



Sustainability report 2024



MEDIQ

at the heart of healthcare



Sofia Hauptmann

Quality and Environmental Manager

2024 was the year when I returned to work after giving birth to my 3rd child. Not many things are as world-changing as bringing a new life into the world. Pure luck, relief, that overwhelming flood of love! But simultaneously that enormous weight of worry arrived, 3,6 kg of concern immediately arrived into my arms. It is a big responsibility caring for something so precious and vulnerable. The world is a harsh place, not only is it full of little pieces to choke on, fast cars and deep oceans that are threats to curious little toddlers. Our world is also changing as a whole and facing significant trials. Climate change, economic uncertainty, global conflicts, new and old diseases and a deteriorating security situation are all aspects that are reshaping the future for the kids of today. Being a parent gives perspective on what is important. Never has it felt more important to play for the good team. To spend your time and energy doing things that are valuable and caring for people and planet. I want to be a part of making this world a better place for my kids to grow up in.

At Mediq health and well-being is our core. By providing high-quality products and healthcare solutions, we strive every day to strengthen and improve the Swedish healthcare, help health care providers in their daily work so that more people can feel better. It feels good going to work knowing that the core of the company strategy and purpose of daily tasks is doing good. This is what drives us, gives us hope, and fuels our determination to tackle both old and new challenges.

Medical products are essential for maintaining modern and high-quality health care systems. But just as any products, we know they can at the same time have a negative impact on the environment due to CO2 emissions, resource extraction etc and affect people working in the supply chain or patients using products containing unwanted substances. We want to take responsibility for our contributions both good and bad. Sustainability is at the heart of our business. We continuously work to minimize our environmental footprint across the entire value chain—from ensuring fair working conditions in production, optimizing packaging, and reducing the climate impact of transportation, to developing new circular solutions. We are committed to ensuring that we contribute to a more sustainable healthcare system and a more sustainable world and want to play a part in the transition towards a circular economy, one small step at a time. Everyone cannot do everything but all can do something and for me, that has never felt more important.

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This report covers Mediq Sverige AB (org. no. 556252-2317) and outlines our sustainability efforts during 2024, based on collected data from the year.

We strive to contribute to a more sustainable society, aligning our work with the UN's 17 Global Goals.

The report is part of the management report in the 2024 annual report and complies with the guidelines of the Swedish Annual Accounts Act.

The past year

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The past year

Year 2024 – Mediq Sweden: Sustainability, Health and Engagement.

New ESG Strategy and Sustainability

In 2024, Mediq continued its transformation by implementing a unified ESG strategy across all 13 operating countries. The focus areas are: products, services, operations, and employees. The overarching goal is to build a climate-neutral, circular, and socially responsible business.

Products and Solutions

Mediq offers over 32,000 healthcare products, focusing on circularity and ethical production. A prime example is Klinion® plastic-free bathing wipes, which reduce environmental impact without compromising on quality. With labels like the Nordic Swan and Care to Care, Mediq helps healthcare providers make sustainable choices.

Services and Digitalization

Digital platforms such as SPCE are used for training and information sharing, reducing travel and improving communication. Two new digital training rooms were launched in Region Kalmar, reaching 180 users.

Information Security

Mediq complies with ISO 27001. In 2024, a major incident related to an IT partner's ransomware attack was reported to the Data Protection Authority. No serious data breaches occurred.

Transport and Emissions

Investments in electric vehicles, charging stations, and smarter logistics reduced climate impact. Although emissions slightly increased due to longer delivery distances, electric vehicles increased from 8 to 13, and combustion engine cars were halved.

Employee Focus

The 2024 employee survey showed strong engagement:

- 89% say customers are the top priority
- 91% are proud of their work
- 92% go the extra mile
- 77% feel safe discussing mistakes openly

