

Third-Party Code of Conduct

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1. INTRODUCTION

For over two decades, HealthOne has been a leader in healthcare sales dedicated to empowering our commercial partners with the knowledge, resources, and support they need to thrive in the dynamic healthcare industry. With our expertise and unwavering commitment to excellence, we have established a strong legacy of transforming the way companies engage with healthcare professionals and drive meaningful outcomes.

HealthOne is driven by a firm commitment to ethical and professional standards, as well as compliance with laws, regulations, and internal policies. Our core values are at the heart of everything we do:

Insights Driven: We deeply understand the needs and trends, ensuring that our decisions and recommendations are founded on relevant experience, research, evidence, and benchmarking.

Mutual Trust: Respect is the foundation of our interactions with each other, commercial partners, customers, and suppliers. We encourage open and honest exchange of ideas without fear of retribution, building an environment where we can rely on each other to deliver on expectations.

Performance: Excellence is our standard. We strive to deliver on time and on budget, always seeking opportunities to go above and beyond in every aspect of our work.

Accountability: We take personal responsibility for every task we undertake, taking ownership of the quality and outcomes we produce. Our commitment to accountability ensures that we deliver with integrity and dedication.

Commitment to Partners: We are dedicated to fulfilling our commitments. Our actions consistently demonstrate our wholehearted dedication to the needs of our commercial partners, customers, and colleagues.

Teamwork: Collaboration is key to our success. We work openly and collectively, maximizing the diverse skill sets of all team members to achieve common goals. We celebrate the contributions of each team member, acknowledging that together, we achieve greater outcomes.

At HealthOne, we embrace these core values to foster a culture of excellence, trust, and collaboration, making a positive impact on the individuals and communities we serve.

HealthOne's Third Party Code of Conduct ("Code") outlines the minimum standard of integrity and business conduct expected from the Third Parties with whom we engage in business. We hold Third Parties accountable to maintain the same levels of integrity and business conduct among their Personnel and any external individuals engaged to provide services for or with HealthOne.

While this Code establishes important principles, we acknowledge that it cannot cover every specific situation Third Parties may encounter. Therefore, it is crucial for Third Parties to exercise good judgment and seek guidance regarding proper business conduct when faced with unique circumstances. We encourage Third Parties to seek additional support and advice from designated individuals within HealthOne responsible for their services for or with HealthOne.

At HealthOne, we believe that upholding high standards of integrity and ethical conduct is a shared responsibility, fostering a culture of trust and accountability among all our business partners and collaborators.

1.1 Definitions

In this Code, "Third Party/Third Parties" refer to entities (including their Personnel*) or individuals who are sub-contracted to work for or with HealthOne, who provide goods or services to HealthOne, or who are commercial partners that we engage in business relationships and engagements. These Third Parties play an integral role in supporting our mission and values.

*Personnel includes employees or subcontractors of the Third Parties.

By providing this comprehensive definition, we aim to establish a clear understanding of the individuals and entities covered under this Code, fostering responsible conduct and ethical practices throughout all our business interactions.

1.2 Raising concerns

Our standard

HealthOne is committed to addressing potential violations and protecting its partners and employees against retaliation for reporting concerns in good faith.

How this applies to Third Parties

HealthOne expects Third Parties to report in good faith any concerns that may arise in connection with HealthOne's business (including the provision of goods or services to HealthOne) and potential violations of this Code, laws, regulations or ethical or professional standards.

Third Parties are encouraged to use any of the following channels to raise concerns related to this Code:

- With the designated personnel responsible for the Third Party's services for or with HealthOne
- Through appropriate communication channels within HealthOne
- By informing their personnel that they will be protected from retaliation when raising a concern in good faith

HealthOne diligently reviews and investigates all reported concerns and will take appropriate actions in accordance with the circumstances. Should any issues arise, HealthOne will work collaboratively with Third Parties to manage and conduct thorough investigations to ensure the maintenance of ethical and compliant business practices.

