

Arjo's Business Partner Code of Conduct

Introduction

General

Arjo's Business Partner Code of Conduct (the "Arjo Code") sets requirements for its Business Partners and it is based on the principles in UN Global Compact, OECD Directive for Multinational Enterprises, the UN Guiding Principles on Business and Human Rights as well as international standards and guidelines.

The Arjo Code consists of three focus areas: human rights and labour conditions, environment, and business ethics and anti-corruption.

Business Partner

Any reference to Business Partners in the Arjo Code means agents, business representatives, consultants, contractors, distributors, intermediaries, service partners and suppliers who represent the goods or services of Arjo.

Compliance with laws and regulations

Business Partners shall comply with all applicable laws, rules and regulation in the countries where they operate. Arjo expects its Business Partner to comply with the Arjo Code even if it stipulates higher standards than required by applicable laws, rules and regulations. Should the Arjo Code be in contradiction with such standards the Business Partner shall promptly inform Arjo.

Requirements related to Business Partner personnel in the Arjo Code shall apply to all of Business Partners' workers including contract, migrant, student and temporary workers, as well as direct employees.

Implementation, monitoring and audit

It is the responsibility of each Business Partner to meet the requirements outlined in the Arjo Code and to pass on these requirements to its own business partners. Business Partners should secure and monitor that their own business partners comply with the Arjo Code, where applicable.

Arjo strives to work together with its Business Partners to improve both performance and compliance with the Arjo Code. In cases of non-compliance, Business Partner shall immediately inform Arjo and take appropriate actions.

The Business Partner should audit its own operations to ensure compliance with the Arjo Code. Arjo expects Business Partners to allow Arjo, or a third party authorised by Arjo and reasonably acceptable by Business Partner, to conduct audits and assessments of Business Partner operations relevant for the Arjo Code. Business Partner may request that the parties involved in such an audit shall enter into a confidentiality agreement.

If such an audit reveals less than full compliance, Business Partner must take immediate corrective measures.

Consequences in case of violations

Arjo will have the right to terminate the relationship with Business Partner upon persistent failure to comply with the Arjo Code or repeated and unjustified refusal to provide the required information. Upon significant non-compliance Arjo reserves the right to take immediate action and terminate the agreement and business relationship with Business Partner.

Human rights and labour conditions

Arjo expects each Business Partner to respect and support international human rights and labour conditions and avoid causing, contributing or being linked to negative human rights impacts.

Business Partner shall:

- not participate in, or benefit from any form of forced labour or other forms of involuntary labour, including bonded workers, human trafficking, illegal workers, modern slavery, prisoners, or other non-paid workers,
- not participate in, use, or benefit from any form of child labour,
- not subject its employees to any kind of discrimination, harassment, threats and/or oppression, including in relation to hiring and employments practices,
- uphold the right to freedom of association and collective bargaining including the right to form and join trade unions and other worker organisations without harassment or interference,
- ensure that normal working hours and overtime working hours are within applicable laws and regulations, and provide wages that meet basic needs and provides a discretionary income,

- provide a safe and healthy working environment and, when applicable, safe and healthy housing facilities for its employees and to document all work-related injuries/accidents,
- ensure that its security personnel respect human rights and dignity of all people, and
- agree on Arjo's position on conflict minerals available at Arjo's website and to provide adequate information on mineral sourcing ensuring that if minerals originate from within a conflict area they are from conflict-free sources.

Environment

Arjo expects each Business Partner to manage their operations responsibly in relation to environmental risks and impacts and to have a life cycle perspective in their operations.

Business Partner shall:

- obtain and maintain all required environmentally related permits and licenses and comply with the requirements related to such permits and licenses,
- do its utmost to reduce negative environmental impact of its operations, including but not limited to emissions and waste, and
- have a structured and systematic approach to minimize and mitigate any harmful effects that it may have on the environment, either directly or indirectly.

Business ethics and anti-corruption

Arjo expects each Business Partner to conduct business in compliance with all applicable laws and regulations and adhere to internationally agreed standards of business ethics and anti-corruption.

Business Partner shall:

- not engage in or tolerate any form of corruption, bribery, extortion or embezzlement,
- not offer or accept any benefits or other means to obtain any undue or improper advantage (including but not limited to cash, non-monetary gifts, pleasure trips or services and amenities of any other nature),
- prevent conflict of interest situations that may compromise Business Partner's credibility towards Arjo or other exterior parties' confidence in Arjo, and disclose such situations to Arjo,
- respect and comply with all applicable competition laws and regulations and not enter into discussions or contracts with competitors concerning pricing, market sharing or other similar activities,
- respect Arjo's intellectual property rights (e.g. copyright, patents and trademarks) and protect Arjo's information by safeguarding it against fraud, improper disclosure, misuse and theft,
- respect the privacy of consumers, employees and third parties and securely maintain personal data and to only disclose it to individuals with proper authorisation to receive such data, unless disclosure is required by law, and
- support Arjo's commitment to provide sustainable solutions, products and services and to do its utmost to always maintain product and patient safety.

Reporting non-compliance to Arjo

In the context of the relationship between Arjo and Business Partner, if the Business Partner or any of its employees or business partners believes that Arjo is not acting in line with its own requirements, Arjo encourages such concerns to be raised to the Arjo contact person. In cases of serious violations, where such reporting is not conceivable, an anonymous report can be made to Arjo's whistleblowing service, which is reached via this link:
<https://report.whistleb.com/en/arjo>.

We hereby confirm that we will comply with the principles and requirements in the Arjo Code.

Date

Name & Signature

Title

Company