increased from 0.247 KG/parcel in 2023 to 0.295 KG/parcel. The difference is driven by a combination of local initiatives and changes in calculation methodology.

In Norway the CO₂ emissions related to parcel transport decreased from 0.078 CO₂ per parcel to 0.030 CO₂ per parcel. This is caused by a 10% increase in electric last-mile vehicles. Furthermore, shipment consolidation has contributed to improved efficiency, decreasing the emissions related to parcel transport.

In Finland the CO₂ emissions related to parcel transport increased from 0.538 KG/parcel to 0.728 KG/parcel. This is the result of consolidation challenges associated with the go-live of the new ERP system that took place during 2024.

In the Netherlands the CO₂ emissions related to parcel transport has increased from 0.258 KG/parcel in 2023 to 0.326 KG/parcel in 2024. This increase is due to a change in calculation methodology - from tank-to-wheel to well-to-wheel.

Total CO₂ emissions related to pallet transport have decreased from 4.835 KG/pallet in 2023 to 3.463 KG/pallet in 2024. The difference is driven by a combination of local initiatives and changes in calculation methodology.

In Norway the CO₂ emissions related to pallet transport has decreased from 2.173 KG/pallet to 1.7695 KG/pallet. This is caused by an increase in last-mile electric vehicle usage during 2024.

In Denmark the CO₂ emissions related to pallet transport has decreased from 6.998 KG/pallet to 4.355 KG/pallet. Due to the change of pallet carrier during 2024, the emission calculation methods have changed. Leaving the emission data 2023 versus 2024 one-to-one incomparable.

Energy consumption

The total amount of electricity consumption (kWh) increased from 4,005,151 kWh in 2023 to 4,429,306 kWh in 2024. The 3-year trend shows an increase of 2.57% year on year across the group.

In the Baltics electricity consumption decreased from 192,412 kWh in 2023 to 171,909 kWh in 2024, a decrease of 10.66%. This was driven by a shutdown of the warehouse cooling given the relatively cool summer.

In the Netherlands, electricity consumption rose to 1,341,181 kWh in 2024, mainly due to the expanded warehouse mechanization at our fulfillment center. Most of the additional energy used was generated by solar panels installed on the facility's roof.

The total amount of gas consumption has decreased from 79.544 m³ in 2023 to 69.686 m³ in 2024 and shows a reduction of –15.84% year on year.

In all countries gas consumption remained relatively stable.

In the Netherlands it decreased by 83.6%. This decrease is caused by a mild winter in 2024 compared to 2023. The warehouse is primarily heated by heat pumps, with gas as backup. Due to the mild winter, the backup heating was not needed in 2024.



Fulfillment center in the Netherlands

Table 3. Results of operations KPI's

Topic	KPI	Definition	2023 (FY)	2024 (FY)	2024 (FY – extended scope)	Target	YoY trend ('22-'23-'24)
Waste	Residual waste (%) ¹	All waste that is not separated (plastic, cardboard, etc.) to be recycled (KG) / total amount of waste (KG) *100	22%	15%	30%	year-by-year reduction of 5%	-7.70%
	Scrap waste (%) ²	Costs of all products that are destroyed because of due dates or breakage (Local currency) / total costs of goods sold (local currency) *100	0.62%	0.35%	0.35%		-9.43%
Packaging material	Carton consumption (KG/order) ³	All cardboard that is purchased as packaging material (this includes – but is not limited to – cardboard boxes for customer orders, paper filling material, etc.) (KG) / number of orders	0.4136 KG/order	0.3871 KG/order	0.3363 KG/order	year-by-year reduction of 2%	-3.98%
	Plastic consumption (KG/order) ³	All plastic that is purchased as packaging material (this includes – but is not limited to – wrapping film, bubble plastic, plastic filling material) (KG) / number of orders	0.0146 KG/order	0.0151 KG/order	0.0126 KG/order		-1.95%
Transport emissions	CO ₂ emission per parcel (KG CO ₂ /parcel) ⁴	Total CO ₂ emission from all parcels that are being shipped from the warehouse (outbound) / number of parcels	0.247 KG/parcel	0.295 KG/parcel	0.295 KG/parcel	year-by-year reduction of 5%	NA ⁸
	CO ₂ emission per pallet (KG CO ₂ /pallet) ⁵	Total CO ₂ emission from all pallets that are being shipped from the warehouse (outbound) / number of pallets	4.835 KG/pallet	3.463 KG/pallet	3.442 KG/pallet		NA ⁸
Energy consumption	Electricity consumption (kWh) ⁶	The total amount (kWh) of electricity that is being used in warehouses	4,005,151 kWh	4,429,306 kWh	6,844,953 kWh	year-by-year reduction of 2%	+2.57%
	Gas consumption (m ³) ⁷	The total amount (m ³) of gas that is being used in warehouses	79,544 m ³	69,686 m ³	693.653 m ³	year-by-year reduction of 5%	-15.84%

Table 3. Results of operations KPI's

General remark 1 related to all KPI's: This data has not been audited externally (as CSRD does not yet apply to Mediq).

