

An aerial photograph of a small town in a rural, arid landscape. The town is centered in the lower half of the image, with a main road running through it. The surrounding area is dry and brown, with scattered trees and small buildings. In the background, there are rolling hills and a clear blue sky with scattered white clouds. The overall scene is bright and sunny.

AUSTRALIA Corporate Responsibility Impact Report 2020

Reporting on 2019

A message from our Managing Director.

It is my pleasure to share Medline's first Corporate Responsibility Impact Report for our Australian operations.

Whilst the reporting period reflected is for Medline's financial year, 1 January 2019 to 31 December 2019, more recently we have experienced global events that have profoundly changed the world we live in. As a global pandemic, COVID19 highlights the fragility of the world as its impact continues to unfold throughout 2020 and into the years ahead. Likewise, the international protests against inequality and exclusion have emphasised the need for us all to work harder to combat social injustice issues. Never before has it been more important for Medline to continue to perform as an ethical and socially responsible company.

As a global provider of medical supplies and solutions, Medline is acutely aware of the crucial role we play in supporting our healthcare professionals. It is with their tireless dedication we are all able to enjoy the protection our healthcare network provides.

Medline is dedicated to supporting this healthcare system in providing the best patient outcomes possible. We understand every patient has a precious life with a unique story of their own.

Holistically, we also understand that our environment, both socially and environmentally, impacts our way of life and the sustainability of our world for generations to come.

In Australia, we are fortunate to live in an idyllic landscape, full of cultural diversity and natural beauty. Caring for our people and our planet is intrinsic to Medline. This ethos is underpinned by our Company Values, supported by the United Nations "17 Sustainable Development Goals" and reflected in the activities of our Corporate Social Responsibility Committee which was formed in 2018.

The following Impact Report details various activities that were initiated through direct feedback from our people and where they most wanted to target our collective support:

- » Environmental sustainability
- » Supporting the vulnerable and under-privileged
- » Health & wellbeing

In addition, our employees are compassionate and have a deep desire to help in times of unforeseen crisis, as experienced in the unprecedented bushfires throughout Australia towards the end of 2019.

I am proud of our collective achievements in 2019. However, we have much work to do to continue to ensure our efforts continue to embed our CSR initiatives into our strategic focus in the future.



Alex Thompson
Managing Director

A blue ink handwritten signature that reads "Alex".

**Medline
globally.**

Global Industry Standards.

We adhere to the following industry standards:

- Conventions and guidelines of the International Labour Organisation (ILO)
- Recognised international social compliance standards: Social Accountability 8000, Ethical Trade Initiative
- Base Code, WRAP
- The United Nations Universal Declaration of Human Rights
- ISO 14001 (granted in 2004 for 7 of our global companies)
- Supplier Code of Conduct

Medline locations worldwide



Founded in 1910, A.L. Mills opened a Chicago garment factory making aprons for the stock yards. In 2019, Medline Industries, Inc. now stands as a fourth generation, largest privately held manufacturer and distributor of medical supplies in the US. Globally, employing more than 20,000 people and transacting in more than 90 countries, we are uniquely positioned to provide products, education and support across the continuum of care. Our global footprint spans North America, Europe and Asia Pacific.

Bringing Our Values to Life.

We are globally committed to help improve the quality of healthcare and this extends to the communities in which we live and do business. Medline is proud to be a member of the United Nations Global Compact and is committed to the 10 Principles as well as the UN 17 Sustainable Development Goals (SDGs) to transform our world.



17 GOALS TO TRANSFORM OUR WORLD

The 2030 Agenda for Sustainable Development, adopted by all United Nations Member States in 2015, provides a shared blueprint for peace and prosperity for people and the planet, now and into the future. At its heart are the 17 Sustainable Development Goals (SDGs), which are a call for action by all countries – poor, rich and middle-income – to promote prosperity while protecting the planet. They recognise that ending poverty must go hand-in-hand with strategies that build economic growth and address a range of social needs including education, health, social protection, and job opportunities, while tackling climate change and environmental protection.

www.un.org/sustainabledevelopment

Australia at a glance.

Since Medline established a presence in Australia in 2011, we have expanded our workforce to 300+ employees nationwide, with a purpose-built head office, manufacturing, and supply chain facility in Sydney. We have distribution centres in Melbourne, Brisbane, Perth and Tasmania as well as a local distribution service in the Northern Territory; Territory Surgical Supplies (TSS). We also sell product into New Zealand.

