



# PRIDE IN PROTECTION

Medicom's Corporate Social Responsibility Journey

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2022-2023





# OUR COMMITMENT IS TO ENSURE HEALTHIER LIVES AND A SAFER WORLD FOR ALL



The pandemic was a game-changer. Our lives were redefined, along with the world of work. When the world was impacted by COVID-19, our 2,000+ colleagues came together through big and small actions to deliver on our purpose: making the world safer and healthier by providing effective and reliable protection. I would like to take this opportunity to thank them from the bottom of my heart for all their contribution towards the accomplishment of our collective mission.

At Medicom, we take pride in the protection we provide, as well as the transparent manner in which we conduct ourselves. Infection control is serious business.

When we think about the value we offer to the world, we know that it's critical to protect our resources and offer unique and innovative products to our clients.

We also believe it is important to give back to the communities we serve, create safe and fair workplaces for the people who make our products, and provide our employees with an amazing place to work.

At Medicom, every day presents an opportunity to innovate, do things differently, and make continuous improvements. It is the articulation of this vision that we are proud to share in this document.

**GUILLAUME LAVERDURE**  
CEO

# MEDICOM'S APPROACH



## MEDICOM'S APPROACH

# Our CSR Journey

Around the world, the COVID-19 pandemic changed the way we work, consume, lead, and think. Our company has grown tremendously in recent months, and we are determined to build an even more agile and diversified organization. Medicom is moving forward with its sustainability journey by setting CSR indicators, as well as putting initiatives in place to address the opportunities and risks that most impact our business, our people, our stakeholders, our communities, and society.

Guiding all our decisions is our WHY: making the world safer and healthier by providing effective and reliable protection. Our purpose and our values of accountability, teamwork, customer-centricity, and empathy guide us every day. This purpose is reflected in our products and business practices, in the way we treat our employees, and in our sense of responsibility towards social and environmental concerns that relate to our planet.





## MEDICOM'S APPROACH

# Our Founder

When Medicom founder Ronald Reuben was just 23 years old, a conversation with a friend changed the course of his life. In that conversation, Mr. Reuben learned that the AIDS crisis had created an urgent need for personal protective equipment for healthcare workers. Following his entrepreneurial instinct and desire to make a difference, he immediately set out to develop high-quality medical examination gloves.

He purchased state-of-the-art equipment, travelled the world to source the highest quality raw materials, and hired leading scientific experts to design and engineer the most reliable personal protective equipments (PPE) on the market.

That unwavering commitment to quality, reliability and continuous innovation earned Medicom the trust of healthcare professionals worldwide. Today, with over 30 years of scientific expertise and a global network of suppliers and manufacturing facilities across North America, Europe, and Asia, Medicom offers an expansive portfolio of PPE, infection control solutions, and patient care products used by millions of professionals around the world every day.

# WHO WE ARE



WHO WE ARE

# About Medicom



Founded in Montreal in 1988 by Ronald Reuben, Medicom is a privately-held Canadian company headquartered in Montreal. Today, Medicom is one of the world's leading manufacturers and distributors of quality infection control products with more than 10,000 customers in the medical, dental, industrial, and veterinary industry as well as other sectors. Medicom offers a broad portfolio of over 8,500 specialized products including masks, gowns, gloves, disinfectants, etc.

For over 30 years, Medicom has been dedicated to making the world safer and healthier by offering CONSISTENT and RELIABLE infection control solutions. Medicom has extensive experience in fighting the fight against epidemics and pandemics such as Avian Flu, SARS, H1N1, Ebola and COVID-19.

Medicom products are designed by a team of infection control experts and manufactured with state-of-the-art machinery using premium raw materials. Our commitment to delivering only the safest, most reliable products has earned us the trust of healthcare professionals around the world for over three decades.





- Headquarters
- Factory
- Sales office

OUR BRANDS



WHO WE ARE

# MEDICOM, A WORLD LEADER

- ✓ 2000+ employees
- ✓ In business in over **95 countries**
- ✓ Manufacturing facilities across **3 continents**
- ✓ Medicom has a growing number of factories across North America, Europe and Asia.
- ✓ **10 factories, 17 sales offices**





