

Summary of 2020 Sustainability Report



Report overview

For the fourth 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 2019. 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 CSR Manager, Fadzai Munyaradzi, at 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 the global sustainable development agenda, and must take responsibility for their impact on society. 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 2020 and beyond, we will continue to align our CSR activities more closely with the United Nations Sustainable Development Goals (SDGs), building on our existing commitment to the United Nations Global Compact and its 10 principles.



Highlights of our sustainability performance in 2019

- Promoting labour and human rights in our product supply chain through our WRAP certification project:
 - » Continuing our multi-year project to encourage eligible first-tier suppliers in our supply chain to become WRAP-certified.
 - » Attaining a gold level WRAP certificate for our sterile procedure tray (SPT) manufacturing facility in Châteaubriant, France.
- Receiving favourable ratings in our 2019 employee engagement survey:
 - » Improving in 12 of 15 survey categories with no material deterioration in any category compared with our 2017 results.
 - » Excelling in customer focus, diversity and inclusion, and quality.
- Gaining recognition across Europe:
 - » The CEPALM Foundation's 2019 Diversity and Inclusion Award in Spain.
 - » A high score of 87/100 on the French government's 2019 Gender Equality Index.
 - » An A++ on CAHPP's 2019 Environmental Index in France.
- Continuing our support of communities in need by:
 - » Donating €57,000 in medical supplies.
 - » Donating €16,000 in cash to various local charities and organisations through our local donation committees.
 - » Sponsoring 4 employees on medical relief trips.
- Maintaining our proud tradition of raising breast cancer awareness through:
 - » Hosting our record-breaking 2019 Pink Glove Photo Competition with 180 photos submitted from 11 European countries.
 - » Partnering with Keep A Breast Europe.
- Continuing our One Container, One Tree reforestation project in collaboration with Reforest'Action:
 - » Planting an additional 2,500 trees in Spain in 2019.
 - » Highlighting this project for our internal 2019 Earth Day campaign.

Our 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

Our 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\$ 13.9B

in global company sales

53 years
of consecutive
growth globally



2 internal ethics and
compliance campaigns
for employees

Customer focus



3 manufacturing
locations and
7 distribution
centres in Europe

30%
decrease in
customer
complaints



372
new products
launched



Employee well-being and diversity

1,088

employees
in Europe



89% of
employees took
part in at least one training
session



40+

different nationalities
represented in
Medline's workforce



Charitable giving



8 European donation
committees that
donated to **29**
local charities

2 medical service
trip partners



Service. Healing. Transformation.

106,000


likes for the 2019
Pink Glove Photo
Competition



Green initiatives

4,500 trees
planted as part of our
One Container, One Tree
project since 2018



12% 
decrease in carbon
emissions

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.



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