Medline Australia offers a customer-valued delivery service called MedTrans. Starting out with our first MedTrans truck in 2016, we have now grown to a fleet of 6 Medline branded delivery trucks. Our drivers are Medline employees, and are an extension of our customer support, gaining a firsthand understanding of customer supply requirements, and enabling us to be more adaptive and responsive to customer needs. We are proud to say our MedTrans service delivers yearly over 350,000 cartons of Medline products across all states, and growing!



Local Industry Standards.

We strive to meet high standards in all we do, with an unwavering commitment to constant improvement for our customers, our community and our environment.

Whilst Medline adheres to all prevailing legislative and regulatory requirements, we also actively seek compliance with, and or implement policy towards, socially responsible standards including:

- ISO9001
- WRAP
- Equal Employment Opportunities
- Ethical Customer Interaction Policy
- Medline Code of Conduct
- Supplier Code of Conduct
- Responsible Supply Chain

Why we Choose WRAP.

INDEPENDENT	WRAP is an independent, objective, non-profit team of global social compliance experts dedicated to promoting safe, lawful, humane and ethical manufacturing around the world through certification and education
GLOBAL	WRAP is the world's largest independent social compliance certification programme for the apparel industry. To date, over 2,400 factories employing more than 2 million workers in more than 40 countries are WRAP certified.
TRUSTED	The WRAP certificate is a recognised symbol of high social and ethical standards. Medline's customers, employees and the public at large can trust that all 12 WRAP Principles are respected in a certified facility.



Medline recognises the importance of actively monitoring and promoting labour and human rights in our supply chain. Enhancing the quality of people's lives is part of our mission and we believe this extends to those involved in the manufacture of our products.



Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all

Medline recognises the social (labour and human rights), environmental and economic impacts of the various upstream and downstream activities associated with the manufacture, transportation and distribution of its products. Medline is committed to ensuring that throughout our entire supply chain, we ensure that our suppliers and partners are compliant and up to date with evolving legislation and best practices and that our relationships reflect our corporate responsibility ethos.

Mission Statement.

To provide quality medical products with superior value to healthcare providers and end users, improve patient care and enhance the quality of people's lives.

Our Vision.

To lead our industry with the most cost-effective products and valuable clinical solutions for care-providers and those they serve, while improving quality and effectiveness in every area of our operation.

Our Values.



Integrity



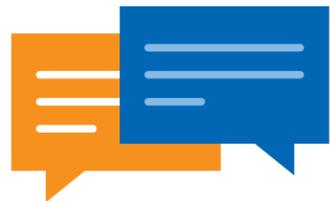
Customer Focused



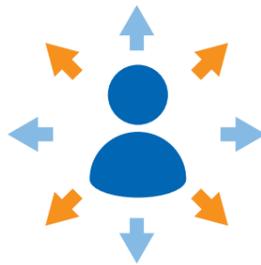
Care for Co-Workers



Constant Improvement



Open Two-Way Communication



Leadership by Example

Ensure Healthy Lives and Promote Well-being For All at All Ages.

At Medline we take employee wellbeing seriously. Our employees are our business, they are the heart of our success. We are proud to provide a safe, rewarding environment recognising the importance of diversity, inclusion and recognition. Employees are supported with education and opportunities to help manage their mental and physical wellbeing including education sessions, fitness/mindfulness sessions on site, Wellbeing Walk-in Clinics to address personal and professional, mental and physical needs. Additionally we provide an Employee Assistance Program for employees and their families, and provide educational support for personal financial health.

Medline employees are provided with many opportunities to drive and participate in social, environmental and community based activities, which are supported financially and emotionally by our leadership. Our human resources team support employees across all states of Australia providing working conditions above market standard to assist in attraction and retention of our valued talent.

Our People.



Ensure healthy lives and promote well-being for all at all ages



Town Hall meeting

Promoting Employee Diversity, Inclusion and Equal Opportunity.