WHO WE ARE

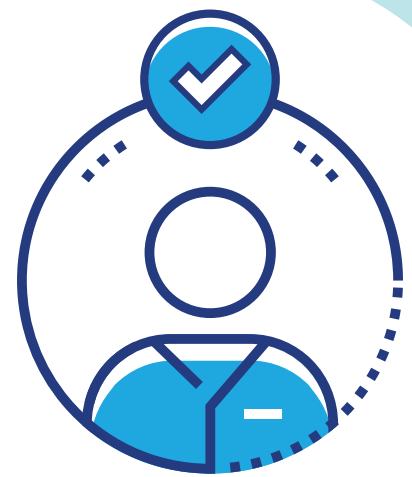
# Our Purpose

At Medicom, our commitment is to ensure healthier lives and a safer world for all



WHO WE ARE

# The Values That Guide Us



**ACCOUNTABILITY**

Accountability is to deliver on our commitments, be answerable for our actions and stand behind our decisions, whatever our position and role in the organization, to ensure effective collaboration and collective success.



**TEAMWORK**

Teamwork is the willingness and ability to work with others, with common or shared goals. Respecting an individual's perspective, welcoming opposing thoughts & ideas, yet driving engagement & commitment.



**CUSTOMER-CENTRICITY**

Customer-Centricity is the willingness and ability to deeply understand and connect effectively with a broad group of internal and external customers. Deliver solutions to address internal and external customer needs.



**EMPATHY**

Empathy is understanding other people's emotions which is key in the workplace. Incorporating them into resolving conflicts, and building more productive teams, will allow us to improve relationships with co-workers, customers and suppliers.

WHO WE ARE

# Our Beliefs

We are driven by our commitment to deliver results responsibly.



# OUR CSR PROCESS





## ALIGNMENT WITH THE UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS

# Helping to accelerate movement

Medicom recognizes that businesses have a critical role in providing solutions that contribute to “the universal call to action to end poverty, protect the planet and improve the lives and prospects of everyone, everywhere,” as directed by the United Nations’ (UN) Sustainable Development Agenda. Although our business activities contribute to many of the sustainable development goals (SDGs) set by the UN, we showcase those most aligned with our CSR focus areas throughout this report. This ensures that we track the progress of, and further advance, the SDGs that are actively pursued by our organization. We will continue to evaluate how we can further incorporate the SDGs into our business activities over time, along with enhancing our role in contributing to this global agenda.

ALIGNING OUR CSR GOALS WITH THE FOLLOWING

# UN Global Agenda Initiatives



**GOOD HEALTH & WELL-BEING**

Ensuring healthy lives and promoting the well-being for everyone at all ages is essential to sustainable development.



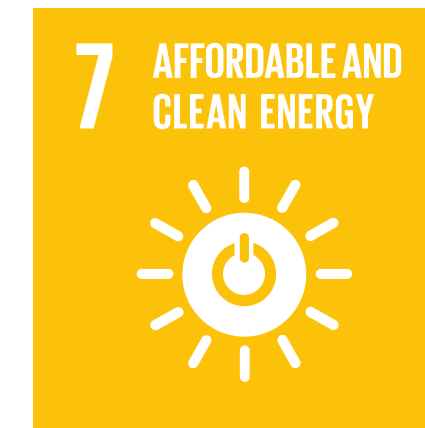
**QUALITY EDUCATION**

Obtaining a quality education is the foundation to improving people's lives and sustainable development.



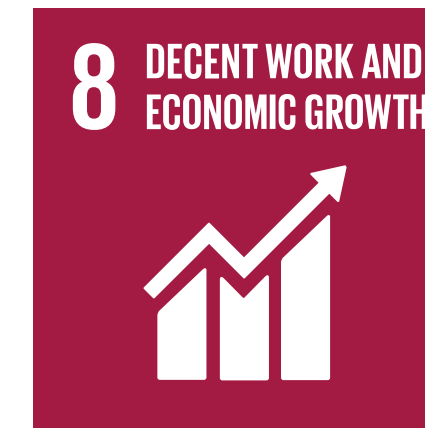
**GENDER EQUALITY**

Gender equality is not only a fundamental human right, but a necessary foundation for a peaceful, prosperous, and sustainable world.



**AFFORDABLE & CLEAN ENERGY**

Energy is central to nearly every major challenge and opportunity. Access to electricity in poorer countries has begun to accelerate, energy efficiency continues to improve, and renewable energy is making impressive gains.



**DECENT WORK AND ECONOMIC GROWTH**

Sustainable economic growth will require societies to create the conditions that allow people to have quality jobs. It can drive progress and improve living standards.



**RESPONSIBLE CONSUMPTION AND PRODUCTION**

Worldwide consumption and production — a driving force of the global economy — rest on the use of the natural environment and resources in a way that continues to have destructive impacts on the planet.



