

COMPLIANCE THROUGH GUIDANCE

# CODE OF CONDUCT



MEDICE  
THE HEALTH FAMILY



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Dear Team,

Our work is based on trust, responsibility and mutual respect. The success of our company is not only measured by what we achieve, but also by the way in which we do so.

This Code of Conduct provides us with a clear framework for upholding ethical and legal standards and acting with integrity – both internally and in our dealings with our customers and partners.

Our guiding principle:  
 Let's take care. Three core values – future-focused, value-creating and family-oriented – serve as our compass. Taking care of people has been our mission for over 75 years. 'Let's take care!' is a calling that we share with our healthcare partners and all those who are committed to a healthier world.

Let us live these values together in our daily interactions.  
 Thank you for your support!

Yours,

Dr. med. Katja Pütter-Ammer  
 Managing Partner

Dr. med. Dr. oec. Richard Ammer  
 Managing Partner

Annick Berreur-Igersheim  
 Director of People, Culture & Transformation

Dr. rer. nat. Uwe Baumann  
 Director of Primary & Consumer Care

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LIVING OUR  
VALUES:  
TOGETHER WE  
ARE STRONGER

Code  
of  
Conduct

## Our values – what we’re about

As the MEDICE Health Family, we are committed to the highest ethical standards, which are set out in this **Code of Conduct** and form the basis of our culture.

Achieving these ideals is an ongoing journey. They guide our actions and inspire us to make effective decisions every day. Our trust-based Code of Conduct highlights the values we stand for:



We take our legal and ethical responsibilities seriously, which is reflected in everything we do to achieve our mission.

We make these values understandable and tangible, both personally and throughout the company, so that they shape our daily actions. For all projects and decisions, we ask ourselves whether they are future-focused, value-creating and family-oriented. This reflection helps us make the right decisions and remain true to our values.

# Communication culture

Communication calls for knowledge and awareness. At MEDICE, we consider open, honest and respectful communication to be the cornerstone of a successful and cooperative working environment. We strive to improve our communication skills every day, because effective communication promotes understanding, builds trust and drives innovation.



**Promoting transparency:**  
We share information openly so that everyone stays informed and can pursue our goals together.

**Actively listening and showing empathy:**  
We listen actively and attentively and make an effort to understand the experiences and feelings of others in order to foster a harmonious working environment.

**Using language consciously:**  
We choose our words consciously and carefully and communicate clearly and constructively, while being mindful of our tone of voice and how our words come across.

**Taking responsibility:**  
We take responsibility for our words and actions, and we lead by example.

**Giving and receiving constructive feedback:**  
We provide specific and actionable feedback to support growth, and we are open to feedback from others.

**Resolving conflict professionally:**  
We address disagreements respectfully and look for solutions that strengthen our relationships.



**By living these principles, which reflect our values, we create a positive and productive working environment in which everyone feels heard, respected and empowered to contribute their best.**

# Diversity and inclusion

At MEDICE, we recognise that diversity enriches our organisation. By incorporating different perspectives and listening to all ideas, we broaden our horizons and deepen our understanding. We accept that our own perspective is just one of many, and we value the unique contributions of others.



However, diversity alone is not enough – it only becomes a true strength when combined with inclusion. Inclusion ensures that the different skills, experiences and perspectives of everyone are valued and incorporated to ensure our shared success. We strive to create an inclusive environment in which everyone feels welcome, valued and empowered to contribute their best.

We recognise and appreciate the different backgrounds and experiences of our employees. We aim to ensure that every

voice is heard and everyone’s contributions support our mission. We are committed to maintaining a supportive environment in which everyone feels safe and respected regardless of their culture or background.

We believe that this attitude fosters positive dynamics and promotes innovation and growth within our organisation.

”  
**Inclusion turns  
diversity into  
a real strength**



## Discrimination and harassment

Harassment means unwanted behaviour – whether verbal, physical, visual or written – that intimidates, insults or humiliates another person.



### THE DIFFERENT TYPES OF HARASSMENT:

**Verbal harassment:**

Insulting remarks or verbal abuse.

**Example 1:** Making repeated derogatory remarks about someone’s appearance, background or personal beliefs.

**Example 2:** Using offensive language or making hurtful jokes in the workplace.

**Physical harassment:**

Unwanted touching or physical intimidation.

