



2023 Environmental, Social and Governance Report

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About this report

This Environmental, Social and Governance (ESG) report provides information about Medline Industries, LP's global ESG strategy and programmes for the period from 1 January 2023 to 31 December 2023.

Medline's ESG strategy and reporting are informed by our analysis of the ESG topics that are most important to the company. These efforts are aligned with the concept of ESG materiality. We conduct assessments every three years, or as needed when there are significant changes to our business. In the years between, we review our ESG priorities to ensure that they continue to align with our business operations and reflect the latest ESG best practices. Our efforts are also guided by input from our stakeholders, including employees, customers, suppliers, regulators and community members.

The data in this report is specific to Medline's facilities, operations and value chain. We have internal processes to ensure the accuracy of our reporting on key metrics, and we continue to improve these processes over time.

Furthering our commitment to transparency and accuracy, in 2023 we established a data governance platform to support our ESG efforts. We also identified key metrics and parameters that are critical for our reporting. Our disclosures are guided by the Sustainability Accounting Standards Board (SASB) Health Care Distributors and Medical Equipment & Supplies standards, and we report on our alignment with these standards.

Medline believes in the importance of the United Nations Sustainable Development Goals (SDGs), and we have noted our alignment with the SDGs as part of this report. We have also identified where we believe we can make meaningful contributions to their success.

In the future, we intend to align with the framework outlined by the International Sustainability Standards Board (ISSB). Also, we expect Medline International B.V. (MIBV) to produce a report in 2026 under the Corporate Sustainability Reporting Directive (CSRD).

A SASB index and glossary of terms can be found in the appendices of this report. All monetary amounts are US dollars unless otherwise stated. All greenhouse gas (GHG) equivalences are calculated using the US Environmental Protection Agency's (EPA) Greenhouse Gas Equivalencies Calculator or the regional equivalent.

For more information on our ESG policies, past reports and data downloads, visit our [ESG Report Library](#). Please send questions or comments concerning this report to ESG@medline.com.



2023 highlights



Climate Resilience and Environmental Action

- Globalised GHG emissions data collection and expanded GHG calculations to include all categories of Scope 3 emissions
- Reached US \$34.5 million in total solar energy investments worldwide
- Added 37,162 solar panels in Medline's renewable energy portfolio, including significant installations at our Montgomery, New York and Uxbridge, Massachusetts (US) sites
- Invested in a carbon accounting platform to better serve our ESG efforts



Responsible products

- Completed product-level Life Cycle Assessments (LCA) for our European drapes and gowns following ISO 14040 methodology
- Reprocessed 2,564,389 medical devices through the Medline ReNewal programme's own facilities
- Diverted 688,850 kg (1,518,654 lb) of landfill waste from the Medline ReNewal programme, including both Medline and partner diversion efforts
- Doubled the size of our Medline ReNewal plant, increasing our capacity to reprocess medical devices



People and communities

- Donated 185 tonnes of medical supplies to humanitarian relief organisations, valued at US \$1.5 million
- 2,552 Medline employees volunteered a total of 9,102 hours
- Completed a multi-year, US \$250,000 donation to build a new surgery centre in the Dominican Republic
- Awarded US \$275,000 in US Community Impact Grants
- Received multiple recognitions as a top employer around the world



Robust governance

- 645 social audits conducted by Medline's ethical sourcing audit team
- Continued our multi-year project to encourage eligible first-tier suppliers to become Worldwide Responsible Accredited Production (WRAP) certified
- Continued our global Open Talk communication channel, where both Medline employees and employees in our value chain can raise concerns about ethics and compliance in the workplace

About Medline

Head-quartered in Northfield, Illinois, USA, Medline is an innovative medical supply company with clinical and supply chain expertise, as well as a growing international footprint.

We are a healthcare company: an integrated manufacturer, supply chain partner and solutions provider, focused on improving the operating performance of healthcare providers. In 2023, approximately 50% of our business, by revenue, was delivered through Medline Brand Solutions, with the balance of 50% through Supply Chain Solutions.

We do business in 100+ countries and territories through our extensive manufacturing, sales and distribution network across the globe. We also have 23 manufacturing sites located in North America, and our warehousing capacity ensures that we have what our customers need, when and where they need it.

Medline has 38,199 employees worldwide, with over 60% employed by Medline US.



100+ 
countries and territories
where we do business

38,000+ 
employees
worldwide

23 
North American
manufacturing sites

What guides us

Healthcare providers face complex challenges including increasing costs, supply chain disruptions, evolving consumer preferences and an ageing population. Care delivery is changing, and Medline is working with healthcare systems to customise solutions that can improve clinical, financial and operational outcomes.

OUR PURPOSE

Medline aims to improve the operating performance of healthcare providers by delivering enhanced clinical, financial and operational outcomes. This value comes from a comprehensive set of capabilities, including world-class products, supply chain resilience and clinical practice.

OUR VALUES

RELENTLESS CUSTOMER FOCUS

We're an extension of our customers, anticipating their needs and advocating for their goals.

AGILITY & FLEXIBILITY

We're fast and decisive, ready to quickly move with changing market and customer needs.

GRITTY PROBLEM SOLVERS

We take initiative, with the resolve and perseverance to deliver what is needed.

DRIVEN TO SUCCEED

We're passionate about proving ourselves and our value every day.

PURPOSEFUL CANDOUR

We're open and honest, operating with transparency and acting with integrity.

RELATIONSHIPS MATTER

We succeed by building trusted, collaborative relationships with our customers and each other.

World-class products	Supply chain resilience	Clinical practice
<p>Answering every need with 335,000+ products and solutions across the continuum of care</p> <ul style="list-style-type: none"> • Medline brand solutions • Supply chain solutions • Diversified global manufacturing footprint and contract manufacturing partnerships • Software solutions 	<p>Optimising the management of supply chain from planning and sourcing to systems design and delivery</p> <ul style="list-style-type: none"> • Vertically integrated global supply chain • Tailored logistics and supply chain consulting • Inventory and labour optimisation • Consolidated service centres 	<p>Improving clinical and caregiver practices, product use and performance through applied industry expertise</p> <ul style="list-style-type: none"> • Clinical solutions • Clinical services team • Best practices • Education and training • Risk and gainshare programmes • Customised solutions

Our business

Our products

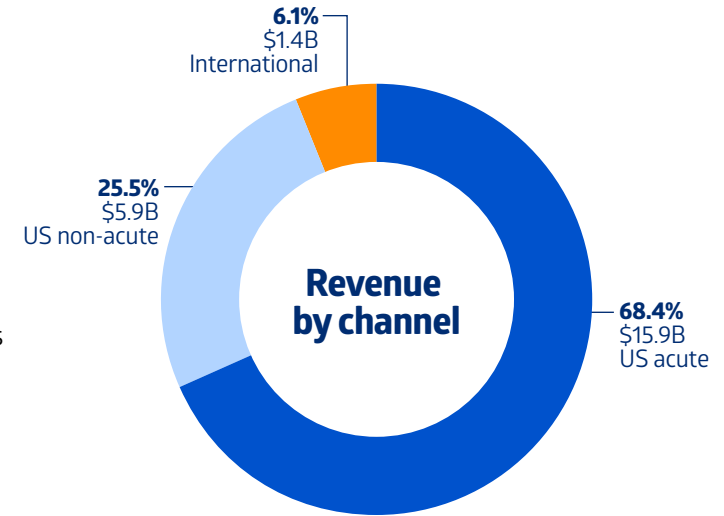
Medline maintains a broad product portfolio, offering 335,000+ products. We offer approximately 190,000+ Medline Brand Solutions across 27 Medline brand product lines, for which we leverage our vast manufacturing network and global sourcing capabilities. We also offer approximately 145,000+ Supply Chain Solutions.

Our leading distribution capabilities allow us to coordinate shipments and provide high-quality service to all channels. Medline serves every channel across the continuum of care, including acute care, ambulatory surgery centres, managed care, doctor's surgeries and traditional post-acute care.

Our performance

In 2023, Medline continued to grow its geographic footprint and expanded delivery to our customers.

Global revenues increased to US \$23.2B. Around 94% of global revenue came from our US segment, with the balance from our international operations. We saw healthy growth across all of our sales channels: new prime vendor signings supplemented with existing customer growth fuelled acute care growth, while doctor's surgeries and surgery centres continued to grow rapidly.



Solutions are organised under the following divisions

Advanced Skin Care	Namic	Repositioning & Offloading
Advanced Wound Care	Operating Theatre	Respiratory
Anaesthesia	Orthopaedics	Sterile Procedure Trays
Capital & Furnishings	Personal Care	Supply Chain Solutions
Diagnostics	Preventative Care	Surgical Gloves
Durable Medical Equipment	Primary Care	Textiles & Environmental Services
Dynacor	Proxima	Urology
Exam Gloves	ReadyCare	Vascular Access
Interiors	Rehab & Fall Prevention	
Laboratory	ReNewal	



Leadership and strategy

In 2011, Medline created a sustainability programme aiming to conserve energy, limit landfill waste and provide programmes and products to help our healthcare partners have a positive impact on the environment. This initial effort evolved into a corporate social responsibility programme that also encompassed global health and community engagement.

In 2022, we expanded our strategy to encompass the broader principles of ESG; the foundation we created ingrained into business operations in 2023.



A message from our CEO

Medline has published annual sustainability reports since 2016, and last year's ESG report was our first to be global in scope. That milestone publication described a blueprint for our efforts to have a positive impact on the environment, improve social equity and maintain a culture of good corporate governance.

In our 2023 ESG report, we describe how we used that blueprint over the last 12 months to evolve our ESG efforts. We specify how we have integrated essential ESG practices into more areas of our business. We describe the steps we've taken to respond to new ESG regulations and anticipate growing customer interest in ESG issues. And importantly, we specify the development of high ethical standards and good governance, both in our own business operations and those of our value chain partners.

Some of our proudest moments of 2023 include the completion of a 19,203 solar panel installation in our New York distribution facility to establish ourselves as clean energy leaders in the state, doubling the size of our medical device reprocessing facility in Oregon to help minimise waste and a successful volunteer health service trip to Honduras through a partnership with One World Surgery. I'm especially proud of the thousands of Medline employees who volunteered their time, skills and resources to more than 100 non-profit organisations worldwide.

The year also brought increased collaboration around ESG topics in every Medline location and business unit. We gathered data globally to further increase transparency, initiated our second materiality assessment to ensure alignment in a changing ESG environment, assembled and supported cross-regional and cross-functional working groups, and articulated and rallied support for common goals that are net positives for our business, our customers and the planet.

As a worldwide healthcare company, we understand that there are increasing expectations for us to focus on ESG topics and deliver tangible progress for all of Medline's stakeholders. We also believe in serving as responsible corporate citizens. We look forward to continuing our progress on both fronts in the years to come.

Thank you to the growing number of people company-wide who contribute to Medline's ESG efforts. This 2023 report provides a look at what we've learnt, the actions we've taken and where we're heading on this exciting journey.



Jim Boyle
Chief Executive Officer
Medline Industries, LP

“As a worldwide healthcare company, we understand that there are increasing expectations for us to focus on ESG topics and deliver tangible progress for all of Medline’s stakeholders. We also believe in serving as responsible corporate citizens.”

Responding to market drivers

Our ESG decisions and actions are informed by the market drivers that affect our company and our industry. These drivers guide us on relevant issues and help us develop timely, appropriate and innovative responses that promote the sustainability of our business.

Our primary drivers

Extreme pressure on healthcare costs

Demand for better, integrated healthcare outcomes

Consolidation of care through the healthcare continuum

Rise of consumerism and consumer-directed healthcare decisions

Need to demonstrably improve healthcare access

Ageing populations with increased healthcare needs

Staffing shortages at every level

We respond to these market drivers in three important ways: reducing complexity, addressing costs and providing a continuum of care.

Reducing complexity

Our healthcare solutions are designed to reduce complexity and increase efficiency, allowing clinicians to achieve the highest level of outcomes. We invest heavily in developing products and solutions that successfully reduce the time that healthcare workers need to perform their duties.

Our unique programmes streamline processes and create standardised and consistent approaches which ensure that procedures are performed correctly the first time, reducing additional care required in the future.

Addressing costs

We believe that we have an opportunity to mitigate rising global healthcare costs, both through our products and our supply chain, while maintaining the highest standards of quality. We design our services and solutions with this opportunity in mind.

Serving the entire continuum of care

Addressing healthcare access requires a holistic look at the continuum of care and social determinants of health. Our presence in hospitals, surgery centres, independent doctor's surgeries, nursing homes, assisted living spaces, home health and hospices gives us a broad perspective on challenges and opportunities. Seeing every point of care is an enormous advantage, informing our solutions that improve healthcare access for all.



Insights from our Vice President, ESG

At Medline, our mission is to improve the operating performance of healthcare providers by delivering enhanced clinical, financial and operational outcomes. But the needs of our customers are as diverse as the populations they serve. We differentiate ourselves by anticipating those needs and going above and beyond to support our customers as they achieve their goals. Our sense of customer focus has been central to our business for generations, instilling pride in our employees and directly leading to our customers' success.