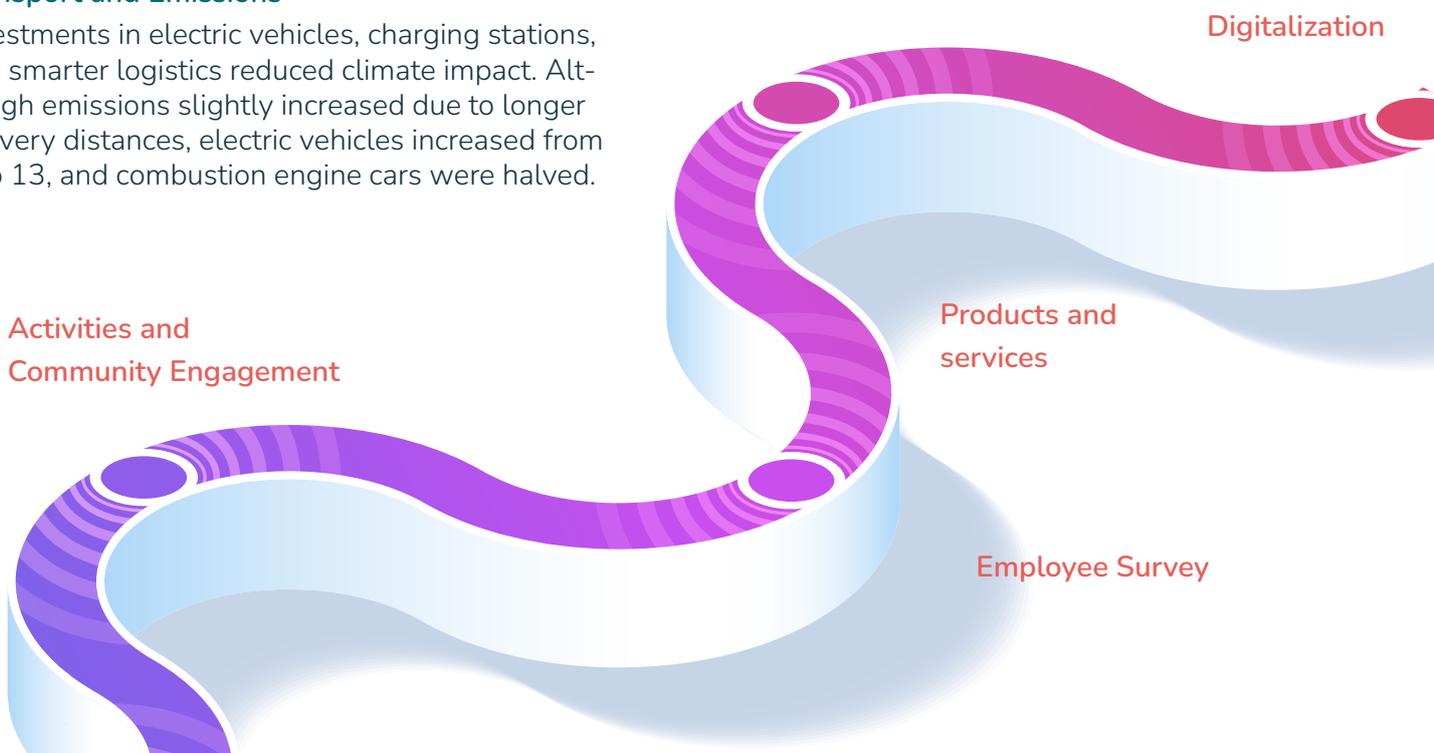
Mediq increased the wellness allowance to SEK 5,000 and offered various social activities, from BBQs to themed events. The work environment emphasizes safety, ergonomics, and zero tolerance for discrimination.

Social Responsibility and Community Engagement

Mediq donated to the Queen Silvia Children's Hospital Foundation, Nattvandrarna, and the City Mission's Christmas gift drive. During Pride Month, Mediq visibly supported diversity and inclusion, promoting a safe and welcoming workplace.

Challenges and Areas for Improvement

Despite the positive results, survey feedback highlights areas needing improvement—particularly fair compensation and the Employee Net Promoter Score (eNPS), which stands at -37. Mediq acknowledges these issues and is working actively to address them.



Activities during the year



Welcoming LIA students during the year created a true win-win situation – providing valuable hands-on experience for them, while bringing fresh perspectives to departments like marketing, sourcing, and beyond.



Throughout the year, a number of Town Halls kept everyone informed with the latest news from across the organization – from finance and HR to legal updates



A wide range of fairs, exhibitions, and hearings filled the year with insight, leads, and engagement.



We celebrated 125 years throughout the entire year – a milestone marked with joy, pride, and memorable moments.



Cleanup days were organized, offering a great chance for everyone to come together, pitch in, and take pride in our shared spaces.



Several opportunities to meet – breakfasts, lunches, and various gatherings throughout the year



The year ended with the traditional Christmas lunch, a troubadour, and beautiful singing – a festive close to an eventful year..

A trusted Health-care Partner

Established Roots and Global Reach

Mediq Sweden AB was formed in 2010 when Oriola-KD Healthcare AB was acquired by Dutch Mediq B.V. Our origins, however, trace back to Kronans Droghandel, founded in 1907. Today, as part of the Mediq Group headquartered in Utrecht, we benefit from shared innovation across 13 European markets - making us Northern Europe's largest distributor of healthcare products.

