

# MOSADDEX CODE OF CONDUCT

## GUIDELINES FOR (UN)DESIRABLE BEHAVIOR FOR EMPLOYEES

**Version 2, 27 June 2024**

Mosadex makes a significant contribution to pharmaceutical care and consumer health products. As a proud group of companies, we continue to build on our positive reputation and the trust we have earned from pharmacies and business partners. This foundation has been established through the personal dedication and conduct of all employees within Mosadex.

The purpose of this code of conduct is to ensure that we continue to work together to uphold our good name. We achieve this by making sure that everyone working for or on behalf of Mosadex acts in the best interests of the group, the company they represent, their colleagues, customers, and other stakeholders.

Every employee, including temporary workers, contractors (freelancers), and other stakeholders, is expected to adhere to this code of conduct. Regardless of their position, all employees are required to comply with this code and demonstrate exemplary behavior. By collectively adhering to this code of conduct, we can create a positive, safe, and respectful working environment.

It is not possible to prescribe in detail how people should behave in every situation. This code of conduct primarily serves as a guideline for meeting the desired standards of behavior and for holding each other accountable when you believe someone can improve their conduct. Ultimately, common sense should be the best guide.

The following outlines how we aim to work together within Mosadex and the standards of conduct expected to foster a positive and safe workplace culture, while also protecting the reputation of Mosadex. This code of conduct applies to both visible behavior and communications made through social media, whether personal or professional, as well as via intranet or email.

## 1. Workplace behavior

### Equal treatment

Every employee is entitled to equal opportunities and treatment in comparable situations, regardless of gender, age, religion, skin color, sexual orientation, ethnicity, nationality, or physical disabilities.

All employees are expected to show respect for different cultures, beliefs, orientations, and opinions, even if they differ from their own.

This means refraining from making comments or statements that could be offensive or hurtful to others.

### No unwanted behavior

Colleagues, customers, suppliers, and other stakeholders must always be treated with dignity. Personal insults, whether verbal or visual, that create an intimidating or hostile work environment are unacceptable. Discrimination, (sexual) harassment, physical or verbal violence, bullying, and mockery are strictly not tolerated within Mosadex. No excuses will be accepted in this regard.

### Safety First

Mosadex is committed to ensuring the health and safety of all its employees. All companies within Mosadex are required to comply with and implement laws and regulations concerning occupational health and safety. All employees must adhere to the safety regulations applicable to their location, including wearing the provided company uniforms and safety footwear.

### Alcohol and Drugs

The misuse of drugs, alcohol, or medication can compromise employee safety or negatively impact the reputation of Mosadex. Therefore, the use of alcohol or drugs, or being under their influence during working hours, is strictly prohibited. Moderate consumption of alcohol at conferences, trade fairs, seminars, and staff gatherings is allowed, provided it has been specifically approved in advance by the management of the subsidiary.

### Moving Medicines

It is prohibited to move medicines and/or other supplies from the warehouses to any location outside the warehouse (such as offices, corridors, restrooms, or lockers) without prior permission from a supervisor.

### Personal Relationships at Work

Intimate personal relationships between colleagues must never negatively impact the quality of work or disrupt professional relationships. This is especially important when the relationship involves a manager and a subordinate. If an intimate personal relationship develops, it must be reported immediately to both the manager and HR.

## 2. Dealing with Customers and Suppliers

Our customers are the foundation of our existence. It is therefore crucial to treat customers and potential customers in the best possible way.

Be mindful that you represent the company, and by acting in a professional, friendly, and customer-focused manner, you leave a positive impression of our company. Conversely, inappropriate behavior reflects negatively on the company.

### Dealing with Customers

- Customers may be present at work sites or offices. Therefore, everyone is expected to wear appropriate and presentable clothing that suits the job and the situation.
- Always approach customers with respect.
- Ask customers for feedback and listen carefully; inquire about their needs and the best way to meet them.
- Make clear agreements and ensure you follow through.
- If you are unable to keep a promise, inform the customer immediately and propose an appropriate solution.
- Respect customer privacy. Information about customers must be properly managed, and unauthorized persons should never have access to customer data.
  - Always report complaints in writing to the manager. Complaints should then be resolved appropriately, as quickly as possible, in consultation with the customer and, if necessary, with the manager. Additionally, the customer must always be informed of the option to file an official complaint with the management.

