



# ANNUAL REPORT

## Due Diligence for Responsible Business Conduct



2023

Vingmed Holding AS



Vingmed AS



Vingmed AB



Vingmed A/S



Vingmed OY

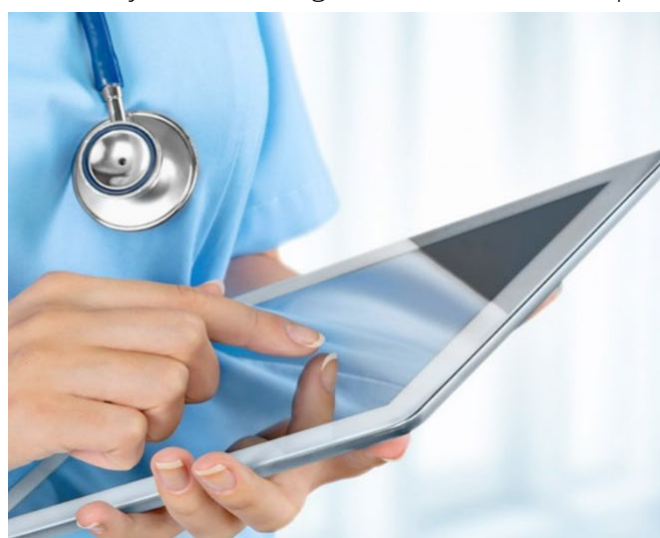
## Vingmed Group

The Vingmed Group (hereinafter the term "Vingmed" will refer to the Vingmed group) supplies advanced medical equipment and consumables to hospitals, municipalities and private health institutions. The Vingmed group consists of four sister companies in Norway, Sweden, Denmark and Finland, and is one of the Nordic region's largest distributors in cardiology, radiology, endoscopy, intensive care, surgery, dialysis and e-health.



Vingmed AS was established in Horten in 1968 and has for over 50 years supplied the Norwegian healthcare system with competitive, high-quality products. We follow developments in the world market and represent manufacturers who has, or has the opportunity to obtain, a leading position in their respective areas. We choose to work with companies that focus on research and development, and that have strict quality requirements in their production.

In 1979, the business was expanded to the Swedish market through the establishment of Vingmed AB. In 1988, Vingmed Holding AS was established with Vingmed AS in Norway and Vingmed AB in Sweden as subsidiaries. In 1991, the group was expanded to also cover the Danish market, and Vingmed ViCare A/S (now Vingmed A/S) was incorporated as a subsidiary. In 2017, Vingmed OY was started up in Finland.



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Year	Currency	Vingmed Holding AS	Vingmed AS	Vingmed AB	Vingmed A/S	Vingmed OY	Vingmed Group
2023	Turnover	4 440	543 523	343 710	146 854	9 343	1 222 897
	No. of employees	1	76	51	42	13	183

# Supply chain

Vingmed is a distributor/importer for a number of suppliers/manufacturers of medical devices and consumables.

Production of all products takes place at the supplier. Vingmed orders goods from the manufacturer, receives goods, stores, picks, packs and sends the goods to customers. Equipment with requirements for installation and service is followed up by Vingmed.



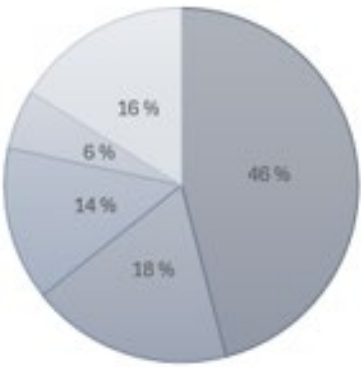
Vingmed has a well-established process for selecting new suppliers. Our terms and expectations regarding responsible business conduct are outlined in our Code of Conduct, which is a mandatory document in the supplier evaluation process. Vingmed's Code of Conduct is publicly available on all local websites. Vingmed can accept the supplier's own code of conduct, as long as it complies with the requirements of Vingmed's Code of Conduct.

Vingmed group				
Year	# suppliers	COC signed	COC signed %	Goal
2022	182	110	60%	
2023	185	159	86%	80%

Vingmed had a total of 185 active suppliers as of 31/12/2023, spread over the four sister companies. A total of 46% of the suppliers cover two or more of the sister companies, while 54% of the suppliers have an agreement with a single company.

Agreement type	2022		2023	
	supplier agr.		supplier agr.	
	#	%	#	%
Holding (≥2 countries)	83	46%	85	46%
Only Denmark	39	21%	34	18%
Only Norway	30	16%	26	14%
Only Sweden	15	8%	10	5%
Only Finland	15	8%	30	16%
	182	100%	185	100%