1.3 Compliance with this code, laws, and regulations

Third Parties shall comply with applicable local and international laws and regulations and are expected to comply within this Code. To the extent any applicable law or regulation is more restrictive than this Code, such law or regulation shall govern.

HealthOne expects Third Parties to implement policies, procedures, and training, as deemed necessary by the Third Party, to comply with this Code.

1.4 Due diligence and monitoring

Our standard

At HealthOne, we are deeply committed to upholding the highest ethical standards and ensuring regulatory compliance. Monitoring and enforcing adherence to our internal policies and standards are key drivers of our continued success.

How this applies to Third Parties

At HealthOne, we place great importance on the ethical conduct of our Third Parties. We expect all external partners to adhere to the principles outlined in this Code of Conduct. To ensure that our business relationships are founded on integrity, HealthOne conducts risk-based due diligence on Third Parties when appropriate. We request complete and accurate information from Third Parties during this process to facilitate our assessments effectively.

Should a Third-Party breach this Code, we are committed to taking appropriate action. Depending on the severity and nature of the breach, HealthOne may require the offending Third Party to implement a remediation plan to address the issues promptly. In certain circumstances, where breaches are severe or repetitive, we retain the right to suspend or terminate our relationship with the Third Party. Our unwavering commitment to ethical standards and regulatory compliance drives these measures, as we firmly believe that upholding these values is fundamental to our success and the well-being of our stakeholders.

2. BUILD TRUST IN HOW WE DO BUSINESS

2.1 Independence

Our standard

At HealthOne, we operate within a regulated profession and uphold a strong commitment to complying with all relevant laws, local and international standards, and obligations that govern our independence concerning clients. We take proactive measures to identify and address any situations that could compromise, or even appear to compromise, our objectivity. The principles of integrity and objectivity are foundational to all our professional services, and maintaining independence is integral to ensuring compliance with these principles when dealing with our valued clients.

HealthOne defines independence as the state of being free from any interests or relationships that might impair, or be perceived to impair, our objectivity while delivering services. This stringent adherence to independence ensures that our actions and decisions are driven solely by the best interests of our clients and the ethical standards we hold ourselves to.

How this applies to Third Parties

For Third Parties engaging with HealthOne, there may be instances where they must also comply with specific independence obligations, depending on the nature of their relationship with us. This includes Third Parties providing support for HealthOne's professional services and those collaborating with us in the marketplace. We take the responsibility of advising these Third Parties of their relevant obligations seriously, fostering a collaborative environment built on ethical conduct.

When requested by HealthOne, Third Parties are expected to fully comply with the independence obligations outlined in our Code of Conduct. Moreover, they are required to ensure that their Personnel are aware of and equally committed to upholding these independence requirements when interacting with HealthOne. This shared commitment to independence strengthens the trust we build with our clients and reinforces our dedication to maintaining the highest ethical standards in the profession.

2.2 Conflicts of interested and sensitive situations

Our standard

At HealthOne, we are firmly committed to upholding the highest ethical standards by identifying and proactively addressing both real and potential conflicts of interests and sensitive situations that may arise during our business activities. Before accepting, commencing, or continuing any

services, we conduct thorough assessments to ensure that our objectivity remains uncompromised.

HealthOne defines conflicts of interests as circumstances that could cast doubt on our ability to act with complete objectivity when providing services or engaging in business-related activities. Our priority is to safeguard the interests of our clients and stakeholders and avoid any situations that could compromise the impartiality and fairness of our actions.

Sensitive situations, as defined by HealthOne, encompass circumstances that have the potential to create serious commercial, reputational, or client relationship issues. Our approach to handling such situations is characterised by utmost diligence, aiming to protect the interests of all parties involved.

How this applies to Third Parties

HealthOne extends its commitment to ethical conduct to all Third Parties collaborating with us. We expect Third Parties to adhere to the same stringent standards concerning conflicts of interests and sensitive situations.