Our ESG programme reflects our external focus by giving shape to our efforts to contribute to a healthier society and a more sustainable planet. We are in a time of great change in ESG: increasing regulatory demands, customer expectations and disclosure obligations are accelerating the need to incorporate environmental, social and governance practices into their overall operations. For Medline, this means deepening the alignment between our ESG strategy and our business goals. We stay abreast of the latest ESG developments, analyse impacts and contributions related to our business and our sector, and ensure that we can continue to operate both effectively and ethically.

“Our ESG programme reflects our external focus by giving shape to our efforts to contribute to a healthier society and a more sustainable planet.”

Changes to our environment are coinciding with noticeable adverse health impacts, such as the resurgence of conditions like Lyme disease and malaria, as well as a rise in the prevalence of asthma. As we continue to increase in size, we nonetheless strive to reduce our carbon footprint and limit our contributions to climate change.

When it comes to product safety, our processes are guided by the standards set by the US FDA and equivalent regulatory agencies elsewhere in the world. We have an established system of policies and procedures that support strict compliance with agency guidelines. We are also conscious that our processes must evolve over time as regulations change and our business grows.

Diversity, equity and inclusion is another important area of focus for Medline. We are committed to creating a diverse and inclusive workforce that is fully representative of the communities where we operate. We know that each Medline employee brings unique perspectives and experiences to our business, and we value their insights as we work to develop holistic healthcare solutions.

Our efforts to further refine and formalise our ESG policies and practices – both existing and new – continue to bear fruit. Our global teams are working together to implement meaningful changes and interventions across our markets, and we work together as a group to collect and report on relevant market-specific ESG data that will guide our business going forward.

With our ESG report, we seek to provide transparency for our stakeholders on four key pillars: Climate Resilience and environmental action; Responsible products; People and communities; and Robust governance. This report also allows us to reflect on the exciting milestones that we have achieved and the notable lessons we have learnt in the last year. We are proud of our accomplishments in 2023 and are excited about the progress that's under way.



Francesca Olivier
Vice President, ESG

ESG governance and accountability

At Medline, ESG is integrated into strategy and decision-making at the highest levels of our organisation.

Our approach to ESG governance and accountability is led by the activities of two primary groups:

- Our Board of Managers, along with the Executive Office, which shares guidance and oversight
- Our Executive Sponsor and global ESG team, who set and execute our overall strategy

Board and Executive Office

Our Board of Managers is the highest decision-making body within the organisation. Together with our Executive Office, they provide oversight of our global strategy. The Executive Office members include the Chief Executive Officer, Chief Operating Officer and Chief Financial Officer. ESG is a Board agenda item.

Executive Sponsor and global ESG team

Medline's Chief Legal Officer and Secretary of the Board serves as the Executive Sponsor of ESG activities and works closely with the global ESG team, led by the Vice President, ESG.

The global ESG team sets and executes the company's global ESG strategy, monitors changes in regulations, adjusts our strategy and work plan accordingly, and reports the results of our efforts internally.

Global Alignment Committee and divisional and departmental leadership

To ensure a global strategy that reflects the tailored needs of our markets, we have developed a Global Alignment Committee (GAC), with representatives from Australia/New Zealand, Asia Emerging Markets, Canada, EMEA, Japan, LATAM and the US. These GAC representatives collaborate with regional leadership to ensure alignment with our strategies.

Our Vice President, ESG meets quarterly with key members of divisional and departmental leadership.

ESG regulatory compliance

Beginning in 2026, MIBV expects to publish a report in compliance with the EU CSRD. In 2023, Medline began a double materiality assessment of impacts, risks and opportunities that are most relevant to the MIBV organisation, along with the corresponding data disclosures. We are gathering information from internal and external stakeholders as we analyse MIBV against the European Sustainability Reporting Standards (ESRS), and we will make our materiality determinations based on methodologies vetted by independent parties.

ESG data governance

Medline recognises the need to grow and comply with an evolving regulatory landscape, and our teams have sought ways to manage trusted and accessible data that measures non-financial performance indicators. In 2023, we began executing a global awareness campaign to highlight the critical need for data integrity and governance related to non-financial reporting. We accomplished several key milestones:

- Invested in a software suite to establish a strong infrastructure that yields high-integrity, controlled and auditable ESG data
- Defined clear data roles, responsibilities and chain of custody to empower and educate data owners in their role in data quality
- Continued to implement standardised processes and policies to govern data management on a global scale



Approach to materiality and priority topics

We recognise the importance of incorporating the concept of materiality into our ESG strategy and reporting on the issues most relevant to our business and our stakeholders.

Medline conducts an assessment of our ESG priorities every three years, or as needed when there are significant changes to our business that may have an impact on those priorities. In the years between, we review our priority topics to ensure they align with our business activities and reflect widely accepted best practices.

Our most recent whole-of-company assessment was conducted in 2022. It identified those ESG topics that are most relevant and important to Medline's global value chain. In conducting this assessment, we were guided by the approaches to materiality advocated by the Global Reporting Initiative (GRI) and SASB, now part of the International Financial Reporting Standards Foundation.

Relying on these approaches, we identified ESG topics based on several sources including GRI; SASB: Health Care Distributors and Medical Equipment & Supplies standards; and industry organisations, such as Practice Greenhealth.

Furthermore, we considered the importance of each potential topic to our customers, investors, employees and other stakeholders. We also took a risk-based approach to assessing the potential magnitude of impact. At the conclusion of this work, we identified 17 priority ESG topics.

Environmental	Social	Governance
GHG emissions: We are reducing our carbon footprint and helping our customers do the same.	Employee health and safety: We are committed to maintaining a safe, healthy workplace environment for everyone at Medline.	Ethical sourcing: We respect, honour and uphold fundamental human rights throughout our supply chain.
Climate-related risk: We recognise the risks that climate change poses to the environment and we strive to consider those risks in business decisions.	Employee engagement: We strive to create a welcoming and enriching workplace.	Business ethics: We do what is right, not only what is required.
Air emissions: We proactively manage air quality impact across our factories, fleet and more.	Diversity, equity and inclusion: We aim to build and retain a diverse and inclusive workforce.	Data privacy and security: We secure and protect personal data throughout the information lifecycle.
Waste management: We are developing policies and programmes to reduce the environmental impact associated with waste.	Product safety: We minimise the health-and-safety risks of products and ensure that we comply with applicable regulations and standards.	Product labelling and marketing: We aim to be transparent, accurate and comprehensive in our marketing statements, advertising and labelling of products and services.
Water and waste-water management: We plan to explore opportunities to reduce water consumption and waste-water generation throughout our operations.	Community engagement: We are committed to being positive stewards and contributors in our communities.	
Sustainable products, programmes and packaging: We are growing our offering of sustainable products, programmes and packaging.	Healthcare access and affordability: We want to ensure broad access to our products and services, especially among those living in low-resource countries.	
	Supplier diversity: We are committed to strengthening and growing our base of small and diverse suppliers.	

Our strategic framework

We have grouped the topics identified as part of our 2022 assessment into four pillars, which are areas of focus that inform our strategic approach and are aligned with our ESG aspirations. We have structured our report according to these four pillars.

ESG intention

Making healthcare more sustainable for people and the planet

Our pillars

- Climate resilience and environmental action
- Responsible products
- People and communities
- Robust governance

Climate resilience and environmental action

We are committed to building an environmentally sustainable business by seeking out both established and emerging green technologies, while developing practical solutions aimed at conserving natural resources and reducing overall waste. We are committed to reducing our carbon footprint and helping our customers do the same.

Priority ESG topics:

- GHG emissions
- Climate-related risk
- Air emissions
- Waste management
- Water and waste-water

Responsible products

We are focused on providing high-quality healthcare products that are safe for both patients and the environment. We strive to be transparent in our product labelling and engage in responsible marketing practices.

Priority ESG topics:

- Product safety
- Sustainable products, programmes and packaging
- Product labelling and marketing

People and communities

We want to positively affect our employees, communities, suppliers and end users. We do this by maintaining the highest standards of safety and health in the workplace, creating opportunities for connection and development for our employees, promoting diversity, equity and inclusion (DEI), and addressing health equity within the communities where we operate around the world.

Priority ESG topics:

- Employee health and safety
- Employee engagement
- Diversity, equity and inclusion (DEI)
- Community engagement
- Healthcare access and affordability
- Supplier diversity

Robust governance

We do what is right, not only what is required. We hold our business, employees and suppliers to high ethical standards.

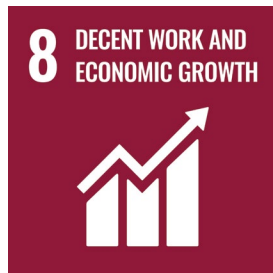
Priority ESG topics:

- Ethical sourcing
- Business ethics
- Data privacy and security

Alignment with United Nations Sustainable Development Goals

The United Nations Sustainable Development Goals (SDG) guide us in shaping our ESG priorities and initiatives. Among the 17 total SDGs, we have identified four priority goals that we believe most closely align with our long-term strategy.

Our four primary SDGs



Good health and well-being

Ensure healthy lives and promote well-being for all at all ages

As a healthcare company, Medline aligns most closely with SDG 3. Our comprehensive employee benefits, charitable giving and volunteer activities support the health and well-being of Medline families, the communities where our people live and work, as well as areas with some of the greatest health inequities. To advance global health equity, we donate essential medical products and supplies to trusted humanitarian relief organisations serving those experiencing the greatest need. And through our skills-based volunteer programme, Medline volunteers share their time and talent to advance projects focused on supply chain optimisation, peri-operative efficiency and health education in low-resource settings.



Decent work and economic growth

Promote sustained, inclusive and sustainable economic growth, full and productive employment, and decent work for all

We strive to contribute to decent work and economic growth for our employees and suppliers by following widely recognised international human rights standards, including the United Nations Guiding Principles on Business and Human Rights (UNGPs). Our Code of Conduct outlines our commitment to respect others through factors such as anti-discrimination and workplace safety, and Medline prohibits forced labour, child labour and other practices that violate basic human rights throughout operations. Our Supplier Code of Conduct extends these requirements to our global supply chain. In support of this commitment, in 2022, our gloves divisions initiated the first ever WRAP certification project in the medical device sector. WRAP is an internationally recognised social compliance certification body that independently and objectively verifies a factory's compliance with ethical labour standards. Furthermore, Our Open Talk programme allows employees both at Medline and at our suppliers to voice any workplace concerns in a confidential manner.

Alignment with United Nations Sustainable Development Goals



Reduced inequalities

Reduce inequality within and among countries

Medline continues to grow its reach, influence and labour force, now with 38,199 employees across our global locations. We seek to support SDG 10 with a culture that embraces DEI. We believe that providing employees with opportunities for career development, internal mobility and paths to growth are key to both attracting and retaining a diverse workforce. To foster an inclusive workplace, Medline encourages the establishment of employee resource groups (ERGs), which promote awareness and understanding.



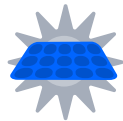
Climate action

Take urgent action to combat climate change and its impacts

Medline believes that an environmentally sustainable business that monitors and enhances its environmental performance, prevents pollution and protects the environment will have a positive influence on health outcomes. Accordingly, we support SDG 13 through our commitment to limiting our environmental impact and helping our customers do the same. We actively seek ways to reduce our carbon footprint and conserve natural resources through innovation. Medline pursues LEED certification for its distribution centre facilities, and 10 global sites are ISO 14001 certified. We recently globalised our greenhouse gas data collection and expanded measurement to include Scope 3 emissions. In 2023, we completed two solar installation projects, one of which is the largest rooftop solar installation in the state of New York, according to the Office of the Governor. Finally, we have invested in a carbon accounting platform that will enhance our ability to quantify and measure ESG efforts going forward.

37,000+

solar panels added globally in 2023



10

global sites are ISO 14001 certified



7

employee resource groups in the US





Climate resilience and environmental actions

We are committed to limiting the impact of our business on the environment and to helping customers do the same. In 2023, we sought ways to reduce our carbon footprint and conserve natural resources through sustainable environmental management and innovation.

2023 highlights

- Globalised GHG emissions data collection and expanded GHG calculations to include all categories of Scope 3 emissions
- Reached US \$34.5 million in total solar energy investments worldwide
- Added 37,162 solar panels in Medline's renewable energy portfolio, including significant installations at our Montgomery, New York and Uxbridge, Massachusetts sites
- Invested in a carbon accounting platform that will better serve our ESG data collection efforts

Environmental management and certifications

Medline is committed to building an environmentally sustainable business that limits pollution and protects the environment.

We are adopting responsible environmental practices and implementing strategies to reduce our carbon footprint, improve energy efficiency, curb water use and minimise waste. We believe our efforts today will have a tangible impact on the future of our organisation and will contribute positively to a healthier environment, which directly influences health outcomes.

Medline utilises responsible environmental practices and aligns with internationally accepted standards for controlling and improving environmental performance.

Environmental management at a glance

GHG emissions:

We are reducing our carbon footprint and helping our customers do the same.

Climate-related risk:

We recognise that climate change poses undeniable risks, and we are committed to building processes for assessing these risks as we make business decisions.

Air emissions:

We proactively mitigate impacts on air quality across our manufacturing facilities and distribution fleet.

