



Supplier Code of Conduct
for Redcare Pharmacy N.V.

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Confidentiality level | Public

Introduction

At Redcare Pharmacy we are guiding people through health. Caring about patients and customers comes first in everything we do. As a matter of fact, this means to take care of a fair and equal world for people and the planet we all live on. Taking care does not stop with our own organization.

As we are taking the next steps in delivering this promise in close collaboration with our partners and our suppliers, this Supplier Code of Conduct sets out the principles and standards we expect from the supplier, aiming to foster sustainable partnerships that benefit people.

In defining these principles, we go beyond compliance with legal requirements and start from the following established standards such as the Principles of the UN Global Compact, the Universal Declaration of Human Rights (UDHR), the OECD Guidelines for Multinational Enterprises, and the Principles of the Pharmaceutical Supply Chain Initiative (PSCI).

However, we are a pharmacy and we stay mission critical. As envisioned in the three pillars Planetary-, Patient-, and Employee Care of our Sustainable Development strategy, health and safety as well as climate protection and an increasingly circular future, are particularly important to us. Thus, the below principles on these aspects define an integer collaboration with partners and suppliers creating a robust ecosystem of trust, accountability and social responsibility to ensure safe and sustainable access to healthcare products and services.

Thus, we invite the supplier (the “Supplier”) to put care at the heart of our relationships and expect the adherence to the below standards for responsible and ethical practices within the online pharmacy industry. Together, we shape the future of responsible healthcare, where innovation and sustainability converge to improve the lives of our patients and customers.

Provisions

Ethics and Compliance

The Supplier shall conduct its business ethically and act with integrity. This includes:

Compliance with Laws and Regulations: The Supplier identifies, monitors and complies with, in all countries where it operates, applicable laws, rules and regulations, industry standards and best practices including this Supplier Code of Conduct. The Supplier maintains complete transparency in its (non-) financial reporting. Falsification or misrepresentation of records or conditions is unacceptable.

Anti-Bribery and Corruption: All forms of bribery, corruption, extortion and embezzlement are prohibited. This includes anything of value, promised either directly or through a third party, to obtain or retain business but excludes legally permissible gifts and hospitalities.

Fair Competition: The Supplier conducts its business consistent with fair and vigorous competition and in compliance with all applicable anti-trust laws.

Animal Welfare: Animals shall be treated humanely with pain and stress minimized.

Data Privacy and Security: The Supplier safeguards and makes only proper use of confidential information to ensure that privacy rights of its workers, patients,



subjects and donors are protected. The Supplier complies with applicable privacy and data protection laws and ensure the protection, security and lawful use of personal data.

Patient Safety and Access to Information: The Supplier ensures that adequate management systems are in place to minimize the risk of adverse affection of the rights of patients, subjects and donors, including their rights to health and to access information directly.

Code of Conduct: The Supplier has implemented and maintains a Code of Conduct for their own workers and their suppliers.

Whistleblowers Protection: The Supplier shall not tolerate any retribution or retaliation taken against individuals who have, in good faith, reported questionable behavior or a possible violation of this Supplier Code of Conduct. The Supplier shall act in good faith and preserve whistleblowers' confidentiality and anonymity

The Supplier protects and respects its own and third party's Intellectual Property Rights.

Trade Restrictions: The Supplier shall not deal with countries, companies, individuals subject to economic, political or trade restrictions. Should the Supplier be subject to any such restrictions, it must inform Redcare Pharmacy immediately.

Conflict of Interest: The Supplier shall disclose the existence of any personal or business relationship with an employee of Redcare Pharmacy of which the Supplier is aware of that could potentially lead to a conflict of interest. Conflict of interests may arise when using business opportunities related to an immediate family member (spouse, domestic partners, other family member or relative) or other person working at Redcare Pharmacy with whom the Supplier has a close (personal) relationship.

Human Rights & Labor

The Supplier is committed to uphold the human and employment rights of its workers and to treat them with dignity and respect, which include, at a minimum:

Freely Chosen Employment: All employment relationships are voluntary and the Supplier shall not use forced, bonded or indentured labor or involuntary prison labor. No worker shall pay for a job or be denied freedom of movement.

Child Labor: The Supplier shall not use child labor. The employment of young workers below the age of 18 shall only occur in non-hazardous work and when young workers are above the country's legal age for employment or the age established for completing compulsory education. .

Non-Discrimination & Fair Treatment: The Supplier provides a workplace free from discrimination and harassment. There shall be no discrimination for reasons such as race, color, age, pregnancy, gender, sexual orientation. The Supplier provides a workplace free of harassment, harsh and inhumane treatment, including any sexual harassment and sexual abuse. Where possible, diversity and inclusion shall be fostered or at least encouraged throughout the supply chain.

Wages, Benefits, Working Hours: The Supplier pays workers according to applicable wage laws, including minimum wages, overtime hours and mandated benefits. Working hours and overtime are consistent with applicable national and international standards.



Freedom of Association: Open communication and direct engagement with workers to resolve workplace and compensation issues is encouraged. The Supplier respects the rights of workers, as set forth in local laws, to associate freely, join or not join labor unions, seek representation and join workers' councils.

Health and Safety

The Supplier provides a safe and healthy working environment, including (where applicable) for any company-provided living quarters. Health and Safety measures shall extend to contractors and subcontractors on Supplier's sites. This includes that, at a minimum:

A Health and Safety Policy is implemented to safeguard and promote a safe and clean working environment.

Worker Protection: The Supplier protects workers from over exposure to chemical, biological, physical hazards and physically demanding tasks in the workplace and in any company- provided living quarters.