If a Third Party becomes aware of any actual or potential conflict of interest or encounters a sensitive situation that may impact its work with or for HealthOne, it is imperative to notify us promptly. This timely notification allows us to collaboratively assess the situation and determine the most appropriate course of action.

Depending on the nature of the conflict or sensitive situation, Third Parties may be required to put in place suitable measures to manage and address the issue effectively. This collaborative approach ensures that all parties involved maintain the highest level of integrity and uphold ethical practices throughout our business engagements. Transparency and cooperation in handling conflicts of interests and sensitive situations foster a trustworthy and ethical business environment, reinforcing our commitment to delivering exceptional service to our clients while protecting the reputation and interests of all stakeholders.

2.3 Competing Fairly

Our standard

HealthOne places a strong emphasis on fair competition and maintains a zero-tolerance policy towards any form of anti-competitive activity. We are committed to conducting our business with integrity, adhering to all applicable laws and regulations related to competition.

How this applies to Third Parties

HealthOne expects all Third Parties to uphold the same principles of fair competition as we do. Third Parties shall strictly adhere to all relevant anti-trust and competition laws and regulations, whether acting individually or in collaboration with other entities or individuals. Under no circumstances shall Third Parties engage in any agreements, formal or informal, that unlawfully restrict competition, fix prices, manipulate compensation or benefits, or allocate clients, markets, personnel, or services concerning HealthOne or any relationship with HealthOne.

It is essential that Third Parties conduct their business ethically and responsibly, avoiding any practices that could undermine the principles of fair competition or harm the interests of clients, consumers, or other stakeholders. By embracing fair competition, we collectively contribute to a healthy and vibrant marketplace, fostering innovation and providing the best possible outcomes for all parties involved.

2.4 Combatting corruption and bribery

Our standard

HealthOne maintains a strong stance against corruption and bribery in any form. We strictly prohibit the solicitation, acceptance, offering, promising, payment, or facilitation of bribes or improper payments, whether directly or through any third party.

Corruption, as defined by HealthOne, encompasses improper payments, illegal or criminal conduct, abuse of entrusted power for private gain, or the provision of improper advantages.

Additionally, HealthOne defines bribery as the act of offering, promising, giving, accepting, or soliciting money, gifts, or anything of value, including non-monetary benefits like internships or training, as inducement or reward for engaging in illegal, unethical, improper, or trust-breaching activities, or to corruptly influence judgment or decision-making. Facilitation payments, even if of small value, provided in cash or kind to active or former government officials to expedite routine functions they are otherwise obligated to perform, are also strictly prohibited.

How this applies to Third Parties

HealthOne expects all Third Parties to strictly refrain from engaging in corruption, bribery, or any activity that may imply involvement in such practices when working for or with HealthOne. This includes avoiding facilitation payments or any action that may be perceived as a bribe, whether offered or received, for or on behalf of HealthOne.

Third Parties are prohibited from accepting or providing gifts, favours, or benefits to or from active or former government officials or commercial parties on behalf of HealthOne without obtaining prior approval from HealthOne. This ensures transparency and ethical conduct in all interactions involving HealthOne and Third Parties.

By adhering to these principles, Third Parties demonstrate their commitment to fostering a corruption-free business environment, upholding the highest ethical standards, and safeguarding the reputation and integrity of HealthOne and its stakeholders.

2.5 Economic crime and money laundering

Our standard

HealthOne maintains a steadfast stance against economic crime, including money laundering and terrorist financing activities. We do not tolerate any involvement in illegal acts carried out for financial or economic gain.

HealthOne defines economic crime as illegal activities conducted to achieve financial benefits or economic advantage. Furthermore, we define money laundering as the process by which proceeds from illegal activities are disguised to appear as if they originate from legitimate sources. This encompasses concealing, acquiring, using, possessing, or facilitating the acquisition, use, retention, or control of such proceeds.