Waste management:

Our approach to waste management seeks to reduce the environmental impact associated with disposal of hazardous and non-hazardous waste generated by business activities. These initiatives encompass treatment, handling, storage and disposal of waste, as well as regulatory compliance.

We continue to plan for a cross-functional working group to identify additional waste-reduction projects. The group will build on our existing environmental management efforts to centralise and streamline our approach to hazardous and non-hazardous waste.

Water and waste-water management:

We plan to explore opportunities to reduce water consumption and waste-water generation throughout our operations.

Environmental certifications

Our commitment to protecting and enhancing our natural environment is reflected in the maintenance of our ISO 14001 environmental management certification, an internationally accepted standard that sets out a specific process for controlling and improving environmental performance.

In 2023, 10 Medline facilities were ISO 14001 certified. These include:

- Mundelein, Illinois, USA
- Lithia Springs, Georgia, USA
- Northfield, Illinois, USA
- Waukegan, Illinois, USA (two facilities)
- Bánovce nad Bebravou, Slovakia
- Châteaubriant, France
- Florence, Italy
- Kleve, Germany
- Madrid, Spain

In addition, Medline actively pursues LEED certification for its distribution centres.

Energy and climate

Few industries are as intrinsically tied to the environment as healthcare. While other sectors may not see the immediacy of climate change, hospitals and health systems see the impact on their patients and communities every day.

Beyond the extreme weather events that create acute disruption, climate change is negatively affecting the essential ingredients of good health – clean air and water systems. The World Health Organization estimates that climate change will lead to an additional 250,000 deaths every year between 2030 and 2050.

To mitigate the negative effects of climate change, Medline has adopted a multi-pronged approach that involves advancing our transition to renewable energy, measuring and reducing GHG emissions, lowering our energy consumption and reducing the impact that our products and processes have on the environment.

Energy transition

Medline invests heavily in renewable energy resources, and our portfolio includes two geothermal facilities and an extensive solar energy base of 62,087 solar panels across 10 facilities. Since Medline's initial investment in renewable energy, we have invested US \$34.5 million in solar energy worldwide. In 2023, our solar energy portfolio generated 15,046,831 kWh in renewable energy, enough to power 1,238 homes with electricity for one year. Also in 2023, Medline

added 19,203 solar panels to our portfolio with the installation of New York's largest rooftop solar project at the Montgomery distribution centre, according to the Office of the Governor. This community installation generated 4,252,215 kWh in 2023, enough clean energy to power 349 homes.

Location	Solar panel count	Investment	Jan-Dec 2023 kWh production	System operations dates
Montgomery, New York, USA	19,203	US \$11,500,000	4,252,215	26-May-23
Uxbridge, Massachusetts, USA	16,219	US \$10,000,000	–	18-Dec-23
Auburndale, Florida, USA	5,077	US \$2,773,000	2,231,327	27-Dec-18
Tracy, California, USA (Site 2)*	3,914	US \$2,155,000	2,041,555	17-Apr-19
Tracy, California, USA (Site 1)*	3,140	US \$1,985,000	1,637,123	14-Feb-17
Rialto, California, USA	3,152	US \$1,882,000	1,597,572	23-Feb-18
Northfield, Illinois, USA	2,754	US \$1,690,000	1,138,837	23-Jan-20
Kleve, Germany	3,770	US \$1,200,000	985,020	28-Jan-17
Aisai, Japan**	3,405	US \$868,000	502,482	1-Sep-16
Sydney, Australia	1,344	US \$406,000	660,700	30-Apr-19
Chateaubriant, France***	109	US \$40,000	–	1-Oct-22

*Tracy Site 1 and 2 are two separate installations at the same location.

**This site added an additional 1,740 solar panels that have been in service since December 2023.

***At the time of this report, kWh data is not available for this site.



Solar programmes in the US and Japan exemplify Medline’s commitment to renewable energy

In 2023 alone, Medline added 37,162 solar panels to its portfolio in its ongoing pursuit to expand renewable energy in its growing operations.

Notably, Medline completed construction of the solar installation atop the Montgomery, New York, distribution centre. The Governor of New York joined Medline representatives to mark the completion, and she confirmed that the Montgomery project is New York’s largest rooftop solar installation. The US \$11.5 million investment adds 19,203 solar panels to Medline’s total solar panel count across the globe. The installation has already produced 4,252,215 kWh in 2023.

To close out the year, Medline’s solar installation atop the Uxbridge, Massachusetts, site operationalised a US \$10.0 million investment and added an additional 16,219 solar panels to Medline’s total solar panel count across the globe. Furthermore, our team in Japan added 1,740 new solar panels to their existing renewable energy installation in Aisai, Japan.

“Being environmentally friendly doesn’t have to be a ‘cost of doing business’. There are so many things that we do at Medline that are environmentally sustainable and reduce costs. Solar energy is a great example of that.”

– Jim Burgess, Director of Sustainability

Energy and climate

GHG emissions

In 2023, Medline completed our first global GHG emissions inventory. This is the first time we've been able to account for Scope 1, Scope 2 and all categories of Scope 3 emissions across our global operations and value chain. While our North American and European operations account for the majority of our total emissions, the collection of data from our global business and additional Scope 3 data will provide a more complete picture of where we should focus our emission reduction efforts.

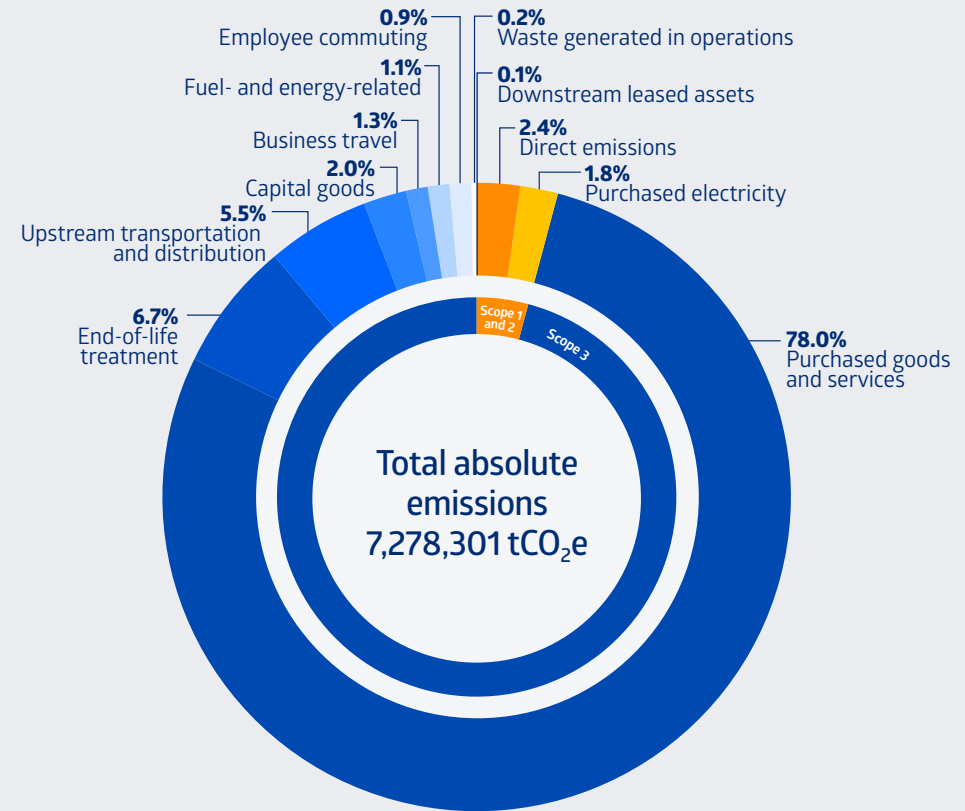
Absolute emissions 2023

Scope	Absolute CO ₂ e Emissions (tCO ₂ e) 2023
Scope 1	173,837
Scope 2	131,904
Scope 3	6,972,560

This comprehensive global carbon inventory accounts for all scopes and categories of emissions using the most accurate global data available. Our transparency efforts are already yielding notable data improvements. For example, prior to 2023, our emissions were calculated using numerous regional systems, but for 2023, we leveraged investments in new global financial management platforms and a carbon accounting platform to increase the quality of our data.

Medline's robust supply chain represents the majority of our global emissions, with purchased goods and services accounting for 78% of our total. Additionally, we have a significant opportunity to reduce direct emissions from our operations and lower our Scope 1 and 2 output. Though we are not yet ready for year-on-year comparisons, we intend to provide such comparisons going forward.

2023 emissions



Energy and climate

Building resilience

In 2023, we formed a cross-functional working group with representatives from manufacturing, distribution and MedTrans, our Medline-owned transportation fleet of lorries. This group identified four of the largest energy-consuming sites in the US with the aim of establishing key performance indicators and emissions reduction initiatives that apply to specific operational environments.

This bottom-up approach allows each site to find innovative ways of addressing the challenges they face and to share their learnings with the broader group rather than dictating a rigid approach to emissions reduction.

In addition, our plans to curb climate change include constructing and operating green buildings, conserving energy and reducing waste. We do this by:

- Designing our distribution spaces according to LEED specifications
- Installing LED lighting in production and warehouse areas
- Modernising our processes and equipment to be less resource-intensive
- Reducing our use of non-recyclable materials in our products and packaging
- Launching a programme to divert waste from landfill in our Lithia Springs, Georgia facility



Environmental stewardship

Recognising the direct link between climate change and the impact our operations have on the natural environment, we aim to continuously improve our processes for air emissions, water and waste management.

Air emissions

As part of our commitment to reducing air emissions, Medline is exploring the use of hybrid, battery and fully electric vehicles in its private MedTrans fleet.

Medline has been piloting the use of electric vehicles within its MedTrans fleet in several capacities. A Volvo VNR electric heavy-duty truck has been in operation in California, along with an Orange EV spotting tractor. In our Bronx, New York, branch, an XOS Electric parcel van has been used for short-distance deliveries. In addition to the emissions reductions, drivers enjoy clean, quiet driving. As a growing number of states add regulations and increase incentives for electric vehicles, we are looking closely at how we can add to our fleet of electric vehicles in ways that make sense for our business and the environment.

We have invested in technology, utilised the best operating practices and implemented driver training to minimise the number of deliveries and miles driven.

Ongoing initiatives to reduce our transportation carbon footprint and air emissions include:

- Purchasing heavy-duty diesel trucks with best in class fuel economy
- Using a dynamic route planning system to reduce miles and improve trailer utilisation
- Limiting vehicle speed to 65 miles per hour to improve safety and maximise fuel use
- Monitoring driving to avoid heavy acceleration, high speed, prolonged periods of idling and hard stops

Water and waste-water management

We intend to develop a global plan to reduce water consumption and water waste across our operations.

Waste management

A study conducted by the Fraunhofer Institute of Environmental, Safety and Energy Technology in 2021 shows that the global warming impact of single-use medical devices is cut by half when those devices are reprocessed.

The increasing interest in medical device reprocessing prompted Medline to double the size of its Medline ReNewal reprocessing facility in Oregon, US. In 2023 alone, ReNewal reprocessed 2,564,389 medical devices at Medline's reprocessing facilities.

Our manufacturing facility in Lithia Springs, Georgia launched a recycling programme in 2023 to mitigate waste sent to landfills by moving waste streams to recyclers. Since inception, the programme has resulted in a 39% reduction in the amount of waste sent to the landfill and is actively reworking contracts with scrap suppliers to rechannel waste streams.

Internally, our hazardous and non-hazardous waste streams are properly handled and in compliance with US local and federal regulations.

Stories from around the world

Australia and New Zealand

Reforestation project offsets carbon emissions

Medline Australia and New Zealand partner with Greenfleet, a not-for-profit environmental organisation, to fulfil our Tree Per Container commitment. For every container imported and exported in the region, a tree is planted in a local forest to support reforestation efforts. Since the partnership began, Medline has supported the restoration of 4,000+ trees, which will capture around 1,504 tonnes of carbon emissions, equivalent to removing over 340 average cars from the region's roads for a year.



Europe

MedShake Project reduces the environmental impact of logistics

In its efforts to limit downstream carbon emissions, Medline's product and transportation team in Europe has worked to optimise the manufacturing and distribution of key product categories. Traditionally, Medline Europe has had a centralised process where products made multiple stopovers prior to customer delivery. To improve service and reduce the environmental impact associated with logistics, Medline invested in a dedicated facility for each country to avoid multiple stopovers. In total, the project has led to a reduction of 507,408 km per year of lorries on the road, equivalent to 12.7 trips around the world, and a corresponding reduction of 1,394 metric tonnes of eCO₂/year.

India

Charitable investments in green projects

During July 2023, Medline India organised a tree-planting initiative at a biodiversity park in the Pune area. 50 volunteers planted approximately 2,000 native trees.

Japan

Making our workplace more sustainable

The renovation of our Tokyo office in October 2023 was an opportunity to make our workplace more sustainable. Instead of discarding existing furniture, 173 chairs, 77 desks and 67 cabinets were washed, refurbished or reused. The new furnishings purchased were certified as environmentally friendly under Japan's Green Purchasing Law. In addition, the office switched to LED lighting to reduce electricity consumption by an estimated 60%, and they expect to reduce CO₂ emissions by 10.4 metric tonnes per year.

