

Falck Supplier Code of Conduct

June 2022



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Introduction

In a world of constant changes, people's needs, and expectations keep evolving - except for the need for good health and feeling safe. Through our varied offers of healthcare and emergency health and safety services, we have made it our responsibility to help even more people around the world live healthy lives.

In performing our services Falck relies greatly on goods and services delivered by suppliers. Therefore, it is imperative for Falck that all parties involved in the supply chain behave ethically and correctly. This Code of Conduct for Suppliers sets the minimum standards and ethical principles applicable to all parties in Falck's supply chain, including all suppliers, agents, and their direct and indirect sub-suppliers. All suppliers, and their sub-supplier, must comply with this Falck Supplier Code of Conduct and is required to communicate the obligations set out herein and ensure compliance with the Code throughout their organisations and supply chains.

Business ethics and compliance with laws

Good business ethics and compliance with applicable laws and regulations are key to Falck's business practice. We believe that fair competition and integrity should be reflected in all our activities. Accordingly, our suppliers and sub-suppliers must comply with all applicable laws and regulations, including (without limitation) competition, data protection and anti-bribery/anti-corruption laws and regulations. Falck has a zero-tolerance policy towards suppliers and sub-suppliers committing fraud, bribery, corruption, facilitation payments, acts in breach of international sanctions and trade controls, or other violations of the law. We expect all our suppliers and sub-suppliers to be committed to conduct their business in fair, open and unrestricted competition and to not involve themselves in any form of illegal, anti-competitive behaviour or unethical practices as a mean to win or maintain business.

Minimum requirements:

- Act in full compliance with applicable laws and regulations covering business ethics
- Never offer, pay or accept bribes
- Refuse any payment to public officials that is not required or authorised by law
- Never offer, give or accept any gift to or from public officials
- Never offer, pay or accept any form of kickback, rebate or anything of value to obtain any kind of illegal business advantage, or personal benefit
- Refrain from engaging with individuals, entities or countries named on sanctions lists or subject to sanctions or other acting in violation of sanctions or trade controls

Labour rights

Falck strongly supports initiatives aimed at the protection and promotion of human rights globally and in the workplace and expect the same of its suppliers and sub-suppliers. Human rights must be respected including the right to freedom of association and the right to be member of a union or other collective bargaining group.

Falck strives to foster an inclusive culture of all those with visible and hidden differences but also with diverse backgrounds and mindsets.

Minimum requirements:

- Never engage or allow actions that constitute an attempt against human rights
- Adhere to laws, regulations and practices relating to labour conditions, as well as international labour standards and United Nations Global Compact
- Ensure that employees and other workers are compensated fairly, receive sufficient breaks and are employed of their own free will
- Uphold laws and regulations relating to people's right to join unions or other collective bargaining groups

- All work is conducted voluntarily without threat of penalty or sanction
- Not recruit or make use of child labour or exploit children in any way
- Comply with all applicable minimum age regulations for employment
- Respect equal opportunities when making decisions regarding recruitment, promotions, compensation, and layoffs
- Not tolerate that employees are treated with disrespect and never participate in any kind of harassment
- Never structurally discriminate based on gender, ethnic origin, race, religion, age, sexual orientation, parental and marital status, etc.

Health and Safety

Falck has a strong commitment to care and become an organisation where health & safety is deeply integrated into our culture. Proper working conditions that protect the health and provide safety is a strong priority and must be guaranteed for all employees throughout the supply chain.

Minimum requirements:

- Ensure proper safe and healthy working conditions are established for employees
- Taking precautions and adequate steps to prevent accidents and injuries at work
- Access to proper emergency and safety equipment
- Provide appropriate personal protective equipment available where necessary and in accordance with the correct procedures
- Provide training of exposed employees in handling and disposal of chemical and other dangerous substances and materials
- Comply with the rules of national and local authorities regarding the environment and the workplace

Environment

At Falck, we aim to mitigate as far as possible the negative environmental impact that our business activities may cause. We expect our suppliers and sub-suppliers to support a precautionary approach to the environment and take steps to work in a sustainable manner.

The supplier should strive towards:

- Implementing processes to generate the minimal detrimental impacts for the environment when making business decisions
- Implementing energy saving and efficiency objectives, including on reduction of water and natural resources consumption, waste, and carbon emissions

As minimum requirement, our suppliers and sub-supplier must act in an environmentally conscious way and comply with applicable environmental laws and regulations.

Whistleblowing

Falck has implemented a whistle-blower system (Falck Alert) that makes it possible for employees, business partners and other stakeholders to report any serious and sensitive concerns in a confidential manner. Falck Alert is a global whistle-blower system that can be used in 5 different languages 24/7. The system guarantees anonymity, and all data will be processed with a high level of security. By making a report in Falck Alert, the reporting person gives Falck the opportunity to deal with the issue directly.

Suppliers are obligated to report significant and serious concerns that could have an impact on the operations and performance of the business of Falck or the wellbeing of our employees that cannot be reported through standard reporting lines.

Minimum requirements:

- Report to Falck if you experience any serious and sensitive concerns that may implicate Falck: <https://falck.whistleblowernetwork.net/>

Audit and termination rights

Falck reserves the right to verify compliance with this Code of Conduct for Suppliers. This may include supplier audits and the supplier shall provide reasonable assistance and documentation required by Falck to support the audit. Falck reserves the right to terminate its contractual relationship with any supplier that does not, or whose sub-suppliers do not, comply with the obligations set out in the Falck Supplier Code of Conduct.

Approved by the Executive Management of Falck A/S on June 22nd 2022.

Definitions

Facilitation payments

Facilitation payments are small payments or gifts (e.g. cigarettes, alcohol, perfume) given to Public Officials, intended to secure or speed up routine government actions, which you are already entitled to without the need for such payment; or to obtain unlawful preferential treatment.

Kickback

A kickback is a form of negotiated bribery where a commission is paid to an individual or party in exchange for services rendered.

Public officials

- (a) Any appointed official or any director, officer or other person employed in any capacity i) at any level of national, regional or local government (e.g. employees of customs and immigration authorities), ii at any entity owned, managed or otherwise controlled by any government or political party, iii in any public international organisation such as the United Nations or the European Union, including any department or agency thereof, (b) any candidate or officer or other person employed by a political party, or (c) any person acting in any official capacity for or on behalf of any person or organisation listed in (a) or (b).

Sanctions

Sanctions consist of a wide range of political and/or economic measures which are put in place by international, regional, and state bodies with the aim of influencing the behaviour of a particular country's regimes, individuals, or groups. The types of sanctions measures put in place can vary widely including, among others, financial restrictions, import/export restrictions, and travel bans.

Sub-suppliers

Suppliers involved in the supply chain of deliveries to Falck.

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