

# Policy Statement: Corporate Social Responsibility (CSR)

*for socially responsible, ethical, and environmentally friendly conduct  
within the company and the supply chain*

## **Preamble**

Richard Wolf has a long tradition in endoscopy and enjoys an excellent reputation as a reliable and trustworthy business partner. We develop, produce, and market product solutions in the field of medicine that meet the highest standards in terms of quality, customer satisfaction, and patient safety.

Richard Wolf is a company that operates internationally and is therefore a part of the political and social environment. As an active member of national and European associations, Richard Wolf is a neutral discussion partner and participates transparently in policymaking processes. We do this using reliable facts and in cooperation with governments, associations, and other stakeholders in the healthcare industry.

Operating on a global scale, we fulfill our corporate responsibility towards society as a whole. Socially responsible, ethical, and environmentally friendly practices are firmly anchored in our corporate culture.

Our interactions with employees and stakeholders around the globe are based on sustainability, transparency, respect, fairness, and integrity.

It is in this context that we have drawn up these guidelines based on the principles of internationally recognized standards for corporate governance. These include, for example, the UN Global Compact, the Sustainable Development Goals of the United Nations, and the labor and social standards defined by the International Labour Organization (ILO).

The policy statement is intended to inform employees, business partners (e.g., suppliers, customers, distributors), and the public about how Richard Wolf fulfills its corporate social responsibility.

## **Other applicable documents**

- Mission statement
- Spirit of excellence – our values
- Richard Wolf guiding principles

## 2 Our values

### 2.1 Putting people at the heart of our work

#### 2.1.1 *Prohibition of physical, psychological, and sexual violence*

We do not tolerate any form of inhumane treatment, corporal punishment, insults, or threats, nor do we tolerate any attempts to restrict the freedom of communication and movement

of employees in our organization or of our business partners. This includes any form of psychological pressure, physical, sexual or verbal abuse, intimidation, and harassment.

#### 2.1.2 *Human rights*

We respect the personal dignity, privacy, and human rights of each and every person. We support internationally recognized human rights and do not tolerate any human rights violations.

#### 2.1.3 *Prohibition of child labor, forced labor, and slavery*

We do not tolerate child, forced or punitive labor, slavery, or human trafficking, either in our organization or in the organizations of our business partners.

#### 2.1.4 *Equal opportunities/anti-discrimination*

We observe the basic principles of equal opportunity when selecting and promoting our employees. We do not discriminate against employees on the basis of age, physical or mental disability, ethnic origin, physical appearance, skin color, gender, pregnancy, sexual orientation, nationality, religion, marital or civil status, or on the basis of any other factors.

#### 2.1.5 *Freedom of association and expression*

We respect employees' freedom of association within the framework of the applicable rights and laws. No preference or disadvantage shall be accorded to members of workers' organizations or trade unions.

#### 2.1.6 *Fair working conditions*

We compensate our employees appropriately and fairly and ensure that both the minimum wages and maximum working hours stipulated by law are observed. We do not exploit anyone. We do not take advantage of employees or business partners who find themselves in difficult situations; instead we treat them with loyalty.

We expect the same from our business partners.

#### 2.1.7 *Protecting the health and safety of employees*

We ensure compliance with the applicable health and safety labor laws, rules, and regulations in force and provide safe and healthy working conditions for our employees. We also actively promote the continuous enhancement of occupational health and safety measures and systems in place and carry out workplace risk assessments. Each of our employees is required to observe all occupational health and safety regulations in their area of work. We are consistently developing our measures for promoting the health and wellbeing of our employees.

## 2.2 Customer focus

### 2.2.1 *Customer satisfaction, partners, service*

Our global presence ensures customer proximity. This allows us to maintain close contact with our customers, enabling us to identify future requirements and implement new products and solutions in line with the market. We are guided by the wishes, satisfaction, and trust of our customers and partners. Through highly motivated employees, excellent service strategies, the highest quality, and expert consulting and support, we aim to exceed our customers' and partners' expectations.

## 2.3 Fairness and respect

### 2.3.1 *Fair treatment of employees and business partners*

All cooperation is based on fair and respectful conduct. We value mutual trust and respectful communication. This applies to everyone.

### 2.3.2 *Fair competition*

We observe the principles of free and fair competition. This includes complying with all applicable antitrust regulations, rules of competition, and other laws and international regulations. We compete solely by virtue of the quality, innovation, and price of our products. Under no circumstances do we gain an unfair competitive advantage or restrict competition through any form of improper conduct.

### 2.3.3 *Combating corruption*

We do not practice or tolerate any form of corruption or serious misconduct. In particular, active bestowing of benefits and bribery as well as passive acceptance of benefits and bribery are strictly prohibited. We cannot be bought, nor do we buy favors from our business partners. We do not grant or accept any unlawful, unauthorized privileges.