General remark 2 related to all KPI's: Bearing the explanations below in mind, we provide this report with the following disclaimer: no claims as to the accuracy are made, and no rights or obligations can be derived from the contents of this report.

1. Data not available for Baltics. 2024 extended scope includes UK warehouses.
2. The warehouses of Sweden and Norway are combined during 2023; however, scrap waste is still reported separately. No additions for the 2024 extended scope.
3. No additions for the 2024 extended scope.
4. Data not available for the Baltics. Overall: data reliability issue due to inconsistency in measurement methods (caused by dependency on transport partners).
5. Data not available for the Baltics. 2024 extended scope includes the Netherlands. Overall: data reliability issue due to inconsistency in measurement methods (caused by dependency on transport partners).
6. 2024 extended scope includes UK warehouses, office in the Netherlands, office shared service center in Vilnius, warehouse in Liederbach and office in Dresden. Additionally, this KPI is very sensitive to weather conditions and does not distinguish between renewable and non-renewable energy.
7. 2024 extended scope includes UK warehouses. Additionally, this KPI is very sensitive to weather conditions and does not distinguish between renewable and non-renewable energy.
8. Due to changes in calculation method this trend is not reliable.

Our people

Our journey in integrating and enhancing ESG criteria within our product portfolio, services and operations is deeply intertwined with the influence on our employees. That is why we embrace the responsibility to nurture an environment where our team members feel valued, supported, and empowered by focusing on employee engagement, health, and diversity.

We develop and empower engaged, healthy and diverse people.



Employee Engagement

By ensuring alignment of our team members with our mission and vision, we aim to promote enablement and empowerment in their roles and offer opportunities for personal and professional development.

Physical and mental well-being

By creating a work environment that promotes a healthy lifestyle we are committed to the overall well-being of our team, both on and off the job.



Diversity and inclusion

We strive for a workforce that reflects the wide variety of backgrounds, perspectives, and experiences that the world has to offer. We aim to create an inclusive culture where everyone feels valued and respected by celebrating diversity, educating our employees, and implementing clear policies.

Achievements 2024

We have been tracking employee engagement and well-being for many years and added gender diversity as a formal focus area in 2022. Table 4 (page 32) presents results at the group level. We also introduced a new KPI on diversity: the percentage of colleagues who feel they can succeed at Mediq regardless of their background. The sections below elaborate on each of these topics.

Engaged people

Your voice is our **Strength**
Share yours!



Mediq's internal campaign promoting Employee Engagement Survey 2024

Every autumn, we measure employee engagement across Mediq. A record-breaking 81% of our colleagues participated in the survey in 2024, expressing strong commitment to shaping Mediq's future and growing together. Our overall engagement stayed strong and increased by 1 percentage point (to 72%) compared to the previous year. This score derives from an average top box score over the 4 constituting questions. Employees rated customer centricity highly and demonstrated a strong sense of ownership of results. Compared to 2023, we also observed improvements in alignment, teamwork, and psychological safety, showcasing a culture of collaboration, responsibility, and shared purpose. The survey also highlighted areas for improvement, including the need for clearer links between our vision and employees' day-to-day roles, and the importance of timely recognition. Another indicator of engagement, voluntary turnover, remained stable at 12%, the same as the previous year. In an increasingly competitive labor market, this stability reflects the continued high engagement of our workforce.

Healthy people

During 2024, the Mediq Health Strategy was launched. The strategy is based on four health pillars: physical, mental, social, and financial health. To support overall implementation, 30 health ambassadors are active across all our entities. Several initiatives related to the strategy were organized throughout the year.

In the UK, two financial webinars were hosted — one about pensions and planning for the future, and another about pensions and redundancy. Related to female physical health, free environmentally friendly period products were provided in all female and accessible toilets. The Black Cardi Campaign was also launched: all female and accessible toilets now have black cardigans available to help protect colleagues' dignity in the event of a menstruation leak or incontinence.

Other initiatives included a free fitness area available to two teams each week, the offering of influenza vaccines, the promotion of biking to work, the introduction of a positivity box filled with inspiring quotes, regular newsletters on health topics, and the organization of a vibrant Vitality Week (23rd to 29th of September).