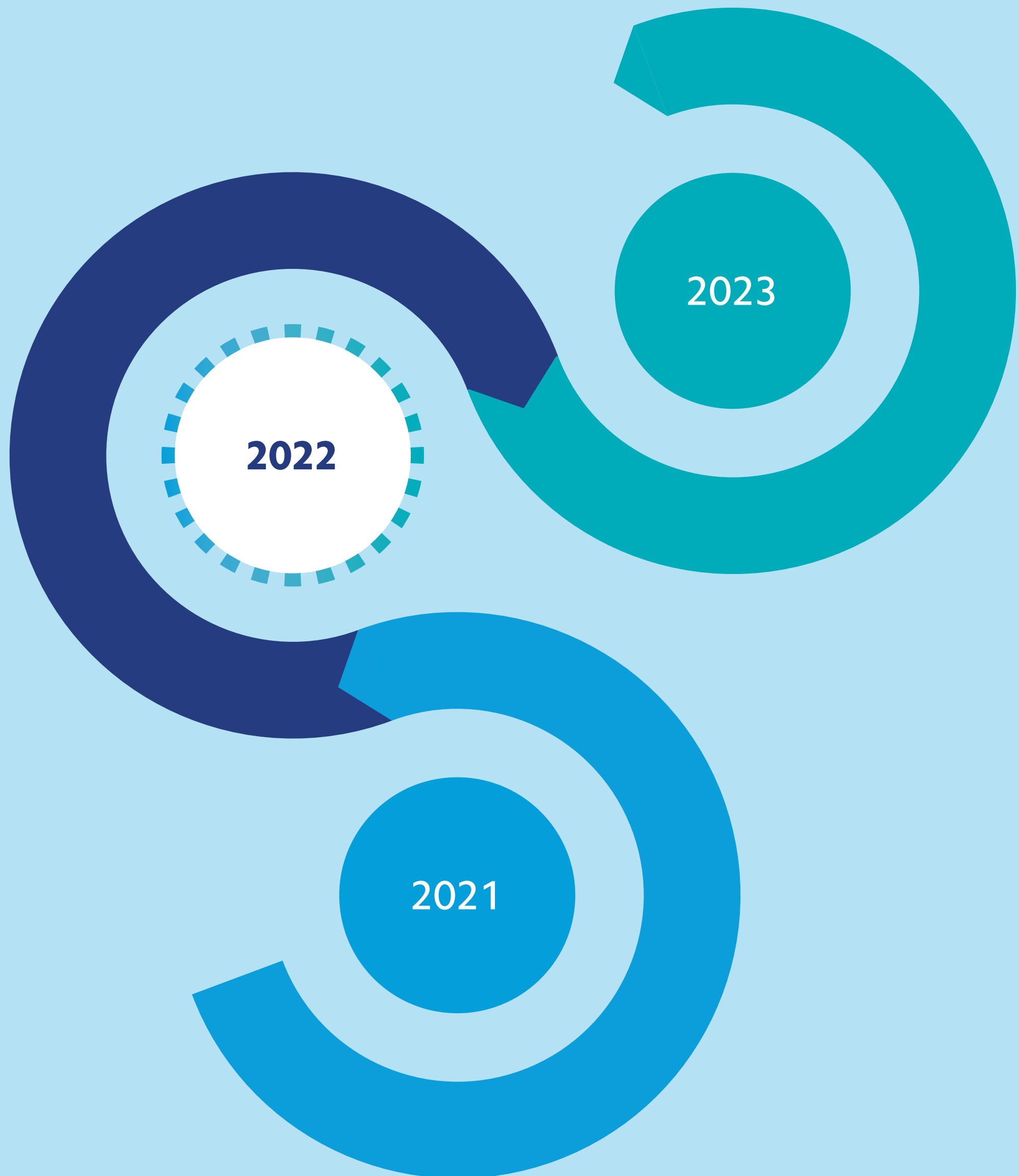
**CLIMATE ACTION**

Climate change is affecting every country on every continent. It is disrupting national economies and affecting lives. Weather patterns are changing, sea levels are rising, and weather events are becoming more extreme.



**PEACE, JUSTICE AND STRONG INSTITUTIONS**

Human rights put people centre-stage. Conflict, insecurity, weak institutions, and limited access to justice remain a great threat to sustainable development.



