

Terveystalo Supplier Code of Conduct

1. Objectives

Terveystalo is a public limited company listed on the Helsinki Stock Exchange with predominantly Finnish ownership. In terms of revenue and network, Terveystalo is the largest private health service provider in Finland. Terveystalo aims to empower people to lifelong health and well-being and build a healthier society. Terveystalo provides comprehensive well-being services, primary healthcare services, and specialized medical care services for corporate and private customers as well as the public sector. Terveystalo's digital appointments are available 24/7, regardless of time and place. Health and well-being services are also provided by more than 300 Terveystalo clinics across Finland.

As the leading private healthcare operator, Terveystalo plays a significant role in national access to care and prevention of illnesses. Sustainability is a core value for Terveystalo. We are committed to promoting the principles of the UN Global Compact initiative and sustainable development goals. In addition to improving good health and well-being, our operations and partnerships aim to create resilient infrastructure and innovations for effective care and good access to care. We promote ethical business throughout our supply chain and create added financial value and jobs. We take responsibility for the environment by promoting sustainable consumption and fighting climate change.

All of Terveystalo's operations are guided by our values:

Putting people at the center

We take responsibility for everyone's health and well-being, the opportunity to lead a good life. Together, we work for the best of our customers, and the customers show us what needs to be renewed. We help each other and value all our experts.

Medicine is our compass

Everything we do is based on medicine and science. The effectiveness of care and our customers' well-being guide all our decisions.

For the common good

We build a healthier and wealthier society, and provide effective treatment. We share information and invite discussion. We create better healthcare for everyone: customers, professionals, and society.

In addition to the company values, Terveystalo's operations are guided by Terveystalo's Code of Conduct and Supplier Code of Conduct. More information about Terveystalo's sustainability work and goals can be found in the company's Annual Review.

The service and supplier network and successful cooperation with suppliers are essential to our operations. We want our contractual service providers and suppliers of goods to share our values and be aware of Terveystalo's significant role in society. We also expect our suppliers to take responsibility for and look after the economic, tax-related, social, and environmental impacts of their operations. Responsible and sustainable work means first-class service for the customers. It also promotes satisfaction with the employer among the personnel and makes us a reliable and innovative partner for our own partners. We develop sustainable practices in cooperation with our contractual partners. In this way, we also support the suppliers with their efforts to promote sustainability. This promotes the reputation of our sector and increases confidence.

2. Compliance with legislation and business practices

In addition to complying with the related legislation and regulations, this guideline includes the minimum requirements for Terveystalo's suppliers that must be met in their business relationship with Terveystalo. This guideline is an inseparable part of all agreements between suppliers and Terveystalo.

In addition to the requirements set out in this Annex, suppliers commit to complying with internationally recognized human rights, as defined in the UN's Universal Declaration of Human Rights, international fundamental rights at work as defined in the International Labour Organization's (ILO) Fundamental Conventions, as well as all laws and official

regulations applicable in all the countries they operate in. Suppliers must also ensure and control that their own suppliers comply with legislation and the agreed corporate responsibility requirements in connection with any deliveries to Terveystalo.

Terveystalo expects its suppliers to read Terveystalo's Code of Conduct and undertake to comply with it when cooperating with Terveystalo in any way, including the supply chains. In particular, the suppliers undertake to:

1. refrain from any form of corruption, including extortion and bribery. Suppliers shall never offer, promise, give, or receive such gifts or gestures that could create a dependent relationship or a sense of indebtedness, including situations that could look like it to outsiders.
2. avoid conflicts of interests and refrain from exploiting employees' personal relationships, keeping personal relationships distinct from cooperation with Terveystalo.
3. prevent any form of money laundering.
4. ensure and supervise that the supplier's executive or administrative bodies or others in a position of control do not include individuals who are under a ban on business operations.
5. compete fairly and honestly.
6. ensure the security of confidential business information.
7. maintain accurate and adequate financial and other information in the relevant official registers.
8. appropriately fulfill their business-related payment and other obligations, including obligations to their own suppliers.

In addition to these requirements, Terveystalo's separate procurement terms and conditions apply to all purchases made by Terveystalo.

Upon Terveystalo's request, suppliers undertake to submit adequate relevant information about their compliance with these requirements. Terveystalo also has the right to perform a quality audit of the suppliers and their compliance with the requirements listed in these guidelines by notifying the suppliers within a reasonable time before commencing the audit. Suppliers are required to contribute to such audits at their own cost.