### 2.3.4 *Anti-money laundering*

We have appropriate organizational measures in place to prevent money laundering in our company.

## 2.4 Transparency

### 2.4.1 *Conflict of interests*

We make decisions relating to business activities with our business partners purely on the basis of objective criteria. There are no conflicts of interest with personal, business, or other activities, including those involving family members or other closely associated persons. We make sure that the interests of our company and our employees do not conflict with the interests of our customers. Should, despite our best efforts, conflicts of interest arise, we will disclose these.

### 2.4.2 *Identifying concerns*

We encourage employees to report in confidence any concerns, complaints, or potentially unlawful activities in the workplace or in the context of business activities without threat of reprisal, intimidation, or harassment, and provide them with appropriate means to do so. We investigate such reports and take corrective action as and when required.

#### 2.4.3 *Processes and compliance*

We ensure that our employees are informed about and comply with the contents of this policy statement and the resulting requirements. The same applies to the corresponding guidelines for business partners.

#### 2.4.4 *Monitoring and obligation to provide evidence*

We appropriately document our compliance with the above-mentioned guiding principles and standards, and report on this within the framework of the legal requirements.

#### 2.4.5 *Compliance Officer/contact details in the event of non-compliance*

We have appointed a Compliance Officer. If any of our employees or business partners encounter a potential violation of the applicable regulations or of the contents of this policy statement in their work with Richard Wolf, we request that they contact our Compliance Officer at the following address:

[compliance@richard-wolf.com](mailto:compliance@richard-wolf.com)

We guarantee confidentiality when dealing with anonymous or non-anonymous information.

#### 2.4.6 *Supply chain*

We communicate our guiding principles and standards to our business partners through similar policy agreements or will enter into equivalent agreements with them. This is intended to ensure compliance with these guiding principles and standards along the supply chain and to continuously improve the associated processes, including those of our business partners' subcontractors.

#### 2.4.7 *Import and export regulations*

When conducting global business activities, we ensure compliance with applicable laws and regulations governing the import and export of goods, services, and information, as well as the fight against international terrorism.

### 2.5 **Reliability**

#### 2.5.1 *Product safety*

We develop, produce, and market our products according to the highest standards in terms of quality, customer satisfaction, and patient safety. In doing so, we consistently implement all statutory quality assurance requirements. If, however, there are any issues, we ensure that they are addressed comprehensively and as quickly as possible.

#### 2.5.2 *Compliance with legal regulations*

We fulfill our social responsibility in all our corporate activities. In all business transactions and decisions, we comply with the applicable laws and other relevant regulations of the countries in which we operate. We strictly reject any kind of illegal behavior and consistently take action against any violations.

#### 2.5.3 *Data protection and confidentiality*

We take care to comply with all applicable laws governing the protection of personal data (in particular of employees and business partners), as well as any further obligations arising from confidentiality agreements. We protect the commercial secrets of our business partners. Likewise, we require our business partners to maintain confidentiality when we disclose our commercial secrets to them.

#### 2.5.4 *Intellectual property*

We protect our intellectual property and respect the intellectual property of others. This includes, for example, development results, drawings, patents, trademarks and other industrial property rights, copyrights, designs, commercial secrets, samples, models, and other forms of expertise.

## 2.6 **Perfection in quality**

#### 2.6.1 *Quality of products and processes*

We relentlessly strive to enhance the quality of our products and the processes by which they are developed in order to fulfill our responsibility to users and patients and to ensure optimal patient care.

## 2.7 **Environmental awareness**

#### 2.7.1 *Environmental protection requirements*

We operate as sustainably as possible. We consider the legal requirements for environmental protection as a minimum standard and urge our employees and business partners to go beyond these minimum requirements. We view our work in terms of the contribution it makes to present and future generations.

#### 2.7.2 *Saving resources*

We strive to continuously optimize or reduce our consumption of energy, water, and non-renewable resources.

#### 2.7.3 *Avoiding the use of critical substances*

To protect life on land and underwater (biodiversity), we opt for environmentally friendly materials wherever possible and always in accordance with regulatory requirements.

#### 2.7.4 *Reducing waste*

We minimize waste and promote the circular economy by, for example, developing, manufacturing, or using recyclable products and packaging, and by enabling recyclable materials to be returned for recycling.

#### 2.7.5 *Reducing greenhouse gas emissions*

We are committed to effectively reducing carbon emissions resulting from our business activities.

#### 2.7.6 *Material compliance*

We ensure compliance with all relevant, applicable legislation and other regulations governing substance prohibitions and restrictions and also ensure continuous adherence to accompanying obligations.



**Jürgen Pfab**  
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CEO



**Jürgen Steinbeck**