How this applies to Third Parties

Third Parties collaborating with HealthOne are strictly prohibited from providing any service or engaging in any arrangement that facilitates or may imply HealthOne's direct or indirect involvement in economic crime, including money laundering activities. Third Parties must refrain from channelling funds to support illegal activities, such as terrorism, tax evasion, or fraud.

By adhering to these stringent guidelines, Third Parties demonstrate their commitment to upholding ethical standards, promoting a corruption-free business environment, and safeguarding the integrity of HealthOne and its stakeholders. HealthOne emphasises the importance of vigilance in combating economic crime to maintain a trustworthy and transparent business ecosystem for all parties involved.

2.6 Insider dealings & trading

Our standard

HealthOne takes a firm stance against insider dealing or trading and considers inappropriate disclosure of inside information as unacceptable. We strictly prohibit any form of trading based on undisclosed inside information, safeguarding the integrity and fairness of financial markets.

HealthOne defines inside information as any non-public information about an entity, including but not limited to financial forecasts, merger and acquisition proposals, and significant personnel changes. This information may originate from any source, not limited to HealthOne.

How this applies to Third Parties

Third Parties collaborating with HealthOne are expected to adhere to the same stringent standards regarding insider dealing or trading and the inappropriate disclosure of inside information. Regardless of whether the information was obtained while working for or with HealthOne, Third Parties shall not engage in insider trading or dealing.

If a Third Party becomes privy to inside information about a company, they must not buy or sell any securities of that company. HealthOne emphasises the significance of ensuring confidentiality and preventing the misuse of sensitive information to maintain a level playing field in financial markets.

By demonstrating strict compliance with these guidelines, Third Parties uphold the principles of fairness and transparency in financial dealings, promoting trust and confidence in the business environment for all stakeholders involved.

3. BUILD TRUST WITH EACH OTHER

HealthOne expects Third Parties to uphold working conditions that align with internationally declared human rights and standards. This includes adherence to the principles outlined in the International Bill of Human Rights and the fundamental rights enshrined in the International Labour Organisation's ("ILO") Declaration on Fundamental Principles and Rights at Work.

3.1 Hiring and employment practices

Our standard

HealthOne is unwavering in its commitment to providing equal employment opportunities for all individuals.

How this applies to Third Parties

Third Parties collaborating with HealthOne are expected to uphold the same standard of equal employment opportunities in their hiring and employment practices. Third Parties shall not discriminate against any individual based on race, ethnicity, colour, age, gender, gender identity or expression, sexual orientation, political beliefs, citizenship, national origin, religion, disability, parental status, economic/class status, or any other protected status or characteristic that is unrelated to the individual's merit or the inherent requirements of the position sought.

By promoting non-discrimination and equal opportunities, Third Parties contribute to a diverse and inclusive work environment, fostering a culture of respect and fairness for all individuals involved. HealthOne values diversity and actively seeks to eliminate barriers to equal employment opportunities, ensuring that talent and skills are recognised and appreciated based on merit and qualifications alone.

3.2 Wages and hours

Our standard

HealthOne is firmly committed to complying with all applicable wage, hour, and overtime laws and regulations.

How this applies to Third Parties

Third Parties collaborating with HealthOne must ensure that their working hours, wages, and overtime pay comply with all relevant laws and regulations in the country or countries where they operate. Third Parties are obligated to pay their employees at least the applicable minimum wage to meet legal requirements.

While recognising that certain situations may require overtime work, HealthOne expects Third Parties to manage their operations in a manner that limits overtime to a level that promotes humane and productive working conditions. By prioritising the well-being of their workforce and fostering reasonable working hours, Third Parties contribute to a positive and sustainable work environment.

HealthOne values fair and ethical employment practices, and by adhering to these guidelines, Third Parties align with our commitment to upholding workers' rights and ensuring compliance with wage and hour regulations. Together, we create an environment that respects the dignity of all workers and fosters a culture of compliance and respect for labour laws.