Diverse people

We strive for a workforce that reflects the wide variety of backgrounds, perspectives, and experiences that the world has to offer. To that end we have a DE&I policy that sets clear definitions on diversity, equity and inclusion within Mediq and guidelines on every ones responsibilities and how to report potential misconduct. The one diversity trait we can measure is gender identity across our organization. Overall, the distribution of men and women is comparable to last year. With a skew to more women compared to men in general. For senior leadership positions the female representation has increased with 8% compared to last year. This shift reflects both recent appointments and a revised job framework better enabling us to distinguish our most impactful positions.

Percentage of people who feel they can be themselves at work is an indicator of our success to provide a work environment where everyone can perform to the best of their ability. At a 86% we are a long way there. Compared to last year we see a small decrease in this number (-3% point). Causing us to take additional and targeted action with an integrity campaign for all employees. Emphasizing the urge for equal treatment for all employees, and informing colleagues on where to report misconduct, to strengthen our culture of inclusivity.

At Mediq we believe in the power of bottom-up improvement. To that extent we have two active employee resource groups: LGBTQIA+ and women empowerment. These active groups have been organizing several events. During 2024 the ethnic background group was put on hold due to lack of interest within the company. With the diversity of backgrounds that we are proud to employ, it has become clear that a one size fits all approach is clearly not the way forward. We welcome new more tuned initiatives as they arise.

Table 4. Results of our people KPI's.

Field	KPI	Definition	2023 (FY)	2024 (FY)	Delta 2024 vs. 2023	Target
Engagement	Employee engagement (%)	Employee engagement score as measured per survey	71%	72%	+1%	on par, or better than, the benchmark
	Turnover rate (%)	Number of employees that voluntary leave Mediq / average number of employees *100	12%	12%		no more than 10%
Health	Short & Long term absence (%) ¹	Percentage of employees registered with short (<6 weeks) and long (>6 weeks) term absence / average number of employees *100	NA	NA		on par, or better than, the country specific benchmark
	Work life-balance	Self-reported (10 point scale) work-life balance as measured per engagement survey	6.4	6.5	+0.1	on par, or better than, the benchmark
Diversity	Gender ratio in general, management and higher management population (%)	Number of men working in general (or management or higher management) population / total number of employees in general (or management or higher management) population * 100 : number of women working in general (or management or higher management) population / total number of employees in general (or management or higher management ²) population * 100	General: 37% : 63% Management: 50% : 50% Higher management: 66% : 34%	General: 40% : 60% Management: 52% : 48% Higher management: 58% : 42%	General: +3% : -3% Management: +2% : -2% Higher management: -8% : + 8%	40% representation of one gender (especially in management and higher management population)
	People that feel they can be themselves at work (%)	Question in engagement survey (Y / N)	89%	86%	-3%	100%
	People that feel you can succeed at Mediq regardless your background (%)	Question in engagement survey (Y / N)	Not included	76%	NA	100%
	Employee engagement (%)	Employee engagement score as measured per survey	71%	72%	+1%	on par, or better than, the benchmark

General remark related to all KPI's: Bearing the below explanations in mind, we provide this report with the following disclaimer: no claims as to the accuracy are made, and no rights or obligations can be derived from the contents of this report

1. This data is not yet available on a group level. There are improvement projects undergoing to improve the process.
2. Revised job framework better enabling us to distinguish our most impactful positions.

LGBTQIA+ group

The community has launched their network on company sites internally and launched an online platform for members and allies. To celebrate pride month (June), pride pins have been distributed across all Mediq sites. Additionally, coming out day was celebrated in October. Finally, Mediq confirmed participation in “Workplace Pride” (a non-profit organization dedicated to improve lives of people from the community in workplaces) as a member.



“The founding of Mediq’s community groups, and especially the LGBTQIA+ group, shows Mediq’s commitment to ensuring a workplace where everyone can show up as themselves and give their best without compromising authenticity – seeing the Executive Committee actively and genuinely communicating their support to the community has strengthened my feeling of belonging to Mediq”

Assi Askala,
Chair of the LGBTQIA+ community

Women empowerment group

The women empowerment group followed a lecture on female representation in the corporate top by Dr. Mr. Rosalien van 't Foort-Diepeveen: assistant professor and lecturer at Nyenrode University. The team analyzed available data on diversity within Mediq, as well as external research and reports available. Based on those they defined tangible actions for the first 6 months of 2025.



“With our Mediq Women Empowerment Group we did a solid research, that opened my eyes even wider on some issues we – women – face at work, and why this happens. I hope together, with all fantastic ladies and one man that joined us recently - we can make Mediq a place that stands out as known to cherish the gender diversity”

Agnieszka Nowotka,
Chair of the Women Empowerment Group



ESG Approach

Our approach to Environmental, Social, and Governance (ESG) goes beyond compliance — we turn ESG priorities into opportunities that drive our strategy, create value across our ecosystem, and accelerate the sustainable transformation of healthcare.