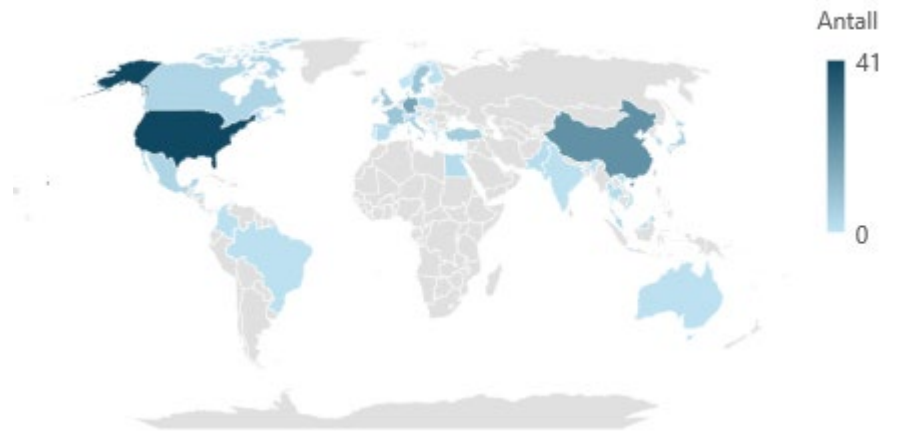
Supplier overview - Agreement type



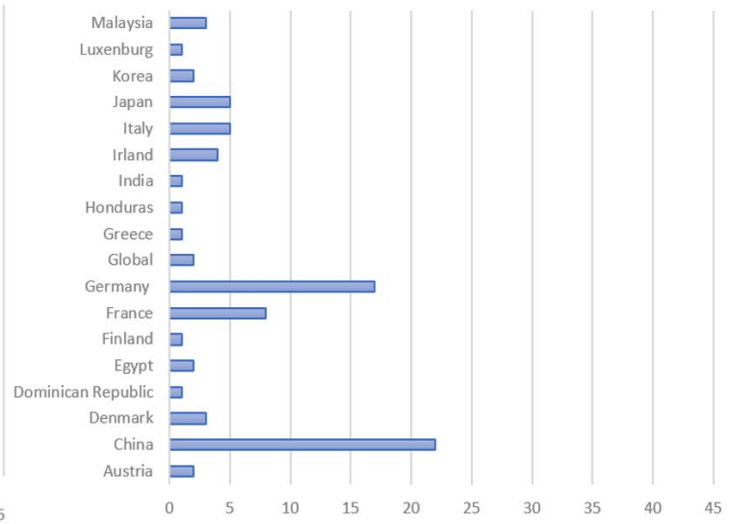
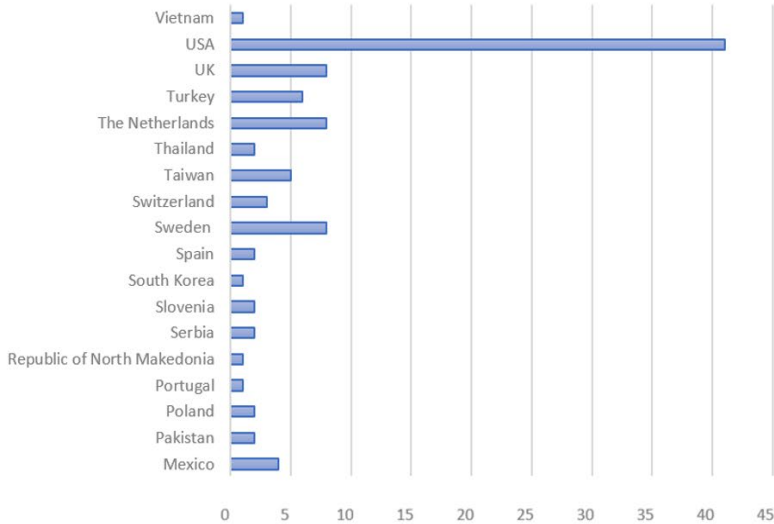
■ Holding (2 or more countries) ■ Only Denmark ■ Only Norway ■ Only Sweden ■ Only Finland

Vingmed is a distributor/importer for manufacturers/suppliers globally and has no own production. The goods are purchased directly from the manufacturer of the equipment. Production of the goods can take place both at the suppliers' own factories and at outsourced factories. The manufacturers can produce different products at several factories and in multiple countries. Therefore, the list of production countries is larger than the number of producers.

Overview of primary production countries based on 143 out of 185 suppliers. The map shows an overview of the production countries.



Country of production



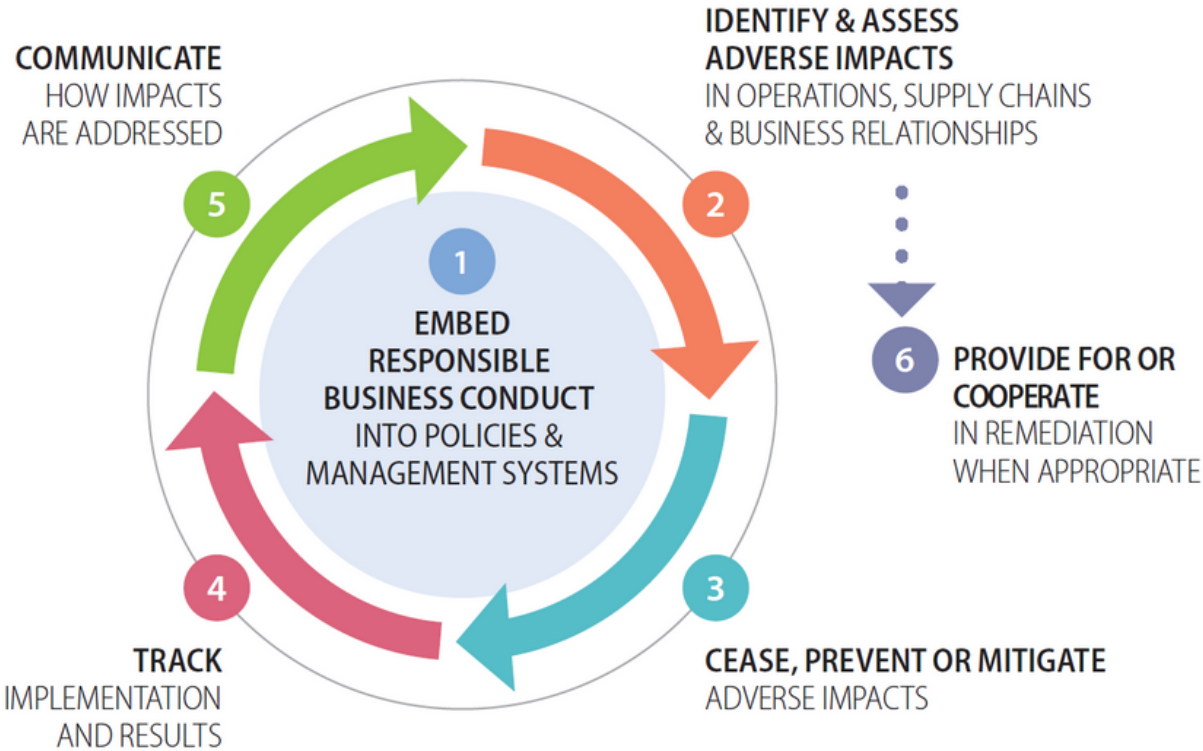
# Social responsibility and due diligence


Responsibility is a key word in our business. We aim to build long-term and trustworthy relationships with our customers and suppliers. By supporting employees and the company to actively take responsibility for the products we sell, we can offer unique service and create a trusting customer relationship.

