

The Diaverum Supplier Code of Conduct



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Introduction

Diaverum is a Swedish-born, multinational healthcare organisation that provides life-enhancing renal care to patients with Chronic Kidney Disease (CKD), empowering them to live fulfilling lives.

Our vision is to transform the industry through patient-centric digital innovations, delivering and broadening access to the highest quality of care.

Our focus is to provide renal care tailored to patients' needs and choices offering a portfolio of treatments ranging from preventing care, haemodialysis, peritoneal dialysis and home care, to coordination of patients' comorbidities and holiday dialysis.

As a global leader and the largest independent renal service provider in Europe, in 2022 we care for around 38,000 patients across 440 clinics in 23 countries globally. Diaverum employs around 13,000 people worldwide and is headquartered in Malmö, Sweden.



Purpose



Diaverum stands for excellent medical quality, renal care services and patient-centred research. This includes a sustainable way of working and doing business. Diaverum wants to offer attractive services without compromising on quality, service requirements, human rights, working conditions and the environment. Diaverum wants to build long-term relationships with our suppliers and seek to work with those that share the same commitments.

The Supplier Code of Conduct (SCoC) reflects Diaverum's view of responsible procurement and business behaviour, whether it is about products or services.

The purpose of the SCoC is to set the minimum standards of business conduct that Diaverum expects from our direct suppliers and that need to apply within their supply chain.

Scope of Application

The following standards apply to “suppliers”, whether they are individuals or organisations, that provide products and services, directly or indirectly, to Diaverum AB and/or its affiliates (“Diaverum”).

The Diaverum SCoC is based on the principles of international standards such as the Universal Declaration on Human Rights, the Core Conventions of the International Labour Organisation (ILO), the OECD Guidelines for Multinational Enterprises and the 10 principles of the UN Global Compact.

The requirements in this SCoC should be seen as the minimum standard that Diaverum’s suppliers shall meet.

Diaverum recognizes that reaching the standards established in this SCoC is a dynamic process and encourages suppliers to continuously improve their operations. Diaverum will support its suppliers to meet the standards through dialogue and cooperation. Diaverum may conduct audits and questionnaires on a regular basis.

Any supplier who does not meet the requirements in this SCoC needs to discuss corrective actions openly with Diaverum. If the supplier is unwilling or unable to carry out corrective actions, Diaverum is entitled to terminate the business relationship and any agreement(s) with the supplier immediately.

Diaverum expects suppliers to communicate the principles laid out herein to their supply chain, and to take these principles into account when selecting subcontractors and sub-suppliers. Meaning, the suppliers are expected to encourage their subcontractors and sub-suppliers to comply with the standards of this SCoC regarding ethics and compliance, workplace conduct, environment, implementation and monitoring, and responsible sourcing when fulfilling their contractual obligations.



Ethics and Compliance

Diaverum conducts business morally, ethically and in a socially responsible way, in a manner that is compliant with all applicable law and regulations. We adhere to strict internal standards for protecting the health and safety of our patients, co-workers and communities and by not participating in, or tolerating, fraud, deceit or concealment. Accountability, transparency, ethical behaviour and respect are the traits which will position Diaverum as a trusted partner.



Bribes and Corruption

The supplier shall work to prevent all forms of corruption, including extortion and bribery. The supplier shall never, directly or through intermediaries, offer or promise any improper advantage in order to obtain or retain a business or other advantage from a third party. The supplier shall not, directly or through intermediaries, pay or accept bribes, arrange or accept kickbacks. The supplier shall not, directly or indirectly, offer gifts to Diaverum employees, or persons representing Diaverum, or anyone closely related to these, unless the gift is of insignificant value. Diaverum does not engage in any form of bribery, or offers of gratuities, kickbacks, any similar payment or favors in connection with company business. Suppliers are also expected to report to Diaverum any business misconduct from a Diaverum employee.

Tax Evasion

As part of our ethical principles, Diaverum is committed to complying with all tax requirements and all appropriate payments in every country that we operate in. Diaverum is also committed to ensuring that employees and relevant third parties do not knowingly help anyone commit tax evasion.

Relationships with Suppliers/Third Parties

Open competition is an elementary component of the free-market system, as it promotes efficiency, economic development and innovation. Diaverum respects all competitors regardless of size, products or competence. Diaverum does not engage in price fixing or illegal attempts to coordinate market influence among competitors. Diaverum does not disseminate false information about our competitors' products or services or attempt to undertake any other unfair means to gain a competitive advantage.

Legal Compliance

The supplier is obliged to comply with all applicable national laws and regulations, industry minimum standards and any other relevant statutory requirements of the countries in which they operate. In cases of conflict between more restrictive laws and regulations and the principles set forth in this SCoC, the local law prevails.

Data Protection, Confidentiality and Intellectual Property Rights

The supplier shall follow applicable laws and regulations when using confidential and proprietary information to ensure that Diaverum and its employees, patient privacy and patient privacy rights are protected. Suppliers shall protect all non-public information of Diaverum's, including but not limited to technical, strategic, financial, or business information. The supplier shall also protect intellectual property, including but not limited to any patents, trademarks, copyrights, technical and scientific knowledge or know-how developed in the course of the business with Diaverum.

Workplace Conduct

The supplier shall provide a working environment to its employees that is safe, fair, respectful and non-discriminatory and based on voluntary employment. All employees shall be entitled to a written agreement stipulating their employment conditions, in the local language of the company. The supplier does not use any form of forced labour. Employees have the right to leave the premises of the supplier by their own will and are free to terminate their employment agreement, provided that they give reasonable legal notice to the supplier.