Core Offerings

Our operations are structured around three key areas:

- Healthcare Solutions
- Technical Solutions
- Nutrition

Services That Support Care

We provide technical service, customer support, and digital platforms including a prescriber portal for dietitians, a B2B webshop, and a patient portal - ensuring smooth, accessible healthcare delivery.

Efficient Healthcare Logistics

On behalf of healthcare providers, we deliver tailored logistics services, from inventory management and order handling to invoicing and information flow. These services are aligned with public procurement frameworks and adapted to individual customer needs.

Industry Expertise

With deep roots in Swedish healthcare, we understand its unique challenges. Our flexible, patient-centered solutions add value for both care providers and patients - regardless of size or capacity.



Fact Sweden

Number of Employees:
193 people

Revenue:
SEK 1.08 billion

Head Office:
Kungsbacka (Sweden)

Logistics Centers:
Kungsbacka (Sweden)
Umeå (Sweden)

Product Range:
Approximately 32.700 items.

Operations:
Provides medical supplies, healthcare technology, digital solutions, and high-quality logistics across the entire care chain.





We create values

Value system

Business idea

At Mediq, we ensure that Swedish healthcare is equipped and ready to face its challenges. We do this by providing a wide portfolio of medical technology solutions that facilitate our customers' everyday lives and improve patient quality of life.

Quality

We follow and work according to the quality standard ISO 9001 and the binding legal requirements that exist. Mediq Sweden has been quality and environment certified since January 2011.

Sustainability

Sustainability is central and important to us. Our pursuit of continuous improvements is based on the UN's 17 global sustainability goals, which, along with ISO 14001, guide us in our development work.



Brand insight

Our mission

We deliver the right and the most efficient outcomes to European Healthcare by providing products, services, and solutions.

Our vision

To enable sustainable healthcare.

Our ambition

We want to be the leading player in Europe in the market for home care and professional health and medical care.



Core values

Caring heart

Care sits at the heart of our business and is the true driver of our people. We put our patients first and always strive to make a difference. Because what we do matters. We care about improving lives, one person at a time.

Customer drive

Our customers always come first, whether it is the patient, payors or healthcare professional. We create client-focused solutions and take ownership of their needs. Customer drive is about delivering excellent value with enthusiasm and ambition.

Champion spirit

We need to act as one because together we can achieve so much more. Champion spirit is about believing in unlimited possibilities. But it is also about adapting to new challenges and being eager to be better every day.

With integrity and respect, we strive to create a winning team.

We who work at Mediq Sweden



Employee in numbers

Distribution of women/men in company management:
Women: 5
Men: 6

Total Mediq Sweden December 2024 was 193 employees:
Women: 80
Men: 113

Distribution of officials and collective employees:
Mediq has its head office and logistics center in Kungsbäcka, with warehouses in Umeå.

Kungsbäcka:
Officials: 117
Collective employees: 53

Umeå:
Officials: 3
Collective employees: 11



Towards a Sustainable and Efficient Future

At Mediq, we take pride in the value we create for both healthcare providers and patients. Our mission is to improve health, support people with chronic conditions in leading better lives, and make the work of healthcare professionals easier.

Caring for people, but also the society as a whole and the environment, is a fundamental part of our vision and purpose. That's why sustainability is an integral part of our business model and is reflected in everything we do.



Transition to a Unified ESG Strategy

Mediq is on a transformation journey where harmonization between the different Mediq countries enables scalability and increase our abilities to make a change for people and planet. As we move ahead with Mediqs operations and are reshaping for the future, we remain aligned around our four global sustainability pillars and ambitions within.

In 2023, the Mediq Group launched a new ESG strategy applicable to all 13 countries in which we operate. Our ESG model is aimed at generating positive outcomes while minimizing negative impacts. The strategy covers our entire value chain, from production to waste management, and with the base in our four pillars: products, services, operations, and employees we make sure the entire company is in scope.

Within each pillar, we have set ambition targets linked to relevant UN Sustainable Development Goals.

Our goal is to create a sustainable and long-term business that aligns our mission with stakeholder needs and the challenges we face. Mediq Sweden's sustainability efforts is guided by this shared strategy. The national sustainability goals and projects we are commencing will be presented in the following sections.



Our Products

We deliver products with minimal environmental impact where circularity is central and which are ethically produced.



Our Services

We provide services and solutions to improve the quality of life for patients and healthcare professionals and support the sustainability transition in healthcare.



Our Business

We minimize waste, use of packaging materials, emissions during transportation and energy use in buildings, where circularity is central.



Our Employee

We develop and strengthen committed, healthy and diverse employees.