Mexico

Turning water condensate into savings

In anticipation of the summer season, Medline Mexico harvested water condensate from air conditioners to irrigate Medline gardens without using water from the municipal network. The initiative saved approximately 153,000 litres of water and 18,000 pesos throughout the year.

US

Medline donations support Arbor Day Foundation

In 2023, a Medline Foundation donation supported the planting of trees to help restore vital ecosystems damaged by deforestation in Georgia and by the devastating Dixie Fire in Northern California. In the years to come, the new trees will sequester carbon dioxide – a significant contributor to climate change. The trees will also rejuvenate wildlife and help prevent erosion. Katie Loos, president of the Arbor Day Foundation, noted that the support from Medline will help restore forestland.

Responsible products

We are committed to producing and distributing high-quality products that are safe and sustainable.

Our product safety processes are tightly controlled and meet all applicable regulatory compliance standards set by the US FDA and its equivalent in the countries where we operate. Similarly, our product labelling and marketing practices comply with all applicable international laws.

We consistently seek to improve the circularity and sustainability of our products through several design and packaging initiatives.



2023 highlights

- Upgraded R&D facilities to accommodate sustainable product and supply chain innovations
- Completed product-level Life Cycle Assessments (LCA) for our European drapes and gowns following ISO 14040 methodology
- Reprocessed 2,564,389 medical devices through the Medline ReNewal programme's own facilities
- Diverted 688,850 kg/1,518,654 lb of landfill waste from the Medline ReNewal programme, including both Medline and partner diversion efforts
- Doubled the size of Medline ReNewal plant, increasing our capacity to reprocess medical devices that would otherwise end up in a landfill

Product safety, labelling and marketing

Product safety

Our Corporate Quality function includes Quality Assurance, Quality Control, Regulatory Affairs and R&D.

- **Quality Assurance:** Guarantees that Medline products meet or exceed all relevant requirements and standards, including stringent product quality controls
- **Quality Control:** Provides the final check before distribution, when we confirm that our design and validation processes have yielded products that meet our customers' needs
- **Regulatory Affairs:** Ensures compliance with the complex set of requirements set by the FDA, ISO and other regulatory bodies worldwide
- **R&D:** Designs quality into our products by using a combination of design engineering, human factors, and verification and validation testing

These teams consist of qualified and experienced chemists, microbiologists, statisticians, registered nurses, regulatory professionals, quality professionals and engineers. They work together to uphold our quality standards and to continuously improve them. They are supported by teams of technicians, inspectors, coordinators and administrative personnel who implement and maintain our quality processes.

Our primary quality system certifications include these three key certifications:

- Medical Device Single Audit Programme (MDSAP), a set of stringent quality system requirements recognised by the US FDA, Health Canada, the Australian TGA, the Brazilian Health Regulatory Authority (ANVISA) and the Japanese Pharmaceuticals and Medical Device Agency (PMDA). To achieve this certification, medical device companies must undergo stringent audits on an annual basis that are conducted by independent notified body audit firms
- ISO 13485, the internationally recognised quality systems certification programme
- EU Quality Assurance Certificate which demonstrates the ability of a quality system to meet European MDR Quality Systems (EU MDR) Regulation (EU 2017/745, Annex XI Part A)

We have several initiatives that include enhanced human factors engineering, design enhancements, state-of-the-art reviews for testing standards and participation in key industry working groups that are designed to improve our product quality and compliance. During 2023, we received excellent audit results from various regulatory agencies, including MDSAP, MDR and ISO 13485 audits. We received no major audit observations at any of our sites during our quality system audits.

Our product development lifecycle goes from concept to prototyping and feasibility stages, to manufacturing, and involves close cross-functional work between our product and marketing teams.

Medline R&D took a major step forward in 2023 with the completion of an approximately US \$26 million upgrade to our laboratories and testing facilities in Mundelein, Illinois, US. These facilities now give Medline access to enhanced microbiological testing environments, enhanced analytical chemistry labs, upgraded material testing, state-of-the-art formulation labs and sterile packaging design capabilities.

Our R&D team constantly pursues new product development initiatives, product enhancements, and multi-sourcing and human factor engineering activities.

Product safety, labelling and marketing

Product labelling and marketing

Medline's procedures and guidelines governing the labelling, advertising and promotion of our products and services are developed in accordance with all applicable laws, standards and industry best practices, including US FDA, EPA, FTC, CPSC, ISO and others.

Additionally, we continuously seek to add new environmentally friendly attributes to our products, providing our customers more options to reduce their environmental footprint.

Post-market surveillance programme

Our post-market surveillance programme ensures that our products remain safe and effective and perform as intended. Product concerns are reported to the relevant regulatory bodies and addressed according to stringent procedures. If recalls are necessary, they are classified according to the appropriate risk profile. A Class 1 recall indicates high risk, while a Class 3 indicates low risk. If a recall occurs, we implement a robust reduction action plan with the aim of preventing recurrence.



Sustainable products, programmes and packaging

Our sustainable products, programmes and packaging initiatives mitigate the impact our products and packaging have on the environment.

Sustainable products

The sustainability of our products is critical to the ethical operation of our business. Our responsible sourcing practices, reprocessing and recycling activities, and our product and packaging innovations are designed to limit our contribution to GHG emissions in the healthcare industry as much as possible.

In 2023, to address the significant waste caused by single-use gloves, we launched two new products: a patented box called SmartBox™ that maximises the use of gloves; and a new glove that minimises tears.

The SmartBox™ includes a proprietary insert that propels the product towards the opening, making it easier to pull out a single glove every time, which helps reduce glove waste.

Green Product Portfolio

Our Green Product Portfolio was developed in 2020 to provide a platform for business units to develop or showcase a sustainable product. We have developed strict guidelines for claims around what constitutes a sustainable product. Products released to market with sustainability statements closely follow those guidelines.

So far, the products developed for this portfolio fall into three categories:

- **Environmental services:** Environmentally friendly formulations minimise harsh chemicals and are designed to keep surfaces clean and people healthy
- **Healthcare essentials:** Hygienic healthcare products incorporate environmentally friendly attributes, such as recycled materials, responsible manufacturing and reduced packaging
- **Peri-operative care:** Sustainable operating theatre products that are cost effective and designed to reduce operating theatre waste

Sustainable programmes

Our sustainable programmes help our customers reduce waste, lower costs and contribute to a healthier planet. Examples include:

- **Medline ReNewal medical device reprocessing (US):** By reprocessing and repurposing single-use medical devices, we help reduce hospital waste. In 2023, ReNewal reprocessed 2,564,389 medical devices through Medline ReNewal programme's own facilities. Medline also diverted 688,850 kg (1,518,654 lb) of landfill waste through its Medline ReNewal programme, including both Medline and partner diversion efforts.
- **Single-use instruments (US):** Our instrument recycling programme gives our customers an eco-friendly disposal alternative by recycling and reprocessing single-use instruments, such as forceps and scissors, resulting in decreased medical waste costs.

- **Tote exchange (US and Europe):** We reduced the amount of corrugated containers in our supply chain by delivering products in reusable totes instead of single-use boxes. The totes are made from recycled plastic and are themselves recyclable.
- **Gloves waste-to-energy (US):** We transform used exam gloves into clean energy by offering collection services for our customers and diverting gloves to energy production instead of waste streams.

Sustainable packaging

Sustainable packaging is one of the most impactful ways to reduce our environmental footprint. We continue to seek innovative ways to minimise our packaging and maximise recyclability.

Our global markets are also exploring sustainable packaging solutions. Japan's sterile procedure tray (SPT) division switched from white boxes to standard corrugated cardboard boxes in 2020, reducing the need for bleach in packaging materials. In addition, instead of packaging SPTs into individual boxes, since 2022, Medline Europe has loaded multiple SPTs into a single pallet box, saving an estimated 50% in corrugated cardboard and 30% in plastic.



Life cycle assessments promote optimised solutions

In 2023, Medline Europe conducted a number of product-level Life Cycle Assessments (LCAs), enabling us to fully understand the environmental footprint, including the carbon footprint, of key product lines. The initial exercise focused on drapes and gowns. We partnered with Intertek Health Sciences Inc. to provide third-party oversight of the LCA and follow the industry-recognised standard ISO 14040.

With this greater understanding and increased product data, we are able to work closely with customers to identify environmental opportunities. This has included the following strategies:

- Material optimisation: Utilising the correct material grade for each product has the potential to reduce emissions by approximately 30%, with additional benefits including fewer pallets and less waste.
- Packaging optimisation: Packaging redesign led to a smaller and lighter product, reducing emissions by approximately 35% and resulting in fewer pallets and less waste.

Medline Europe is looking to roll out LCAs to more key product ranges.

“Our analysis of the cradle-to-grave lifecycle, including the extraction of raw materials and manufacturing to end-of-life disposal, allows us to identify areas where we can reduce our environmental footprint.”

– Oliver Watts, ESG Director – EMEA

Stories from around the world

Europe

Sustainability achievements in European operations

In 2023, Medline International France SAS (MIF) secured an A++ rating in sustainability, in line with criteria set by the Central Purchasing of Public and Private Hospitals (CAHPP) Green Index – an associate of the European Union of Private Hospitals. Created in 2012, the Green Index identifies and evaluates the responsible purchasing policy of suppliers to the CAHPP using 13 sectors of activity, including biomedical, hygiene and disinfection, and medical devices.

Japan

Packaging initiative reduces boxes and time

In 2023, Medline Japan switched to reusable roll box pallets to transport certain products, instead of repackaging them within larger boxes. In addition to reducing packaging time and cost, this initiative is expected to reduce the use of large size packaging boxes by 1,000 boxes per year.

The Japanese team also changed the damage criteria for shipping boxes to reduce waste. Boxes with minor damage are now dispatched in their original boxes without being reworked, along with a sticker that says, “We ask for your cooperation in protecting valuable resources.” Since the minor damage initiative was launched in 2023, reworking has been reduced by half, and the team expects savings of over 20,000 boxes annually. Customers have embraced this sustainable initiative.

Mexico

Controlling resin lots improves efficiency

At Medline Nuevo Laredo in Mexico, a multidisciplinary team from Operations, Engineering and Quality worked together to improve efficiency and reduce scrap during the process of moulding and extruding resin. This project was part of a broader effort by the anaesthesia team to better control the use of resin, a vital component in the manufacturing of anaesthesia circuits.





People and communities

Medline is committed to making a positive impact on our employees, our business and the communities we serve. We do this by maintaining the highest standards of safety and health in the workplace; creating opportunities for connection and development for our employees; promoting DEI throughout the company; and addressing health equity in our communities and around the world through contributions of products, financial resources and volunteer initiatives.

2023 highlights

- Donated 185 tonnes of medical supplies to humanitarian relief organisations, valued at US \$1.5 million
- Logged 9,102 hours volunteered by 2,552 Medline employees
- Completed a multi-year, US \$250,000 donation to build a new surgery centre in the Dominican Republic
- Awarded US \$275,000 in US Community Impact Grants
- Received multiple recognitions as a top employer

Employee health and safety

At Medline, we are committed to the safety and well-being of all our employees, our customers and the global communities they serve.

We have a robust health and safety programme, which is backed by policies and procedures, and resourced with subject matter experts.

Our proactive approach to employee health and safety is detailed in our Code of Safety. Codes are adapted to the country or region in which we have operations so that all legal and regulatory aspects are considered.

In our commitment to compliance and continuous improvement, our health and safety practices aim to:

- Provide a healthy and safe work environment on and off Medline properties
- Ensure compliance with laws and company policies
- Provide the proper knowledge and tools to perform safely and successfully
- Foster a culture where all incidents are preventable
- Assess the success of our initiatives through ongoing assessments

Medline believes that employee involvement is a large and critical component of health and safety. We rely on a collaborative effort where all employees take responsibility for identifying hazards or issues that may occur from an environmental and health perspective. The commitment and support of leadership across the organisation ensures that employees understand our health and safety strategy and why it is a priority for the organisation.

In-house health and safety compliance is monitored through routine internal facility and safety programme audits and, where necessary, through incident investigation, root cause analysis or hazard identification and elimination.

Increasingly, we are considering new technology to promote safety and well-being across the organisation, including programmes to automate pre-shift inspections. These programmes entail a full inspection before operators are allowed to start vehicles like forklifts. Another innovation under evaluation is the use of camera and artificial intelligence (AI) technology to identify driver fatigue among employees in our MedTrans fleet.



