



Supplier Code of Conduct

(Effective 1 November 2025)

Business Ethics and Compliance

mylife Diabetes Care (“mylife”) requires all suppliers to act with integrity, follow high ethical standards, and comply with applicable local, national, and international laws and regulations to which they are subject. This requirement extends to the suppliers’ business partners (e.g., subcontractors) engaged in fulfilling contracts with mylife.

Anti-Corruption and Fair Competition: Suppliers must neither tolerate nor participate in any form of corruption, whether involving public officials or private parties. They must conduct business fairly, avoid improper advantages, and respect competition laws.

Any situation that could create a conflict of interest must be avoided. This includes providing financial benefits to or employ mylife employees outside the contractually defined business relationship.

Trade Compliance: All suppliers must observe relevant trade laws, including sanctions, embargoes, and export control regulations, and must implement effective measures to ensure compliance.

Intellectual Property: Suppliers are required to respect and protect all intellectual property rights — including patents, designs, trade secrets, samples, and trademarks — of both mylife and third parties.

Data Protection: Suppliers must comply with all relevant data protection laws and uphold mylife’s commitment to safeguarding personal data and privacy rights. Due diligence must be applied to subcontractors, with contractual controls to ensure data protection.

Information Security: Suppliers must protect all information entrusted to them, ensuring confidentiality, integrity, and availability in line with recognised information security principles. Measures must be in place to prevent unauthorised access, accidental loss, modification, or disclosure.

Health and Safety

mylife expects its suppliers to endeavour to prioritise the health and safety of their employees, as well as other individuals impacted by their activities. In particular, Suppliers must provide a safe and healthy working environment for their employees. This should, at a minimum, meet the applicable industry standards.

Healthy working environment: The suppliers are obliged to identify and assess potential emergency situations in the workplace, as well as their production and storage facilities. They must implement measures to prevent and minimise damage by means of prevention, emergency plans, and appropriate response procedures.

Product safety: The products manufactured by the suppliers must be safe for both people and the environment, meet legal requirements, as well as the recognised product safety standards, and comply with the contractually agreed specifications.

Working Conditions and Human Rights

Suppliers are expected to respect human rights, treat employees with dignity and fairness.

Prohibition of Child Labour: Child labour in any form, as defined by law and international conventions, is strictly prohibited. Individuals below the legal minimum working age, as defined by local legislation and international standards, shall not be engaged.

Voluntary Employment: All work must be freely chosen. Suppliers shall not use forced, bonded, trafficked, or prison labour under any circumstances.

Employees must be free to leave employment upon reasonable notice, and employers must not retain employees' personal documents, deposits, or other forms of coercion; All forms of modern slavery are prohibited.

Non-Discrimination: Employment decisions, including recruitment, promotion, training, and termination, must be based solely on merit and ability. Discrimination or harassment on the basis of legally protected characteristics is not tolerated.

Suppliers must foster a culture of inclusion, equal opportunity, and respect for diversity

Fair Treatment: Employees must not be subject to harassment, corporal punishment, mental or physical coercion, or verbal abuse.

Workplace discipline must be administered in a fair, transparent, and respectful manner and Suppliers must establish clear grievance mechanisms to allow workers to raise concerns without fear of retaliation.

Fair Compensation: Compensation must meet or exceed the legal minimum wage and comply with applicable wage laws, including those relating to overtime pay and benefits. Working hours must comply with applicable laws and industry standards.

Employees are entitled to receive wages on a regular and timely basis, with clear documentation of pay.

Freedom of Association: Suppliers must respect the right of employees to freedom of association without interference, intimidation or retaliation.

Where the right to freedom of association is restricted by law, constructive dialogue between management and employees should be actively promoted in order to create a fair and cooperative working environment.

Climate and Environmental Responsibility

Suppliers are expected to operate in a manner that actively reduces their environmental impact and contributes to a more sustainable future. This includes adopting environmentally sound management practices, complying with all applicable environmental laws and regulations, and striving for continuous improvement in environmental performance. Suppliers shall demonstrate responsibility through the following commitments:

Climate Action and Greenhouse Gas Reduction: Suppliers shall take concrete steps to reduce greenhouse gas emissions across their own operations and throughout the value chain, including logistics, energy use, and purchased goods and services.

Waste and Emissions Management: Suppliers shall minimize waste generation by promoting resource efficiency, reuse, and recycling in production and distribution processes while preventing pollution of air, water, and soil.

All hazardous and non-hazardous waste must be treated and disposed of in a safe, responsible, and legally compliant manner.

Protection of Natural Resources and Biodiversity: Suppliers shall Use water, soil, raw materials, and biodiversity responsibly, avoiding overexploitation. Limit animal testing to legally permitted, unavoidable cases.

Activities with potential impacts on ecosystems must be assessed and mitigated to prevent harm to flora and fauna.

Responsible Production and Product Safety: Suppliers must ensure that only compliant, safe and legally approved materials are used in production processes, complying with regulations such as REACH, RoHS or equivalent regulations.

All products and components must adhere to applicable environmental, health and safety standards to ensure safety for consumers and end users.

Sustainable Material Procurement: Raw materials must be derived from conflict-free and responsibly managed sources, taking into account the environmental, social and ethical impacts throughout the supply chain.

Suppliers must implement processes to monitor and ensure that their own suppliers adhere to equivalent environmental and social standards.

Compliance Standards

Suppliers must operate effectively to ensure compliance and continuous improvement.

Compliance and Standards: Suppliers must comply with all applicable laws, regulations, contractual obligations, and recognised industry standards in every jurisdiction in which they operate.

Governance, Responsibilities, and Resources: Suppliers must assign clear responsibility for implementing and monitoring this Code of Conduct, ideally designating a manager to oversee adherence. Internal accountability mechanisms should be established to ensure managers and employees understand their obligations.

Risk Management: Suppliers are expected to regularly identify, assess, and manage risks in all areas covered by this Code, including human rights, labour practices, environmental performance, health and safety, and ethical business conduct.

Documentation: Suppliers must maintain complete, accurate, and transparent records that demonstrate compliance with this Code and applicable laws.

Training and Awareness: Suppliers shall ensure employees are informed and trained on this Code and relevant legal obligations.

Continuous Improvement: Suppliers are expected to implement a culture of continuous improvement and set measurable targets for improving their social, environmental and ethical performance, such as reducing negative impacts on the environment, improving health and safety at work, and improving labour and human rights practices.

Integrity Line and Non-Compliance

mylife promotes an open culture of trust. Suppliers are encouraged to report any suspected legal violations via our [my Integrity Line](#).

Violations of this Code or applicable laws will not be tolerated. Proven breaches may result in immediate termination of the business relationship and legal action, including claims for damages.