3.3 Third Parties' interactions with Personnel

Our standard

HealthOne is committed to maintaining a safe, inclusive, and non-discriminatory working environment for all employees. We prioritise fostering a workplace culture that promotes mutual respect, professionalism, and open communication.

How this applies to Third Parties

HealthOne extends its commitment to a safe and respectful workplace beyond our employees to encompass all Third Parties engaged in business activities with us. Third Parties are expected to provide a working environment that is free from any form of abusive, violent, threatening, or disruptive behaviour. This includes a zero-tolerance policy towards harassment, disrespectful conduct, discrimination, and bullying. Furthermore, any acts of sexual harassment are strictly prohibited.

We hold all Third Parties accountable for ensuring that their employees, representatives, or agents adhere to these principles while engaging with HealthOne. Failure to comply with these expectations may result in termination of the business relationship with HealthOne. We encourage open dialogue and reporting of any concerns related to inappropriate behaviour or workplace conduct to foster a positive and supportive environment for everyone involved in our business interactions.

3.4 Child Labour

Our standard

HealthOne is opposed to and does not tolerate any form of child labour.

How this applies to Third Parties

HealthOne extends its commitment to eradicating child labour beyond our own operations to include all Third Parties engaged in business activities with us. Third Parties are strictly prohibited from using child labour in any form.

Furthermore, Third Parties are required to employ Personnel who meet the applicable minimum legal age requirement to work in the country or countries in which they operate. This ensures compliance with all relevant labour laws and protects the rights and well-being of young individuals.

HealthOne values ethical and responsible business practices, and by enforcing this standard, we collectively contribute to eliminating child labour and promoting a fair and supportive work environment for all workers involved in our business interactions.

3.5 Human trafficking and modern slavery

Our standard

HealthOne is opposed to and does not tolerate any form of human trafficking or modern slavery.

How this applies to Third Parties

HealthOne extends its commitment to combatting human trafficking and modern slavery beyond our own operations to include all Third Parties engaged in business activities with us. Third Parties are strictly prohibited from engaging in or supporting any form of human trafficking or modern slavery, including forced, bonded, or involuntary labour.

HealthOne values ethical and responsible business practices, and by enforcing this standard, we collectively contribute to the global efforts to eradicate human trafficking and modern slavery. Our shared commitment ensures that the rights and dignity of all individuals are respected, and we foster a supply chain that upholds the principles of fairness, respect, and human rights.

3.6 Health and safety

Our standard

HealthOne is committed to providing a healthy and safe working environment in line with internationally declared human rights.

How this applies to Third Parties

HealthOne extends its commitment to health and safety to all Third Parties engaged in business activities with us. Third Parties are expected to provide a healthy and safe working environment in accordance with internationally declared human rights.

To ensure the well-being of their workforce, Third Parties must take necessary measures to minimise and respond to health and safety incidents and accidents occurring in the workplace. This includes providing adequate personal protective equipment (PPE) to protect employees from potential hazards.

By upholding this standard, HealthOne and Third Parties contribute to fostering a culture of safety and well-being, safeguarding the health and lives of all workers involved in our business interactions. We prioritise the importance of providing a secure environment that prioritises the health and safety of our employees and those collaborating with us.

3.7 Freedom of association

Our standard

HealthOne partners and employees have the right to lawfully form and join organisations of their own choosing and peacefully associate.

How this applies to Third Parties

HealthOne expects Third Parties to respect and uphold the right to freedom of association for their Personnel. Third Parties shall allow their employees to lawfully form and join organisations of their choice and peacefully associate.

By promoting and safeguarding the principle of freedom of association, HealthOne and Third Parties contribute to creating a workplace environment that respects the rights and liberties of all individuals involved. We value diversity and inclusivity, fostering a culture of respect and mutual understanding in our business interactions. Upholding the right to freedom of association

ensures that the voices and interests of workers are heard and respected, creating a positive and harmonious work environment for everyone.