Employee well-being and mental health

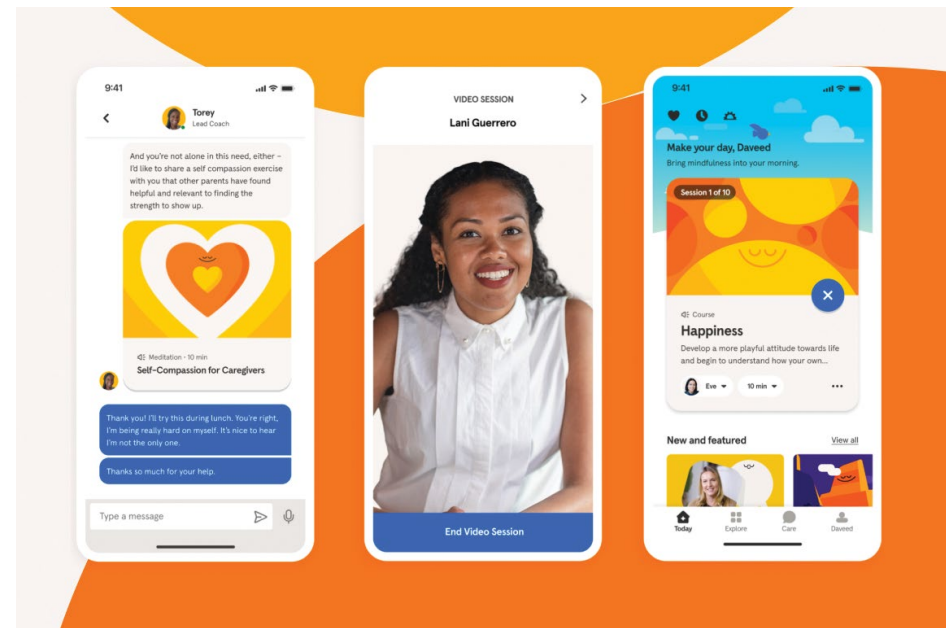
Medline's hard-working employees are the company's most valuable resource. Their dedication enables us to meet customer needs and improve healthcare in the communities where we operate.

Medline takes a proactive approach to fostering employee well-being and ensuring a rewarding work environment. We are a global organisation, but we understand that each community has unique local needs. Our comprehensive employee benefits are tailored to each region as a result.

Medline has established Employee Assistance Programmes (EAPs) to provide free and confidential counselling services. EAPs offer 24/7 support and are available in Europe, Mexico, Canada, the US and India.

In the US and Europe, employees and their dependants have 24/7 access to ComPsych GuidanceResources, a free benefit that provides short-term counselling and information on emotional, financial and legal issues. US employees can also use Headspace Care (formerly Ginger), an app that provides 24/7 coaching, self-care and virtual therapy.

Medline Australia and select Asia Emerging Markets business segments have introduced a holistic well-being support partner, Sonder. Available to all employees via their personal or work phone, Sonder is an app-based support service available 24/7. Medline leaders and HR can also arrange support on behalf of employees.



US employees have access to Headspace Care (formerly Ginger), an app that provides 24/7 coaching, self-care and virtual therapy.

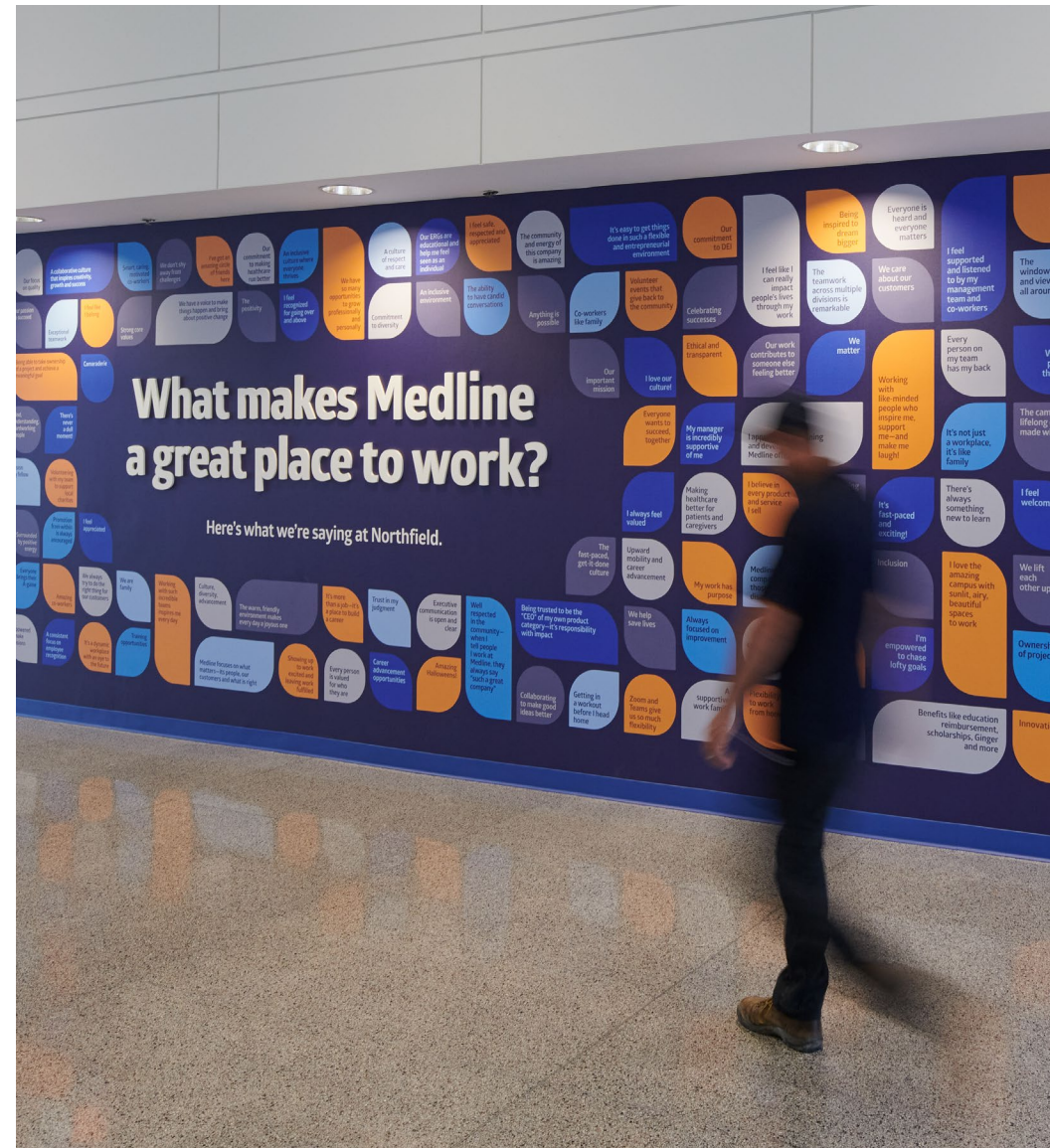
Attracting and retaining talent

Medline's workplace has grown significantly over the past decade. We have been consistently recognised as a top employer and one of the best places to work in several countries around the world.

At the heart of our success is our entrepreneurial culture that fosters independence, problem solving and a bias for action. This culture attracts high-quality talent and has enabled us to become the global and diverse company we are today. The company's global reach, opportunities for career development, a preference to grow talent internally and career mobility also help attract and retain high-calibre employees.

We also strive to create an environment of respect and trust – a workplace where every employee feels like they belong and are capable of making a difference, both at work and in their communities. Many Medline employees choose to volunteer their time and make a positive contribution locally and globally. We understand that employees who participate in volunteer programmes feel more committed to the company.

Medline understands the importance of employee development and provides opportunities for continuous learning. For instance, in 2023, we made LinkedIn Learning available to eligible employees globally. LinkedIn Learning is an on-demand library of instructional videos that teach hard and soft skills, including courses focused on ESG and DEI topics. The platform provides personalised course recommendations to help our employees achieve their full potential.



Employee engagement

We care about how our employees feel about working at Medline. We believe when employees are given opportunities to make their work meaningful, they are more likely to stay. Regular employee engagement is an important measure of employee morale and builds value for the business.

We want our employees to know that they are understood and valued for their contribution, and we seek their feedback to help identify workplace challenges before they arise. We provide employees opportunities to communicate their concerns during a full census engagement every other year, employee pulse surveys during off years and regular lifecycle surveys.

Employee surveys

Our most recent global employee engagement survey was conducted in June 2022 and achieved a 75.2% response rate. More than 24,000 employees responded to survey questions grouped into 15 categories. Notably, our employee responses highlighted a shared culture of customer service and commitment to deliver on customer expectations.

Preparation for the 2024 Global Employee Engagement Survey is under way, and we expect customer focus to remain one of our highest-scoring categories.

Employee pulse surveys are designed to reveal workforce sentiment on a specific topic. These are guided by in-country leaders or human resource business partners who identify a relevant issue for their workplace or measure the effectiveness of a previous intervention.

Employee lifecycle surveys are designed to collect feedback at key moments of an employee's journey with our company. Surveying employees at onboarding, at 90 days and after one year at Medline provides insight into their experience at different points.

Speak Up

Medline encourages employees to say what they think, no matter the sentiment. Our Speak Up platform allows employees to offer opinions, raise questions or concerns, and share ideas on any subject, from process or system improvement suggestions to company policies and initiatives.

Initially introduced in the US, the Speak Up platform is now being implemented globally. We aim to further the reach and impact by evolving the platform via a digital open door to ensure there is always a two-way line of communication with our employees.

Medline has also instituted grievance mechanisms that allow both Medline employees and the employees of our suppliers to raise concerns about violations of our Code of Ethics or ethical sourcing practices. One such mechanism is Medline's 24-hour Open Talk Helpline, which offers anonymous reporting. See our [Robust Governance](#) section for more information.

Bravo recognition platform

Medline is committed to fostering a positive work environment where employees feel valued and motivated to deliver their best work. In June 2023, some US departments and product divisions, as well as the Mexico HR team, launched Bravo, a platform that drives employee engagement and builds a culture of recognition. The platform is expanding to our Pune, India, and Asia Emerging Markets (Sourcing) teams in 2024. Through Bravo, employees celebrate milestones and show appreciation for individuals or teams who demonstrate one of six success factors: focus on the customer; deliver results; sense of urgency; sound judgement; strong work ethic; and build effective relationships. Bravo is accessible on a computer or mobile app, making it easy for employees to engage at their desk or on the go.

Employee engagement

Employee appreciation

We believe that employee appreciation promotes well-being. It also drives employee engagement and instills a sense of belonging.

Every year, Medline celebrates Employee Appreciation Week, an occasion dedicated to recognising the time, effort and accomplishments of our employees. In 2023, thousands of employees participated in the event around the globe. In Medline Mexico, 15,000+ people, including employees, families and friends, celebrated over the five days. In India, Employee Appreciation Week is extended to an annual flagship event called Jashn when employees and their families gather for a special evening of celebration.

US employees at Medline's Chicago, Libertyville and Northfield offices spent part of Employee Appreciation Week raising funds for Strides for Peace, a Chicago-based non-profit that works to end gun violence. More than 600 Medline employees participated in a 5K and raised US \$27,587 for the non-profit. An additional US \$10,000 was donated by the Medline Foundation.

Recognition as a top employer

Medline's goal is for employees to come to work knowing that they are valued and have a vital role to play in the success of the business. This has fostered a highly engaged environment where employees know that their unique perspective matters. It has led to consistent recognition as a top place to work.

Accolades received in 2023 include, but are not limited to:

- Newsweek's America's Greatest Workplaces
- Newsweek's America's Greatest Workplaces for Diversity
- Newsweek's America's Greatest Workplaces for Women
- Newsweek's America's Greatest Workplaces for Parents and Families
- Becker's Healthcare –150 Top Places to Work in Healthcare
- Forbes America's Best Large Employers
- Forbes' America's Best Employers for New Grads
- Forbes' 2023 America's Best Employers for Women
- Forbes 2023 America's Best Employer by State (Illinois)
- Chicago Tribune's 2023 Top Workplaces
- Great Place to Work Medline Mexico Sites Certification (All Medline Mexico sites)
- Great Place to Work® Institute 2023-24 (India)



Diversity, equity and inclusion

Medline is committed to fostering a culture that empowers everyone at the company to succeed. We leverage the unique backgrounds of our employees, building a workplace that reflects the world at large.

We recognise the value of different perspectives and we welcome the viewpoints of people from all backgrounds. We strive to provide access and opportunity for all people at Medline to achieve their full potential.

Employees at Medline are invited and encouraged to be their authentic selves. We know that by tapping into the richness of our employees' diversity, we are better equipped to find solutions for our customers and achieve business growth and success.

Our approach to advancing DEI focuses on four strategic imperatives:

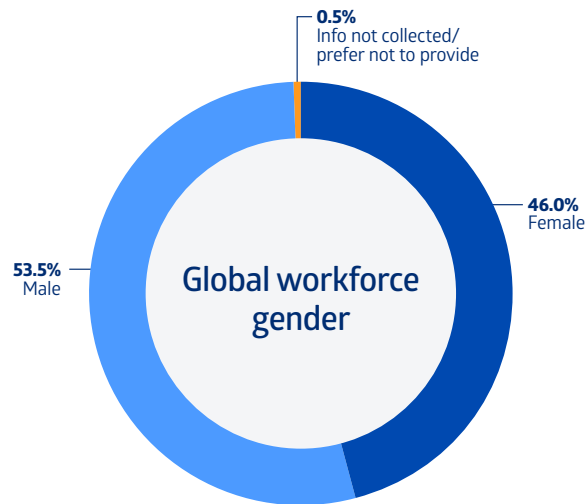
- Build an inclusive culture
- Hire, engage and retain diverse talent
- Inclusive leadership
- Business enhancement

These strategic imperatives are supported by DEI policies and practices that span recruitment and selection, compensation and benefits, and professional training and development.