## OUR CSR PROCESS

# Our Journey

At Medicom, our CSR strategy is rooted in our global values, our commitment to the United Nations Sustainable Development Goals, and the pursuit of our global goal to touch the lives of millions of people worldwide.

In 2021, we hired top consultants to support us in the development of a strategic roadmap that takes industry-leading and emerging market practices into consideration. Medicom has grown tremendously over the last few years and our management team felt the need to update our Environmental, Social, and Governance (ESG) strategy including objectives, targets, initiatives, and an implementation plan to reflect the scale of our ambition.

Through this process, we have mandated experts to conduct a solid materiality assessment. They engaged a diverse group of internal and external stakeholders across our value chain. While conducting these assessments, we evaluated ESG issues against two criteria: impact to our business and importance to stakeholders. This process enabled us to identify and prioritize the social and environmental issues that are most relevant for our business.

Medicom also hired subject matter experts to conduct an Environmental Life Cycle Assessment (LCA) for our masks made in Quebec. The purpose of the LCA is to evaluate the environmental performance of our masks throughout the life cycle of the product. The extraction and consumption of resources (including energy), as well as impact on air, water, and soil, are quantified throughout all stages of the LCA.

We are now in a position to expand our focus with a more global view. We're considering how our products are designed, who's making them, and what happens to products and packaging when they're no longer useful. We're thinking about ways we can better support our communities. We're examining new ways we can operate. By considering CSR across our full value chain, we can set goals that have the most significant impact.

We are on a journey. Our North American team is leading the global strategy while we are piloting exciting initiatives in the European region. As of 2023, based on the new global strategy, we will expand our efforts across North America, Europe, and Asia.

## OUR CSR PROCESS

# Our CSR Governance

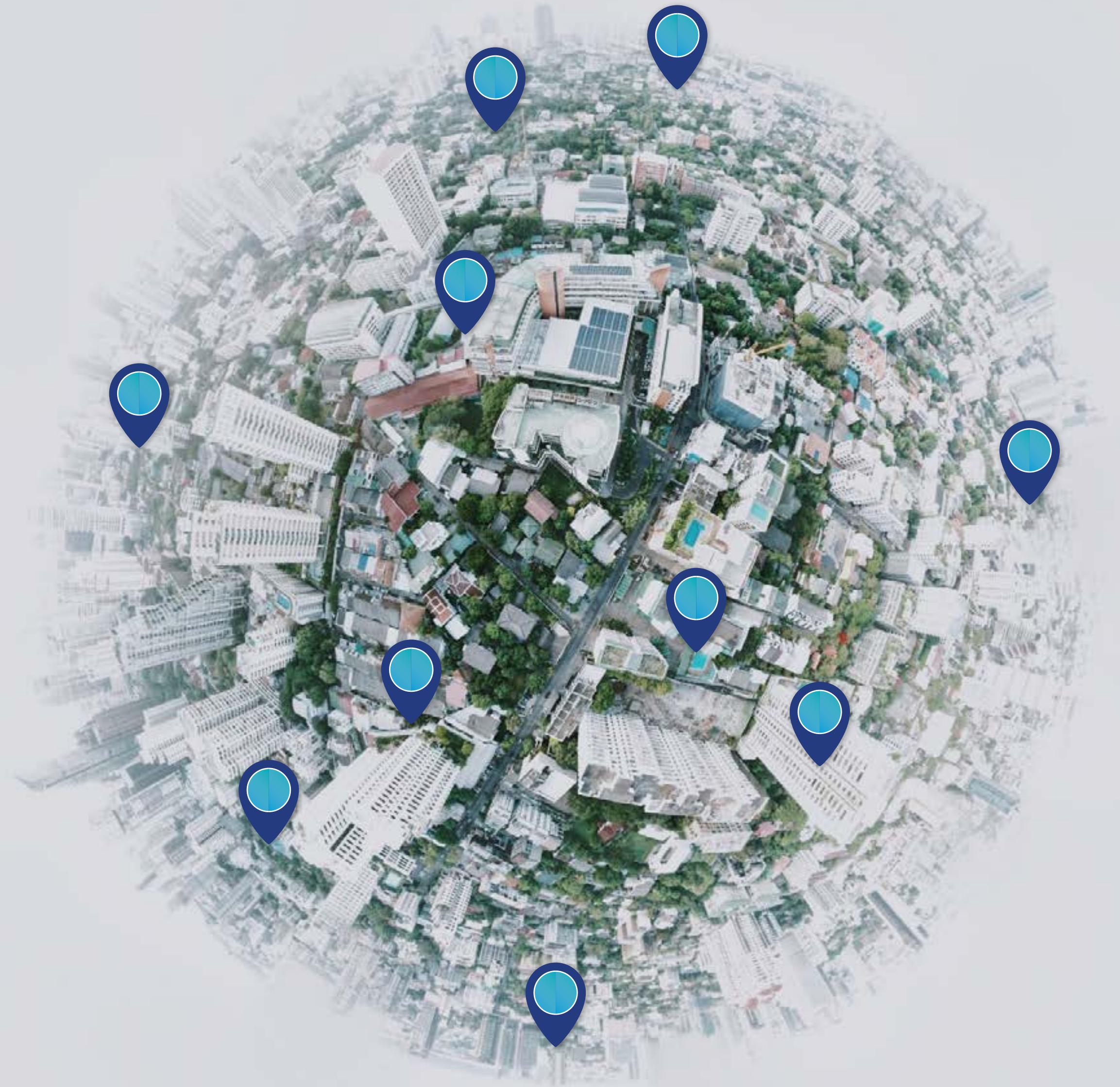
Maintaining strong governance is critical to driving our ongoing progress and results. We prioritize stakeholder interests by maintaining transparency and integrity, and proactively managing risk.