Our products are technically advanced and require specialized expertise in terms of training, service, and support. The product range is assessed with respect to high quality and competitiveness.

Vingmed believes in socially responsible business practices. We seek to establish long-term cooperation with business partners who share our values and focus on promoting decent working and environmental conditions in the supply chain.

Vingmed has developed a process for social responsibility based on the UN Guiding Principles on Business and Human Rights and the OECD model for due diligence for responsible business conduct. Vingmed actively works to establish guidelines and good governance systems, map the supply chain, assess negative impacts/damage, follow up on negative consequences for fundamental human rights and working conditions, monitor, communicate, and work methodically with our suppliers.





## Embedding sustainability in the business

Due diligence for responsible business conduct is an integral part of Vingmed's decision-making and risk management. The top management team at Vingmed Holding, Nordic Management Group, has adopted Vingmed's Code of responsible business conduct, which, together with Vingmed's ethical guidelines, outline the principles that employees, suppliers, and other stakeholders are expected to follow in their interactions with the organization and each other. Along with our anti-corruption policy and local environmental and quality policies, this forms the framework for our commitment to responsible business conduct within our own operations, our supply chain, and other business relationships.

Our ethical guideline is based on internationally recognized UN and ILO conventions and sets out fundamental expectations and rules related to human rights, labor rights, and the environment as mentioned in international conventions and national legislation. Vingmed expects its suppliers and business partners to work systematically and purposefully to ensure compliance.

In 2010, Vingmed adopted a Code of Conduct (CoC), clearly outlining our expectations. This has been communicated directly to relevant suppliers and employees. In 2022, the signing of the CoC, or the supplier having an equivalent CoC, was included as a requirement for the approval of new suppliers. In 2023, the Vingmed Code of Responsible Business Conduct (CRB) and the Vingmed Anti-Corruption Policy were adopted by the Nordic Management Group and implemented in the respective countries' quality management systems.

Vingmed AB was certified according to ISO14001 in 2013, followed by Vingmed AS in 2015, and Vingmed OY in 2020.



## Code of responsible business conduct (CRB)

*Our code of Responsible Business Conduct outlines a framework of principles and standards, and helps us create the Vingmed way of doing business.*

*The code of responsible business conduct defines our ethical compass, setting clear standards and expectations on how to act in a responsible manner.*



*The code of responsible business conduct outlines principles and standards that all employees and third parties acting on behalf of the company must follow.*

## Our commitment to Responsible Business

*Vingmed expects its customers, partners, and suppliers to maintain good business conduct in line with the Vingmed Code of Responsible Business conduct, inspired by OECD Guidelines for Responsible Business Conduct, the UN Guiding Principles on Business and Human Rights, the principles of the UN Global Compact, the ILO conventions, The UN sustainable development goals, the UN Global Compact's ten principles for human rights, labor conditions, the environment and anti-corruption.*

Vingmed's Code of responsible business conduct and anti-corruption policy are available on our website: [Åpenhetsloven og vårt sosiale ansvar - Vingmed AS \(vingmed-as.no\)](https://www.vingmed-as.no/Åpenhetsloven_og_vårt_sosiale_ansvar)

Vingmed's annual report for due diligence for responsible business conduct describes Vingmed's commitments, goals, and actions. The annual report is published on our website.

Vingmed responds to various public tenders for hospitals and municipalities. In connection with tender responses, Vingmed outlines its processes related to environment, sustainability, and responsible business conduct.

For several years, Vingmed has worked systematically on mapping the supply chain and following up with our suppliers. We have also been involved in a development project to create a tool for supplier follow-up in the supply chain (Factlines). Since March 1, 2016, Vingmed has utilized Factlines to monitor our compliance with social responsibility and ethical guidelines in the supply chain. Through Factlines, Vingmed conducts periodic checks through self-reporting, risk assessment, and corrective actions. Further information about Factlines is provided in the chapter 'The Company's Impact on People, Society, and the Environment' under 'Description of Factlines as a system and support for due diligence assessments'.



## Organization and internal communication

A quality group has been established with representatives from all sister companies. The group is responsible for conducting due diligence assessments, following up with suppliers together with the company's Business Development Managers, and ensuring that the due diligence process is followed. The group reports directly to the Nordic Management Group, and the company's CEO, who has overall responsibility for the supplier process.

Environmental and social responsibility is anchored in Vingmed Holding's strategic plan as one of our core values. The company is conscious of its responsibility and has invested significant resources in the implementation of quality and environmental standards such as ISO 9001, ISO 13485, ISO 14001, and has been a member of local recycling companies/schemes for many years.

All employees participate in annual training on the company's work with responsible business conduct. Relevant employees participate in the evaluation of suppliers and the implementation of new suppliers where responsible business conduct is central.

Key employees responsible for social responsibility follow-up have participated in numerous courses and webinars related to sustainability and transparency laws. The Quality Manager at Vingmed AS has also completed the 'SA8000® introduction and basic auditor training course' in the SA8000 standard, which is an international standard for ethical guidelines for businesses, focusing on employees' working conditions.



