

Supply Chain Responsibility



Dear supplier...

Coloplast develops products and services to make life easier for people with intimate healthcare needs. We are committed to delivering high quality solutions without compromising our social, environmental and ethical business responsibility.

Quality and responsibility extends throughout everything we deliver and everything we do. We focus on constant improvements and at the same time actively support initiatives promoting business ethics, environmental protection, labour and human rights.

Our performance within these areas is however not restricted to our business alone: We depend to a high degree as well on the performance of our suppliers.

That is why we need your full support and feedback.

In this leaflet, you will find an introduction to our way of doing business and our expectations to you as a supplier.

We encourage you as a supplier to take an active stand, by familiarizing yourself with our standards and by asking your suppliers to do the same.

We invite you to join us in a close dialogue about our expectations so that we can work together for even better and more sustainable products and solutions in the future.

Lars Rasmussen
President, CEO

Mission, values and vision

Our mission explains what we do and why we're here. Our vision defines where we want to go, and our values set the standards for the way we think and act.

Mission

Making life easier for people with intimate healthcare needs

Values

Closeness... to better understand
Passion... to make a difference
Respect and responsibility... to guide us

Vision

Setting the global standard for listening and responding





Supplier dialogue

In Coloplast we work to ensure that our quality standards and responsibility efforts are extended and improved throughout the supply chain. We expect that our direct suppliers comply with our major quality, social, environmental and business ethical standards.

We understand that sometimes finding the line between right and wrong can be challenging. Also we know that a large and demanding set of standards applies. We therefore invite our suppliers to join us in a close dialogue about our quality and responsibility expectations.

We may ask you as a supplier to perform a self-assessment. We may also conduct a site visit or formal audit to ensure that you recognize and comply with our standards.

The main purpose of the assessments and audits is to engage in dialogue with our suppliers about how we together can extend and improve quality and responsibility efforts.

Dialogue is in other words our main concern. However, in some situations we may identify areas where we feel that corrections are required. In these cases an action plan will be established and coordinated with you as a supplier.

Supplier self-assessment

All our suppliers need to perform a 'pre-award questionnaire'. This questionnaire is a self-assessment and consists of a range of questions related to your business. You will receive the assessment by mail.

Site visit

Our purchasers may arrange a visit to your site. A site visit is rather informal and allows you to engage in a discussion with us about the quality and responsibility standards of Coloplast, as well as the expectations that we carry to our suppliers in these regards.

Audit

Occasionally Coloplast will need to conduct a supplier audit. An audit is formal and the purpose is to document compliance with Coloplast's requirements. An audit can have a quality, environmental or social responsibility purpose. The auditor may be a Coloplast employee or a third party auditor. The scope of the audit and choice of auditor will vary from audit to audit.

A responsible way of doing business

Respect and responsibility will always be at the heart of the Coloplast culture. We believe that a responsible way of doing business goes hand in hand with strong business results. And we take our responsibility seriously, showing respect for the environment, society, and ethical issues in everything we do.

Coloplast has since 2002 been a dedicated member of the UN Global Compact - a voluntary UN initiative, which companies around the world may join.

The purpose of the UN Global Compact initiative is to support global environmental and social principles by establishing a partnership between the UN and international business life.

The Global Compact lists ten universal principles within the areas of human rights, labour standards, the environment, and anti-corruption. These principles form the basis of all responsibility efforts in Coloplast.

By applying the central principles of the Un Global Compact, we ensure that we act in accordance with recognised international standards.

We encourage you as a supplier to familiarize yourself with the ten principles of the UN Global Compact. Find more on www.unglobalcompact.org



The ten universal principles of the UN Global Compact

Human Rights

1. Businesses should support and respect the protection of internationally proclaimed human rights;
2. and make sure that they are not complicit in human rights abuses.

Labour Standards

3. Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;
4. the elimination of all forms of forced and compulsory labour;
5. the effective abolition of child labour; and
6. the elimination of discrimination in respect of employment and occupation.

The Environment

7. Businesses should support a precautionary approach to environmental challenges;
8. undertake initiatives to promote greater environmental responsibility; and
9. encourage the development and diffusion of environmentally friendly technologies.

Anti-Corruption

10. Businesses should work against corruption in all its forms, including extortion and bribery.

www.unglobalcompact.org

Quality

Reliability and safety are essential to quality of life, and our users must have the highest confidence in our products and services. Therefore, quality consciousness is vital to Coloplast.

We seek constant improvement and maintain a consistent high quality level, by keeping our processes in control. Coloplast is ISO 9001/ISO 13485 certified and we comply with legislation from the US FDA, EU, and other relevant authorities.

Supply of variable raw material quality affects not only our internal process but can also affect the performance of the final product. The ability of our suppliers to deliver uniform, high quality products is therefore decisive.

The quality standards and processes of suppliers must remain unchanged unless otherwise agreed. Changes and improvements must be handled in a controlled manner based on a close dialogue between Coloplast and you as a supplier.



Environment, health and safety

In Coloplast we want to ensure the health, safety and well being of our employees. We do this by taking conscious choices on all product materials and working processes.

We integrate environmental and toxicological evaluations in our product development process, and we work to ensure that new products apply continuously less environmental load to the surroundings.

Coloplast's products do not only affect the environment but also the users and employees who come into close contact with them. It is therefore a crucial requirement that our suppliers inform us about the components of the raw materials we use.

Coloplast's sites are, with few exceptions, certified according to both the international environmental standard ISO 14001 and the international occupational health and safety management standard OHSAS 18001. We are working actively to have all sites certified. Our environmental certification includes design, production and marketing.

We encourage you as a supplier to consider the impacts on the environment, health and safety that your activities may cause. And we expect you to contribute actively within your own area of expertise in order to work systematically with these issues.

Based on dialogue and open discussions we can inform users and employees about the correct handling and disposal of our products.

Business ethics

In Coloplast we perceive corruption and bribery as a threat against our business. Corruption and bribery decrease the transparency of markets and make competition less dependent on quality. This is poor for the patient in need of quality products - and poor for society in general.

Corruption and bribery inhibits the freedom of ordinary people and undermines positive societal development.

In Coloplast we have developed a Corporate Code of Conduct to deal with these issues:

In Coloplast

- We do not accept corruption and bribery of any kind
- We strongly discourage the use of facilitation payments
- We always act with moderation and never give or receive gifts above token value
- We make sure that any dealings with health care professionals is strictly professional and business related
- We condone charitable donations - political donations are unacceptable

We expect that you as our supplier know and adhere to our Code of Conduct against corruption and bribery. We monitor the conduct of major suppliers and hold our right to terminate contracts in the event that payments or soliciting of bribes take place.

Human and labour rights

Ensuring fair and proper working conditions for those who work for us - and with us - is one of our main concerns as a growing and increasingly global company. We want to ensure awareness on how business decisions affect our surrounding society and its people.

In accordance with Coloplast's membership of the UN Global Compact, we support the Universal Declaration of Human Rights and the International Labour Organization (ILO)'s Declaration on Fundamental Principles and Rights at Work.

We expect that you as a supplier comply with these universal declarations. We furthermore hope for your support in asking your suppliers to do the same.

This way we can create sustainable relationships that at the same time generate value for companies and society.

Find more on www.ilo.org



Contact

To learn more about supply chain responsibility or to share your opinion and knowledge, please contact your local Coloplast procurement office.

Or contact the Corporate Procurement or Corporate Ethics departments at the Coloplast Headquarters, Denmark.

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