Strong, diverse, and engaged leadership guide Medicom's performance with a forward-looking vision. Medicom's CEO provides updates to our Board of Directors regarding our Corporate Governance on a yearly basis.

Medicom also maintains a CSR Committee made up of representatives from teams across the business and regions. The committee will continue to integrate CSR priorities into its strategy and day-to-day activities of the business lines by pursuing a decentralized approach to CSR that is tailored to each region where we operates.

The committee meets regularly and is chaired by our Vice-President People and Culture. Their work ensures that we're able to align on priorities globally and overcome roadblocks on complex projects and initiatives.

As per best practice, Medicom has an Anti-Corruption and Bribery Policy, an Employee Code of Conduct, and a Supplier Code of Conduct.





# OUR CSR PRIORITIES



MEDICOM'S CSR PHILOSOPHY

# OUR CSR FOCUS AREAS

Our priorities reflect the opportunities and risks most impactful to our business, our stakeholders, the environment, and society. To best understand our top concerns and identify new opportunities, it was essential to collect feedback. We did this with our most recent materiality matrix, which highlighted the most important ESG topics, reflected in our CSR focus areas.





community



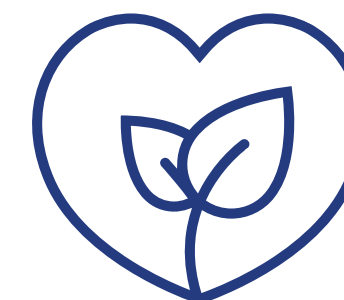
#### **DIVERSITY, EQUITY & INCLUSION**

Our commitment to diversity, equity, and inclusion is part of our identity. We strive to cultivate a workplace where employees feel respected and able to express their views. We want to create a company where everyone is welcome. Medicom aspires to shape our own community to be more inclusive and dynamic than ever before.



#### **GIVING BACK**

We seek out opportunities to give back to the communities we serve. Despite the pandemic, Medicom employees continued to pull together to give back to the community through the social causes we support. Medicom provides global support through product and financial donations that are given to impactful charities – particularly those making a difference in our four areas of focus: health, education, culture, and underprivileged families in need.



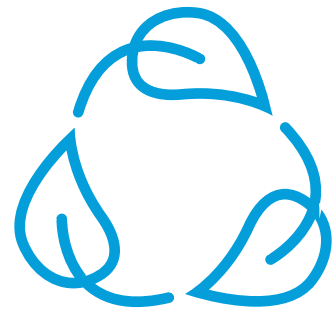
#### **WORKPLACE HEALTH, SAFETY & WELL-BEING**

Ensuring the safety and well-being of our employees and surrounding communities is one of our company values and a basic tenet of managing our operations. At Medicom we strive at providing a safe environment to all our employees wherever they work and want to ensure their well-being.



#### **TRAINING & DEVELOPMENT**

Attracting, developing, and retaining talent in preparation for the needs of our future business is a priority for Medicom. Technical and Leadership training has a positive impact on employee satisfaction, performance, and retention. We invest in all of our employees to ensure they have the skills and competencies necessary to reach their full potential. We also seek to provide a continuous learning environment for career progression.