## External communication and follow-up

Vingmed has a well-established process for selecting new suppliers. Minimum criteria for supplier approval are defined. Starting in 2022, signing Vingmed's Code of Conduct, or having an equivalent CoC, was added as a minimum requirement for selecting new suppliers. Previously, this was not a requirement.

Vingmed conducts regular assessments of how well our practices and those of our suppliers meet the expectations outlined in RBC and CoC. This is done to identify potential risks and implement appropriate measures to manage them.

# The company's impact on people, society, and the environment



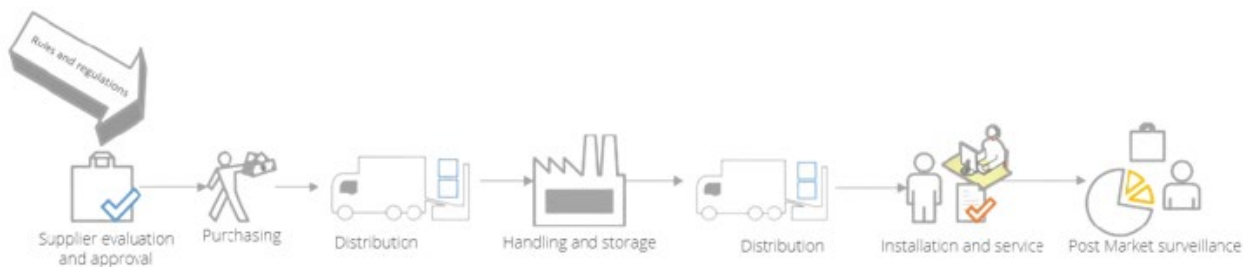
Vingmed has conducted an assessment of the areas where the risk of negative impact or harm to people, society, and the environment is greatest. Based on this assessment, a main priority area for follow-up has been defined.

Risk priority area for 2023 based on product and geographical risk		
Prioritized negative impact/harm	Related topics	Geography
Medical consumables and medical equipment in high-risk countries	Child labor Health, safety, and security Forced labor	India Taiwan Turkey Malaysia Honduras Thailand Dominican Republic Brazil Mexico Pakistan Korea Vietnam Egypt Portugal

Furthermore, prioritized negative risk is assessed in relation to our suppliers based on:

- the number of goods we purchase from a supplier with production in a high-risk country
- turnover
- familiarity with product category and supplier

Vingmed identifies and assesses any actual and potential negative impacts associated with our operations, products, services, and supply chain. A lifecycle approach is reasonably applied in identifying and assessing risks in the supply chain.



### Identify and assess actual and potential impacts

Vingmed utilizes publicly available information from reputable sources such as government reports, international organizations, and media to identify relevant adverse impacts and typical risks associated with our products and supply chain.

- Sector Risks (e.g., products and their supply chains, services, and other activities)
- Product Risks (e.g., materials and manufacturing)
- Geographical Risks (e.g., governance and rule of law, conflict, systemic human rights or negative environmental impacts)
- Corporate Risks (e.g., known cases of corruption, unethical behavior)

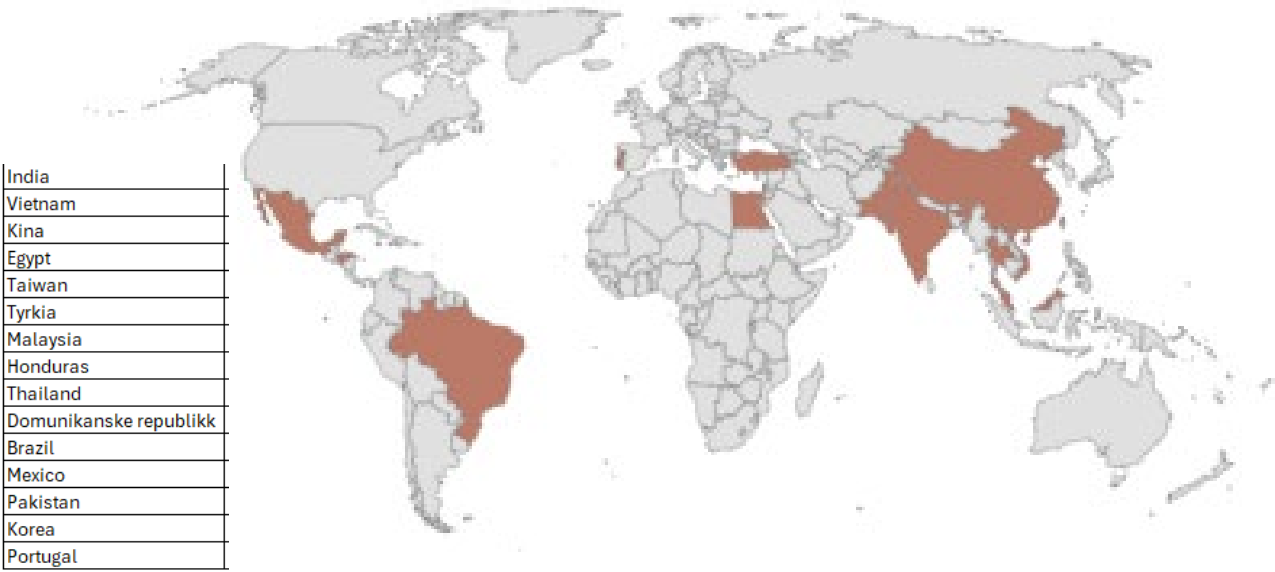
The defined initial risk is based on international sources, including:

- [2022 Corruption Perceptions Index: Explore the... - Transparency.org](https://www.transparency.org/en/2022-corruption-perceptions-index)
- [Environmental Performance Index | Environmental Performance Index \(yale.edu\)](https://www.eiu.com/en/products/Environmental-Performance-Index/)
- [ITUC GRI - Violations \(globalrightsindex.org\)](https://www.globalrightsindex.org/)
- [Human Rights Risk Map \(risk-indexes.com\)](https://www.risk-indexes.com/)

The supply chain has been mapped with a focus on identifying operational and production countries, as these constitute the major risk factors. For new suppliers, the supplier evaluation process includes defining the production country down to the article level.