3.8 Supplier diversity and inclusion

Our standard

HealthOne is committed to fostering supplier diversity and inclusion as part of our business practices. We believe in promoting a diverse supplier base that reflects the communities in which we operate. Supplier diversity enhances innovation, drives economic growth, and creates opportunities for underrepresented businesses to thrive.

How this applies to Third Parties

Third Parties engaged with HealthOne are encouraged to embrace supplier diversity and inclusion in their supply chain and procurement practices. We expect Third Parties to actively seek and engage with suppliers that represent a diverse range of backgrounds, including but not limited to minority-owned, women-owned, veteran-owned, LGBTQ+-owned, and small businesses.

By prioritising supplier diversity, Third Parties contribute to building a more inclusive and equitable business ecosystem. HealthOne values the collaborative effort with Third Parties in supporting diverse businesses and driving positive social impact. Together, we can build stronger relationships and promote economic empowerment for diverse communities through inclusive procurement practices.

3.9 Anti-discrimination

Our standard

HealthOne is dedicated to fostering a workplace environment that is free from discrimination and promotes equal opportunities for all. We firmly oppose any form of discrimination based on race, ethnicity, colour, age, gender, gender identity or expression, sexual orientation, political beliefs, citizenship, national origin, religion, disability, parental status, economic/class status, or any other protected status. We are committed to treating all individuals with respect, dignity, and fairness.

How this applies to Third Parties

Third Parties working for or with HealthOne are expected to uphold the same standard of anti-discrimination within their own organisations and while interacting with HealthOne personnel. Third Parties must ensure that their hiring and employment practices are non-discriminatory, and they must treat all individuals fairly and impartially.

In their business dealings with HealthOne, Third Parties are prohibited from engaging in any discriminatory practices, and they must avoid any actions or decisions that may lead to unfair treatment or exclusion based on protected characteristics. By aligning with HealthOne's commitment to anti-discrimination, Third Parties contribute to a diverse and inclusive work environment that values and respects the unique contributions of all individuals.

3.10 Gifts and Entertainment

Our standard

HealthOne is committed to maintaining transparency, integrity, and objectivity in all business interactions. We recognise that giving and receiving gifts, entertainment, or other benefits can create potential conflicts of interest or compromise the impartiality of business decisions. Therefore, HealthOne adopts a prudent and ethical approach to gifts and entertainment to ensure that our business relationships remain free from undue influence or favouritism.

How this applies to Third Parties

Third Parties working for or with HealthOne must adhere to the same standards and guidelines related to gifts and entertainment. In their interactions with HealthOne personnel, Third Parties must avoid offering or accepting gifts, entertainment, or favours that could influence or appear to influence business decisions.

Gifts or entertainment offered to HealthOne personnel should be of nominal value, comply with local laws and regulations, and must never be intended to improperly influence any business decision. Similarly, Third Parties must refrain from soliciting or accepting lavish or extravagant gifts or entertainment that could compromise their impartiality or create a perception of impropriety.

By adhering to these guidelines, HealthOne and Third Parties ensure that business relationships are based on mutual respect, professionalism, and ethical conduct, fostering a trusted and transparent working environment.

3.11 Ethical communication and marketing

Our standard

HealthOne is committed to upholding ethical communication and marketing practices that are truthful, transparent, and respectful. We believe in maintaining the highest standards of integrity and accuracy in all our communication efforts to build trust and confidence among our stakeholders.

How this applies to Third Parties

Third Parties should refrain from engaging in misleading or deceptive marketing practices that could misrepresent HealthOne's services, or business activities. Marketing materials and communications must not make false claims or exaggerations that could undermine the trust and confidence of our stakeholders.