Diversity in numbers

Global workforce gender

Medline has historically reported global gender data by utilising information collected during new employee onboarding, and supplementing this data with self-reported gender identity where available. Today, our report reflects this combination of information. Going forward, Medline's goal is to increase efforts to collect global self-reported gender identity data.



US workforce ethnicity

White	46.3%
Hispanic/Latino	23.3%
Black/African American	19.3%
Asian	7.2%
Two or more races	3.3%
American Indian/Alaska Native	<1%
Not specified	<1%

Diversity, equity and inclusion

Employee resource groups

Reflecting the diversity of our teams, Medline's employee resource groups (ERGs) continue to grow and make an impact. In 2023, ERGs were active in the United States, Canada and Japan. While each group has a unique focus, membership is open to everyone, regardless of identity. Aligned with Medline's mission and values, these groups offer a unique setting for employees across locations to connect, listen to and learn from others with similar or different backgrounds than their own. ERGs help support our DEI progress by promoting awareness and unity.

US ERGs

Seven US ERGs include A Latinx Medline Alliance (ALMA), the Asian Pacific American ERG (APA), the Black Employee Network (BEN), the Disability Awareness & Action Alliance (DAAA), PRISM (formerly LGBTQ+ ERG), the Medline Veteran Engagement Team (MVET), and the Women's Employee Resource Group (WERG).

Notably, our Black Employee Network has recently partnered with our product teams to support the development of a new system of products suited for all skin and hair types.

Canada ERGs

Medline Canada has two ERGs. The ERG executive sponsors engage employees, listen to and partner with Human Resources to make policy changes resulting from ERG discussions, provide training and proactively work on recruitment initiatives. Events are held on an ongoing basis to educate and create awareness of various issues. In 2023, the Medline Canada Women's Alliance ERG organised a successful International Women's Day across the country.

Japan ERG

Japan launched an inclusion committee with the goal of supporting team members and improve in certain areas related to DEI. There were two sub-groups created to discuss work-life balance and psychological safety in the workplace. Members of the work-life balance group discuss common challenges around balancing personal situations with the demands of work, while the psychological safety group focuses on conditions related to belonging, recognition and inclusion.



US ERGs
build
connections



Asian Pacific American
Employee Resource
Group



Black
Employee
Network



Disability Awareness
& Action Alliance



Hispanic and LatinX
Employee Resource
Group



PRISM
Employee Resource
Group



Medline Veteran
Engagement
Team



Women's
Employee Resource
Group

Stories from around the world

China and Vietnam

Nursing rooms for new mothers

Medline China and Vietnam have arranged dedicated nursing rooms for new mothers across their offices. These spaces demonstrate our priority to create a supportive and caring work environment for employees who are also new parents. We recognise that by providing the right resources for our employees, we can increase employee satisfaction and, therefore, retention in our diverse workplace.

Mexico

Promoting DEI understanding

Medline Mexico hosts several events throughout the year, all with the intention of elevating understanding of DEI topics among employees. Events have ranged from webinars on the inclusion of individuals with disabilities in the workforce, to sessions on intimate partner violence in recognition of Mexico's International Day for the Elimination of Violence against Women.

US

Developing a network of DEI champions

The Medline US DEI team has developed a network of DEI champions across our manufacturing and operations facilities. Led by HR, these champions are onsite employees who serve as liaisons to the DEI team, customising inclusion initiatives and practices to the specific needs of their work environment and location.

Promoting inclusive leadership

Medline US launched the Inclusive Leadership Series for employees at director level and above. The programme includes four modules: psychological safety, embracing differences, building belonging and addressing micro-aggressions. The goal of the training is to equip leaders with the skills and tools to create an inclusive environment for their teams and have a positive influence on the overall employee experience.

Expanding LGBTQ+ benefits

In 2023, the US benefits team created an LGBTQ+ benefits guide detailing expanded healthcare coverage for LGBTQ+ employees.

Championing self-identification

Since launching a self-identification campaign in late 2022, a growing number of employees have voluntarily disclosed gender identity, preferred pronouns and more details around ethnicity. This indicates that employees feel safer in disclosing this information.

Ongoing mentorship programme

The US mentorship programme was expanded with more mentor/mentee pairs, providing development and support for a diverse group of employees. In addition, this gives leaders more exposure to our diverse up-and-coming talent base.



Community engagement

Our community engagement and support initiatives are focused on the communities where our employees live and work.

Our employees both in the US and throughout the world frequently live and work in locations where Medline is among the largest local employers. We are aware of the responsibility this carries in terms of community engagement and support.

In our community engagement, we primarily focus on projects that address social determinants of health, the circumstances that contribute to whether people can live full, healthy lives. Examples include a person's geographic location, their level of education or access to transportation, all of which can affect their ability to reach adequate medical care.

With this in mind, we prioritised three areas in 2023:

- Reducing food insecurity: Access to proper nutrition is essential for health and healing. Our partners help people get the resources they need to thrive.
- Increasing access to healthcare: We partner with non-profit organisations that support people living in under-resourced communities improve health outcomes.
- Driving economic stability: We provide resources that reduce poverty and improve health and well-being for individuals and families.

Charitable giving

Our charitable giving activities are guided by our global charitable donations policy, which applies to all Medline employees, agents, independent contractors and others acting on Medline's behalf. The policy ensures that we support charities in ways that respect diversity and inclusion, are transparent and ethical, and are aligned with all relevant laws and regulations. It covers both financial and in-kind giving.

In support of the policy, we have introduced standard operating procedures (SOPs) designed to provide step-by-step guidance on how to properly engage in charitable giving-related activities. The SOPs are currently being rolled out across our regions.

Volunteerism

Our volunteer programmes provide a vehicle for employees to contribute their time and skills to meaningful initiatives that are aligned with our industry and ethos. They vary by region, and our local teams and partners work with us to ensure that we are supporting relevant, high-impact interventions.

In the US, a volunteer and charitable giving platform makes it easy for employees to engage in activities and allows us to track and report employee participation. In 2023, across the globe, 2,552 employees logged 9,102 volunteer hours in support of 103 charities.

Blood drives fill a global need

Medline locations around the world have organised blood drives in response to the consistent, international need for blood donation. In 2023, 100+ employees donated blood at our offices in Pune, India. Since July 2020, Medline Australia employees have made 394 donations in total, helping almost 1,182 people. Finally, Medline volunteers in the US conducted 18 blood drives, benefitting four non-profit organisations.



Stories from around the world

Canada

Medical supplies reach vulnerable communities

Medline Canada continued its partnership with Health Partners International of Canada (HPIC). HPIC works with Canadian healthcare professionals, government and non-government organisations, companies, foundations and Canadian citizens to improve the health of children and families living in vulnerable communities.

Australia

Supporting Cancer Council Australia

Medline Australia actively works with and supports Cancer Council Australia, a local organisation that supports patients and families affected by cancer and runs government advocacy and national prevention programmes.

Europe

Celebrating Movember

In November 2023, Medline Europe once again participated in Movember, with many employees growing their moustaches to raise awareness about diseases that affect men, including prostate and testicular cancers. Employees who can't grow moustaches participated in a "Mo Show" photo campaign. Through these initiatives, donations were made to the Movember Foundation, a leading charity that supports men's health initiatives around the world.

India

School restoration projects

Through the Rotary Club, Medline India restored 15 schools in rural India in 2023. More than 6,000 students from low-income families benefitted and are now learning in safer and more supportive environments.

Hearing aids for students

In partnership with Jai Shikshan Sanstha, an educational institution and residential facility for children who come from marginalised areas to pursue educational and vocational opportunities, Medline India procured and donated hearing aids for students who are deaf or hard of hearing.

Japan

Lending a hand at two Ronald McDonald Houses

Volunteers from Medline Japan organised two activities at Ronald McDonald Houses in Tokyo and Nagoya during 2023. Ronald McDonald Houses provide a home away from home for families with children who need to visit or stay at distant hospitals. Volunteers in Tokyo helped clean the Ronald McDonald House there, while at the Ronald McDonald House in Nagoya, volunteers also cooked and cleaned.

Mexico

Supporting basic needs

During 2023, our Nuevo Laredo and Mexicali sites continued their partnership with Fondo Unido, a non-profit group to improve social infrastructure helping build stronger, more resilient communities.

US

Month of service

Medline's Month of Service in the US encourages and incentivises employees to participate in a variety of in-person and virtual volunteer opportunities. In 2023, Medline employees, together with their friends and family members, packed meals with Feed My Starving Children; wrote cards for senior citizens and people with disabilities receiving Meals on Wheels services; and donated a van full of clothing, hygiene products and other essential items through the non-profit Cradles to Crayons.

Breast cancer support

In recognition of Breast Cancer Awareness Month, the Medline Foundation presented two non-profit organisations with grants that expand access to healthcare for people diagnosed with breast cancer.

SHARE Cancer Support received the first-ever Pink Glove Grant, a US \$25,000 award funded through proceeds from Medline's Pink Sense Nitrile Exam Gloves and Generation Pink Pearl Nitrile Exam Gloves. The Pink Glove Grant will assist with the funding of SHARE's LatinaSHARE programme, which supports Spanish-speaking breast cancer patients.

A second Community Impact Grant, also for US \$25,000, was awarded to the Breast Cancer Resource Centre (BCRC) in Austin, Texas. BCRC provides breast cancer patients and families with personalised support and compassion. The grant will help BCRC expand its reach by providing community clinics and other healthcare organisations with access to educational webinars and videos.

Healthcare access and affordability

Medline partners with non-profit organisations to expand healthcare access and increase health equity, with particular focus on regions where resources are scarce.

By leveraging the knowledge and expertise of local non-profit organisations, Medline is able to provide the products, solutions and resources necessary to improve people's health over the short, medium and long term.

In the US, some of our partners include Direct Relief, Global Smile Foundation, MAP International, Matter, Medical Bridges, Medical Teams International, MedShare, MedWish, One World Surgery, Partners in Health, Project C.U.R.E. and See International. In Australia, Canada and Europe, we work with Rotary Australia – Medishare, Direct Relief and Health Partners International Canada, respectively.

Product donations

Medline partners with Direct Relief, an international humanitarian aid organisation to deliver surplus or unused product to low-resource regions around the world. While Medline US has had a relationship with Direct Relief for several years, in 2023, we expanded our relationship to support surplus product donations from Medline Europe and Medline Mexico. Through this international relationship, Direct Relief can ensure that our products reach people living in high-need areas threatened by disease, poverty or disaster.

Skills-based volunteerism

Medline's Global Health Initiative advances health equity by pairing non-profit health systems operating in low-resource settings with skilled US employees experienced in supply chain optimisation, peri-operative efficiency and health education. One of these non-profit partners is One World Surgery, a global non-profit organisation dedicated to providing world-class surgical and primary care to under-served communities in the Dominican Republic and Honduras. In November 2023, during Medline's annual Month of Service, 12 Medline volunteers spent a week in Honduras to advance One World Surgery's supply chain capabilities.





Medline partners with One World Surgery to bring surgical care to under-served communities

In 2023, 12 Medline volunteers spent a week in Honduras to improve the supply chain capabilities at the One World Surgery centre. One World Surgery funds and operates the Holy Family Surgery Centre located on the property of their partner, the Nuestros Pequeños Hermanos children's home. This 2,000-acre ranch is approximately one hour north-east of Tegucigalpa, the capital of Honduras.

One World Surgery coordinates medical mission trips where volunteers work side by side with Honduran staff at the surgery centre. Together, they were able to perform 2,029 surgeries in 2023. During their visit, the Medline team volunteers optimised the organisation's warehouse, freeing up additional space by introducing pallet flow SOPs to ensure the sustainability of the processes.

"What was so critical for us on this trip is that we were able to use the knowledge that the Medline staff brought to look at our warehouse to identify the inefficiencies and help us improve," said One World Surgery Supply Chain Manager, Michael Fry.

In 2023, Medline also completed its multi-year, US \$250,000 donation to assist with the building of a new One World Surgery centre in the Dominican Republic, a country with a pressing need among Dominicans and Haitian immigrants. Primary care services are currently offered in the local communities that have been built around sugar mills, called bateyes. In effect, these shanty-town-like settlements house between 200,000 to 1 million people who have little to no access to water, electricity, education or legal counsel, especially pertaining to their labour rights, according to the Harvard International Review. The surgery centre will increase access to safe and timely surgical care.

Medline's close partnership with One World Surgery is one example of how Medline leverages employee skills and expertise to create solutions that empower clinicians and communities and get people the healthcare they deserve. "Partnerships like the one we have with Medline are critical for what we do," Fry said.

Supplier diversity

At Medline, we are committed to building a diverse and inclusive supply chain that reflects the communities we serve. We strongly believe that leveraging a vibrant network of diverse suppliers is essential for driving innovation, creating lasting value for our stakeholders and strengthening local economies.

In the US, a diverse supplier refers to a business in which 51%+ of ownership, control and operations are held by under-represented or under-served groups. These groups include ethnic minorities, women, veterans, members of the LGBTQ+ community and people with disabilities.

