

# DocMorris AG

## Human Rights Policy

## Our Commitment

As Europe's largest online pharmacy, human rights are at the core of what we do. With our products and services, we are a part of the healthcare ecosystem and contribute to the experience people make when they want to get healthy, stay healthy and feel healthy. In doing so, we are pursuing our vision of creating a world where everyone can manage their health in one click.

To us, respecting human rights is an ethical responsibility. It's about having a positive impact on people's lives in line with our vision. We commit to the United Nations' Declaration of Human Rights as well as the United Nations Global Compact, which actively promotes sustainable and ethical corporate management worldwide. In addition to these guidelines, we support the United Nations Guiding Principles on Business and Human Rights – also known as the “Ruggie Framework” – which provides global standards for preventing and addressing the risk of adverse impacts on human rights linked to business activity. In everything we do, we respect the rights and dignity of all people. We treat all people at our sites, in our operations and in their communities fairly, equally and with respect.

Our culture principles as well as DocMorris' Code of Conduct require employees to be respectful and legally compliant toward customers, colleagues, business partners and communities. We firmly believe that respect for people is mandatory for business excellence. Our Human Rights Policy forms the non-negotiable basis of our Group-wide commitment.

We continuously work on sustainable and ethical business practices along our value chain. Our presence in different national healthcare systems means that we are subject to the laws and regulations of various legal systems. Our employees in all our entities and the countries we operate in comply with all applicable laws, rules, and regulations. Compliance with laws includes, among other things, regulations for the distribution of medicines, health and safety regulations as well as applicable regulations relating to money laundering.

We are committed to respecting human rights as the basis for all our actions.

## Our Impact

In line with the UN Guiding Principles on Business and Human Rights, DocMorris' human rights policy focuses on addressing risks that could have the most severe impact on different stakeholder groups: our patients, our colleagues, the workers of our business partners, and the communities in which we operate. Our responsibility to respect human rights extends throughout our operations, from procurement to patient care, including our diverse group of suppliers.

As a healthcare company, the right to health is at the heart of our business. Other key human rights are the principle of non-discrimination; freedom from slavery and forced labor; the right to enjoy just and favorable working conditions; the right to a safe workplace; and the right to a healthy environment. Our overarching approach to each of these salient rights is described below.

## Our Standards

DocMorris' mission statement, our culture principles and our Code of Conduct – combined with the United Nations Global Compact – clearly define human rights standards. These standards require all our employees to act with fair and lawful conduct toward other employees, business partners and local communities. We are committed to upholding and supporting human rights and to transparently reporting about them. In particular we

- have policies and processes in place to implement human rights in our own operations,
- expect our business partners – suppliers and customers – to share our commitment to respect human rights, and to conduct their business in an ethical manner and act with integrity
- support human rights in local communities.

DocMorris' commitment to promoting human rights applies to all DocMorris locations and business operations. As an international company, we regard this as representing a social and ethical commitment as well as a key requirement to sustainably develop our business.

Human rights standards guide our decision-making and constructive engagement both internally and in our sphere of influence, while the responsibility of national governments for the protection of human rights is respected at the same time.

## Right to Health

The World Health Organization defines the right to health as: “The right of every human being to the enjoyment of the highest attainable standard of physical and mental health.” Although governments have the primary duty for protecting, fulfilling, and respecting their peoples' right to health, all stakeholders, including healthcare companies such as DocMorris, play a role.

Our commitment to the right to health is reflected in our mission statement: creating a world where everyone can manage their health in one click. We are proud of the way we have already contributed to making healthcare more accessible for millions of people. At the same time, we believe we are only just getting started.

We seek to offer medication for everyone. That is, we want to make it as easy and affordable as possible for patients to get the medication they require to get, stay, and feel healthy. In addition, we offer services such as patient assistance programs to improve the care of our patients.

Empowering patients, communities, and healthcare professionals to make healthy choices supports the right to health. Therefore, DocMorris supports various programs aimed at increasing disease awareness as well as prevention campaigns, and consumer health literacy projects such as DocMorris Care, which supports patients with chronic conditions in organizing their health.

## Human Rights in Our Own Operations

### · **Working Conditions**

All our employees deserve to be treated with dignity and respect and have the right to just and favorable working conditions. Our policies and practices reflect this conviction. We provide fair remuneration, benefits, and hours to provide an adequate standard of living for our employees and their families.

We foster a work environment where every colleague can perform to the best of their abilities, contribute to innovation and experience personal and professional growth. We encourage our employees to fully utilize their potential by offering ample development opportunities and supporting a team-oriented culture characterized by inclusiveness and respect throughout the organization. Our group-wide employee dialogue system #OurJourney is used as the core process for all employees to foster this type of culture.

We respect the right to rest and leisure, including paid vacation days, and the right to family life, including parental leave and comparable provisions as applicable. Our employees' lifestyles reflect the diversity of our people. Flexible work-time arrangements allow employees to use opportunities to balance their employment with their personal or family lives by helping them to better plan their leisure time, enabling working parents to make equal use of career opportunities in the company and helping the growing number of employees, who take care of close relatives.

### · **Diversity and Inclusion**

We strive for a workplace that reflects the diversity of the patients we serve and the communities in which we live. Thus, a fair and non-discriminatory treatment of all employees is a fundamental principle of our corporate policy.

No person is to be unfairly disadvantaged, favored or ostracized because of irrelevant characteristics such as race, national origin, gender, age, physical characteristics, social origin, disability, union membership, religion, family status, pregnancy, sexual orientation, gender identity, gender expression or any unlawful criterion under applicable law. Harassment of any kind is forbidden.