Additionally, Third Parties should respect the privacy and preferences of individuals when engaging in marketing activities. Unsolicited or spam communications should be avoided, and compliance with relevant privacy laws and regulations should be maintained.

By adhering to these ethical communication and marketing guidelines, HealthOne and Third Parties demonstrate their commitment to maintaining integrity and credibility in all business interactions.

4. BUILD TRUST IN OUR COMMUNITIES

4.1 Environmental stewardship

Our standard

HealthOne is committed to minimising the direct and indirect environmental impacts of its operations and continuously improving its environmental performance.

How this applies to Third Parties

HealthOne expects Third Parties to share our commitment to environmental stewardship and take proactive measures to identify and manage the environmental impacts of their organisation. Third Parties are expected to implement practices that aim to minimise greenhouse gas emissions and actively engage in initiatives that promote environmental responsibility, effective waste management, and the efficient use of natural resources.

By collaborating with environmentally responsible Third Parties, HealthOne strives to collectively contribute to a sustainable future and reduce our collective ecological footprint. We value environmentally conscious business practices and encourage all partners to join us in safeguarding the environment for current and future generations. Together, we can work towards creating a greener and more sustainable world.

4.2 Responsible sourcing

Our standard

HealthOne is dedicated to responsible sourcing practices that prioritise social, environmental, and ethical considerations. We aim to source products and services in a manner that positively impacts the communities we serve and minimises any adverse effects on the environment.

How this applies to Third Parties

Third Parties engaged with HealthOne must adhere to the same principles of responsible sourcing. They should consider the social and environmental impact of their sourcing decisions, promoting fair labour practices, and supporting sustainable business practices.

Third Parties should prioritise suppliers and vendors who demonstrate a commitment to responsible sourcing and uphold high ethical standards. They should actively seek to source products and services from suppliers who share our values and commitments to social responsibility.

By embracing responsible sourcing practices, HealthOne and Third Parties contribute to creating a more sustainable and ethical business ecosystem that benefits both our communities and the environment.

4.3 Community engagement and corporate social responsibility

Our standard

At HealthOne, we recognise the importance of engaging with the communities we serve and being a responsible corporate citizen. We are committed to actively contributing to the well-being and development of these communities through various social and environmental initiatives.

How this applies to Third Parties

Third Parties working with HealthOne are expected to align with our community engagement and corporate social responsibility values. They should seek opportunities to support and uplift the communities they operate in, striving to make a positive impact.

Third Parties should actively participate in social initiatives and environmental efforts that promote sustainable practices and contribute to the welfare of local communities. Additionally, they should consider the needs and concerns of the communities they interact with and engage in open and respectful dialogue.

By collectively fostering community engagement and corporate social responsibility, HealthOne and Third Parties play a vital role in building stronger, healthier, and more sustainable communities.

5. BUILD TRUST IN HOW WE USE INFORMATION

5.1 Confidentiality and data protection

Our standard

HealthOne values and protects the privacy and confidentiality of information related to clients, partners, employees, and business associates. We are committed to safeguarding personal and confidential data in all forms.

How this applies to Third Parties

Third Parties collaborating with HealthOne must handle and disclose personal data and confidential information obtained during their association with us only as authorised by HealthOne and in accordance with applicable laws and regulations. Third Parties are responsible for protecting such information from unauthorised use, disclosure, access, loss, alteration, damage, or destruction.

By adhering to strict confidentiality and data protection measures, HealthOne and Third Parties ensure the integrity and security of sensitive information, promoting trust and reliability in our business interactions. We prioritise the confidentiality of data and strive to maintain the highest standards of privacy throughout our operations.

5.2 Intellectual property

Our standard

HealthOne is committed to protecting its intellectual property and respecting the valid intellectual property rights of others.

How this applies to Third Parties

HealthOne expects Third Parties to uphold the same commitment to intellectual property rights. Third Parties must respect the intellectual property rights of HealthOne and others. This includes not using HealthOne's intellectual property in any unauthorised manner and refraining from using unlicensed software or technology owned by other parties in support of or in connection with work for or with HealthOne.