### WASTE & LIFECYCLE MANAGEMENT

Medicom is determined to implement solutions that reduce the waste we generate and to lower our impact on the environment. We also believe in Life Cycle Management (LCM) to minimize the environmental and socio-economic burdens associated with a product or product portfolio throughout its entire life cycle and value chain.



### CARBON FOOTPRINT

We are committed to reducing our carbon footprint through strategic design, innovation, and efficiency in the lifecycle of our operations. We have started to measure our impact and set some reduction goals to reduce our carbon footprint by continuously improving upon the energy efficiency of our buildings as well as driving efficiencies across our transportation network.



### SUSTAINABLE PRODUCT DEVELOPMENT

Medicom wants to ensure our products are safe, well-made and responsibly packaged. We believe that innovation, efficiency, and technology are the most effective and decisive methods to minimize our environmental footprint. As part of our operational strategy, we challenge our teams to identify and implement new ways to enhance our processes and be more sustainable.



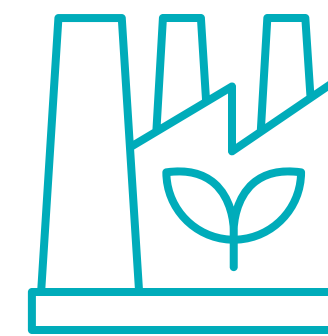


commerce



#### HUMAN RIGHTS & FAIR LABOUR PRACTICES

We recognize the fundamental importance of human rights and the need for all of us to ensure these rights are upheld. Our respect for human rights is embodied in the way we operate and conduct ourselves – guided by the international norms promoted by the UN.



#### RESPONSIBLE SUPPLY CHAIN MANAGEMENT

As a responsible business, we consider our impact beyond our own operations. We are putting processes and initiatives in place to monitor and manage the environmental and social impact of our supply chain. We are also collaborating and sharing best practices with our suppliers and partners. By working closely with our partners, we can improve our collective impact.



#### ETHICAL BUSINESS PRACTICES

Our Business Code of Conduct, Supplier Code of Conduct and Anti-Corruption Policy set clear expectations for our employees and business partners. Our codes outline how we do business and engage with each other and the community. They also affirm our commitment to integrity, ethical business practices, sustainable operations, and regulatory compliance.

# 2021-22 HIGHLIGHTS



# Community



**BRAND NEW EMPLOYEE TRAINING PROGRAM ON:**

## Medicom CSR

**WHICH INCLUDES:**

- Anti-corruption & bribery
- Employee Code of conduct
- Supplier Code of conduct

**GLOBAL KICK-OFF IN FALL 2022**

— OVER —  
**5000 HOURS**  
OF TRAINING AND DEVELOPMENT OFFERED TO THE CANADIAN TEAM BETWEEN JUNE 21- JUNE 22

— OVER —  
**500,000 MASKS DONATED**

Medicom donated half a million SafeMask® Architect™ procedure masks, manufactured at its Saint-Laurent plant, to Quebec Food Banks.



— ACCESS TO —



24/7 virtual care and support for all North American employees and their families. Allowing them to consult a doctor virtually, and to get personalized medical advice for pain and prescription management. They also have access to an employee assistance program providing the best care and mental health support.



## NEW ACCESS TO **LIFT** SESSION

a state-of-the-art digital wellness platform to provide North American employees with engaging fitness and mindfulness services via on-demand and live workouts.

**3,878 SESSIONS  
COMPLETED AND OVER  
3,372 HOURS IN TRAINING  
IN ONLY TWO MONTHS**

## Medicom Leadership Academy

All Managers in North America performed a nine-month management, coaching, and mindfulness training.



— OVER —

# 1M MASKS

donated to Haïti  
between  
June 21- June 22



## — NEW — **INTERNSHIP PROGRAM**

INVESTING IN THE GROWTH AND DEVELOPMENT OF FUTURE LEADERS  
BY LAUNCHING THIS NEW PROGRAM IN MAY 2022

— OVER —

# 250K

## WORTH OF MEDICAL MATERIAL FOR UKRAINE

Medicom sent over \$250,000 worth of medical products from North America and Europe to support the humanitarian efforts underway in Ukraine.





JOINED

## THE 50/30 CHALLENGE

Medicom is committed to achieving meaningful and substantive improvements in supporting diversity and inclusion. The 50 – 30 Challenge asks that organizations aspire to achieve two goals:

1. Gender parity ("50%" women and/or non-binary people) on Canadian board(s) and/or senior management;
2. Significant representation ("30%") on Canadian board(s) and senior management of other equity-deserving groups.