### Invitations and Promotional Gifts

- When receiving an invitation from a business contact, it must always be discussed with the manager whether the invitation can be accepted, before accepting it. The limit is typically set at attending a dinner or an outing to a sports event, provided it does not occur too frequently. If the invitation is approved, you are obliged, as a representative of Mosadex or the employer, to adhere to these rules of conduct.
- It is permissible to accept small gifts such as a bottle of wine, a calendar, or a pen, as long as this does not happen on a regular basis. However, accepting gifts or other forms of hospitality valued at more than 50 euros is never allowed without prior authorization. If the value exceeds this limit, or if gifts are offered regularly, consultation with the manager and HR must take place before acceptance. Accepting gifts at a private address is never permitted. Should this happen, you must immediately consult with your manager and HR.

### Conflict of Interest

Employees are expected to act in the best interests of Mosadex and must not seek personal gain through business activities. Employees should avoid any situation where personal, financial, or other interests conflict with the interests of Mosadex or the employer. This includes:

- Owning a significant number of shares in companies of suppliers, customers, or competitors;
- Engaging in secondary activities, such as holding a second job or assignment with companies of suppliers, customers, or competitors, or having a secondary role as a member of the Mosadex cooperative.

Any potential conflict of interest arising from contacts with customers, suppliers, or other relations must be reported to the manager and HR, so that the situation can be properly assessed. This applies both at the beginning of employment or assignment and during its course.

### 3. Information and ICT

#### Confidential Information

Employees must never disclose confidential information to third parties without prior approval from management or without entering into a processing or confidentiality agreement with the third party in question.

Confidential information includes any information that is not publicly available or known and is valuable to Mosadex, whether in written, electronic, or any other form. Examples of confidential information include:

- Details of business relationships and contracts
- Sales figures and other financial information
- Marketing plans and strategies
- Records of customers, employees, and patients
- Lists of suppliers
- Organizational charts
- Company policies and procedures
- Supplier sales data
- Detailed information about site security
- Lists of contacts, phone directories

#### Handling Company Assets

Laptops, mobile phones, and other devices are provided by the ICT department. These assets must always be used with care and caution, which includes following manuals and adhering to given instructions.

Company property should not be used for personal purposes. This applies not only to computers but also to tools and other larger company-owned assets.

Private matters should, in principle, be handled during personal time. However, personal matters may be addressed during working hours as long as they are limited to a single phone call or short email from a private mobile phone.

#### The Golden Rules of Information Security

To ensure privacy and security, we all adhere to the 10 golden rules to keep our information safe:

1. Lock your computer when leaving your workstation.
2. Use unique passphrases.
3. Keep your passwords confidential.
4. Use multi-factor authentication (MFA).
5. Store documents in the correct location.
6. Share information through secure channels.
7. Check emails for suspicious elements.
8. Report security incidents and data breaches to ICT.
9. Do not use USB sticks.
10. Use MSX Group equipment strictly for business purposes.

## 4. Contacts with the media

All media contacts must go through the Corporate Communications Department. This means that only the Communications Manager and/or communication advisors are authorized to maintain relationships with the media and respond to inquiries from journalists, editors of trade magazines, and other publicists, such as writers or social media editors, regarding Mosadex. Any media contact by other Mosadex employees must always be prepared and overseen by Corporate Communications. Additionally, you should involve Corporate Communications in advance when giving presentations where media presence is expected. The Communications Department can be reached via email at [communicatie@mosadex.nl](mailto:communicatie@mosadex.nl) or by phone at 088-9908220.

## 5. Code of Conduct Hotline

The code of conduct is intended to foster improvement by addressing behavior that does not align with its principles. A violation of the code can range from minor issues to serious misconduct with significant impact, such as harassment, financial conflicts of interest, or substance abuse in the workplace. The code of conduct is not optional. Violations may lead to disciplinary actions, ranging from a warning to termination of employment, depending on the severity of the breach. Acting in accordance with the code, and handling the consequences, can sometimes be challenging. If you find it difficult to address someone directly, you can approach your supervisor. If speaking with your supervisor is uncomfortable, you can reach out to the code of conduct hotline.

The **Code of Conduct Hotline** ([meldpuntgedragscode@mosadex.nl](mailto:meldpuntgedragscode@mosadex.nl)). The hotline can be contacted about the following issues:

- You have identified a violation but find it difficult to address the person involved or to discuss it with your supervisor;
- You have received a disciplinary sanction due to a breach of the code of conduct and wish to verify if it complies with applicable law or is fair.

The Code of Conduct hotline is managed by the corporate HR department, specifically by the HR Director and the Senior HR Advisor, who will, of course, handle all reports confidentially.

In cases of inappropriate behavior, such as (sexual) harassment, bullying, or discrimination, you can also directly approach the **confidential advisor**. ([vertrouwenspersoon@mosadex.nl](mailto:vertrouwenspersoon@mosadex.nl))