Process Safety: The Supplier has proper management processes in place to identify, assess and control the risks from safety hazards through safeguards, preventive maintenance, safety procedures and training.

Emergency Preparedness and Response: The Supplier shall identify and assess potential emergency situations in the workplace and any company-provided living quarters, and implement emergency plans to minimize these emergency situations.

Hazard Information: Safety information relating to hazardous materials (including pharmaceutical compounds and pharmaceutical intermediate materials) shall be available to educate, train, and protect workers from hazards.

Occupational Injury and Illness: Procedures and systems are in place to prevent, manage, track and report occupational injury and illness, which also encourages worker reporting, classification and recording of illness cases, treatment and investigation of relevant cases, and implement corrective actions.

Facilities and Company-provided Living Quarters: Workers are provided with clean and easily accessible sanitary and dining facilities and potable water. Worker dormitories are maintained clean and safe, provide reasonable personal space and facilities, and allow free entry and exit access.

Environment

The Supplier shall operate in an environmentally responsible and efficient manner to minimize adverse impacts on the environment. The Supplier is encouraged to conserve natural resources, to avoid the use of hazardous materials where possible and to engage in activities that reuse and recycle. This includes that the Supplier commits to the following:

Environmental Authorizations and Reporting: The Supplier shall comply with all applicable environmental regulations such as those regarding hazardous materials, restricted substances, labeling and disposal. All required environmental permits, licenses, information registrations and restrictions shall be obtained, and their operational and reporting requirements followed.

Waste: The Supplier shall reduce, control and/or eliminate pollution and waste of all types (incl. wastewater, energy loss and solid waste) at the source. The Supplier



shall have systems in place to ensure the safe handling, movement, storage, disposal, recycling, reuse, or management of waste, and wastewater discharges.

Emissions: The Supplier has guidelines in place to limit global temperature rise to 1.5 degrees, which means cutting greenhouse gas emissions in half by 2030 and reaching net-zero CO2 emissions by 2050.

Spills and Releases: The Supplier has systems in place to prevent and mitigate accidental spills and releases to the environment and adverse impacts on the local community.

Resource Use: The Supplier takes measures to improve efficiency and reduce the consumption of resources.

Sustainable Sourcing and Traceability: The Supplier carries out due diligence on the source of critical raw materials to promote legal and sustainable sourcing.

Management Systems

The Supplier uses management systems to maintain business continuity, facilitate continual improvement and compliance with applicable laws, rules and regulations, industry standards, best practices and contractual commitments, which, at a minimum, shall:

Commitment and Continuous Improvement: The Supplier demonstrates commitment to the principles of this Supplier Code of Conduct by adopting a social and environmental responsibility statement and by allocating appropriate resources. Supplier are expected to continually improve their sustainability performance by utilizing such measures as setting performance objectives and executing implementation plans.

Risk management: The Supplier has mechanisms in place to identify risks in the areas addressed by this Supplier Code of Conduct, and manage them through appropriate controls.

Training and Communication: The Supplier has a training and communication program that achieves an appropriate level of knowledge, skills and abilities in management and workers to address the expectations as set forth in Supplier's policies, laws and regulations, standards and best practices. The Supplier shall have effective systems in place to pass on relevant requirements to Supplier's (sub)-contractors.

Audits, Assessments and Corrective and Preventive Action: Supplier has a process for timely correction of a deficiencies identified by internal or external audit, assessment or inspection. Supplier will identify preventive action and a process for evaluating the effectiveness of corrective action taken. Redcare will have the right to obtain information on (potential) violations. Supplier will allow Redcare Pharmacy (or to have other to do this like PSCI) to audit Supplier's operations and appropriate books and records in case of a significant violations in order to assess Supplier's ability to adequately serve Redcare Pharmacy's business requirements and compliance with this Supplier Code of Conduct. Redcare Pharmacy's (non)-performance of a compliance audit does not discharge the Supplier from its obligations or liability and is not contingent upon current orders or contracts.

Documentation: The Supplier maintains appropriate documentation and records to demonstrate conformance with the standards set forth in this Supplier Code of Conduct and compliance with applicable laws and regulations.



Fostering an Open Culture: The Supplier encourages workers to report concerns, illegal activities or breaches of the Supplier's policies, applicable laws and regulations, standards and best practices, . The Supplier shall diligently investigate reports and take corrective action where appropriate.

Miscellaneous

By accepting this Supplier Code of Conduct, the Supplier undertakes to not only perform reasonable efforts to adhere to its contents, but to also impose its contents to its direct suppliers and service providers involved in the production and trade of the products supplied to Redcare Pharmacy, and monitor compliance thereof by these suppliers and service providers. Redcare Pharmacy encourages the Supplier and its' staff to report breaches of the standards of this Supplier Code of Conduct by itself or its suppliers promptly. To report questionable behavior or a possible violation, the Supplier is encouraged to work with their primary Redcare Pharmacy contact in resolving their concern. If that is not possible or appropriate, the Supplier can report their complaint or concern by contacting the compliance department at compliance@redcare-pharmacy.com.

Redcare Pharmacy will maintain confidentiality to the extent possible and will not tolerate any retribution or retaliation taken against any individual who has, in good faith, sought our advice or reported questionable behavior or a possible violation of this Supplier Code of Conduct. The type, severity, and circumstances of the breach will then be considered to agree on corrective actions to rectify the violation within a reasonable timeframe. If this Supplier Code of Conduct, or applicable laws, rules and regulations, industry standards and best practices are breached, Redcare Pharmacy reserves the right to terminate any agreement with the Supplier and/or refer the matter to the competent authorities.