The performance and processes of our suppliers must meet the quality criteria set for the product or service category in question. When necessary, Terveystalo conducts tests and checks, to the necessary extent, to ensure that products meet the technical, medical, and operational requirements. When choosing a new major supplier, Terveystalo checks, for instance, information concerning the company's competitiveness and financial situation to make sure that the company is able to offer high-quality products and services.

We monitor suppliers' performance and quality on the basis of the needs of the specific product or service category. We expect our suppliers to commit to good and reliable practices. Reliable continuity of supply is an absolute requirement.

3. Human rights, work and working life

Suppliers shall comply with the UN Guiding Principles on Business and Human Rights and respect internationally recognized human rights. Suppliers must avoid practices that undermine human rights, address actions that undermine human rights and take corrective actions, when necessary. Suppliers shall also expect their business partners to respect human rights.

Suppliers commit to complying with internationally recognized human rights, as defined in the UN's Universal Declaration of Human Rights. These include, for example, freedom of thought, opinion, conscience, expression and speech, and religion.

Suppliers commit to not hiring individuals who are under the legal working age. Under 18-year-olds shall not be hired for dangerous work or work that endangers their physical or mental development.

Suppliers shall not subject their employees to forced labor, labor to repay debts or any other kind of compulsory labor. Employees have the right to terminate their employment after a reasonable notice period. Employees are not required to make financial guarantees or hand over their identity and/or travel documents to the employer.

4. Occupational safety and health

Suppliers must commit to ensuring the occupational safety and health of their employees. Employees must be provided a safe and healthy working environment in accordance with the laws and official regulations in the country of operation as well as international standards. Employees shall not be exposed to harmful and hazardous chemicals or working methods without appropriate protective equipment and training, and agreed practices must be in place for safety deviations and their implementation must be monitored. To support the health of the employees, the suppliers shall have in place and comply with an early support model and guidance for substance abuse treatment. Suppliers shall be aware of their employees' well-being at work.

5. Taxation

In addition to complying with the legislation and regulations applicable to their business, the suppliers undertake to adhere to the key principles of Terveystalo's tax policy while in a business relationship with Terveystalo. According to the key principles of the tax policy, the supplier pays, collects, posts, and reports any indirect and direct taxes attributable to it in full at the right time and place, i.e. where the economic activity, addition of value, and work generating the profit actually take place. The supplier's operations are managed with a commercial logic independent of taxation. The Supplier declares that it has no artificial company or financial structures for attempting to transfer taxable income to countries with lower tax rates and that it does not engage in aggressive tax planning.

6. Environment

Terveystalo undertakes to work in accordance with the principles of sustainable development in order to prevent and reduce environmental risks. We minimize the environmental load of our operations. Our sustainable development practices include procedures that help prevent environmental impacts, such as reduction of energy consumption, increased use of carbon neutral energy, reduction and recycling of waste, optimization of the life cycles of healthcare equipment based on technological development, environmentally friendly travel and vehicle policy, development of online and digital services, utilization of technology, and up-to-date design and realization of pharmaceutical services. In their daily activities, everyone working at Terveystalo must consider the possible environmental impacts of operations and favor environmentally friendly practices – and we expect the same from our supplier network.

Suppliers undertake to take environmental protection into account and comply with national environmental legislation in the country of operation as well as international standards. In their operations, suppliers must minimize the risk of environmental pollution or contamination and make every effort to save limited resources, such as water and energy. Suppliers are expected to reduce any emissions caused by their operation and pay particular attention to assessing and reducing environmental impacts and preparing for environmental risks. With regard to products delivered to Terveystalo, suppliers shall ensure that they are equipped with valid manufacturing licenses and comply with the terms of the license. In addition, suppliers are encouraged to use a certified environmental system or otherwise apply systematic and documented management of environmental issues and to use and develop environmentally friendly solutions. When requested, suppliers must demonstrate in writing that they meet the above environmental requirements.

7. Monitoring and sanctions

Suppliers shall notify Terveystalo without delay if they observe a violation of the corporate responsibilities listed in this document in connection with their own supplier networks and products or services that are to be delivered to Terveystalo. If a supplier is observed to have violated these corporate responsibility requirements, the supplier shall be responsible for rectifying a violation within a time period agreed with Terveystalo. If the supplier does not rectify the violation within the agreed time period or submit an appropriate report of the actions taken to rectify the violation, Terveystalo has the right to cancel the order, to halt ongoing work or to terminate the main agreement these corporate responsibility requirements are attached to. A violation can also lead to the non-selection of the supplier in future calls for tenders.