**Example 1:** Touching someone inappropriately or without their consent, such as holding their hand or hugging them.

**Example 2:** Intentionally blocking someone’s path to intimidate them.

**Visual harassment:**

Offensive images or gestures.

**Example 1:** Distributing or showing offensive images, caricatures or content to target protected characteristics.

**Example 2:** Using offensive gestures that demean a person or group.

**Sexual harassment:**

Unwanted sexual advances or behaviour.

**Example 1:** Making unwanted

comments about someone’s appearance or body with sexual intent.

**Example 2:** Making repeated advances or sharing offensive messages or images in emails or chats, despite clear rejection or an obvious lack of interest.

*Harassment means unwanted, disrespectful behaviour.*

Discrimination refers to any form of unfair or unequal treatment on the grounds of protected characteristics such as gender, origin, religion, age, disability or marital status. It can manifest itself in various aspects of working life, such as recruitment, promotion, tasks or remuneration.



SUCCESSFUL  
TOGETHER

**Direct discrimination:**

Deliberate discrimination on the grounds of protected characteristics.

**Example:** Decisions based on personal characteristics rather than qualifications, such as overlooking a qualified employee for a promotion.

**Indirect discrimination:**

Regulations or practices that disproportionately disadvantage certain groups, even though they appear neutral.

**Example:** Working hours or policies that are more difficult for employees with family commitments to comply with.

**Retaliation:**

Negative consequences for employees who draw attention to cases of discrimination or unfair treatment.

**Example:** Restricting development opportunities for someone who has raised concerns.

**Commitment to a working environment free of discrimination and harassment**

At MEDICE, we are committed to fostering an inclusive and respectful working environment that is free from discrimination and harassment. MEDICE does not tolerate any form of discrimination or harassment on the grounds of skin colour, religion, gender, sexual orientation, national origin, age, disability or other protected characteristics.



# Fairness

We are committed to creating an environment in which fairness and equal opportunities are fundamental principles. Each individual contributes unique talents and perspectives, and we want to ensure that everyone has access to the resources and opportunities they need to succeed. Our commitment to fairness reflects our values.



**We promote equal opportunities:**

We actively promote equal opportunities for all and ensure access to the necessary resources.

**We have fair processes:**

We are committed to fair processes in all areas of our work, including recruitment, training and promotion.

**We ensure fair pay:**

We make sure that the same work is rewarded with equal pay regardless

of personal characteristics such as gender, age or background.

**Example:** Employees are assessed on the basis of transparent and objective criteria, irrespective of personal characteristics or career paths. This ensures that equal work and performance are rewarded with equal pay and that everyone has the same opportunities for further development and promotion.

By honouring these commitments, we create a workplace where every person can reach their full potential and contribute to our shared success. By fostering fairness, we strengthen our team and achieve our goals together.



# Sustainability and environmental responsibility

In our transformation from a pharmaceutical manufacturer to an integrated healthcare company, we are guided by a holistic understanding of health that encompasses mental, physical, social and environmental well-being. We pursue this comprehensive approach not only through our products, but also through our commitment to sustainability. In this way, we create real added value for our patients, customers, society and the environment.



WORKING TOGETHER FOR  
A HEALTHIER WORLD

A healthy life and sustainable development depend on intact ecosystems. We therefore proactively look for solutions, take appropriate measures and encourage others to also play their part in protecting the environment. At MEDICE, we have taken measures in recent years to further develop our integrated healthcare solutions with a focus on ecological aspects as well. These efforts revolve around four core areas: decarbonisation, energy efficiency, the circular economy and biodiversity.

**Decarbonisation:**

We are committed to contributing to the United Nations’ Sustainable Development Goals through our sustainable business practices. In order to reduce emissions along our entire value chain, it is essential to develop a decarbonisation strategy that not only includes consistent carbon accounting but also the establishment of a decarbonisation pathway. Against this backdrop, we want to fully exploit our decarbonisation potential



through specific avoidance and reduction concepts. This includes Scope 1 (direct) emissions, Scope 2 (indirect) emissions and, in the long term, Scope 3 (value chain) emissions as well.

**Example:** By connecting to the district heating network in Iserlohn, switching off the company's own combined heat and power plants, promoting e-mobility and purchasing green electricity, we were able to achieve a significant reduction in our CO2 emissions.