Sustainability focus

Mediq operates at the heart of healthcare and we take advantage of this unique position to work closely with healthcare partners to jointly create a sustainable healthcare sector.



The ESG strategy's overall environmental objectives:

- Working towards a greenhouse gas neutral and circular business.

The overall social objectives of the ESG strategy:

- To take care of people, both our employees, healthcare professionals, patients and workers in our value chain.

Primary stakeholders

ESG as included in Everything We Do

We maintain an ongoing dialogue with our stakeholders to ensure that Mediq Sweden creates value, manages risks, and seizes opportunities. Our goal is for the ESG perspective to be embedded throughout our entire operations.

Through our stakeholder analysis, we have identified the most critical sustainability issues for Mediq Sweden, categorized into three key areas:

1. Social Sustainability – Stronger Together

- Sustainable supply chains through collaboration / follow-up
- Satisfied employees
- Good working environment and fair working conditions

2. Economic Sustainability – Long-Term Stability

- Profitability for a sustainable future
- Societal value for healthcare providers and patients
- Positive impact on local, national, and global economies

3. Environmental Sustainability – Focus on Our Impact

- Responsible product choices
- Sustainable transportation
- Efficient resource use in packaging

Responsible business creates value for all our stakeholders - healthcare providers, patients, suppliers, and employees. Together, we are building a more sustainable future.



Stakeholder	Requirements and wishes	Activities / Tools
Customers	<ul style="list-style-type: none"> Affordable prices Improved Healthcare Improved health and quality of life for patients Simplified and coordinated solutions to free up time Availability of products. Traceability of products. Sustainable Product selection, ECO-labels. Sustainable products (Reduce need, use multiple times, based on recycled raw material, bio-based material, recyclable, decrease harmful substances. Product ESG data + documentation (IFU, SDS, EC cert, DoC, Label certificate, Product Data Sheets. Circular process solutions Environmental impact of operations (transports, packaging, energy) Knowledge of product manufacturing and material selection as well as traceability in the supply chain Sustainable supply chain with social, ethical, environmental considerations + transparency of due diligence Responsible business (no corruption, anti-bribery, human rights etc) Quality and Environmental management systems Privacy and information security system Using public procurement as political power to push change 	<ul style="list-style-type: none"> Mediq's range of products and solutions. Sustainability Report Code of Conduct Supplier Code of Conduct Risk assessment mapping Sedex ISO 9001, ISO 14001 Eco-labels Care to Care label
Patient/ Consumer	<ul style="list-style-type: none"> Improved health and quality of life Reliable/responsible supplier Availability of products. Uncomplicated delivery Counselling Responsible business Products that are better from an environmental point of view Eco-labels Easy waste sorting Safety, privacy and security 	<ul style="list-style-type: none"> Mediq's range of product and solutions Webshops Prescribing portal Reliable systems Quality monitoring New products Customer survey with action plans Eco-labels Care to Care labe ISO 9001, ISO 14001
Employees	<ul style="list-style-type: none"> Market salary and benefits (insurance, pension etc) Attractive employer Easily access to office/work Values-driven (sustainable business) Information (vision, goals and strategies) Development opportunities Inclusive, responsive and free from discrimination Good physical work environment Measures in the event of an incident Trade unions Legal Compliance Forum for suggestions for improvement Work-Life balance, flexibility and wellness 	<ul style="list-style-type: none"> Employee survey Employee appraisal Tools for improvement proposals (HIA & EK) Safety rounds Policies in work environment & fire protection Wellness grants
Suppliers	<ul style="list-style-type: none"> Realistic forecasts (avoiding urgent orders that put stress of supplier/manufacturer) Reliable distributor Responsible business conduct Management of product documentation for quality (e.g. CE certificate) Sustainable and safe handling, warehousing and transport of goods Customer feedback Traceability of products Supplier visits and visits by third parties Quality management system 	<ul style="list-style-type: none"> Code of Conduct Collection of signed Supplier Code of Conduct Customer dialogue and surveys Stakeholder analysis Market analysis ISO 9001, ISO 14001 NCR
Authorities/ political decisionmakers	<ul style="list-style-type: none"> Inspection of products Law enforcement and permit management Mandatory reporting to local authorities (chemicals, CBAM etc) LOU incl. national sustainability requirements Sustainability report Jobs 	<ul style="list-style-type: none"> Permits/notifications Energy audits Sustainability reporting Legal enforcement Reporting of packages electric goods, batteries Measures from official visits, Meetings with the municipality.
Owner	<ul style="list-style-type: none"> Identify business opportunitets and risks Protecting Mediq's brand Customer orientation 	<ul style="list-style-type: none"> Review of risk and opportunity analysis Code of Conduct Customer dialogue and surveys, Stakeholder and market analysis.
Society	<ul style="list-style-type: none"> Proper business and conduct Product Safety Reliability/Transparency Environmental responsibility Good waste management No unnecessary transports Information about our products Acceptable noise level No local pollution Traffic safety (high traffic areas with large veichles) Community involvement, donations, jobs 	<ul style="list-style-type: none"> Guidelines for waste management Donations to selected projects Renewable electricity Route optimization for deliveries Energy audits Electric company cars