17 PARTNERSHIPS FOR THE GOALS



Round tables in the Netherlands

Round tables are one of the ways we bring together key partners essential to the sustainability transition. In the Netherlands, disposable incontinence material accounts for 8% of residual waste — much of it unused. This is unsustainable, both ecologically and economically.

To address this, Mediq organized a series of round tables with stakeholders, including government, healthcare providers, health insurers, and associations, to discuss the future of reusable incontinence materials and the reissuing of unused products.

The goals of the round tables were threefold:

- to support more efficient use of resources and technology
- to scale up the use of reusable incontinence materials
- to explore the potential for reissuing unused incontinence materials.

During the sessions, several bottlenecks were identified, including contractual agreements with health insurers, supplier-specific return policies, and legislation and regulations related to reissuing and reusable materials. Multiple possible solutions were explored, with a strong emphasis on the need to strengthen legal frameworks and collect and share relevant data.

As a result of these discussions, concrete agreements have been made. Parties are now collaborating on process improvements with the aim of developing a more efficient system for the issuing and reuse of incontinence materials. Together, we are working toward a more sustainable healthcare system — contributing to both better care and a healthier environment.



“At Mediq, we feel a strong social responsibility to improve healthcare. Together with our customers, partners and suppliers, we continuously work on sustainable growth and responsible healthcare solutions. It is our ambition to tackle the challenges in healthcare through such collaborations and to contribute to a more sustainable healthcare system.”

**Susanne van Tiggelen,
General Lead Public Affairs
& Health Care Insurers**

Corporate Carbon Footprint 2023

Foundation for working towards Green House Gas (GHG) neutral business is assessment of these emissions. To substantiate our ESG strategy and related efforts, we have started assessing our scope 1, 2 and parts of scope 3 emissions in line with the GHG Protocol during 2024 (assessment year 2023). To do so we have partnered with ClimatePartner, a solution provider with expert knowledge on GHG scope 1, 2 and 3 emissions assessments and reduction planning. In light of transparency we want to publish the results, however we are aware of the limitations related to the scope 3 assessment.

Scope 1 and 2 were assessed in full, the scope 3 assessment included the following categories:

3.1: Purchased goods and services



3.3: Fuel and energy-related activities



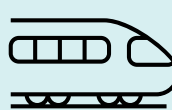
3.4: Upstream transportation and distribution



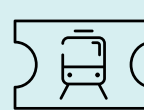
3.5: Waste generated in operations



3.6: Business travel



3.7: Employee commute



3.9: Downstream transportation and distribution



Overall, the assessment shows that even without Scope 3 being fully assessed, it accounts for the majority of our emissions (70%) (see Table 5). This first assessment provides insight into the emission hotspots related to our own operations (Scope 1 and 2). The main contributors are direct emissions from our company vehicles, purchased electricity, and purchased heating.

To eliminate emissions related to purchased electricity, we have acquired Energy Attribute Certificates (EACs), setting these emissions at '0'. However, since EACs do not actively promote reduction, this does not absolve us from the need to decrease electricity consumption.

Within Scope 3, the main contributors are purchased goods and services (Scope 3.1), along with transportation and distribution (Scope 3.2 and Scope 3.9).

One of the consequences of the partial Scope 3 assessment is the underestimation of our impact within this scope (70%) and the overestimation of our Scope 1 and 2 emissions (30%). In 2025, we will conduct a full Scope 1, 2, and 3 assessment covering the year 2024.

The biggest challenge will be collecting all relevant data related to purchased goods and services (Scope 3.1) and the end-of-life treatment of sold goods (Scope 3.12).

We will set reduction targets for Scope 1 and 2 as soon as possible and aim to define Scope 3 reduction targets in the foreseeable future. Based on these targets, a reduction roadmap will be developed and implemented.

Table 5. Scope 1, 2 and 3 emissions of Mediq – 2023

Emission source	Without EACs*		With EACs*	
	Kg CO ₂	%	Kg CO ₂	%
Scope 1	5,648,679.80	20.1	5,648,679.80	21.5
Scope 2	2,772,174.85	9.8	869,569.60	3.3
Scope 3 (partially)	19,735,891.40	70.1	19,735,891.40	75.2

**by procuring Energy Attribute Certificates (EACs) we bought green electricity – setting our emissions related to electricity at 0.*