Vingmed has mapped the production countries for 143 out of 185 suppliers. Furthermore, risks have been defined within the areas of corruption, environment, workers' rights, and human rights. Risk has not been assessed for the suppliers where the production country has not yet been mapped. Vingmed is actively working to map this for all suppliers. These will be assessed continuously.

High-risk countries are those where risk within any of the categories of corruption, environment, workers' rights, and human rights is defined as high.



An initial due diligence assessment has been conducted to identify relevant risks and applicable legislation within our operations and supply chain based on the information collected about the suppliers. The results of this mapping are summarized in identified risks in the Supplier Risk Assessment. Prioritized risks are identified based on confirmed risks mainly associated with operations in a high-risk country. The results of the mapping are continuously updated as changes occur in the business, such as procurement from a new country or actual adverse impacts reported.

To support the initial risk assessment and identification of high-risk suppliers, Vingmed has chosen to procure the services of Factlines. Factlines is a tool for gathering and assessing information using a self-assessment questionnaire related to corporate social responsibility, environmental, and labor practices. Through Factlines, Vingmed obtains risk profiles for each supplier, which facilitates prioritizing risks for further due diligence.

**Description of Factlines as a system and support for due diligence assessments**

In our work with the Transparency Act and due diligence assessment process, we utilize Factlines' digital solution and services. Factlines is a Norwegian-owned, independent

company, specializing in monitoring ethical, social, and environmental requirements in supply chains. Factlines advises, develops, and produces services with digital support to obtain efficient and verifiable information directly from suppliers and subcontractors.

Self-reporting is based on the UN Global Compact and OECD guidelines for responsible business conduct and aligns with the due diligence assessment process required by the Transparency Act.

The self-reporting includes the following topics:

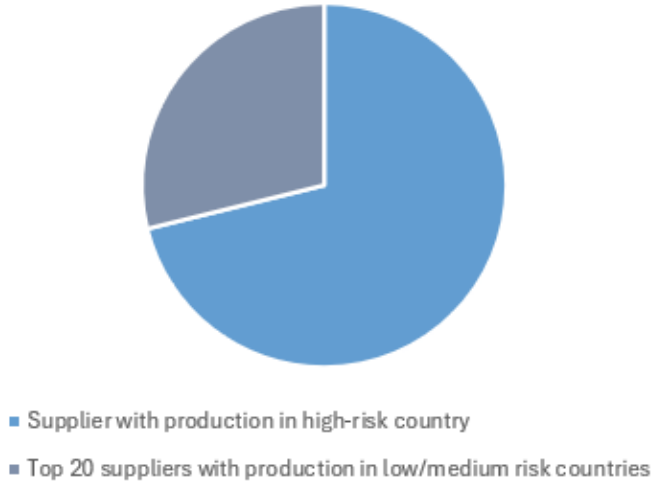
- Corporate responsibility, strategy, and policies
- Supply chain: monitoring, insights, and control
- Risk and due diligence assessments
- Country risk
- Management systems within the organization
- Labor conditions and rights
- Indigenous peoples and the environment
- Conflict minerals
- Anti-corruption

The data collection provides a basis for assessing whether good practices are established to comply with the Transparency Act, local legislation, and the company's own contractual provisions.

The mapping applies to direct suppliers and manufacturers/production sites, gathering information about their routines and procedures for monitoring the entire supply chain. Furthermore, aspects related to labor rights, anti-corruption, and whether the suppliers themselves have conducted self-reporting, improvement projects, and/or inspections at production sites are mapped. It is also assessed whether the suppliers have established routines for quality, health and safety, environment, and corporate responsibility, among other things.

Our suppliers are made aware of our ethical guidelines and are required to act in accordance with them, including ensuring their own production, procurement, and deliveries. If self-reporting or other indicators signal deviations, these are followed up through inquiries to the supplier. The purpose is to prevent and reduce negative consequences in collaboration with the supplier and other actors in the supply chain. Depending on the scope and risk, deviations may lead to the establishment of improvement projects to effect changes in collaboration with the supplier and other actors in the chain.

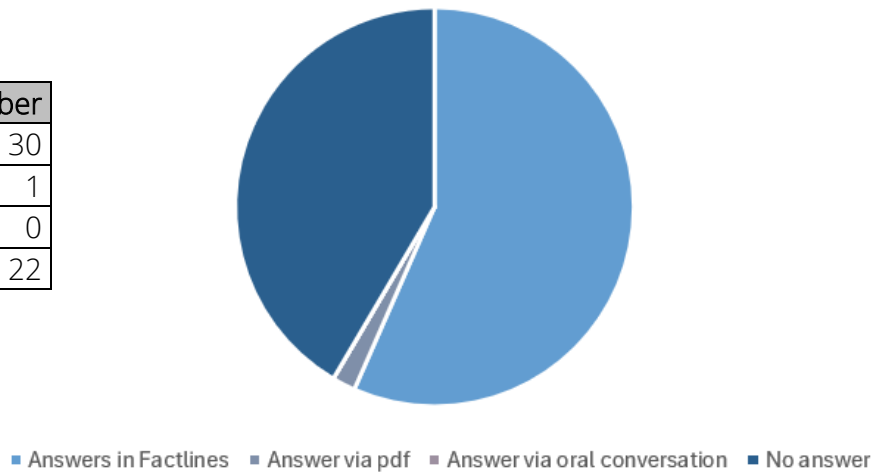
## Mapping self-assessment



Out of a total of 185 suppliers to the Vingmed group, 37 of them have production in high-risk countries. Additionally, self-assessment forms were sent to suppliers that do not have production in high-risk countries for the 20 largest suppliers in terms of turnover in the Vingmed group. Therefore, self-assessment was sent to a total of 52 suppliers.