**Energy efficiency:**

For us at MEDICE, the sensible use of energy and a commitment to climate protection are fundamental principles. Responsible use of energy does not just pay off in purely financial terms. Ecological and strategic goals, such as decarbonisation and the development of a resilient electricity supply, can only be achieved by using energy efficiently. We contribute to this through structured energy

management, with the aim of continuously increasing energy efficiency as well as generating and using renewable energy.

**Example:** In addition to implementing a certified energy management system and making ongoing optimisations, the expansion of photovoltaic systems (self-sufficiency/resilience) at the Iserlohn site has made a significant contribution to achieving our energy targets.

**Circular economy**

Using resources responsibly, avoiding and correctly disposing of waste, and managing material flows in an environmentally conscious way are essential aspects of our sustainability concept. Here, we focus in particular on the responsible selection of materials in the supply chain. Through specific measures, we are improving our ability to manage our resources sustainably and thereby contributing to the overarching goal of establishing a circular economy.

**Example:** To reduce the use of paper resources in our goods logistics, we decided in 2023 to adopt the Transoflex reusable box system for supplying our customers. This led to a 40% reduction in CO2 and a 90% reduction in water consumption compared to conventional disposable packaging.

**Biodiversity**

One of our central concerns at MEDICE is the promotion and preservation of biodiversity. Climate change is having a significant impact on the health of our ecosystems. At the same time, intact ecosystems also serve as important carbon sinks and oxygen producers, as well as habitats for numerous animal and plant species. We at MEDICE are particularly dependent on the functioning of these ecosystem services, as medicinal plants and natural active ingredients are a central component of our phytopharmaceuticals. At our company locations, we therefore contribute to restoring the local biodiversity of our region through specific measures, such as the renaturalisation of company-owned land and the targeted promotion of native plant species.

**Example:** In 2024, we created the 'Health Family Park' at the Iserlohn site on an area of around 2,400 m2. It features renaturalised orchards and flowering meadows and provides an ideal habitat for our honey bees and wild bees. Beyond our company premises, we are also involved in projects with external partners to promote biodiversity in our home region.

Decarbonisation  
and the promotion  
of biodiversity  
are core elements  
of our strategy.



## Social commitment

Through active involvement in cultural and social initiatives in the region, we strengthen social cohesion and help create the social conditions for good health. A key objective is to preserve and increase cultural diversity. Through initiatives that bring people from different backgrounds together, we create a respectful environment that supports both social integration and the well-being of all. A diverse and supportive society plays a key role in the sustainable promotion of health and creates a strong community that is fit for the future.

**Example:** As part of our cultural responsibility, we sponsor the annual 'OrgelGlanzLichter' concert series at the Bauernkirche Iserlohn church, made possible through the support of the Pütter family and Dr. Sigurd Pütter, who donated the Grenzing organ. These concerts contribute to cultural diversity in the region and enable people to experience music and tradition together.



# Responsibility in the supply chain

We are fully committed to upholding human rights and sustainability standards in all our activities. We take responsibility for our employees and are committed to considering the social and environmental impact of our actions. We also promote and protect human rights and sustainability standards in our relationships with business partners throughout the value chain and are committed to establishing a procurement organisation that complies with human rights and sustainability standards.



WORKING TOGETHER FOR  
A HEALTHIER WORLD

Our Code of Conduct for our suppliers is based on national laws and regulations, as well as international conventions such as the United Nations Universal Declaration of Human Rights, the Children’s Rights and Business

Principles, the UN Guiding Principles on Business and Human Rights, the International Labour Standards of the International Labour Organization, and the United Nations Global Compact. We expect our suppliers to

comply with all relevant laws and regulations, as well as the requirements of various standards.



# Anti-bribery/anti-corruption

We attach great importance to personal integrity and ethical behaviour in our company. These form the basis for strong, trust-based relationships with our colleagues and business partners.



We do not tolerate bribery or corruption in any form, whether in dealings with business partners, public officials, healthcare professionals or other third parties.

Every employee is obliged to avoid situations that could create even the mere appearance of undue influence. Company resources and facilities must always be used for the success of the company and not for personal gain. Special regulations are in place for dealing with healthcare professionals and are

regularly covered in training sessions. If anything is unclear, the Legal department provides advice.

If you are unsure about anything or have any questions about this topic in general, you can speak to your line manager or the GRC department ([compliance@medice.de](mailto:compliance@medice.de)) in confidence.