Launch of a free digital education platform for dental professionals across North America to share their expertise about infection control best practices.

Dental professionals can now earn CE credits toward their annual licensure requirements while benefiting from Medicom's three decades of scientific expertise.



## Strong community spirit

The French teams generously donated their time to many causes this year such as the Employee Telethon, La ligue contre le cancer, Médecin du Monde, the Comité Féminin 49, and the Festival Premier Plan d'Angers, to name a few!



## OFFERING MEDITATIVE SPACES

Medicom introduced on-site wellness rooms that can be used for meditation, prayer and other quiet-time activities.



## Giving back to our guardian angels

As the sponsor of EROICA, Medicom was proud to provide 200 concert tickets to Quebec healthcare workers in May 2022.



# Climate



— PLANTED OVER —

## 10,000 TREES

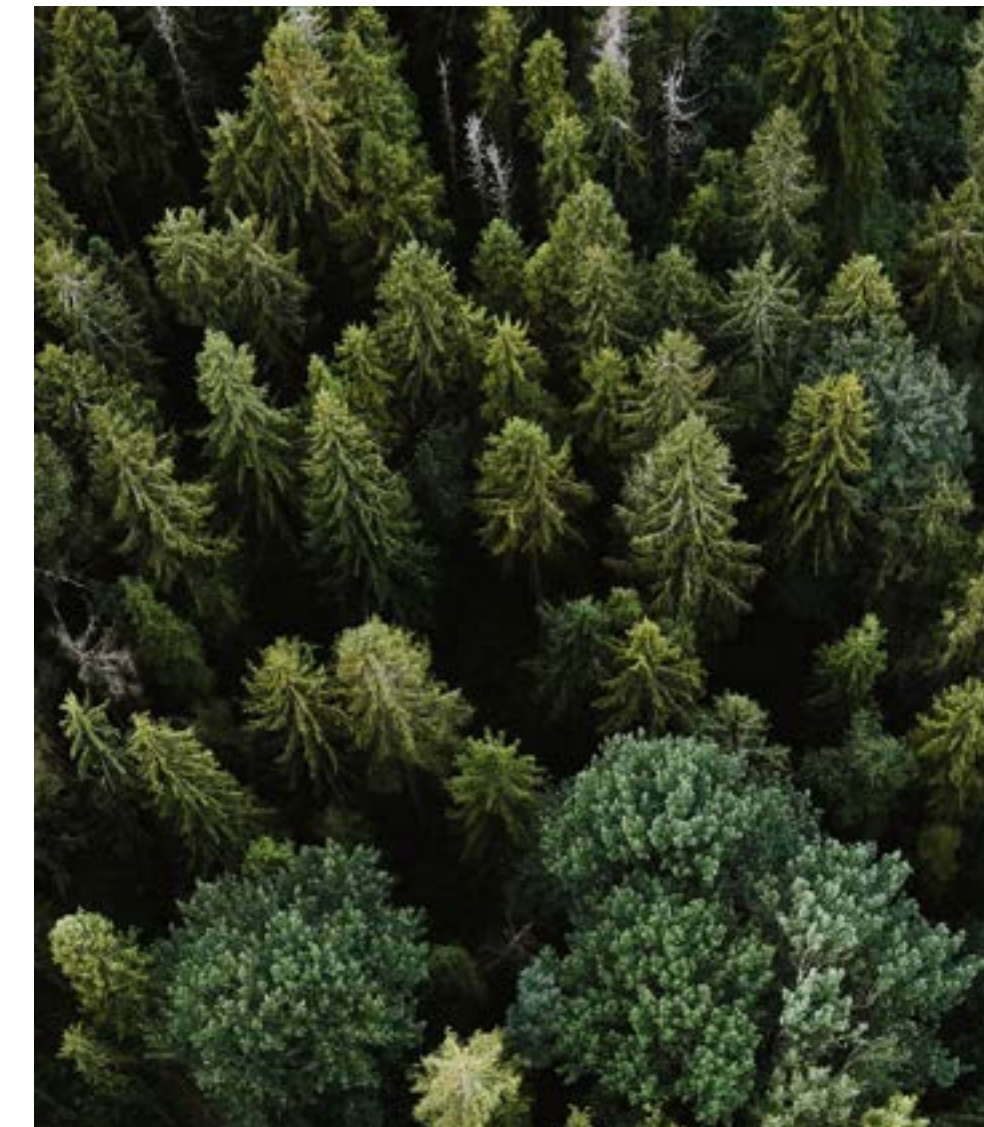

in New Brunswick's Chignecto Isthmus as part of a voluntary environmental offset program for the mask boxes used at our Montreal manufacturing facility.