## Respons self-assessment

Respons self-assessment	Number
Answers in Factlines	30
Answers via pdf	1
Answer via oral conversation	0
No answer	22



Based on the due diligence assessment, two areas have been evaluated. Risk has been assessed using the top 20 largest suppliers determined by size (turnover), and suppliers from countries where the overall risk is classified as high risk in one or more of the areas of corruption, environment, workers' rights, or human rights.



	# Suppliers	# sent self-assessments	# answered self assessments	Answered in %
Top 20 suppliers based on turnover with production outside high-risk countries	15	15	10	67%
Number of suppliers with production in high-risk countries.	37	37	21	57%

Based on the assessment, it was prioritized to send self-assessment reports to 100% of the suppliers in high-risk countries, and to the top 20 suppliers of Vingmed based on turnover. A total of 52 out of 185 suppliers were targeted. Of these 52 suppliers, 31 have responded, resulting in a response rate of 60%, compared to the response rate of 50% in 2022.

Through self-assessment, the way the supplier/producer manages follow-up in the supply chain and how responsible business practices are integrated into the operations is identified. The self-assessment consists of a total of 53 questions, with answers to these questions yielding a score ranging from 0 to 860 points for the supplier. The questions are weighted according to the score per question and distribution across categories. Suppliers who achieve between 80-100% of the total score are classified as low risk, between 60-80% as medium risk, and below 60% as high risk. Based on the self-assessment, 83% of suppliers are classified as low risk, 17% as medium risk, and 0% as high risk after risk-mitigation measures.

## Risk assessment and follow-up

Based on the responses to the self-assessment, initial risk and risk after risk-mitigating measures are evaluated in Vingmed's own risk module. If the current risk is assessed as high after the supplier's own follow-up, follow-up measures are established. Vingmed then engages in dialogue with the supplier and creates an action plan.

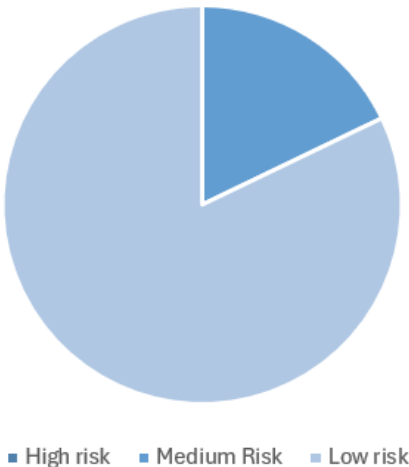
### Risk assesment

Title	Assessment date	Initial risk	Current risk
Responsible business Conduct 2023 review	2024-04-12	Medium risk	Low risk

Follow-up points are defined, deadlines for follow-up are set, and a Vingmed employee is assigned responsibility for follow-up with the supplier.

Current risk	Sign-off status	Follow up action	Responsible for...	Deadline follow...	Documentation...
Medium risk		<ul style="list-style-type: none"> <li>- Follow up on plans to implement ethical guidelines that meet the minimum requirements of the UN Global Compact, and the corresponding ILO conventions</li> <li>- Follow up on plans to make ethical guidelines available to their suppliers and follow up on the suppliers with</li> </ul>	Ann Lija	5/31/2024	2024-05-02: Follow-up questions for risk areas sent out through Factlines
Low risk	Approved	No further follow up action needed.			

### Mapped risk



Out of the 31 suppliers who have responded to the self-assessment, 0% are classified as high risk, 18% are medium risk and are being followed up, and 82% are classified as low risk, after risk-mitigating measures.

# Cease, prevent and mitigate negative impact



## Supplier follow-up

Vingmed conducts regular assessments to evaluate how well our own practices and those of our suppliers align with the expectations outlined in RBC (Responsible Business Conduct) and CoC (Code of Conduct). This is done to identify potential risks and implement appropriate measures to address them.

Within the risk prioritization area based on product and geographic risk, specific goals have been defined, and the status of these goals has been outlined.

### Goal achievement status for 2023

Throughout 2023, several agencies were terminated within the entire group, and new ones have been added. A total of 39 new suppliers were onboarded during the year. The goal for 2023 was for 100% of new suppliers to sign the Vingmed Code of Conduct (CoC). The achieved result was 97%, with ongoing dialogue with the remaining supplier regarding this matter, and it is expected to be finalized shortly.