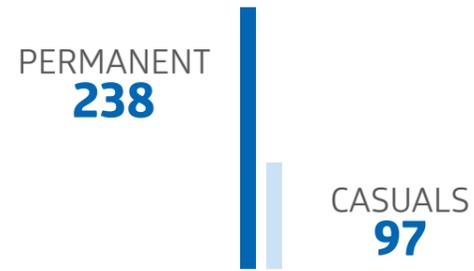
Medline's decisions about recruitment, hiring, promotion, compensation, employee development and all other working conditions are taken without regard for race, religious beliefs, gender, sexual orientation, marital status, physical and mental disability, age, ancestry and place of origin. All positions are advertised, with our internal applicants given precedence over any external applicants. We pride ourselves on our National Privacy Standard adherence and Care for Coworkers. Promoting Diversity also means celebrating through Harmony Day and sharing of national customs and dishes.



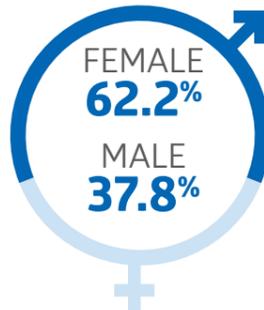
Achieve gender equality and empower all women and girls



WORKFORCE at December 2019



DIVERSITY



Learning & Development.

Medline Australia has a focus on learning and development and encourages our team's continued growth with targeted learning opportunities, both professionally and holistically.

We have also implemented Lunch & Learn sessions to support our busy environment – providing flexible learning options and providing follow up to imbed learning.



Reward and Recognition.

Employee performance excellence and development is underpinned by the clarity they have in understanding the purpose of their role in alignment with the organisational strategy. Rewarding and recognising those that go above and beyond is part of our culture. Medline provide peer nominated and leadership selected awards, service recognition, team awards and individual excellence recognition. Flexible work practices also acknowledge and reward effort serving as benefit and reward. In addition, Medline has a culture of support and care for coworkers recognising birthdays and significant life events that impact the employees overall happiness and subsequent ability to perform.

Corporate Social Responsibility Committee (CSR).



The Medline Australia CSR Committee comprises 10 volunteer committee members from across the business. With feedback from a national employee survey, three key pillars have been established reflecting what is most important to our people:

- **Environmental Sustainability**
- **Supporting the Vulnerable and Under-privileged**
- **Health and Well-being**

In addition, the committee endeavors to respond with speed and compassion to unforeseen national and international emergencies as may arise from time to time.

Emergency Bushfire Appeal

Record breaking temperatures and months of severe drought fuelled unprecedented bushfires across Australia, most severely along the East Coast of New South Wales and Victoria and into South Australia.

In November 2019, our own **Julie Allnutt, Inventory & Warehouse Supervisor**, said:

“Of course everyone has heard the news for the last 2 years of how our farmers are struggling and now topping it off these bushfires, water restrictions and utter devastation for Australia as a whole. I want to do more. I want us as Medline and its’ employees to do what we can to help”

This call to action initiated the launch of our Emergency Bushfire Appeal.

Activities included:

Weekly staff raffles in the weeks leading up to the festive holidays, collectively raising \$12,500 for the Rural Fire Service Emergency Appeal.

Offered humanitarian charities at the front line, product helpful in community refuge situations where people were sleeping in a community centre or local town hall and needed access to basic toiletries etc.



We received requests from a variety of customers and sources wanting to help wildlife groups, looking for product to help in the treatment of burnt and rescued animals. With collaboration across all departments, we quickly put together donations and distributed where help was most urgent.

Several blood donation centres were forced to close in fire affected areas. The Red Cross estimates approximately half of all Australian donations come from NSW and Victoria so it was important to be vigilant in continuing our campaign for regular blood and plasma donations.



Environmental Sustainability.

Our purpose-built facility in Marsden Park, Western Sydney was completed in October 2017. It was designed and build with sustainability as a core consideration, and includes solar power, water recycling tanks, recycling of cardboard, plastic waste, wooden pallets and skids in our warehouse, as well as a ‘green policy’ in our kitchens.



Energy Efficiency

All solar power generated is used on site. During 2019 our roof mounted solar panels generated 137 MWh of electricity; 11.2% of the total usage. The solar generated electricity avoided 96 tonnes of Co2 emissions. All lighting throughout the office uses energy efficient lighting, and illuminates on movement reducing the time lights are in use and prolonging the life span of lighting. Lighting and air conditioning throughout the facility also operates according to set time frames.

Water Recycling

The rainwater captured is used for toilet flushing and drip irrigation. With 2019 being a particularly dry year, we still managed to harvest approximately 27% of our total water usage.

Cardboard Recycling

Approximately 2000 kg of cardboard was baled and recycled weekly, equating to approximately 24 tonnes over 12 months.