**Example:** Imagine a service provider offers you and your family a free weekend holiday during contract negotiations. Although it sounds tempting,

you politely decline the offer. You recognise that this invitation could be perceived as an attempt to exert inappropriate influence, even if it is well-intentioned. You speak to your line manager about it to ensure full transparency over the situation. You thereby put MEDICE in a stronger negotiating position.

“  
**We do not tolerate  
bribery or corruption  
in any form**

## Conflicts of interest

Conflicts of interest can arise in our day-to-day work. It is important that we recognise them and deal with them openly. A conflict of interest arises when personal interests or relationships influence or appear to influence our professional decisions. This can take various forms:

**The business activities of relatives and related parties, for example, can lead to conflicts of interest. Gifts or invitations accepted from business partners that appear inappropriate, or financial interests in companies that we do business with, may also give rise to conflicts of interest.**

We encourage each of you to proactively address such potential conflicts or uncertainties and clarify them with your line manager or the GRC department. Even the mere appearance of a conflict of interest should be avoided.

By acting transparently and responsibly, we not only protect ourselves, but also the good reputation of our company and the trust of our stakeholders.



SUCCESS THROUGH  
INTEGRITY

# Fair competition / antitrust

Fair competition is central to both our success and our ability to innovate. We compete in the market by impressing our customers with our innovations, reasonable prices and first-class products – that is our understanding of fair competition.



Laws against anti-competitive practices (e.g. cartels and monopolies) or unfair business practices serve to protect consumers and honest companies. Violations can result in heavy fines for MEDICE and the employees involved. Agreements and practices that hinder competition are not permitted. For example, agreements on pricing, quantity restrictions, market shares, participation in tenders and the division of sales territories between competitors are strictly prohibited.

Our advertising measures are subject to an internal approval process, which enables us to recognise the main risks of unfair advertising and counter them appropriately.

Let us see competition as a positive challenge that spurs us on to improve every day and constantly develop our expertise.

We have earned our strong market position through hard work and innovation, and we handle it responsibly by respecting and treating other market participants fairly. Together, we ensure that our products and solutions are among the best on the

market – not through unfair practices, but through our passion for excellence and innovation.

If you become aware of any agreements by other competitors that restrict competition, inform the GRC department immediately.

**Example:** A sales representative of a competitor suggests holding a meeting to ‘coordinate’ field activities in a shared sales territory.

**Why this might be problematic:**

Such meetings can give the appearance of anti-competitive agreements, especially in relation to the coordination

of prices, market shares or other competition-relevant aspects.

This would be a violation of antitrust law, which aims to ensure fair competition and prevent structures that restrict competition.

You immediately report the incident to the GRC department, which reviews possible measures against the competitor together with the legal department.

# Business partner integrity

When working with third parties, careful scrutiny of our business partners is essential. The ‘know your business partner’ principle is not just a recommendation, but an obligation that we take seriously.



This means we carry out thorough checks on the identity and background of potential partners before entering into any new business relationship. This careful selection and review helps us to minimise legal and financial risks and ensures that our partners are not on sanction or embargo lists. To help prevent money laundering, we have estab-

lished clear guidelines that prohibit cash payments and forbid transfers to or from private accounts if these could be used to conceal transactions. Compliance with import, export and customs laws, as well as economic sanctions, is another key responsibility that we bear as an internationally active group of companies.



## Accuracy of books / Finance & accounting

Our finance and accounting functions are key pillars of our company and crucial to our performance. Every employee, regardless of their position, has a responsibility to contribute to the reliability of our financial records.



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INTEGRITY

This means we must strictly adhere to all internal control mechanisms for the precise recording and documentation of business transactions – from expense reports to the annual financial statements. Every employee is responsible for reporting suspicious financial transactions immediately in order to prevent illegal practices such as money laundering and to protect our reputation.

Conscientious compliance with external regulatory requirements, such as generally accepted accounting principles, the relevant tax

laws or our document management and data retention guidelines, is not optional – it is an essential obligation for all employees. Through our joint efforts to ensure honesty, diligence and accuracy in all financial matters, we strengthen the integrity and long-term viability of our company.

**Example:** Imagine you work in the Purchasing department and are responsible for ordering laboratory equipment. You receive an attractive offer from a new supplier for high-quality laboratory equipment at a much lower price than usual.

The supplier suggests splitting the purchase into two separate invoices – an official one for accounting and an unofficial one with a discount, to be paid in cash.