Medline is expanding and further refining its supplier diversity programme and, in 2023, we engaged a consulting firm to conduct an analysis that will inform our supplier diversity strategy moving forward. We are building out a supplier diversity strategy to better promote diverse suppliers within our business, a priority we share with our customers.

Advancing disability employment through AbilityOne

The US AbilityOne Commission is an independent federal agency with a mission to create and sustain employment for people who are blind or have another disability, in furtherance of providing products and services to federal agencies. According to AbilityOne, they provide employment opportunities for nearly 37,000 people with disabilities, which includes approximately 2,500 veterans, including wounded warriors. AbilityOne partners with 420+ non-profit agencies nationwide to provide training and create long-standing employment opportunities.

Medline supports the AbilityOne programme and several of its non-profit partners by:

- Supplying raw materials, components and industry knowledge to AbilityOne non-profits to assist them in creating products supplied to federal government agencies
- Distributing AbilityOne products through federal contracts
- Selling medical supplies to assist non-profits in kitting out projects and stocking retail outlets, known as Base Supply Centres (BSCs) located on US DoD Military installations.

Medline Australia supports social trading to facilitate education sessions

In Australia, social enterprises use trade as a way to intentionally tackle social problems, improve communities, provide access to employment and training, or protect the environment. These organisations derive most of their income from trade rather than donations or grants and use the majority of their profits – at least 50% – to contribute to their social mission.

In 2023, Medline Australia leveraged this innovative system when it ran social procurement education sessions, facilitated by Communitier. Communitier is registered with Social Traders, a small non-profit organisation established to support and encourage the establishment of commercially viable social enterprises throughout Australia. Communitier strongly believes in the power of volunteering to unite cultures, sectors and industries to build a shared understanding and unifying consideration for peace and prosperity for people and the planet.

Medline Australia is building a preferred social supplier contact list and encourages employees to use local procurement where appropriate through government-endorsed enterprises registered with Social Traders and Indigenous business database, Supply Nation.



Robust governance

Medline's success depends on our ability to always act with integrity. This guiding principle is fundamental and influences every aspect of our operation. Medline supports transparency in the medical device industry, and we have implemented the policies and procedures required to facilitate ethical conduct in every part of our business and our customer interactions.

2023 highlights

- 645 social audits conducted by Medline's ethical sourcing audit team
- Continued our multi-year project to encourage eligible first-tier suppliers to become WRAP certified
- Continued our global Open Talk communication channel, where both Medline employees and employees in our value chain can raise concerns about ethics and compliance in the workplace

Ethics and compliance

Healthcare compliance is driven by increased regulatory scrutiny, technological advancements and a growing focus on affordability.

This high degree of regulation has necessitated a proactive approach in which healthcare providers and, by extension, their suppliers, have adopted robust systems to help mitigate risk.

Regulation in healthcare systems ensures that treatments are safe to use, that healthcare professionals are trained to use treatments or devices, and that facilities meet specific standards in care provision. Additionally, there is an ever-increasing body of global ESG legislation and regulation. These regulations codify the consensus goals and values around issues such as reducing emissions, upholding fundamental rights, and promoting equity and equality.

These are the issues shaping healthcare and its future, and it is our responsibility to ensure that we are a resilient, forward-thinking company by embracing a broader view of what it means to be a good corporate citizen.

Ethics and compliance programme

Medline strives to do what is right, not just what is required. The high ethical and business standards that govern our business conduct are rooted in our values and the principles embedded in our Ethics and Compliance Programme and our Code of Conduct.

Our Ethics and Compliance Programme is designed to ensure that all of our business activities comply with laws, regulations, policies and industry codes. It includes oversight, implementation and enforcement of our Code of Conduct, which entails the management of our global anti-bribery and corruption programme, investigations and training.

Our Code of Conduct

The Code of Conduct is the foundation on which our Ethics and Compliance Programme has been built. It defines our core values and outlines the principles that govern our relationships with stakeholders, including governments, healthcare providers, customers, competitors and each other.

Medline regularly reviews the Code of Conduct to ensure that it reflects changes within our industry and our business. Topics in the Code of Conduct include, but are not limited to, the following:

- Reporting misconduct through Medline's Open Talk Helpline (including anonymous reporting) as allowed by law
- Non-retaliation
- Conflicts of interest
- Gifts and entertainment

- Anti-bribery and anti-corruption
- HCP interactions
- Product quality
- Fair competition
- Honest communications and marketing
- Anti-discrimination/anti-harassment
- Workplace safety
- Privacy and data protection
- Protection of assets and confidential information
- Maintaining accurate financial records/financial reporting
- Political participation and charitable giving

Open Talk

We have always encouraged employees, business partners and suppliers to ask questions and raise concerns about our ethics and compliance via our confidential Open Talk channel. This online portal and toll-free service is available 24/7.

Globally accessible, Open Talk was established to capture concerns including violations or potential violations of our Code of Conduct, Supplier Code of Conduct or human rights violations within our business. In countries where anonymous reporting is prohibited or restricted, we have made other compliance resources available to those wishing to alert us to potential misconduct.

Ethics and compliance

Standards we follow

Medline is committed to being law-abiding, honest and trustworthy in our interactions with all stakeholders. We practise good business by adhering to the legislation and regulations in the countries where we operate and comply with industry-leading standards including those set out by MedTech and the Advanced Medical Technology Association (AdvaMed).

As members of MedTech and AdvaMed, we support their missions to advocate for the highest ethical standards and patient access to safe and leading medical technologies by complying with their Code of Ethics and guidance on appropriate interactions with healthcare professionals.



Ethical sourcing

Medline values our relationships with our manufacturing partners. It is imperative that we partner with suppliers who share our commitment to conducting business ethically and promoting good labour, human rights and environmental practices.

Our multifaceted Ethical Sourcing Programme draws on internationally recognised standards and best practices to ensure that we hold our manufacturing partners to the same high standards we expect of ourselves.

The Ethical Sourcing Programme emphasises a risk-based approach that allows us to identify and act on the most pressing risks in our supply chain. The programme comprises three principal elements:

- The Medline Supplier Code of Conduct outlines the expectations we have for our suppliers and encourages them to increase the level of transparency and accountability within their networks
- Dedicated Medline personnel lead risk assessments, social audits and corrective actions to ensure that our suppliers are upholding our expectations over the life of our business relationship
- Independent third parties undertake due diligence, enabling the ethical sourcing team to proactively identify and mitigate ethical sourcing risks as they arise

Emerging regulations and associated customer expectations are pushing companies like Medline to globalise and centralise our labour and human rights policies and procedures. Our key areas of focus for 2024 will be to build on existing supplier due diligence processes to ensure global compliance, increase our overall supply chain transparency and ensure that our ethical sourcing data is near real time and always auditable.



Programme pillars

Our Ethical Sourcing Programme reflects a sustainable and responsible approach to supply chain management. The programme is built on 11 pillars that reinforce our values and commitments by:

- Setting clear expectations for our suppliers
- Continuously monitoring throughout our supplier relationships
- Proactively mitigating risk
- Conducting regular training and engagement on relevant health, safety, labour and human rights issues

Standards that influence our programme

Medline is committed to implementing systems and controls to prohibit and prevent fundamental human rights violations, including modern slavery, forced labour and human trafficking. Heavily influenced by the UNGPs on Business and Human Rights, our ethical sourcing programme also incorporates standards, conventions and principles from the following sources:

- The International Labour Organisation
- The UN Universal Declaration of Human Rights
- Worldwide Responsible Accredited Production (WRAP)
- Social Accountability International standard SA8000
- The Organisation for Economic Co-operation and Development (OECD) Guidelines for Multinational Enterprises

Ethical sourcing

Our [Modern Slavery and Transparency Statement](#) details our approach to monitoring human rights issues and mitigating risk throughout our global operations and supply chain. The statement is published in accordance with the California Transparency in Supply Chains Act of 2010, the United Kingdom's Modern Slavery Act of 2015, Australia's Commonwealth Modern Slavery Act of 2018 and Canada's Fighting Against Forced Labour and Child Labour in Supply Chains Act of 2022.

Traceability within our supply chain

Our global manufacturing and supply chain operations comprise Medline-owned assembly and manufacturing facilities, as well as third-party manufacturing subcontractors and direct suppliers.

Supply chain management focuses primarily on evaluating and auditing these first-tier suppliers. First-tier suppliers are companies that provide us with raw materials, component parts or finished Medline-labelled products. Through the continuous monitoring of these suppliers' adherence to our Supplier Code of Conduct, we have been able to identify and mitigate areas of risk.

Creating further transparency and traceability within our supply chain requires these first-tier suppliers to conduct their own due diligence assessments to evaluate whether their suppliers, subcontractors and labour brokers apply standards that are consistent with our Ethical Sourcing Standards.

Similarly, in the last few years, Medline expanded efforts to evaluate lower tier suppliers. While these suppliers make up a small percentage of our total supplier base, the evaluation of their compliance with our Supplier Code of Conduct has allowed us to manage and remediate supply chain risk beginning with raw materials to the final product.

In support of this expansion, the Medline China team is taking a risk-based approach to increasing their ethical sourcing due diligence process. They are collecting information directly from upstream suppliers to establish a traceable supply chain for Medline-branded solutions. The Medline China team focuses on materials and regions known to be at potentially high risk for violations of Medline's Supplier Code of Conduct.

Understanding the risks associated with critical materials

Medline is committed to investigating risk indicators related to critical materials and mitigating them as necessary. When developing and onboarding Medline-branded solutions, Medline's Quality Assurance team ensures that the products do not contain critical materials or conflict minerals. They do this in a number of ways:

- Questioning suppliers about the raw materials and industrial processes used to produce their goods
- Capturing product composition details during supplier onboarding and product development
- Subjecting suppliers to third-party due diligence to flag indicators of risk

We also leverage our strategic partnerships with suppliers on six of the seven continents to monitor and mitigate situations that could put workers at risk. Heightened levels of scrutiny apply to suppliers in:

- Industries with the potential for exploitation of lower-paid, migrant or vulnerable workers, such as cotton production, rubber compounding, illegal timber harvesting, or mineral extraction
- Jobs with physical demands or risks to physical safety, such as the use of potentially toxic chemicals or the operation of heavy industrial equipment
- Temporary or contracted employees who may come to our partners from third-party agencies
- Labour practices that, although legal under local law, may not meet the high standards to which we hold ourselves

In 2023, Medline's ethical sourcing audit team conducted 645 social audits. These audits covered human rights, working conditions, environmental protection, labour types, wages and benefits, and working hours. We also worked with a third-party partner to extend the coverage of our ethical sourcing programme and conduct additional social audits in more countries.



Medline and WRAP partner on supply chain certification

In 2022, Medline's gloves divisions initiated the first-ever WRAP certification project in the medical device sector. As of 2023, 22 of our gloves suppliers achieved WRAP certification. To build on that momentum Medline embarked on a multi-year project to encourage more eligible first-tier suppliers to become WRAP certified.

Suppliers of Medline-branded wearables, protective clothing and medical textiles are being selected for WRAP certification. Products in scope include examination and surgical gloves, sterilisation wraps, drapes, surgical and isolation gowns, boot covers and headwear.

Medline's ethical sourcing standards align with the 12 principles WRAP draws on to conduct social audits that assess compliance. These principles derive from the tenets outlined in the UNGPs, in the Organisation for Economic Cooperation and Development Guidelines for Multinational Enterprises, and by the UN's International Labour Organisation. Medline and WRAP continue to collaborate as they expand on the protocol developed and tested in the medical device sector.

“Medline and WRAP continue to collaborate as they expand on the protocol developed and tested in the medical device sector.”

– Oliver Watts, ESG Director – EMEA

Information security

Cybersecurity

Medline's approach to information security and cybersecurity is driven by the need to protect our company assets and customer privacy from any unauthorised access, use and disclosure. The most common forms of cyber risk in the healthcare industry are phishing, ransomware attempts, data breaches and distributed denial-of-service (DDoS) attacks. To increase the effectiveness and speed of their campaigns, threat actors are increasingly leveraging generative AI.

Established and managed from our headquarters in the US, our global cybersecurity programme was founded 13 years ago and was based on the National Institute of Technology's (NIST) voluntary Cybersecurity Framework. Our security methodology guides us on how to identify, protect, detect and respond to cyberattacks, and it forms the basis of an organisational minimum-security standard used across operations.

Our IT infrastructure and architecture use the military concept of 'defence in depth' to provide multiple layers and barriers of defence to impede the progress of any potential attacks. This approach provides the opportunity to respond to, reduce or mitigate the consequences of an incident. Barriers comprise strong identity and access management, vulnerability management, endpoint protection, network segmentation, event monitoring and employee training. While there are frequent attempts to penetrate our zero-trust architecture, we have had no material breaches or incidents since the inception of the programme.

Our priority is to prevent any attacks, but if one occurs, we are equipped to react quickly and, if necessary, rapidly restore our systems so that we can continue to service customers and ensure that healthcare organisations are not affected by such attacks.

Our programme is continually monitored through third-party audits, assessments and penetration tests to validate its effectiveness and compliance.