‘Green’ Offices and Kitchens

In January 2019, we provided every employee with a ‘green’ meal set which comprised:

- Insulated lunch bag
- Metal drink bottle
- Stainless steel cutlery set
- Coffee keep-cup

This negated the use of disposable tableware in our kitchens. All paper towels were responsibly sourced from FSC approved suppliers.

Cans and bottles were recycled through the NSW Return and Earn Scheme, and all proceeds donated to charity including Bottles For The Bush which helps support our farmers and rural communities in need.

We encourage paperless offices where possible, but should photocopier paper be required, we source from companies supporting Indigenous business and communities.



Make cities and human settlements inclusive, safe, resilient

Sustainability in our Supply Chain.

By 2020, promote the implementation of sustainable management of all types of forests, halt deforestation, restore degraded forests and substantially increase afforestation and reforestation globally.

Ensure sustainable consumption and production patterns



One Container, One Tree.

To help mitigate our environmental impact, in 2019 Medline launched our "One Container, One Tree" initiative. For every container imported and exported by Medline AU, we pledge to plant one tree in an Australian forest to support local reforestation efforts.

Medline has partnered with a local NFP environmental organisation, GreenFleet, to plant biodiverse forests across ANZ. These forests are protected by up to 100 years to ensure long term success and sustainability.

Greenfleet is passionate about planting native forests across Australia and New Zealand to absorb carbon emissions and help fight climate change. As at the end of 2019, Greenfleet has facilitated the planting of over 9.2 million trees to protect our climate, improve soil and water quality, and restore biodiverse ecosystems which provide vital habitat for koalas, wallabies, native birds, and many endangered species.

The impact of Medline support in 2019 YTD

- 875 trees planted
- 235 tonnes of emissions offset



Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss



Supporting individual employee volunteer efforts.

UNICEF and global partners define an orphan as a child under 18 years of age who has lost one or both parents to any cause of death. By this definition, there were nearly 140 million orphans globally in 2015.

www.unicef.org/media/orphans

Murphy Obazee – Despatch Team Leader, Medline ANZ reached out to the Executive Leadership Team and CSR Committee asking:

"140 million – that's the number of children worldwide living without one or both parents to give them a home, safety and most importantly love. That's 140 million reasons to help. Children are more vulnerable to exploitation, abuse, violence, malnutrition and abandonment than any other group. Trapped in broken economies, children are forced into impossible situations.

For a number of years I have been sending new and used goods such as; toys, clothing, books, white goods, furniture, and anything in reasonable condition to Africa to aid others, which is where I was born and raised. I understand that others are less fortunate than myself, hence why I am reaching out to the rest of Medline to see if others have anything they would like to contribute.

I visit a number of orphanages as well as those less fortunate. I spend time with the children and deliver the goods myself. This is non-profitable and is purely done out of the goodness of my heart. I ask for nothing in return, other than being kept in their prayers."

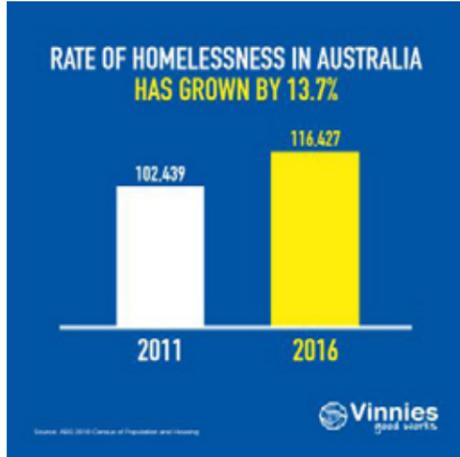
We were happy to support and help facilitate Murphy's request. The entire Medline Australia community were generous in donating clothing, bedding, toys, books and educational equipment which Murphy distributed in January 2019.



Supporting the vulnerable and under-privileged

End poverty in all its forms everywhere





Vinnies Community Sleepout for Homelessness.

The most recent Census and Australian Bureau of Statistics estimated that on any given night 116,000 people were experiencing homelessness in Australia. Sadly, this figure continues to rise.

A Medline team of 7 volunteers pledged to join the Vinnies Western Sydney Community Sleepout on Friday 30th September, and sleep 'rough' for the night to help raise awareness and vital funds. With the passionate support of our wonderful employees, we were able to raise \$7,500 through donations and a sausage-sizzle fund raiser.