### In this situation:

- Reject the offer immediately, as it violates company policy and may be illegal.
- Document the incident in detail and report it to your line manager and the GRC department.
- Look for alternative, reputable offers for the required laboratory equipment.

## Dealing with HCPs/HCOs

In our work with healthcare professionals (HCP) and healthcare organisations (HCO) such as hospitals, we place emphasis on respect, appreciation and the highest ethical standards. Our relationships are based on transparency, adequate remuneration and a clear separation of sales transactions.

We attach great importance to the independence of healthcare professionals and carefully document our interactions.

These principles ensure integrity and neutrality in our work, always with the ultimate goal of promoting the well-being of patients and strengthening trust in our company.

In this sense, we are committed to strict compliance with applicable country-specific healthcare codes of practice for dealings with HCPs and HCOs, as well as all local laws and regulations and our own (often stricter) policies and procedures.

If you have any questions or concerns or you need to report an incident, please contact our Global Head of Legal at [legal@medice.de](mailto:legal@medice.de).



**Example:**

Imagine you are responsible for organising a working lunch with healthcare professionals to discuss new treatment methods and products. It is important that you fulfil the following responsibilities to ensure that the working lunch complies with the guidelines and that no legal or ethical problems arise.

**Responsibilities:**

**Documentation:** Make sure you document the time, place, occasion, costs and all participants of the working lunch in detail. The occasion must be clearly related to a work matter or collaboration and must not simply be described as a ‘working lunch’ or ‘business lunch’.

**Purpose of the working lunch:**

Make sure that the purpose of the working lunch is to discuss a work matter or collaboration and that it is not a sales meeting. This is crucial in order to maintain the professional nature of the meeting.

**Participants:** Do not allow more than three external participants to be present per employee. This helps to ensure a focus on the work aspects and avoid inappropriate gatherings.

**Costs:** Make sure that all costs are correctly stated on the invoice and that tips and other expenses are documented transparently. Specific value limits must be observed in accordance with the appli-

cable healthcare codes of practice.

**Consequences of non-compliance:**

Failure to fulfil these obligations can lead to tax and legal issues. It can also undermine the trust of healthcare professionals and damage the company’s reputation.

## Information security, trade secrets, data protection and intellectual property

We understand the importance of protecting and safeguarding the information entrusted to us, particularly trade secrets and personal data. Personal data is any information that could be used to identify a person, either directly or indirectly.

A trade secret is confidential information that is not generally known in business circles and therefore has commercial value. For example, patents are only granted for new inventions. The invention must therefore not yet be publicly known when the patent application is filed. This means that all inventions must be strictly protected as trade secrets until then. Even after filing a patent application, it may be necessary to protect information related to the invention as trade secrets.

We all have a professional duty and a legal obligation to protect the privacy of our customers, partners, employees and patients and to protect all information from unauthorised access, loss or misuse.

We are committed to strictly complying with all applicable data protection laws and regulations, as well as other laws protecting trade secrets. Furthermore, we continuously review and improve our systems and their integration and processes to ensure the best possible security for all information. This includes implementing suitable technical and organisational measures, regularly training our employees on data protection and information security and carefully documenting our data protection and information security guidelines. Together, we are committed to the protection and security of information in order to strengthen and maintain the trust of our customers, partners and colleagues.

**If you have any questions or concerns, please contact our data protection officer/the data protection team at [datenschutz@medice.de](mailto:datenschutz@medice.de), or IT security at [it-security@medice.de](mailto:it-security@medice.de).**

**Example:** Imagine you are leading a study for a new drug. You have access to sensitive patient data, research results and the exact formula of the medication. In this situation, it is your job...

- to anonymise the patient data and store it securely in an encrypted system in order to protect the privacy of the study participants.
- to treat the research results and medication formula as strictly confidential trade secrets and only share them with authorised team members.

- to ensure that all relevant information is recorded without revealing the patient's identity when documenting adverse events.
- to be careful not to reveal confidential information when communicating details of the study, especially at conferences or in scientific publications.

## Patient safety and product quality

The quality of our products and the safety of our patients are our top priorities. We are committed to maintaining the highest standards and continuously striving for improvement in everything we do.

MEDICE is committed to and complies with legal and regulatory requirements and internationally recognised standards such as Good Clinical Practice (GCP), Good Pharmacovigilance Practice (GVP), Good Distribution Practice (GDP) and Good Manufacturing Practice (GMP). Medice thereby fulfils the expectations of its stakeholders with regard to the quality, effectiveness and safety of its products and services.