Data privacy

We respect the privacy rights of individuals by appropriately handling the personal data entrusted to us by our employees, customers and all other individuals with whom we interact.

Our approach to data privacy is based on the NIST Privacy Framework, which is a voluntary tool that helps organisations identify and manage potential privacy risk as they innovate and offer products, while also protecting individuals' privacy rights.

The NIST Privacy Framework was designed to be compatible with existing domestic and international legal and regulatory regimes and flexibly used by any type of organisation.

In 2023 and ongoing in 2024, Medline's global Privacy team participated in the Privacy Workforce Public Working Group (PWWG) to create the content of the NIST Privacy Workforce Taxonomy. Once finalised in 2024, the taxonomy will provide a common language around tasks, knowledge and skills that will assist organisations better achieve their desired privacy outcomes, support recruitment with more consistent position descriptions and inform the education and training of professionals to produce a more skilled and knowledgeable workforce.



SASB Index

Medical Equipment and Supplies Standard

Topic	Accounting Metric	SASB Code	Disclosure
Affordability & Pricing	Ratio of weighted average rate of net price increases (for all products) to the annual increase in the US Consumer Price Index	HC-MS-240a.1	Medline has elected not to disclose performance on this metric for 2023.
	Description of how price information for each product is disclosed to customers or to their agents	HC-MS-240a.2	Medline has elected not to disclose performance on this metric for 2023.
Product Safety	Number of recalls issued, total units recalled	HC-MS-250a.1	Relevant information on FDA medical device recalls can be found here . Information on FDA drug recalls can be found here . Medline's global entities comply with all local laws and regulations with regard to recalls.
	List of products listed in the FDA's MedWatch Safety Alerts for Human Medical Products database	HC-MS-250a.2	Relevant information on the products listed on the FDA's MedWatch Safety Alerts for Human Medical Products can be found here .
	Number of fatalities related to products as reported in the FDA Manufacturer and User Facility Device Experience	HC-MS-250a.3	Medline reports all data as required by the US FDA regarding Manufacturer and User Facility Device Experience (MAUDE). To see Medline information, please visit the MAUDE Database .
	Number of enforcement actions taken in response to violations of current Good Manufacturing Practices (cGMP), by type	HC-MS-250a.4	Information on the number of FDA enforcement actions can be found here .
Ethical Marketing	Total amount of monetary losses as a result of legal proceedings associated with false marketing claims	HC-MS-270a.1	Medline has elected not to disclose performance on this metric for 2023.
	Description of code of ethics governing promotion of off-label use of products	HC-MS-270a.2	Medline has a Medical Affairs team in the US and training pertaining to the prohibition of off-label promotion of products is conducted annually.

Medical Equipment and Supplies Standard

Topic	Accounting Metric	SASB Code	Disclosure
Product Design & Lifecycle Management	Discussion of process to assess and manage environmental and human health considerations associated with chemicals in products, and meet demand for sustainable products	HC-MS-410a.1	Medline complies with all regulations with regards to its Brand Solutions. Please see page 28 for details on our Green Product Portfolio and sustainable packaging.
	Total amount of products accepted for take-back and reused, recycled or donated, broken down by: (1) devices and equipment and (2) supplies	HC-MS-410a.2	Medline engages in both the take-back and reprocessing of single-use medical devices for reuse in the US as well as donation of medical supplies each year. In 2023, Medline ReNewal reprocessed 2,564,389 medical devices through the Medline ReNewal programme's own facilities. Also in 2023, Medline diverted 688,850 kg (1,518,654 lb) of landfill waste from the Medline ReNewal programme, including both Medline and partner diversion efforts. We also donated 185 tonnes of medical supplies to humanitarian relief organisations, valued at US \$1.5 million.
Supply Chain Management	Percentage of (1) entity's facilities and (2) Tier I suppliers' facilities participating in third-party audit programmes for manufacturing and product quality	HC-MS-430a.1	Medline has elected not to disclose performance on this metric for 2023.
	Description of efforts to maintain traceability within the distribution chain	HC-MS-430a.2	For details on how Medline maintains traceability within the distribution chain, see page 49 .
	Description of the management of risks associated with the use of critical materials	HC-MS-430a.3	For details on management of risks associated with the use of critical materials, see page 49 .
Business Ethics	Total amount of monetary losses as a result of legal proceedings associated with bribery or corruption	HC-MS-510a.1	Medline has elected not to disclose this information for 2023.
	Description of code of ethics governing interactions with healthcare professionals	HC-MS-510a.2	For details on code of ethics governing interactions with healthcare professionals, see page 46 .
Activity metric	Code		
Number of units sold by product category	HC-MS-000.A		For information on Medline's revenue, see page 7 .

Health Care Distributors Standard

Topic	Accounting Metric	SASB Code	Disclosure
Fleet Fuel Management	Payload fuel economy	HC-DI-110a.1	In the US, Medline's primary lorry classes leverage the following miles per gallon: Class 4 (19.82 L/100 km [11.87 MPG]) Class 6 (20.85 L/100 km [11.28 MPG]) Class 7 (22.32 L/100 km [10.54 MPG]) Class 8A (25.68 L/100 km [9.16 MPG]) Class 8B (28.51 L/100 km [8.25 MPG])
	Description of efforts to reduce the environmental impact of logistics	HC-DI-110a.2	Please see page 22 for details on sustainable transportation.
Product Safety	Total amount of monetary losses as a result of legal proceedings associated with product safety	HC-DI-250a.1	Medline has elected not to disclose performance on this metric for 2023.
	Description of efforts to minimise health and safety risks of products sold associated with toxicity/chemical safety, high abuse potential or delivery	HC-DI-250a.2	Medline has a biocompatibility and toxicology team that is involved in the pre-market review process. This team helps to assess the chemical safety of Medline products. The outcome is generally a Biological Evaluation Report or Toxicological Risk Assessment that summarises the testing and data available to ensure that Medline products are safe and effective. Specific projects in the 2023 reporting year include the reduction or elimination of phthalates, specifically Di-2-ethylhexyl phthalate (DEHP), with known adverse effects from products sold in the US and Europe.
Counterfeit drugs	Description of methods and technologies used to maintain traceability of products throughout the distribution chain and prevent counterfeiting	HC-DI-260a.1	Medline utilises track-and-trace pedigree software to receive and transmit manufacturer's serialisation data to ensure that regulated products securely move through our warehousing system.
	Discussion of due diligence process to qualify suppliers of drug products and medical equipment and devices	HC-DI-260a.2	Suppliers who will provide Medline with Medline-labelled product undergo extensive due diligence, including evaluation of quality systems (both remote assessments and onsite audits as dictated by risk), ethical sourcing risk assessments, and audits (as dictated by risk), the signing of our Code of Conduct and the signing of quality agreements. Medline has a very large presence throughout our supply chain, and due diligence is an ongoing effort, which includes a continuous evaluation of risk, scorecard generation, engineering collaboration, and ingredient chemical and microbiological qualification as applicable on the pharmaceutical side.
	Discussion of process for alerting customers and business partners of potential or known risks associated with counterfeit products	HC-DI-260a.3	In the event of a known risk of counterfeit on a product that had been distributed, we would initiate our formal recall process, which is compliant with all applicable regulations. We have an automated software platform that we utilise and have a dedicated recall team to assure customers and regulatory authorities are appropriately notified.

SASB Index

Health Care Distributors Standard

Topic	Accounting metric	SASB Code	Disclosure
Product lifecycle management	Discussion of strategies to reduce the environmental impact of packaging throughout its lifecycle	HC-DI-410a.1	Please see page 28 for details on sustainable packaging.
	Amount (by weight) of products accepted for take-back and reused, recycled or donated	HC-DI-410a.2	Medline engages in both the take-back and reprocessing of single-use medical devices for reuse in the US, as well as donation of medical supplies each year. In 2023, Medline ReNewal reprocessed 2,564,389 medical devices through the Medline ReNewal programme's own facilities. Also in 2023, Medline diverted 688,850 kg (1,518,654 lb) of landfill waste from the Medline ReNewal programme, including both Medline and partner diversion efforts. We also donated 185 tonnes of medical supplies to humanitarian relief organisations, valued at US \$1.5 million.
Business Ethics	Description of efforts to minimise conflicts of interest and unethical business practices	HC-DI-510a.1	Our Code of Conduct outlines our corporate values and standards of integrity and behaviour. Please see page 46 to learn more about how we guide our employees to act with integrity and in compliance with law.
	Total amount of monetary losses as a result of legal proceedings associated with bribery, corruption or other unethical business practices	HC-DI-510a.2	Medline has elected not to disclose this information for 2023.

Activity metric	Code	
Number of pharmaceutical units sold by product category	HC-DI-000.A	This activity metric is not material.
Number of medical devices sold by product category	HC-DI-000.B	For information on Medline revenue, see page 7 .

Glossary of terms

The following non-exhaustive glossary includes terms, phrases and acronyms used in this report.

Acute care – The treatment of a patient for a brief but severe episode of illness, as the result of disease or trauma and during recovery from surgery

AdvaMed – Advanced Medical Technology Association

AI – Artificial intelligence

Ambulatory – Medical services or surgical procedures that don't require an overnight hospital stay

Bio-based material – Material intentionally made from substances derived from living (or once-living) organisms

Biodegradable – Broken down by naturally occurring micro-organisms, such as bacteria and fungi

Carbon accounting – A method of measuring and tracking how much greenhouse gas is emitted

Carbon footprint – Total amount of greenhouse gases, including carbon, generated by business activities

Carbon intensity – Total amount of carbon dioxide emissions generated for energy use

Compostable – Broken down or able to disintegrate into non-toxic, natural elements

Continuum of care – An integrated system of care that guides and tracks patients over time through a comprehensive array of health services spanning all levels and locations of care

CPSC – Consumer Product Safety Commission (US)

CSRD – Corporate Sustainability Reporting Directive

Cradle-to-grave – An approach that considers the environmental impact of each stage of a product's life cycle, from the time natural resources are extracted from the ground to their disposal

DDoS – Distributed denial-of-service

Degradable – Broken down through chemical reactions rather than organically by micro-organisms

DEI – Diversity, equity and inclusion

EAP – Employee Assistance Programmes

Emissions – The release of greenhouse gases and other pollutants into the atmosphere

Energy efficiency – Using less energy to perform the same functions, thereby reducing the amount of energy required and minimising greenhouse gas emissions

Environmentally sustainable – Maintaining an ecological balance to conserve natural resources, making them available to current and future generations

EPA – Environmental Protection Agency (US)

ERG – Employee Resource Group

EU MDR – European MDR Quality Systems

FDA – Food and Drug Administration

FTC – Federal Trade Commission

Green buildings – A structure and the application of processes that are environmentally responsible and resource-efficient throughout a building's life-cycle

Greenhouse gases – Gases that trap the heat in the atmosphere, contributing to global warming and climate change

Green technologies – Use of technology and innovation to reduce human impacts on the natural environment

Green zone – Dedicated areas that are managed sustainably or that focus on issues related to sustainability

Hazardous waste – Waste that is potentially harmful or dangerous to human health

Healthcare access – The ease or difficulty of obtaining suitable healthcare when needed

Healthcare affordability – The ability to purchase healthcare at a reasonable cost

Health equity – A state in which everyone has a fair and just opportunity to attain their highest level of health

Holistic healthcare – Healthcare that recognises the connection and balance between physical, mental and spiritual well-being

HPIC – Health Partners International of Canada

IFRS – International Financial Reporting Standards

ILO – International Labour Organisation

ISO – International Organisation for Standardisation

ISSB – International Sustainability Standards Board

LCA – Life cycle assessments

LEED – Leadership in Energy and Environmental Design

LGBTQ+ – Lesbian, gay, bisexual, transgender, intersex, queer/questioning, asexual and many other terms (such as non-binary and pansexual)

MDSAP – Medical Device Single Audit Programme

Managed care – A group of activities intended to reduce the cost of providing healthcare and health insurance while improving the quality of that care

Medical supply waste – Materials, instruments or devices that may be contaminated by blood, bodily fluids or potentially infectious materials

NIST – National Institute of Technology

NYSERDA – New York State Energy Research and Development Authority

OECD – Organisation for Economic Co-operation and Development

R&D – Research and development

Glossary of terms

The following non-exhaustive glossary includes terms, phrases and acronyms used in this report.

Reprocessing – A process of cleaning, disinfection and sterilisation to recycle and restore medical instruments for reuse. Reprocessing extends product life cycles and reduces waste.

SASB – Sustainability Accounting Standards Board

SDG – Sustainable Development Goals

Single-use – Materials or products made for a single use before disposal

SOP – Standard operating procedures

Sustainable healthcare – Medical care that ensures the health needs of the current population are met without compromising environmental, economic or social resources for future generations

Systemic inequalities – A system that follows unjust practices based on known or unknown prejudice

TCFD – Task Force on Climate-Related Financial Disclosures

UNGPs – United Nations Guiding Principles on Business and Human Rights

Waste-to-energy – Technology used to transform often non-recyclable waste into clean, renewable energy.

Waste-water – Water that was used to carry out business activities often containing waste and other contaminants.

Wearables – Health monitoring devices worn on the body.

WRAP – Worldwide Responsible Accredited Production

