

Code of Conduct Customers and Suppliers



Foreword

Tramedico started as a family business in 1973 and has remained as such ever since. Tramedico has its origins in the Netherlands. We are approachable, have short lines of communication and can come to decisions quickly. Tramedico is primarily a trading company in medicines, medical devices, OTC products and cosmetic products. The products we bring to the market are primarily sourced from international partner companies.

Under our motto "*Passionately Bringing Meaningful Innovations*", we deliver products and services that (in-)directly contribute to the well-being of the patient. We are therefore always looking for undiscovered needs in the market. Ideas are always welcome, which we will evaluate with interest and precision for its feasibility. As a family business, we are committed to long term efforts in developing and successfully commercializing products and services.

At Tramedico, the following principles are at the heart of its business: openness, transparency, loyalty, accountability, self-development, humanity, passion and pleasure. We do everything we can to safeguard these principles and avoid turning into a hierarchical, petrified organization. Creating something together, where everyone can make their contribution and experience success together is an asset within Tramedico.

The handling standards that Tramedico applies internally and externally are based on the following 4 pillars:

- **Respect;** appreciation and collegiality;
- **Integrity;** honesty and reliability;
- **Professionalism;** expertise and clear procedures; and
- **Caring;** attention and service.

Tramedico has implemented various internal and external codes of conduct to ensure that the principles and values that Tramedico considers important are actually safeguarded. Not only within its own organization, but also in the cooperation with her customers and suppliers.

Code of Conduct for Customers and Suppliers

The present Code of Conduct for Customers and Suppliers constitutes the code of conduct that Tramedico uses towards third parties (i.e. its customers and suppliers). Tramedico expects its customers, suppliers and other parties to adhere to the codes of conduct and values as formulated in this Code of Conduct. This Code of Conduct is an inseparable part of the agreements that Tramedico enters into with its suppliers, customers and other parties. This Code of Conduct can be consulted on the website of Tramedico www.tramedico.nl and will be sent on request.

Zero tolerance

In the event that Tramedico deems that a third party is acting in violation of this Code of Conduct, Tramedico is entitled to take steps, including terminating the cooperation with the involved party and / or – in the extreme case – taking legal action.

1. Safe working environment

Tramedico customers and suppliers will ensure a social and safe working environment for all their employees and for everyone who is involved in their organisation in any way. Customers and suppliers will not engage in aggressive, violent or sexually harassing manners towards anyone, regardless of the time of day or location where it occurs.

Aggressive, violent or sexually harassing manners include, among other things:

- **Bullying** is repeated unwanted negative behaviour, against which someone is unable to defend him-/herself. These can be, for example, disparaging and humiliating comments, constant criticism, physical attacking or threatening with violence. Isolating, excluding, ignoring or gossiping someone and mobbing, spreading malicious rumours, lies and false accusations also falls under bullying.
- **Sexual harassment** at work is any form of sexual rapprochement, solicitation of sexual favours, or other sexually tinged verbal, nonverbal, or physical behaviour in the work environment that is perceived as undesirable.
- **Discrimination** is about unequal treatment, discrimination or exclusion of people on the basis of personal characteristics (such as gender, race, religious beliefs and age).

2. Human rights and good working conditions

Tramedico customers and suppliers facilitate good working conditions for their employees. Suppliers and customers of Tramedico will not use child labour and provide their employees with a workplace free from appalling working conditions, including (but not limited to) inhumane treatment, discrimination, sexual harassment, sexual abuse, corporal punishment, mental or physical coercion, threats and/or verbal or physical violence. Customers and suppliers will further pay their employees a fair wage, in accordance with the national applicable minimum wage legislation.

3. Corporate Social Responsibility (CSR)

Tramedico is aware of the impact it has on people and the environment and is constantly looking for a balance between "people, planet and profit". Tramedico expects the same mindset from its customers and suppliers. Tramedico's customers and suppliers must organise their business operations in an environmentally responsible and efficient manner, in order to minimise adverse effects on the environment. In this context, customers and suppliers will: (i) use natural resources sparingly; (ii) avoid the use of substances harmful to the environment wherever possible; and (iii) engage in activities to reuse and recycle materials.

Tramedico is explicitly against pollution that can be prevented within the production chain. If Tramedico discovers polluting aspects within the production chain of one of its products, it will, insofar as this is within its power, seek solutions to eliminate them. Tramedico expects its customers and suppliers to: if necessary at the request of Tramedico, to cooperate in managing, controlling and addressing polluting aspects in Tramedico's production process.

4. Quality, health & safety

Customers and suppliers will at all times comply with the applicable quality, health and safety regulations and ensure that they are in possession of all required permits, licenses and/or registrations. They shall also ensure that their products and/or services meet the generally recognised or contractually agreed quality requirements and are safe for their intended use.

5. Anti-corruption policy

At Tramedico we have a comprehensive and detailed anti-corruption policy, which is laid down in Tramedico's Compliance Code. This Compliance Code relates to anti-corruption and conflicts of interest. The Compliance Code provides insight into what is expected of each employee and of each third party who cooperates with or acts on behalf of Tramedico and which Tramedico has taken measures to mitigate or prevent violations. For more information on this subject, we refer to the Compliance Code of Tramedico in its current version, which can be consulted on the website www.tramedico.nl

6. Competition and fair commercial practices

Tramedico's customers and suppliers will compete in a legal, fair and ethical manner and will comply with applicable competition law at all times. Tramedico's customers and suppliers will also refrain from unfair commercial practices, including (but not limited to) aggressive and misleading commercial practices, in order to protect consumers.

7. Privacy

Tramedico always strives to protect personal data of its employees, customers and suppliers, in accordance with the applicable privacy legislation. Tramedico expects its customers and suppliers to do the same. Tramedico's privacy statement can be consulted on the website www.tramedico.nl

8. Confidentiality and protection of IP rights and trade secrets

Tramedico's intellectual property rights and trade secrets are essential for the survival and further development of Tramedico's products and services. Tramedico expects its customers and suppliers to: (i) take all reasonable measures to protect Tramedico's intellectual property rights and to keep its trade secrets secret; (ii) use Tramedico's intellectual property rights and trade secrets in a manner that protects Tramedico's reputation, brand and position in the market; (iii) do not use Tramedico's intellectual property rights and trade secrets without Tramedico's permission; (iv) strictly adhere to the (license) conditions that apply to the use of Tramedico's intellectual property rights and/or trade secrets; and (v) do not infringe Tramedico's intellectual property rights and/or trade secrets or the intellectual property rights and/or trade secrets of third parties, or otherwise violate these rights by, for example, being involved in or facilitating such activities.

Contact

For all information and questions regarding the Code of Conduct for Customers and Suppliers or to make reports of violation of the Code of Conduct, please contact Tramedico's compliance team:

Email: info@tramedico.nl (mentioning. Code of conduct)

Phone: +31 (0)88 42 22 000