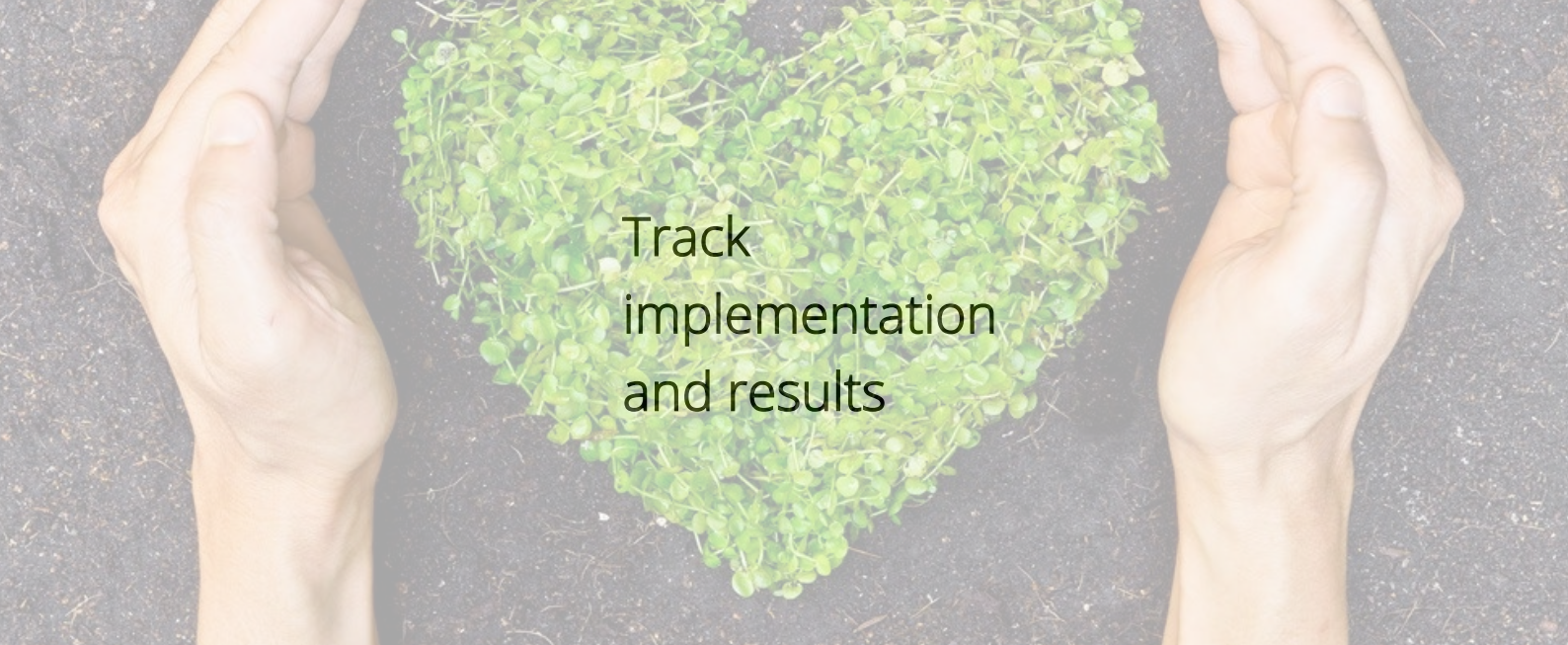
Vingmed group				
Year	# suppliers	CoC signed	CoC signed %	Goal
2023	39	38	97%	100%

The percentage of already established suppliers with signed CoC has increased to 86% during the year, which surpasses the target of 80%.

	# suppliers	CoC signed	CoC signed %	GOAL	Status
2022	182	110	60 %	-	-
2023	185	159	86%	80%	Goal reached

The response rate for suppliers to whom Vingmed sends self-assessment forms has increased from 50% to 60%, and efforts are underway to engage in dialogue/follow-up with the remaining high-risk suppliers.

<b>Prioritized negative impact/harm:</b>	<b>Medical consumables generally in defined high-risk countries.</b>
<b>Goal:</b>	Ensure that workers' rights and human rights are upheld and that corruption is not present. Focus on sustainable production.
<b>Status:</b>	Ongoing
<b>Reporting year goal:</b>	Follow up to ensure that manufacturers/suppliers in high-risk countries have a system for monitoring social responsibility in the supply chain through self-reporting and increase the response rate among suppliers with production in high-risk countries, follow up on improvement projects, and request documentation.
<b>Implemented measures:</b>	The response rate has increased from 50% to 60%. Suppliers who have responded are classified into risk classes, and actions are defined. Dialogue with high-risk suppliers has been initiated, and improvement measures are defined and continuously monitored. Throughout the process of selecting a new supplier, a potential new supplier in a high-risk country was identified. However, this supplier refused to sign the Code of Conduct (COC) and showed no willingness to engage in dialogue regarding potential challenges or areas for improvement to prevent/reduce negative impact. Based on this, Vingmed decided not to proceed with the supplier in question.
<b>Goal for 2023:</b>	Further increase the response rate among suppliers with production in high-risk countries, follow up on improvement projects, and request documentation by actively seeking documentation.



## Track implementation and results

The Nordic Management Group (NMG) holds the ultimate responsibility for Vingmed's social responsibility follow-up and has adopted Vingmed's guidelines for responsible business practices. Supplier follow-up is carried out by the quality group comprising representatives from all sister companies.

The quality group annually prepares an overview of significant risk areas based on materiality analyses of the company's suppliers/producers and defined risks as outlined in internationally recognized sources.

The distribution and follow-up of self-assessment forms, as well as the review of the results, form the basis for action plans defined down to the supplier level. These are followed up according to defined deadlines. In case of non-response or high risk, a physical audit of the supplier/producer is considered. In case of breaches, Vingmed, together with the supplier, will establish an action plan with measures that are followed up, with a focus on continuous improvement.

For 2023, follow-up points have been defined for a total of 6 suppliers where the risk, after reviewing the feedback from the self-assessment, is assessed as medium. Through dialogue with the respective suppliers, improvement areas are defined and will be followed up.



## Communicate how impacts are addressed



Upon discovering negative impact/harm, Vingmed will contact affected suppliers/producers to exchange information, assess the extent, and implement measures. We work closely with our suppliers/producers through dialogue to ensure that we are updated on the situation and contribute to positive development. Corrective and preventive action plans (CAPA) will be followed up with the supplier/producer.

Vingmed will communicate its efforts in identifying and addressing negative impact and harm through multiple channels:

- Directly with customers in collaboration meetings
- Through the company's annual report on responsible business conduct
- On our website

Vingmed has not yet received many direct inquiries related to the Transparency Act. Inquiries related to corporate social responsibility and the environment usually come through tenders and requirements from customers in public procurement processes.

Inquiries regarding the Transparency Act and Vingmed's sustainability efforts can be sent to [ethics@vingmed-as.no](mailto:ethics@vingmed-as.no). Sustainability follow-up is under the responsibility of the quality manager in each country. All communication with the press and media shall be conducted through the managing director in the respective countries.