CSRD implementation

Double Materiality Assessment

In 2024, Mediq completed the Double Materiality Assessment (DMA) in preparation for Corporate Sustainability Reporting Directive (CSRD) compliance. Several expert panels with colleagues working for different departments and countries were organized to assess their views and knowledge on Mediq’s impact on the environment (inside-out) and Mediq’s sustainability related risks and opportunities (outside-in). Based on these sessions an overview of all impacts, risks and opportunities was created after which ranking and rating of these matters was performed by the expert groups. The topics included in ESRS E1 (climate change), ESRS E2 (pollution), ESRS E3 (water), ESRS E5 (circular economy), ESRS S1 (own workforce) , ESRS S2 (workers in the value chain), ESRS S4 (consumers and end-users) and G1 (business conduct) were rated above threshold (3) and therefore considered material. Furthermore, one Mediq specific material topic was defined: well-being (patients and healthcare workers). The topics are in line with the ESG strategy (see table 6) and validated by CSRD SteerCo and ESG committee. Our external auditor has reviewed our initial DMA in December 2024. We are taking the necessary steps to incorporate their minor observations which mostly relate to documentation improvements.

Table 6: alignment of material ESRS topics and Mediq’s ESG strategy.

ESRS	Material topic	Sub-topic(s)	ESG strategy Mediq
E1	Climate change	Mitigation, adaptation and energy	Products, Services, Operations
E2	Pollution	Air	Products, Operations
E3	Water	Withdrawal and consumption	Products
E5	Circular economy	Resource inflows and outflows Waste	Products, Services, Operations
S1	Own workforce	Working conditions and equal treatment Other work related rights – data privacy	Our people
S2	Workers in the value chain	Working conditions Other work related rights	Products
S4	Consumers and end-users	Health and safety Data privacy	Products, Services
G1	Business conduct	Corporate culture Ethical trading	Products, Our people
Mediq	Wellbeing	Patients Healthcare workers	Services

Technical Gap assessment

After the ESG Committee signed off on the material topics, we conducted a gap assessment (covering policies, metrics, and targets) to identify which qualitative and quantitative data points are currently unavailable. Subsequently, owners were assigned for each of the gaps. At the time of writing, the gap closure process is still ongoing.

The potential impact of the Omnibus proposal from the European Commission on Mediq's CSRD and EU Taxonomy reporting will be assessed in the first half of 2025. This includes the proposed postponing of reporting requirements by two years, moving the timeline to 2027.

Corporate Governance

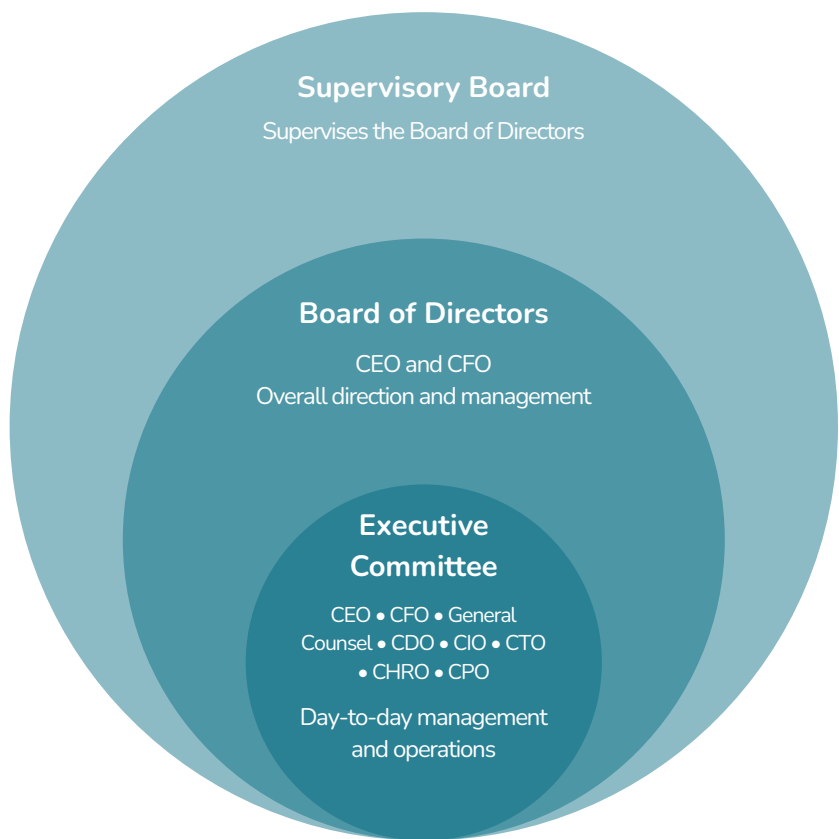
Good corporate governance is the foundation of long-term success and stakeholder trust. Our governance framework promotes transparency, accountability, fairness and responsibility. It supports ethical decision-making at every level of the organization. We ensure that our operations align with the best interests of shareholders, employees, and the broader community.

