

A photograph of a young boy with dark skin and curly hair, wearing a red t-shirt, smiling broadly at the camera. He is sitting at a wooden desk. To his left, another child in a light blue shirt is partially visible. On the desk, there are several books, including one with a green cover that says "My first Year 2 Paper Book".

## SUMMARY OF 2019 SUSTAINABILITY REPORT

### Report Overview

For the third year in a row, Medline International B.V. has published its annual Sustainability Report, covering Medline's social, environmental and economic activities and impact (People, Planet, Prosperity) in Europe in 2018. In the context of Medline's European operations, sustainability is synonymous with corporate social responsibility (CSR). The structure and contents of the report are shaped by the Global Reporting Initiative's GRI Standards.

Medline will update its sustainability report on an annual basis, and the report will continue to serve as a platform to discuss Medline's involvement in CSR topics.

You can access the full report (in English) on our [website](#) or you can order a physical copy by emailing the CSR Manager, Fadzai Munyaradzi, at [csr-europe@medline.com](mailto:csr-europe@medline.com).

### Our CSR Philosophy

Our CSR philosophy is informed by the view that companies in the private sector can make an important contribution towards sustainable development locally and globally. This philosophy is reflected in the material sustainability topics that constitute the main content of the report, as well as in the priority areas of our CSR programme.

In 2019 and beyond, we will continue to more closely align our CSR activities with the United Nations Sustainable Development Goals (SDGs), building on our existing commitment to the United Nations Global Compact.

## Highlights of Our Sustainability Performance in 2018

- » **Launching a *Diversity and Inclusion Statement*** to clearly articulate that Medline is an equal opportunity employer that aims to provide an inclusive, supportive and respectful workplace for all employees so that they can perform at their best:
  - » This spirit was reflected in our workforce composition in 2018: 66% of our employees were women, 4% were disabled and 25 different nationalities from 5 continents were represented.
- » **Maintaining our proud tradition of raising awareness of breast cancer** through:
  - » Our 2018 Pink Glove Photo Competition, which saw a record number of entries.
  - » Our partnership with Keep A Breast Europe.
- » **Working with communities in need** by:
  - » Introducing in-company meal-packing events to feed the hungry.
  - » Donating more than 17 tonnes of medical products through our partnership with International Health Partners.
- » **Launching our reforestation project**, called One Container, One Tree, in collaboration with Reforest Action:
  - » We plant 1 tree for every 1 container of Medline product transported from international locations and shipped to our customers in Europe.
- » **Conducting a successful internal Medline Earth Week campaign** to celebrate International Earth Day:
  - » Activities included promoting our employee-created ride-sharing/bicycle group platform called Drive2Work.
- » Continuing to engage with our suppliers **to promote labour and human rights in our product supply chain.**

## MISSION

To provide quality medical products with superior value to healthcare providers and end users, improving patient care and enhancing the quality of people's lives

## VALUES

- » Committed to our customers, our colleagues and our communities
- » Open to new ideas, two-way communication and challenging the status quo
- » Relentless about continuously improving our quality, service and results, and doing so with integrity
- » Determined to do whatever it takes for our customers

## CORPORATE OVERVIEW AND BUSINESS ETHICS

**US\$ 11.7B**  
in global company sales

**52** years  
of consecutive  
growth globally



**0** fines or sanctions  
related to bribery  
or corruption

## CUSTOMER FOCUS



**3** manufacturing  
locations and  
**5** distribution  
centres in Europe

**75**

customer  
service representatives  
offering high-quality support



**230**

new products  
launched

## EMPLOYEE WELL-BEING AND DIVERSITY

**974**  
employees  
in Europe



**10** employee  
appreciation  
day events  
across Europe



**64%**  
of employees  
promoted  
were women



## CHARITABLE GIVING



**8** European donation  
committees that  
donated to **20**  
local charities

**4** employees  
who participated in  
Medline-sponsored  
medical service trips



Service. Healing. Transformation.

**25,000**  
likes for the 2018  
Pink Glove Photo  
Competition



## GREEN INITIATIVES

**2,000** trees  
planted as part of our One  
Container, One Tree project



**12**

low-emissions  
MedTrans  
delivery vehicles



**3** ISO 14001  
certified facilities  
» Châteaubriant  
» Florence  
» Madrid



## Our Commitment to the Sustainable Development Goals (SDGs)

The SDGs guide our CSR programme and have informed the structure of this year's report. The report contents are illustrated below.



**ALWAYS  
ON.**

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