— PILOT PROJECT —

## CARBON FOOTPRINT ASSESSMENT

to determine the main sources of emissions at the Kolmi Hopen Group factories and establish an action plan for reduction.

Study in collaboration with the Carbon Advisors experts from:



— PLANTED OVER —

## 30,000 TREES


in British Columbia's Yunesit'in Fire Guard Rehabilitation site in a second collaboration with One Tree Planted, a non-profit organization dedicated to global reforestation.



REDUCTION OF ENERGY CONSUMPTION

## -20% YOY

Pilot project in Kolmi Hopen Angers factory in France



## pwc

Created new Materiality Assessment and global CSR Roadmap with the assistance of top sustainability experts.



## New partnership with British Columbia's Vitacore to Help Reshape the Industry

Both companies are committed to mitigating the impact of PPE on the environment and are collaborating to commercialize and expand the recycling program and technologies developed by Vitacore. In the last year, Vitacore implemented its innovative recycling program in four Canadian hospitals, collecting the equivalent of more than nine million masks and respirators. The converted material has been used for concrete reinforcement and other construction products.



## INITIATED LIFE CYCLE ANALYSIS

to evaluate the environmental impact including extraction and processing of the raw materials, manufacturing, distribution, use, recycling and final disposal of masks produced in Quebec, completed by AGECO.

GRUPE  
**AGÉCO**

Masks, gloves and combinations produced in France, completed by Evea Conseils



# Commerce



## A BETTER WAY TO MAKE MASKS

Medicom's research and development team is currently working on future generations of masks and our new plant, Meltech, will provide a unique R&D centre where we can develop innovative personal protective equipment and push the limits of possibility.

## BUILDING 3 NEW BEST-IN-CLASS MANUFACTURING FACILITIES

This important announcement will help secure the supply of critical medical resources for hospitals in Europe and Canada. In addition, these new facilities will display the top standards in terms of health & safety, traceability, and responsible supply chain management.





**RESEARCH & DEVELOPMENT PARTNERSHIPS  
WITH REPUTABLE ACADEMIC INSTITUTIONS**



**Medicom Named One of Canada's Best Managed  
Companies for the Second Consecutive Year**

This award recognizes Canadian companies with revenues over \$50 million that demonstrate best-in-class performance.



**New partnership with  
third-party factory auditors**

Medicom wants to ensure that all the products purchased are of good quality, safe, compliant with associated laws and regulations and have been produced in socially and environmentally responsible conditions.

LOOKING  
FORWARD





# Looking forward 2023-30

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We have strong ambitions for our 2022-30 CSR journey. We are determined to lead with purpose and make a lasting impact on our customers in the healthcare industry, our people and the communities where we live and work.

We will continue to support the United Nations Sustainable Development Goals and will work very hard to achieve them. Our priorities will always reflect the opportunities and risks most impactful to our business, our stakeholders, the environment, and society.

We acknowledge that we still have work to do, but we strongly believe in a sustainable future and are motivated to do our part, every single day.

# Our roadmap for 2023-30

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- 01 Establish our carbon footprint baseline, develop a reduction plan to decrease our Greenhouse Gas (GHG) emissions and to report and communicate our progress.
- 02 Strengthen our waste cycle management program and utilize life cycle analysis to design sustainable packaging solutions.
- 03 Invest in Research & Development to fuel our sustainable product development process by formalizing our product guidelines and consider new product certifications.
- 04 Focus on sustainable supply chain by emphasizing the supplier ESG assessments, developing new policies and programs, and reinforcing suppliers' engagement.
- 05 Display the importance we put on philanthropic initiatives by launching a solid corporate volunteering program and developing a global community investment strategy.
- 06 Build on our existing Health and Safety Governance by developing new policies, risk assessments, training initiatives and employee well-being programs.
- 07 Make products safer for people and the planet by providing additional training, and consider applying for new product certifications.
- 08 Invest in our people to enable them to reach their full potential. Ensure that our leaders are continually learning so that they are empowered to manage engaged and collaborative teams.
- 09 Showcase our strong Diversity, Equity and Inclusion commitment by developing policies, trainings, sponsorship programs and setting baselines to measure our progress.
- 10 Strengthen our governance framework by frequently reviewing our policies, and developing robust employee training and awareness activities.