Governance structure

Mediq applies a two-tier board structure: The Board of Directors and the Supervisory Board.

The Supervisory Board supervises the Board of Directors in carrying out its activities. In addition to its supervisory responsibilities, the approval of the Supervisory Board for various decisions of the Board of Directors is required to be obtained. The Board of Directors, comprising the CEO and CFO, is responsible for the overall direction and management of the Company. Under the direction of the Board of Directors, the Executive Committee (ExCo) is tasked with the day-to-day management of the Company. The Board of Directors and the ExCo oversee the Company's performance, make operational decisions, and ensure alignment with the Company's goals, values, and governance framework. The ExCo consists of the CEO, the CFO, the General Counsel, the CDO, the COO, the CIO, the CTO, the CHRO and the CPO.

Mediq's Two-Tier Board Structure



Code of Conduct

To support our strong values, we have established a Code of Conduct that outlines key principles to ensure we do the right thing in the right way. Together with our vision and values, the Code guides our decisions and actions. Our Executive Committee and Supervisory Board are responsible for ensuring compliance with relevant laws and regulations in the area of corporate governance.

The Code covers the following topics:

People and environment



Safe workplace, workplace violence, alcohol- and drug-free workplace, human rights, anti-discrimination, anti-harassment, diversity, equity and inclusion, environment.

Business integrity and fairness



Conflicts of interest, anti-kickback, bribery and corruption, stakeholder relations, quality, exports and money laundering, antitrust and competition laws, gifts, entertainment, hospitality, and donations.

Safeguarding company assets



Use of company resources and property, IT use, fraud and misconduct, privacy, and data protection.

Speak-up

If anyone—internal or external—suspects a breach of our Code of Conduct, whether intentional or not, we offer clear reporting channels. Ideally, concerns should be reported to the employee's manager. If that's not feasible, they can be reported through the Integrity Procedure, which also allows anonymous submissions via the SpeakUp tool. Reports are protected from retaliation, and Mediq will promptly and thoroughly investigate every case.

Stakeholders

Mediq is an international healthcare company. The markets in which we operate are highly regulated, with governments setting requirements for affordability, accessibility, and quality of care. These factors make healthcare markets complex and challenging.

The success of our company depends on the extent to which we are able to meet the needs of patients and healthcare professionals. Our business strategy also considers the interests of other stakeholders, including governments, political officials, regulatory bodies, healthcare insurance companies, producers of medical products and patient and consumer organizations. Mediq actively monitors dialogue among these stakeholders and contributes where possible, either directly or through industry associations.

We assess client satisfaction through regular surveys. We also engage with patients, patient associations, and healthcare professionals to discuss therapy-related topics. Across our local operations, employees maintain regular contact with healthcare insurers. Meanwhile, our central purchasing department and local category managers are in continuous communication with suppliers of healthcare products.

Responsible disclosure

The safety and security of our products and services are of vital importance. We place great value on customer privacy, and the security of our IT systems is a top priority.

Risk management and control system

As a healthcare business, Mediq is exposed to various financial, operational, and compliance risks. We identify risks related to our strategic, operational, and financial objectives, assess their likelihood and potential impact, and take appropriate steps to manage or mitigate them. This approach is embedded across our organization.

Internal guidelines and external standards

We have implemented uniform operational and financial guidelines that apply to all group companies. These cover business process design, financial reporting, investments, financing, and long-term liabilities. We also have policies on information security and personal data protection, applicable to both business and IT environments.

Our procedures require the reporting of any incident that could harm patient health, cause financial damage, or affect our reputation. Similarly, breaches involving personal data must be reported. We are bound by strict statutory and regulatory requirements regarding the storage and delivery of healthcare products. Our group companies are certified to ISO or comparable quality standards.

Assessment

Group companies are responsible for the design and effectiveness of their risk management and control systems, within centrally defined guidelines. They regularly assess the key business risks related to their operations and objectives. These risks and their corresponding mitigation measures are discussed regularly with the Executive Committee.

Each year, group companies report on the quality of their risk management and control systems through a formal letter of representation. Our Internal Audit department conducts risk-based audits, supporting ongoing assessment and improvement of these systems.

Risk tolerance

We encourage the pursuit of new opportunities and accept associated risks provided that they help us attain our strategic and operational objectives. The requirement that we impose is that associated risks are identified and managed.

Our risk approach is shaped by internal and external factors, including financial performance, cash flow, financing options, economic developments, and regulatory obligations. We apply strict financial criteria to acquisitions and investments. We are willing to accept risks related to acquisitions, provided they align with our strategic objectives, financial targets, and management standards.