By ensuring the proper use and protection of intellectual property, HealthOne and Third Parties uphold the principles of fairness and respect for the creative and innovative efforts of all parties involved. We value the importance of intellectual property rights in fostering a culture of innovation and progress and encourage all collaborators to maintain the highest standards of integrity in intellectual property matters.

5.3 IT security

Our standard

HealthOne is committed to protecting information entrusted to it, as well as physical and IT assets, through the development and implementation of information security controls.

How this applies to Third Parties

HealthOne expects Third Parties to adhere to our IT security standards. Third Parties must use security controls that meet HealthOne's requirements to maintain and protect information, including physical and electronic assets obtained from HealthOne, HealthOne's clients, and other third parties.

By aligning IT security practices with HealthOne's standards, Third Parties contribute to a secure and protected environment for all sensitive information. We value the importance of safeguarding data and assets from potential threats and vulnerabilities, and we encourage all collaborators to maintain the highest level of diligence in IT security measures. Together, we strengthen our collective resilience against cyber risks and ensure the confidentiality, integrity, and availability of valuable information and resources.

5.4 Social media

Our standard

HealthOne is committed to using social media platforms responsibly and being courteous and respectful in its online public communications.

How this applies to Third Parties

HealthOne expects Third Parties to uphold the same responsibility when using social media platforms. Third Parties must refrain from engaging in disrespectful, unprofessional, harassing, defamatory, discriminatory, and prohibited activities on social media platforms.

Furthermore, Third Parties shall not act or speak on behalf of HealthOne, represent themselves as HealthOne, or express any views attributable to HealthOne unless expressly authorised to do so by HealthOne.

By maintaining professionalism and respecting the principles of ethical conduct on social media, HealthOne and Third Parties contribute to a positive and constructive online presence. We value the impact of social media on our reputation and brand image and strive to ensure that our interactions reflect our commitment to courtesy and respect. Together, we build a strong and reputable online community that aligns with our core values and principles.

5.5 Privacy and Data Privacy

Our standard

HealthOne places paramount importance on respecting the privacy and safeguarding the confidentiality of personal data and sensitive information. We are committed to complying with all applicable privacy laws and regulations to protect the rights and privacy of individuals.

How this applies to Third Parties

Third Parties engaged with HealthOne must uphold the same commitment to privacy and data protection. They are required to handle and protect personal data and sensitive information obtained during their association with HealthOne in accordance with relevant privacy laws and regulations. This includes implementing appropriate security measures to prevent unauthorized access, use, disclosure, alteration, or destruction of personal data. Third Parties must ensure that personal data is collected and processed only for legitimate and specified purposes and retained only for the necessary duration.

HealthOne expects Third Parties to promptly notify us in the event of any data breaches or security incidents that may impact the privacy of individuals. Additionally, Third Parties should extend this same level of privacy protection to any subcontractors or external entities they engage to provide services for or with HealthOne. By prioritising privacy and data protection, HealthOne and Third Parties demonstrate their commitment to maintaining the trust and confidence of individuals whose personal data they handle. We firmly believe in the importance of safeguarding personal information and ensuring compliance with privacy laws to uphold the highest standards of data privacy and protection throughout our operations.

6.ACKNOWLEDGMENT OF THIS CODE

Third Parties who work for or with HealthOne and its clients and who are in receipt of this Code agree to:

- adhere to the requirements and expectations set out in this Code;
- provide complete and accurate information to facilitate third party due diligence efforts undertaken by HealthOne; and
- comply with the applicable laws and regulations in the country or countries where they operate.

Please contact reception@healthone.com.au to report any violations of this Code, allegations, or if you have questions about any provision of this Code.

Revision History			
Version Number	Author	Effective Date	Summary of Changes
1	Head of Operations	Aug 2023	Document created and distributed