Maintaining high pharmaceutical standards makes a decisive contribution to compliance with regulatory requirements and is a prerequisite for our business activities. Patient safety and the thorough investigation of all complaints (both medical and pharmaceutical) are our top priorities.

All employees are regularly trained to report all side effects/events, other risks and customer complaints immediately to the relevant department. Quality reports on all MEDICE products are collected, regardless of whether they relate to medicinal products, medical devices, biocides, cosmetics or foodstuffs. Any deviations

detected during production are channelled via the non-conformance management system. Root cause analyses are initiated accordingly. In addition, we take proactive measures via the corrective and preventive action (CAPA) process to avoid errors. All processes are continuously analysed to identify trends.

Each employee is responsible for immediately reporting potential quality or safety risks and actively helping to eliminate them. We strictly adhere to all applicable regulations and guidelines to ensure the integrity of our products and the well-being of our patients. Our aim is to justify and strengthen the trust of our customers and society through excellence in product quality and patient safety.

**Example:** A pharmacist reports on a Wednesday that a customer (male, 35) has been taking Aqualibra for some time now. It was effective at first, but he has now been suffering from extreme stomach pain and nausea since yesterday. He asks if the side effects are known yet.

**Solution:** This concerns an adverse event report in connection with a medical enquiry. Please forward the available information as soon as possible (within 24 hours) to [drugsafety@medice.de](mailto:drugsafety@medice.de) and [medinfo@medice.de](mailto:medinfo@medice.de).

Reported on: Wednesday, the ...  
Reported by: Name and address of the pharmacy  
Patient: male, 35 years old  
Product: Aqualibra  
Safety-relevant issue: extreme stomach pain and nausea  
Additional information: medication was initially effective

**Example:** A customer (female, 28) reports on a Monday that a capsule in the blister pack of Medikinet retard is a different colour to the rest of the pack. The normal capsules are purple, whereas the different-coloured one is blue.

**Solution:** This concerns a quality defect. Please forward the available information to [QKL-complaints@medice.de](mailto:QKL-complaints@medice.de) as soon as possible (within 24 hours).

Reported on: Monday, the ...  
Reported by: name + contact details  
Patient: female, 28 years old  
Product: Medikinet retard  
Issue: blue coloured capsule



INNOVATION



# Speak Up – the courage to communicate openly

Speaking openly calls for courage. In the MEDICE Health Family, we foster open communication and a sense of security by standing together. As members, we share the privilege and responsibility of upholding our values and complying with our policies. This also includes expressing our thoughts if we have any questions or concerns.



THE COURAGE  
TO BE OPEN

**Solving problems proactively:**

We identify problems at an early stage by addressing concerns, and we manage risks before they arise.

**Sharing ideas and asking questions:**

We share creative ideas and do not hesitate to ask if we are unsure.

**Addressing misconduct:**

We raise or report concerns and inappropriate behaviour. Providing a safe space in which everyone can express themselves is crucial.

We foster a supportive and protected environment in which everyone feels safe and respected. MEDICE does not tolerate negative consequences for people who raise concerns. We can use any of the methods described in the Code of Conduct to report issues.

# Whistleblowing

In our company, we attach great importance to an open speak-up culture that allows everyone to say what is on their mind. We believe that their observations and insights can improve our working environment.

We encourage them to speak up if they see something that is not in line with our values, this Code of Conduct or our policies – their opinion is valuable and contributes to the integrity of our company.  
By fostering an open speak-up culture, we strengthen our company value of ‘family-oriented’, as each individual feels safe and respected to voice their concerns and actively contribute to our collective development.

Together, we can create a working environment in which open communication and mutual respect are paramount.



## Who to contact for support in the company:

Email GRC department:  
**compliance@medice.de**

(Anonymous) compliance reporting system:  
**medice.integrityline.com**

Your line manager should be the first point of contact for most questions, problems or concerns.

In addition, concerns can be reported to the GRC or People & Culture departments and the Works Council.

MEDICE also has an internal compliance reporting system, which can be used to report concerns or violations anonymously.

## **IMPRINT**

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### **Editorial note:**

For the sake of readability, gender-neutral and inclusive language has been used throughout. For personal pronouns, the singular 'they' refers equally to all genders.