ESG Organization

The ESG committee owns the ESG strategy and its execution, it holds representation of the Group CEO and other senior management within the organization, chaired by the ESG manager. This committee has the shared responsibility to, amongst others, support and supervise ESG strategy process and implementation into ways of working and embedding ESG into personal and company targets. The ESG committee regularly reports out to Mediq's Supervisory Board, at a minimal on a quarterly basis.

To prepare for CSRD compliance, we established a CSRD SteerCo collectively responsible for, amongst others, performing a double materiality risk assessment to determine our reporting scope, supporting and supervising CSRD implementation, setting KPI's and drafting related policies, and overseeing implementation of controlled data collection procedures including reporting platform.

The ESG committee has a strategic focus whereas the CSRD SteerCo focusses on CSRD implementation and compliance. They work closely together in bringing ESG at Mediq at a higher level. The ESG committee has overall responsibility for CSRD compliance but delegated the implementation project to the CSRD SteerCo and its project team.

ESG strategy execution as well implementation of the CSRD is done by many colleagues representing local and group departments. Depending on the magnitude of the work to be done this is either organized into a program (for example Care to Care), projects (for example Corporate Carbon Footprint assessment) or standalone activities (for example quarterly KPI reporting).

Future directions

Looking ahead, we will continue the implementation of our ESG strategy and related projects, with a particular focus on our product portfolio. We remain committed to building strong partnerships with suppliers, customers, and other key stakeholders to advance the sustainability transition in healthcare. We will also embrace technologies that support sustainability, from renewable energy and sustainable materials to digital tools that enhance ESG governance and reporting.

Appendix

Products

	MOB	Other	Total
Products in Care to Care selection	119	919	1038
Suppliers that signed Supplier Code of Conduct (%)	99.7%	73% (>250k spend)	N/A
Inherent Risk Assessment (%)	100%	N/A	N/A
Onboarded into SEDEX (%)	66%	N/A	N/A
Compliant to our responsible sourcing Standard Operation Procedure (%)	31%	N/A	N/A

Products KPI's.

Results of LCA's for two types of gloves

Functional unit	Impact	Scope	Value	Unit
Klinion Personal Protection Sensitive Glove – Long Cuff – size M	Global Warming Potential (GWP)	Cradle-to-gate	0.0431	kg CO ₂ -eq
	Global Warming Potential (GWP)	Cradle-to-grave	0.0534	kg CO ₂ -eq
KPP Sensitive Glove – Regular Cuff – size M	Global Warming Potential (GWP)	Cradle-to-gate	0.0285	kg CO ₂ -eq
	Global Warming Potential (GWP)	Cradle-to-grave	0.0372	kg CO ₂ -eq

Disposable, latex-free, powder-free examination gloves made of nitrile butadiene rubber with no Sulphur and/or accelerators added. Klinion Personal Protection SENSITIVE nitrile gloves have a low-dermatitis potential known to reduce potential risk for users sensitive to chemical additives.

Functional unit and scope

- Reference year for data: 2023/2024 production data
- Database used: Ecoinvent 3.9.1
- Calculation method: IPCC 2021 – GWP100
- LCA Software: SimaPro online platform version 2.47
- Geographical scope: Raw material extraction: Asia, Production: Malaysia, Use and end of life phase: Sweden
- System boundaries: cradle-to-grave (including energy consumption and waste in the production process as well as the emissions related to the manufacturing & transport of all incoming materials), examining all life cycle stages of the product. For this LCA the Cut-off system model is utilized. The energy recovery of the incineration of the end of life of the disposable gloves is taken into account to account for the end-of-life emissions.
- System boundaries: cradle-to-gate (including energy consumption and waste in the production process as well as the emissions related to the manufacturing & transport of all incoming materials). For this LCA the Cut-off system model is utilized.

