

## Corporate Social Responsibility Statement

Here at the Walden Group, We recognise the importance of Corporate Social Responsibility (CSR) in the way we manage our business. We understand our responsibilities to our teammates, clients, suppliers, the environment & the community at large.

Some organizations speak about their purpose or mission, here at the Walden Group we speak about our why; why we exist, why we do what we do and why it matters. **We exist to serve our clients and create a safe place to work for our colleagues.**

### Community & Environment

**WE CARE about People.** We care for our clients and treat their products in our care as if they were our own. We do what we do to ensure lifesaving medicines reach those most vulnerable who need them the most. We take pride in the role we play in our clients' supply chain.

We ensure statutory and regulatory requirements are in place, that the highest standards are adhered to and good environmental practice is applied in managing our businesses.

We are constantly seeking out new ways to co-exist in our communities in a more environmentally sound and sustainable manner, reducing our carbon footprint as we transport our clients' products over land, sea and air.

Through EALTH\* we protect the interests of the market in which our clients supply, we lobby legislators, we set the standards in the market place

Throughout our businesses we support local communities and charity initiatives both financially and by supporting participation of our teammates in the sharing of their team and skills in projects that support the communities we live in and serve.

We care for those that choose to work for us and with us, ensuring a safe place of work and also a working environment where they are encouraged and free to do their best and be their best.

### Teammates

Each teammate is an **ambassador** of our brand. We believe that our teammates have the power to grow the value of our brand by the cumulative effective of every interaction with fellow teammates and clients. We truly believe that teammates are empowered to do their best work at the Walden Group. We want to hear their ideas. Their voice matters. By creating best in class service for our clients, we create feelings of delight, which in turn builds customer loyalty.

We drive a culture that focuses on **seeking out better ways of working**. Continuous improvement is our norm and we celebrate ideas that drive quality and excellence in our business.

At Walden, **teammates own their own career**, manager and leaders guide and the business enables by being committed to advertising all internal roles, developing teammates and providing career frameworks where it is clear on how to grow within and across our business

**There is only one team.** We are in this together. Our primary focus is to deliver the best service for our customer, that is why communication and transparency are key to our success

We operate across 11 different European Countries, we speak different languages. We have different cultures but we are one team. At Walden, we are dedicated to creating working environments that are safe, enjoyable, supportive and free from any kind of discrimination. We educate each other about our differences and encourage all teammates to call out where we can do better. We have programmes to continually improve our performance in these areas and a dedicated team to support and monitor progress.

## Values

Our Values are what we believe as an organization to be key to our collective success. They don't just hang on a wall, we use them as guide for each and every one of us in our day to day interactions with each other, our clients and our suppliers. **Our values don't mean something to us, they mean everything** to us and we talk about them openly, we live and breathe them.

1. **QUALITY** : We are **passionate** about driving quality into the markets in which we operate. We want to be the **leaders** in healthcare. What we do, we do well and constantly strive to do better. We don't want to maintain status quo we are always future focused and action oriented. We **empower** our teammates to continuously seek out new ways of working and be brave so to achieve quality results that delight and exceed expectations of clients, teammates, investors, and partners. Both traceability and security are major concerns to us and we always innovate to become more trustful every day.
2. **INNOVATION**: There is a solution to every problem. The essence of our organisation is one born from entrepreneurial spirit. We **celebrate** creativity, thinking outside of the box, coming up with new ideas and services. We are open to ideas that challenge the norm and drive innovation. **Innovation** is the essence to creating value for our clients. We innovate to **influence** the markets we play in, we innovate in how we operate so that our footprint on the environment is greener than it was before and we believe innovation is key for improving our growth and profitability.
3. **CLIENT FIRST**: We **care** for our clients. We look at our business through the eyes of our clients. We listen to their asks. We **strive** to ensure that each interaction with our organisation is kept as simple as possible. We lead with client insight to deliver best in

class services. *“Client is always right, especially when he is wrong” Marcel Baudry, Founder of EHDH in 1951*

4. **INTEGRITY:** We tell the truth. We keep our word. We take responsibility for past actions and fix them. We play to win by the rules. We are real and are not afraid to be wrong.
5. **JOY:** We make joy a **priority** at work. We **celebrate** all wins no matter how small and we don't sweat the small stuff. We acknowledge each teammates' contributions and believe that all can make a positive impact to the tone and mood of our culture. We strive to create a culture that promotes **harmony** where everyone has a **purpose**, understands what is being asked of them and they are excited to contribute to our future success.

## Compliance

Compliance is the responsibility of all but lead by each member of the Executive Committee.

Our compliance program includes:

- Written policies and procedures
- Compliance communications
- Regulatory and compliance training
- Internal auditing and compliance monitoring
- Toll-free whistleblower hotlines
- Investigations relating to compliance and ethics
- Corrective and/or preventive action, where necessary

We educate our teammates on what is acceptable and what is not. We do this not only through our compliance program but also through our Organisation's blueprint or guide; The Golden Rules.

This guide, which we call our “Golden Rules”, is the foundation of our new organization. These rules represent the **true spirit of our new organization** that now spans across 11 different European Countries, embracing vast and varied languages, cultures and traditions.

This guide outlines our **core principles for how we act, what we say and how we say it**. We are proud of the richness of our collective history and believe that each of our businesses under our umbrella add value to the markets in which we operate in.