Freedom of Association and Right to Collective Bargaining

All employees shall have the right to form, join and organise trade unions of their choice and to bargain collectively on their behalf with the supplier. The interests of the employees shall be respected without the fear of threats or harassment. In countries where the freedom of association is limited or under development, the supplier shall ensure that a freely elected employee representative can meet with management to discuss wages and workplace issues without negative consequences.



Fair and Equal Treatment

All employees shall be treated with respect and dignity, based on their individual ability and qualifications. Any form of discrimination, on the ground of race, gender, age, religion, caste, national origin, disability, political affiliation, sexual orientation, family responsibilities, marital status, ethnicity or union membership, must not be tolerated. Employees shall not be subject to any physical, sexual, psychological or verbal harassment, or inhumane treatment. Suppliers are encouraged to actively promote and develop diversity and inclusion, notably gender diversity and equitable access to responsibilities and management positions.



Decent Working Hours

Working hours shall not exceed the statutory limit. Overtime shall always be compensated according to collective agreement or by national law. In countries where working hours are not limited by national law, for the sector in question, adequate rest periods shall be regulated between the employer and the employees. In situations where national laws fall short of international standards, companies should aim to adhere to the higher standard, such as the ILO standard on working hours.



Fair Remuneration and Benefits

All employees shall be timely paid, at least the national legal minimum wage. All employees shall also be provided legally mandated benefits, including holidays and annual leave and statutory severance when employment ends. Deductions from wages and benefits as a disciplinary measure shall not be permitted. Agreements concerning remuneration and benefits should be comprehensible to the employees.

Safe and Healthy Workplace

The supplier shall provide its employees with a working environment which is safe, hygienic and conducive to good health. As a minimum, clean drinking water, adequate lighting, temperature, ventilation, sanitation and personal protective equipment shall be provided together with securely equipped workstations. The supplier shall establish and follow clear procedures on occupational health and safety and take effective steps to prevent potential accidents and injury. If the supplier provides accommodation, it shall be clean and safe and meet the basic needs of the employees. Accommodation shall be clearly segregated from the production area and employees shall be able to enter and leave the accommodation freely at any hour.

No Child Labour

The supplier's operations shall be free from child labour. No child below 15 years is allowed to work, subject to exceptions allowed by national or international law. If the supplier employs young workers, it shall demonstrate that the employment does not expose the young workers to undue physical risks that can harm physical mental or emotional development.

Sanctions and Export Controls

The supplier shall have in place appropriate policies and procedures to ensure compliance with all applicable sanctions and export control rules, including the screening of counterparties.



Environment

Diaverum is committed to protecting the environment and make a positive contribution towards it. As a minimum, Diaverum expects suppliers to comply with the following:



Comply to Environmental Regulations

The supplier shall have procedures in place to secure compliance with the requirements of applicable environmental legislation and regulations. The supplier will comply with all applicable environmental regulations, laws, codes, and other governmental requirements and authorisations.

Develop Resource Conservation and Circularity

The supplier shall strive to conserve and use the natural resources responsibly, including raw materials, by revisiting the practices such as production processes/technologies, increasing recycled content in products/raw material mix. Diaverum encourages its suppliers to make practical efforts to eliminate or reduce levels of generated waste, and to reuse and recycle waste materials and packaging wherever possible.

Reduce Environmental Impacts

Diaverum expects the supplier to implement appropriate management systems, organisational structures and procedures, to have knowledge of the environmental impacts of its operations, implement adequate controls to mitigate the impact and maintain environmentally responsible business practices. Improvements should cover reduction of energy and water use, emissions as well as the reduction and/or substitution of hazardous chemicals. Where possible, the supplier should offer product and service options that offer a reduced environmental impact. Diaverum encourages its supplier to promote business practices that minimise the environmental impact in the delivery of materials and products.

Implementation and Monitoring

The supplier shall be expected to implement the minimum set of standards described in this SCoC in its own business or have at least equivalent standards adopted and conduct its business in accordance therewith. The supplier shall have a system in place to implement and communicate the principles within its supply chain .

Diaverum shall be allowed to assess its supplier's compliance with this SCoC by asking the supplier to provide relevant information and also by conducting audits and reviews of the supplier to ensure that all the principles of this SCoC are satisfactorily met.

Quality

The supplier shall meet a quality standard that has been agreed in the contracts or minimum follow generally recognised standards, to ensure that products and/or services meet Diaverum's needs in terms of warranty and safety for their intended use. Any critical issues that can potentially have a negative effect on the quality of the products and/or services require the supplier's immediate corrective actions and must be shared with Diaverum. Any changes to the manufacturing or supply process that can potentially impact the quality of the products and/or services must be shared with Diaverum.





Responsible Sourcing

Suppliers shall replicate the principles set forth in this Supplier Code of Conduct further down the supply chain and make sure that any third party/sub-supplier acting on behalf of the supplier and effecting the business relationship with Diaverum adheres to this SCoC.

Diaverum believes in cooperation and is willing to work together with suppliers to meet the requirements in the Diaverum Supplier Code of Conduct throughout the supply chains

Acceptance of the Diaverum Supplier Code of Conduct.

Supplier

Company Name: _____

Authorised Name and Position: _____

Signature: _____

Date: _____

Diaverum

Authorised Name and Position: _____

Signature: _____

Diaverum provides life-enhancing renal care to patients with Chronic Kidney Disease (CKD), enabling them to live fulfilling lives. Diaverum is a leading global provider in renal care services; we help some 38,000 patients with 5.9 million treatments annually. Our vision is to transform renal care, to deliver the highest quality of care for patients and reduce total cost of care for payers. Our focus is haemodialysis, but we offer a portfolio of treatments ranging from preventive care, peritoneal dialysis and home care to coordination of patients' comorbidities, transplantation services and holiday dialysis. Diaverum employs around 14,000 people and operates 440 clinics in 23 countries globally. Diaverum has its head office in Malmö, Sweden.

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