## Provide for or cooperate in remediation

### Remediation

In line with the OECD's guidance on due diligence, activities causing or contributing to negative impacts on people, society, or the environment will be halted, and Vingmed, together with the supplier/producer, will seek to remedy the harm. If this is not possible, or if the supplier lacks the ability or willingness to address the consequences, the relationship will ultimately be terminated.

### Reporting of breaches of the guidelines

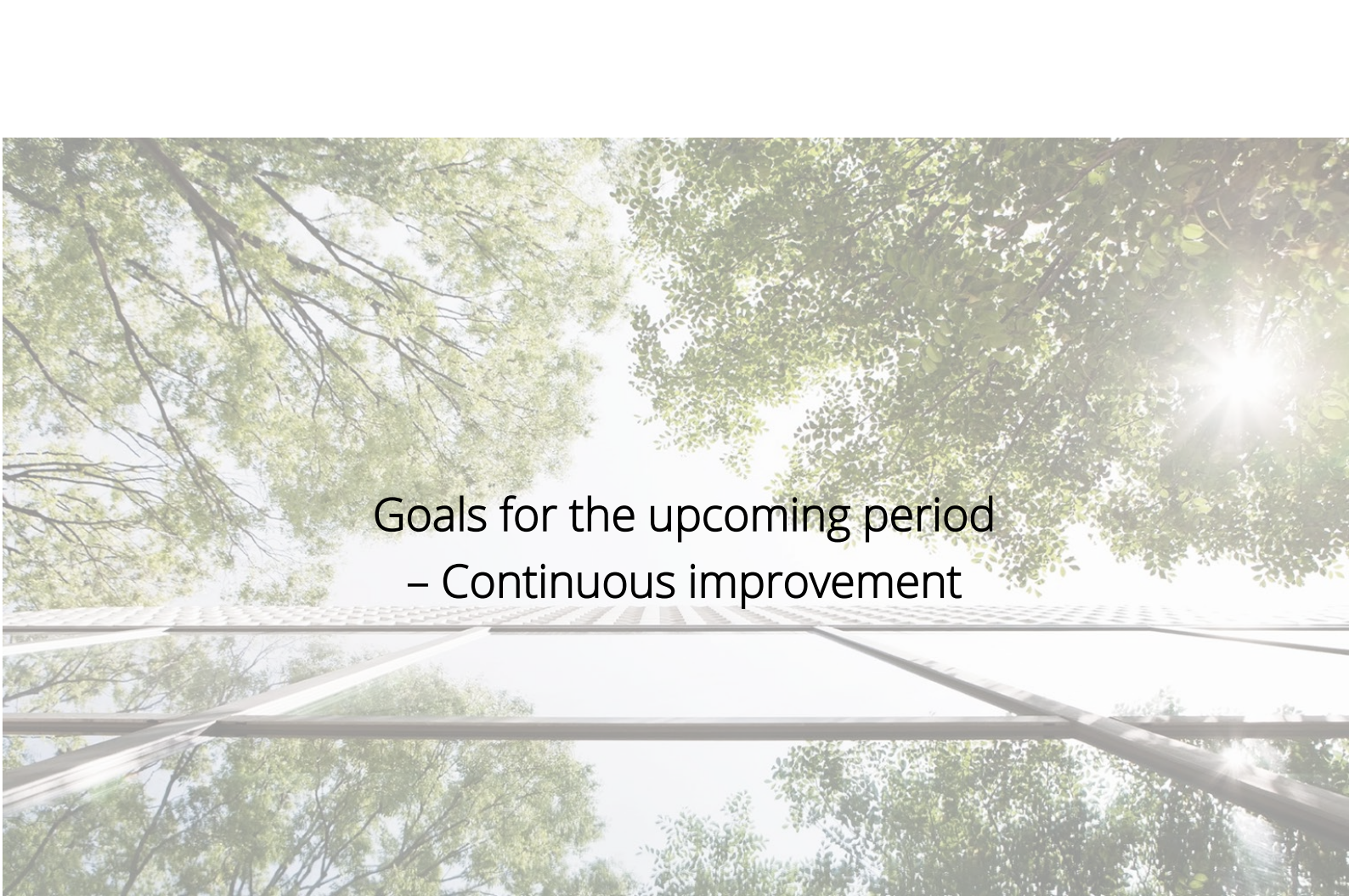
Any breaches of our guidelines for responsible business conduct, or governing rules and regulations—or suspicion thereof—should be reported to the CEO of Vingmed Holding AS, the managing director, or the quality manager in each subsidiary. The individual reporting a breach should have the option to remain anonymous to the extent possible according to applicable law.

All reported concerns shall be investigated confidentially. A report documenting the investigation and conclusion will be prepared, ensuring confidentiality for the reporter. The whistleblower (if not anonymous) will be informed of the investigation's outcome and conclusion. Information will be reported to management.

Our employees and business partners can report any concerns or suspected breaches of our guidelines for responsible business conduct anonymously by using a QR code.



No breaches have been uncovered during the reporting period; therefore, there are no instances of remediation during the reporting period. However, in 2023, a case was discovered where the risk of potential breach is defined as very high for a potential new supplier. The supplier rejected signing the COC and refused dialogue regarding potential challenges/areas for improvement to prevent/reduce negative impact. It was decided not to proceed with the supplier in question.



## Goals for the upcoming period – Continuous improvement

1. 100% of new suppliers in 2024 are required to sign Vingmed's Code of Conduct (CoC) or have an equivalent CoC of their own.
2. Increase the percentage of already established suppliers with signed CoC.

	# suppliers	CoC signed	CoC signed %	GOAL	Status
2022	182	110	60 %	-	-
2023	195	159	86%	80%	Goal reached
2024				90%	

3. Increase the response rate for suppliers to whom Vingmed sends self-assessment forms by developing/evaluating the need for an audit to follow up on high-risk suppliers.
4. Conduct an on-site supplier audit.

