

INTEGRATED SYSTEM MANAGEMENT POLICY

Our philosophy: Customer satisfaction, supplier certainty

Introduction

In accordance with the company's strategic goals, the management of PROMEDICA PRAHA GROUP declares the following policy, in accordance with the quality requirements of system management pursuant to the standards ČSN EN ISO 9001, ČSN EN ISO 13485, ČSN EN ISO 14001, ČSN EN ISO 20000 and ČSN EN ISO 27001, with the goal of fully satisfying the requirements and expectations of its employees, customers and all interested parties and constantly improving the performance of integrated system management.

Who are we?

PROMEDICA PRAHA GROUP, a.s. (hereinafter referred to the "Company") is one of the most important companies in the Czech Republic in the area of logistics and distribution in health care. We are a strong business and financial partner that is growing dynamically. We focus not only on the supply of specialised medical material and medicinal products, but we are also a supplier of cutting-edge medical instrumentation, a unique software solution for digitising V.I.P. archives, and imaging systems. We provide logistics services in health care and extensive consulting services.

Customer satisfaction, supplier certainty

It is important for us to ensure customer satisfaction and to provide certainty to our suppliers. Thanks to bank guarantees for receivables from state healthcare establishments and sufficient financial resources, created as provisions to cover extended maturity dates and supplier credit, we can fulfil commitments to the satisfaction of all parties. This also ensures a leading position on the market in the Czech Republic. We pride ourselves on our good name and solid payment behaviour. Therefore, thanks to carefully set parameters, we can offer our domestic and foreign suppliers a corresponding maturity date in which payment is guaranteed and which includes all the requirement criteria of both the supplier and the customer.

Business ethics

Our suppliers and customers can count on fair business practices, on our efforts to meet requirements and on rapid decision making at any time. We are partners who are trying to turn even very complex solutions into transparent, uncomplicated and always open cooperation. We adhere to the legal rules wherever we do business, and we strive to ensure that satisfaction and a desire for more new cooperation are always our partners' basic motivation.

We deliver products with guaranteed quality

We want our customers to always be satisfied with the quality of the products we supply. That is why we provide a wide selection of products of excellent quality with batch records. The tracking of shipments and the precise configuration of records for the goods allows for the immediate traceability of all shipments of problem batches in the event of an extraordinary requirement to withdraw a batch product from circulation. After being recalled to the warehouse, we will provide an appropriate replacement for these goods at our own expense. We will then supply the products to the manufacturer to carry out tests. We notify healthcare facilities without delay in oral and written form. This procedure was authorised by the State Institute for Drug Control in the Czech Republic.

We supply IT services for health care

We provide a high standard of equipment and IT services to our customers. To this end, we have set up rules for managing individual processes related to the delivery of IT services. We regularly monitor and evaluate processes through set indicators, which allow us to measure the effectiveness of these processes and subsequently optimise them. Thanks to the continuous training of our employees, improving their qualifications and long-term experience, our customers can rely on a professional approach and a high level of delivered services. By carrying out regular inspections and subsequently applying remedial and preventive measures and monitoring the defined indicators, we ensure the continuous improvement of the quality of IT services.

We adhere to the European standard

The European quality level marking CE is an essential requirement for the quality of goods in our range. By maintaining the Western European standard quality of services, we give customers the assurance that they can rely on the quality of our products. In addition, we gradually introduce our customers to the standards and price relations of goods supplied from the EU, thus providing domestic medical facilities with a modern approach to work and in many respects saving the time of the medical staff.

We help manufacturers to maintain a standard

As part of the integration of customer knowledge, we are able to identify very precisely the shortcomings, for example, in the packaging of products. We inform the manufacturer about quality requirements and thus save their resources for part of their marketing research. This can significantly affect the demand for the product on our market.

The future

We follow a long-term comprehensive plan, an up-to-date system of analyses and developments in the field. We react sensitively to changes in health care and consider the share of investment. We focus on the latest results in the development of medical technology, and therefore we combine our future with new technologies, software solutions and IT products. However, modern logistics and distribution services remain the foundation. Fast, accurate, high-quality and with a good name in the industry.

The environment

Environmental protection is a natural part of our business philosophy. We are committed to the continuous improvement and prevention of environmental pollution and to compliance with all relevant legal and other regulations. We evaluate the environmental aspects of our activities, products and services and subsequently adopt measures to address important environmental aspects. We always prefer prevention before the removal of the consequences of environmental impacts and we are increasing the professional level, responsibility and motivation of our employees in the field of environmental protection.

Information security

We are fully aware of the sensitivity of the information and data we come into contact with every day. By issuing this policy, we commit to a system of information security management while declaring a commitment to our customers, employees and external entities. We take responsibility for the security of information in terms of maintaining its availability, confidentiality and integrity, and we undertake to make the necessary efforts to create conditions and secure resources to achieve this objective. We will promote the continuous increase of knowledge and awareness among employees, thereby maintaining a high level of information security.

There is a continuous risk management process related to information security. For this process, we have approved a methodology that ensures the repeatability and comparability of the determined indicators and it is formally described in the ISM Manual. We subsequently resolve the identified risks through the introduction of appropriate security measures. We conduct regular internal audits and management reviews to monitor and evaluate the effectiveness of the measures in place. The ISM Policy is further developed by the ISM Handbook, the ISM objectives and other management documentation setting out the obligations and responsibilities of employees and other external entities, who are required to comply with them.

Corporate social responsibility

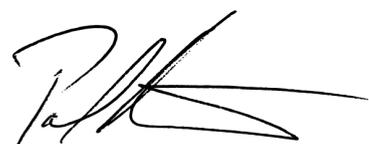
As a responsible company, we act in the interests of our shareholders, employees and business partners. We always strive for transparent cooperation and comply with the laws. At the same time, we endeavour to be of benefit wherever we operate. Through educational and social programmes, we support the improvement of the quality of life of all those who need it. We honour the legacy of previous generations.

Commitment to improving the integrated management system

This policy is a commitment on the part of the company management to continuously improve the established integrated management system. The policy is updated to reflect the nature and scope of the company's activities at all times.

Prague, 1. 3. 2022

Pavel Hanuš
CEO

A handwritten signature in black ink, appearing to be 'PH' followed by a long horizontal stroke.