We recognize that the pursuit of equity remains an ongoing challenge, even in the democratic, European countries we operate in. We believe every person deserves to be seen, heard, and cared for, and each one of us has a responsibility to raise our voices to make sure they are. We are committed to speaking out against discrimination, confronting conscious and unconscious bias, and leading courageous conversations with colleagues and with the people in our communities so that we can make a meaningful impact.

We expect all colleagues to be respectful, professional, and fair in their dealings with colleagues and third parties, including customers, suppliers, and officials. Under comparable prerequisites, we provide equal pay for equal work.

- **Freedom of Association and Collective Bargaining**

We are committed to an open and constructive dialogue with our employees and their representatives. Our employees are free to join organizations of their choice that represent them. These organizations may engage in collective bargaining according to the applicable legal regulations. At all DocMorris sites worldwide, employees have the right to elect their own representatives. Employees who act as representatives are neither disadvantaged nor favored in any way.

- **Forced Labor**

All forms of forced and compulsory labor are strictly prohibited. We comply with all applicable laws and agreements on working time and paid leave. We prohibit the use of all forms of forced, bonded, indentured, or compulsory labor (hereinafter, 'modern slavery') in our supply chain and business operations. Modern slavery is a critical issue for a range of industries, including those we source from, and in many countries worldwide. We recognize that the risks of modern slavery are particularly likely where our business partners rely upon migrant workers and other workers, who are particularly vulnerable to exploitation.

- **Child Labor**

We follow a clear 'zero tolerance to child labor' policy in our business operations worldwide. Our efforts to fight child labor are consistent with the ILO's (International Labor Organization) core labor standards and the United Nations Global Compact principles.

- **Health and Safety**

Protecting our employees is one of our most important values. We take care to ensure through sound procedures that health and safety risks are identified and avoided. We actively ensure that our operations and their surroundings are good places to work and live. We are also committed to providing sustainable and socially responsible development to help support safe and healthy working conditions. All employees receive regular training in relevant health and safety procedures such as the safe use of machinery and vehicles or the Good Distribution Practice (GDP) to maintain the quality and integrity of medicines.

We ensure uniformly high health, safety, and environmental protection (HSE) standards at our sites. HSE regulations are consistently applied to minimize the occurrence of accidents and incidents. Experts on occupational safety support line management and local Human Resources departments in preventing illnesses and accidents by implementing appropriate measures. Our sites offer employees an ample range of health care services, including measures that go beyond health at work. Examples include sports offerings and prevention programs such as a company healthcare day, stress relieve courses, yoga classes or massage services.

We are committed to providing a healthy and safe working environment for our employees.

### · **Right to a Healthy Environment**

We believe that all communities have the right to a healthy environment, and we are committed to respecting this right. We recognize that climate change and other environmental issues can adversely impact health and other human rights. Thus, maintaining a healthy environment and mitigating climate change are critical to supporting several human rights – e.g., the rights to a healthy environment, life, health, water and sanitation, and standard of living – and that certain communities and groups are more vulnerable to environmental impacts than others.

We are committed to maintaining compliance with laws related to the protection of the environment, health, and safety. We also implement our own standards and public corporate goals to further reduce our environmental impact and mitigate climate change across our supply chain. For example, in 2021 we started to measure our greenhouse gas emissions to find saving potentials and we increased the use of green energy within the group. Additionally, we inform our employees regularly about energy saving behavior and we avoid filling material for packages whenever possible. We are proud of our actions but know there is more to do. You can read more about our work to reduce environmental impact in the [Sustainability Report 2022](#).

## **Human Rights in our business relationships**

By acting responsibly in our collaboration with business partners – suppliers and customers – we aim to minimize risks and create stable, long-term business relationships.

We expect all our suppliers and subcontractors to share our commitment to high ethical standards and to operate in a responsible and ethical manner towards their employees and their own suppliers. Moreover, we expect our suppliers to replicate these standards further down the supply chain.

Together with the European Association of E-Pharmacies we have developed a [shared Supplier Code of Conduct](#) which was published in 2023. The Code forms the basis for our collaboration with all our suppliers and comprises an important component of supplier selection and evaluation. Our intention is to strengthen our mutual understanding of how sustainability should be practiced in day-to-day business. The human rights topics specified in the Supplier Code of Conduct comprise material aspects in the areas Ethics, Labor and Health, Safety, Environment & Quality.

We are committed to ensuring that the products delivered to us are responsibly manufactured by suppliers.

## **Governance and Compliance Mechanisms**

The Legal and Human Resources functions as well as the Executive Board and Segment management oversee compliance with the relevant laws and regulations, including DocMorris' Human Rights Policy. We maintain and improve operational-level grievance mechanisms. In addition, the group-wide Risk Assessment Process includes our Human Rights Policy to identify Risks and initiate countermeasures to maintain policy compliance.

DocMorris provides different communication channels to report possible compliance violations. Employees may contact any of the following: manager/supervisor, department head, Legal & Compliance Department, Corporate Auditing or Human Resources (for employment only matters).

Additionally, we have established a group-wide online whistleblowing system available to all employees through which possible compliance violations can be reported – anonymously if desired.

We are committed to enabling the remediation of any adverse human rights impacts caused by our business activities.

## **Responsibilities**

We expect all our employees to strictly adhere to the principles contained in this policy. If employees are uncertain or have questions about the practical application of the principles in question they should contact their supervisor, a member of the Legal department or a representative of HR.

Our managerial staff holds a particular responsibility for ensuring compliance with the principles of this policy in everyday operations. We therefore expressly urge all managerial staff to meet their commitment to maintain resolute and exemplary behavior in this area and to work with their employees to uphold the ethical principles of DocMorris in their field of responsibility.

The Corporate functions Sustainability and Human Resources have a steering and supporting role – particularly regarding governance, and processes.