Operations

Topic	KPI	Definition	2023 (FY)	2024 (FY)	2024 (FY – extended scope)	Target	YoY trend ('22-'23-'24)
Waste	Residual waste (%) ¹	All waste that is not separated (plastic, cardboard, etc.) to be recycled (KG) / total amount of waste (KG) *100	22%	15%	30%	year-by-year reduction of 5%	-7.70%
	Scrap waste (%) ²	Costs of all products that are destroyed because of due dates or breakage (Local currency) / total costs of goods sold (local currency) *100	0.62%	0.35%	0.35%		-9.43%
Packaging material	Carton consumption ₃ (KG/order) ³	All cardboard that is purchased as packaging material (this includes – but is not limited to – cardboard boxes for customer orders, paper filling material, etc.) (KG) / number of orders	0.4136 KG/order	0.3871 KG/order	0.3363 KG/order	year-by-year reduction of 2%	-3.98%
	Plastic consumption ₃ (KG/order) ³	All plastic that is purchased as packaging material (this includes – but is not limited to – wrapping film, bubble plastic, plastic filling material) (KG) / number of orders	0.0146 KG/order	0.0151 KG/order	0.0126 KG/order		-1.95%
Transport emissions	CO ₂ emission per parcel (KG CO ₂ /parcel) ⁴	Total CO ₂ emission from all parcels that are being shipped from the warehouse (outbound) / number of parcels	0.247 KG/parcel	0.295 KG/parcel	0.295 KG/parcel	year-by-year reduction of 5%	NA ⁸
	CO ₂ emission per pallet (KG CO ₂ /pallet) ⁵	Total CO ₂ emission from all pallets that are being shipped from the warehouse (outbound) / number of pallets	4.835 KG/pallet	3.463 KG/pallet	3.442 KG/pallet		NA ⁸
Energy consumption	Electricity consumption (kWh) ⁶	The total amount (kWh) of electricity that is being used in warehouses	4,005,151 kWh	4,429,306 kWh	6,844,953 kWh	year-by-year reduction of 2%	+2.57%
	Gas consumption (m ³) ⁷	The total amount (m ³) of gas that is being used in warehouses	79,544 m ³	69,686 m ³	693.653 m ³	year-by-year reduction of 5%	-15.84%

Results of operations KPI's

General remark 1 related to all KPI's: This data has not been audited externally (as CSRD does not yet apply to Mediq).

General remark 2 related to all KPI's: Bearing the explanations below in mind, we provide this report with the following disclaimer: no claims as to the accuracy are made, and no rights or obligations can be derived from the contents of this report.

1. Data not available for Baltics. 2024 extended scope includes UK warehouses.
2. The warehouses of Sweden and Norway are combined during 2023; however, scrap waste is still reported separately. No additions for the 2024 extended scope.
3. No additions for the 2024 extended scope.
4. Data not available for the Baltics. Overall: data reliability issue due to inconsistency in measurement methods (caused by dependency on transport partners).
5. Data not available for the Baltics. 2024 extended scope includes the Netherlands. Overall: data reliability issue due to inconsistency in measurement methods (caused by dependency on transport partners).
6. 2024 extended scope includes UK warehouses, office in the Netherlands, office shared service center in Vilnius, warehouse in Liederbach and office in Dresden. Additionally, this KPI is very sensitive to weather conditions and does not distinguish between renewable and non-renewable energy.
7. 2024 extended scope includes UK warehouses. Additionally, this KPI is very sensitive to weather conditions and does not distinguish between renewable and non-renewable energy.
8. Due to changes in calculation method this trend is not reliable.

Results of operations KPI's

Our people

Field	KPI	Definition	2023 (FY)	2024 (FY)	Delta 2024 vs. 2023	Target
Engagement	Employee engagement (%)	Employee engagement score as measured per survey	71%	72%	+1%	on par, or better than, the benchmark
	Turnover rate (%)	Number of employees that voluntary leave Mediq / average number of employees *100	12%	12%		no more than 10%
Health	Short & Long term absence (%) ¹	Percentage of employees registered with short (<6 weeks) and long (>6 weeks) term absence / average number of employees *100	NA	NA		on par, or better than, the country specific benchmark
	Work life-balance	Self-reported (10 point scale) work-life balance as measured per engagement survey	6.4	6.5	+0.1	on par, or better than, the benchmark
Diversity	Gender ratio in general, management and higher management population (%)	Number of men working in general (or management or higher management) population / total number of employees in general (or management or higher management) population * 100 : number of women working in general (or management or higher management) population / total number of employees in general (or management or higher management ²) population * 100	General: 37% : 63% Management: 50% : 50% Higher management: 66% : 34%	General: 40% : 60% Management: 52% : 48% Higher management: 58% : 42%	General: +3% : -3% Management: +2% : -2% Higher management: -8% : + 8%	40% representation of one gender (especially in management and higher management population)
	People that feel they can be themselves at work (%)	Question in engagement survey (Y / N)	89%	86%	-3%	100%
	People that feel you can succeed at Mediq regardless your background (%)	Question in engagement survey (Y / N)	Not included	76%	NA	100%
	Employee engagement (%)	Employee engagement score as measured per survey	71%	72%	+1%	on par, or better than, the benchmark

General remark related to all KPI's: Bearing the below explanations in mind, we provide this report with the following disclaimer: no claims as to the accuracy are made, and no rights or obligations can be derived from the contents of this report

1. This data is not yet available on a group level. There are improvement projects undergoing to improve the process.
2. Revised job framework better enabling us to distinguish our most impactful positions.

 MEDIQ *at the heart of healthcare*