

A close-up, profile view of a young woman with blonde hair tied back, looking down at a document. She is wearing a purple button-down shirt. The document she is looking at has several orange circles on it. The background is blurred, showing what appears to be a window with a view of a city.

SUPPLIER CODE OF CONDUCT



Pihlajalinna

Pihlajalinna's mission is to help people to live a better life. We offer high-quality social, health and wellbeing services at our private clinics, hospitals, dental clinics, fitness centres and residential care services across Finland. Pihlajalinna's share is listed on the main list of Nasdaq Helsinki, and we pay all our taxes in Finland.

Our values - ethics, energy, open-mindedness - lay the foundations for what we do every day. In addition, our operations are guided by Pihlajalinna's Code of Conduct, which applies to all Pihlajalinna professionals. We are committed to acting responsibly, ethically and in accordance with the rules. We must ensure that our supply chain partners also follow the same principles in their operations. The Pihlajalinna Supplier Code of Conduct describes the principles that Pihlajalinna requires its suppliers to follow, in addition to legislation and other regulations.

LEGISLATION AND HUMAN RIGHTS

Compliance with legislation

The Supplier must comply with the applicable legislation, regulations of the authorities and applicable national and international agreements and contracts.

Respecting human rights

The Supplier must respect the human rights defined in the United Nations (UN) Declaration on Human Rights and the standards on workers' rights defined in the International Labour Organisation's (ILO) Conventions.

Prohibition against child labour

Use of child labour is strictly prohibited. For employees under the age of 18, the Supplier must ensure that the employment relationship does not endanger the employees' safety, development or schooling.

Prohibition against forced labour

Forced labour is prohibited in all its forms. The Supplier shall not restrict any employee's freedom to terminate their employment in accordance with applicable legislation.

ENVIRONMENT

Environmental impact management

The Supplier must comply with applicable environmental legislation and standards in their operations. The Supplier must identify the key environmental impacts of their operations at all their sites, prevent the adverse environmental impacts of their operations and develop environmental impact management to reduce and minimise negative environmental impacts. The Supplier must strive to reduce greenhouse gas emissions resulting from the Supplier's operations.

CUSTOMER HEALTH AND SAFETY

Safety of products and services

Ensuring the health and safety of our customers is one of Pihlajalinna's top priorities. The Supplier must ensure that the products and services they deliver are safe for people and the environment. The Supplier must ensure that the products and services meet the quality and safety criteria defined in legislation, contracts and agreements.

Patient safety

Each supplier involved in patient work must, through their own actions, ensure the safety and quality of care or service in all situations. In patient work, the Supplier must proactively work to reduce the risks associated with care or treatment and to reduce any potential inconvenience that care or treatment may cause the patient. The Supplier must comply with patient safety rules, instructions from authorities and contractual terms and conditions in the Supplier's operations. In addition, services produced at Pihlajalinna's premises must comply with Pihlajalinna's operating instructions. The Supplier must ensure that their services are provided to Pihlajalinna only by persons with the professional qualifications required for the task. The Supplier must take care of maintaining and developing the competence and professional skills of their employees.

Data protection and information security

The Supplier must respect privacy and comply with applicable legislation on the collection, processing and storage of personal data. The Supplier must process any data or information concerning Pihlajalinna customers or personnel confidentially and securely.

EMPLOYEE RIGHTS**Freedom of association for employees**

The Supplier is obligated to respect the freedom of association of their employees and the right to collective bargaining in accordance with the legislation applicable to the employment relationship.

Employment relationship

Each employee has the right to a written employment contract which describes the content, terms and conditions of the employment relationship in a language that the employee understands. The Supplier must ensure that the remuneration of employees complies with the applicable provisions on minimum wages, overtime compensation, obligatory insurance and benefits. The Supplier must respect the applicable regulations related to working hours.

Occupational health and safety

The Supplier must provide their employees with a healthy and safe working environment and comply with the regulations related to occupational health and safety. The Supplier must undertake to promote the health and safety of their employees by aiming to prevent work-related illnesses and accidents. Workers must be provided with appropriate training, instruction and protective equipment as part of occupational health and safety risk management.

Prohibition of discrimination and harassment

The Supplier must commit to the equal treatment of their employees. The Supplier's employees or applicants cannot be discriminated against based on ethnic background, age, gender, sexual orientation, religion or any other such factors. We do not tolerate inappropriate behaviour, sexual harassment or any other kind of harassment, such as bullying, intimidation or threats. We also do not condone violence in any shape or form.

ETHICAL BUSINESS**Prevention of corruption and bribery**

We do not condone corruption in any shape or form. The Supplier cannot seek to promote their business or influence business decisions by criminal or other inappropriate means, such as by giving, offering, promising or accepting bribes or other unlawful benefits.

Gifts and hospitality

Appropriate business gifts and hospitality are reasonable and incidental in value. The Supplier cannot seek to influence business decisions by giving, offering or promising gifts, hospitality or other unearned personal benefits to any Pihlajalinna employees.

Fair competition

The Supplier must commit to fair competition in accordance with the competition legislation of the country in which they operate. The Supplier shall not engage in cartels or enter into other unlawful anti-competitive arrangements. The Supplier must follow the terms, conditions and instructions of fair competition described in Pihlajalinna's invitation to tender.

Conflicts of interest

The Supplier must avoid apparent conflicts of interest. The Supplier is obligated to notify Pihlajalinna of any conflicts of interest that the Supplier identifies.

Confidential information

The Supplier must protect the confidential information related to Pihlajalinna's business, customers or other stakeholders and ensure that confidential information is stored safely. Persons who have received confidential information from Pihlajalinna may not disclose the confidential information to others without a legal basis or a cause required by the cooperation between Pihlajalinna and the Supplier.

MONITORING**Reporting infringement of principles**

The Supplier must, without delay, notify Pihlajalinna of any activities or operations that infringe on Pihlajalinna's Supplier Code of Conduct either in the Supplier's own activities and operations or in the Supplier's supply chain. The notification can be submitted to

- the Supplier's contact person at Pihlajalinna,
- Pihlajalinna's legal department or
- anonymously through Pihlajalinna's Whistleblowing reporting channel.

Sanctions for infringement of principles

If it is found that the Supplier does not comply with or has violated this Supplier Code of Conduct, the Supplier is obligated to take corrective measures within a period that is agreed upon with Pihlajalinna.

If the Supplier does not take corrective measures within the agreed upon timeframe, Pihlajalinna has the right to take measures regarding the business relationship between Pihlajalinna and the Supplier. If the violations related to the Supplier Code of Conduct are repeated or serious, Pihlajalinna has the right to immediately terminate the business relationship with the Supplier on the grounds of breach of agreement.