Birthing Kit Foundation Australia.

Infection (such as sepsis) acquired during or directly after childbirth, is one of the leading (third most likely) causes of newborn and maternal death. Good hygiene is critical in eliminating infection during and after childbirth. By providing a clean birthing kit, mothers giving birth at home or with limited medical support have the resources to reduce infection.

Birthing Kits are an internationally accepted intervention to support a clean birth. Each item in the BKFA birthing kit works to reduce infections at key high-risk moments of care during labour, birth and immediately post-birth for the mother, newborn and birth attendant.

Medline is honoured to partner with Birthing Kits Foundation Australia by donating 54 pallets of gauze (240,000 pads), equating to one year's supply, filling 240,000 birthing kits. We also held 2 Assembly Days, putting together a total of 400 birthing kits.



Carousel Media, for Birthing Kit Foundation Australia



'An estimated 303,000 women around the world died due to complications of pregnancy and childbirth in 2015. Almost all of these deaths occurred in low- and middle-income countries, and almost two thirds of those were in sub-Saharan Africa. These deaths are preventable with appropriate management and care.'

<https://sdgs.un.org/goals/goal3>

The Smith Family Christmas Appeal.

Christmas can be a time of joy, a time to celebrate love for one another, and a time of sharing gifts. The Smith Family's Toy & Book Appeal is an opportunity to help bring a smile to a disadvantaged child's face at Christmas. Sadly, thousands of Australian kids go without receiving a gift during this holiday season simply because their families can't afford it.

This year, The Smith Family aimed to deliver over 75,000 new toys and 50,000 new books to children in need around Australia, allowing them to feel a sense of belonging and help them acquire the skills and knowledge they need to build a better future.

Medline employees from all across Australia generously donated gifts which were then taken in 'Santa's sleigh' to the local distribution centres.



- The probability of dying from any of the four main non-communicable diseases – cardiovascular diseases, cancers, chronic respiratory diseases and diabetes – between the ages of 30 and 70 was 18 per cent in 2016. The risk remains markedly higher for men globally, at 21.6 per cent, compared with 15 per cent for women.
- Progress has been made in reducing the global suicide rate (from 12.9 per 100,000 in 2000 to 10.6 per 100,000 in 2016). However, suicide remains the second-highest cause of death among people aged 15 to 29 globally, with 79 per cent of suicides found in low- and middle-income countries in 2016.

<https://sustainabledevelopment.un.org/sdg3>

Red Cross Blood Drive.

**1 IN 3 AUSTRALIANS WILL NEED BLOOD
EVERY BLOOD DONATION CAN HELP SAVE THREE LIVES**

The Australian Red Cross Blood Service is a division of the Australian Red Cross. People of all walks of life need blood products. Some need it to get them through a serious event in their lives, like cancer or a difficult pregnancy. Others have medical conditions which mean they need blood products regularly to stay alive or be healthy. It is estimated 1 in 3 Australians will need blood at some point during their life time.

Medline employees began donating blood and plasma towards the end of 2018 through a program to facilitate regular group donations.



Health & Wellbeing



Our goal was to help save 500 lives by the end of 2019 and we are glad to report the final total as at 31st December 2019 was 507!



November.

Movember began in Melbourne, Australia in 2003 when 2 mates wondered if they could bring back the moustache, which had all but disappeared from fashion trends at the time, and raise some money for men's health. They recruited 30 volunteers.

In 2019, Movember has become a global phenomenon raising awareness for men's health across Prostate Cancer, Testicular Cancer, Mental Health and Suicide Prevention.

Throughout the month of November Medline Human Resources and our CSR Committee collaborated to facilitate various activities highlighting and supporting Men's health. These included a 'MoBro' competition, awareness Lunch and Learns, on-site Walk-In Clinics with health professionals, Pilates classes and walking groups.



Cancer Research and Support.

Medline actively participates in cancer research and awareness events throughout the year, including Australia's Biggest Morning Tea, Breast Cancer Awareness Month and the 7 Bridges Walk.

Breast Cancer Awareness Month is supported by Medline globally. In Australia we host an annual Pink Day inviting employees to wear 'pink' to work and are provided with information on prevention and early detection. This year, one of our own Medline breast cancer survivors gave a positive and informative presentation on her personal journey.







Medline International Two Australia Pty Ltd
2 Fairview Place, Marsden Park NSW 2765
1800 110 511
medline.com.au