The foundation of our sustainability work

The UN's Sustainable Development Goals

Our sustainability work is based on the UN Global Compact, with a focus on human rights, working conditions, the environment, quality and anticorruption.

These principles are integrated into our Code of Conduct and apply to all suppliers and employees.

Materiality analysis

The UN Agenda 2030 and the 17 global goals are a

central part of our work. Through our materiality analysis, we have identified that we have the greatest impact on the goals:

- 3 Good health and well-being**
- 8 Decent work and economic growth**
- 10 Reduced inequalities**
- 12 Responsible consumption and production**
- 13 Climate action**
- 17 Partnership for the goals**

ISO certifications and systematics

Our certified management system according to ISO 9001:2015 and 14001:2015 ensures structure and efficiency in our sustainability work. Through clear processes, policies and action plans, we put the strategy into practice and constantly work on improvements.

Our efforts are followed up by both internal and external auditors to ensure results.



1. No poverty
2. No hunger
- 3. Good health**
4. Education
5. Gender equality
6. Clean water and hygiene
7. Renewable energy
- 8 Decent work and good economic growth**
9. Innovation
- 10. Reducing inequality**
11. Sustainable cities
- 12. Responsible consumption**
- 13. Climate action**
14. Life in water
15. Life on land
16. Peace and justice
- 17. Partnership for the goals**



Read more on the following pages about our 4 company pillars and the initiatives we are pursuing to take our sustainability efforts forward, guided by the, for Mediq, applicable UN Sustainable Development Goals.

Our products



We deliver products with minimal environmental impact – keeping circularity as our guiding principle – that are ethically produced.

Minimal environmental impact

Minimal environmental impact will be achieved by growing our care to care selection: an assortment assembled keeping the circularity framework as guiding principle. In parallel, recycled, and recyclable packaging material will be achieved by working together with suppliers.



Mediq's commitment to health & well-being

At Mediq, health and healthcare are at the center - this is where we have the opportunity to make a real impact. We take one step at a time towards a more sustainable and inclusive future.

Our commitment permeates everything we do: we deliver high-quality solutions, services and products that empower both healthcare professionals and patients.

By promoting independence for patients at home and supporting caregivers in their work, we contribute to creating safer and more effective care.

Health and well-being are at the heart of our mission, and we constantly strive to meet the growing care needs in a way that also contributes to sustainable cost development in healthcare. ■

Products and solutions for better care

At Mediq, we see our mission as more than just delivering products – our true aspiration is to ensure that every patient receives the right care at the right time. Only then do we consider our work complete.

We offer an extensive range of over **32.700 items** in health-care, laboratory diagnostics, nutrition and service. But our offering does not stop at products. It also includes clinical expertise, project management, planning, verification and continuous follow-up – all to meet the dynamic and growing needs of Swedish healthcare.

Innovation is a given in today's advanced healthcare environment. Mediq is constantly developing together with our customers to support them in their development journeys and help create tomorrow's care.

A clear example of our sustainability work is our focus on fixed delivery days. By combining orders, we reduce the number of transports, which in turn leads to reduced carbon dioxide emissions and more efficient logistics in the healthcare chain.

We have also integrated leading environmental labels, such as the Nordic Swan, Bra Miljöval and our own label Care to Care, directly into our customers' ordering portals. In this way, we make it easier for healthcare providers to choose sustainable alternatives and contribute to a more conscious selection of products.

By combining smart logistics, environmentally friendly alternatives and a close dialogue with our customers, we help Swedish healthcare take clear steps towards a more sustainable future - without compromising on either quality or patient safety. ■



Ethically produced

Ethical production will be governed into our growing responsible sourcing program consisting of an awarding phase (screening), contracting phase (supplier code of conduct), supplier assessments phase (self-assessment or audit), and - when required - corrective action planning (Following a Plan Do Check Act Cycle).



A plastic-free step towards the future of care

When we at Mediq developed Klinion® Plastic-Free Waterless Bathing Wipes, we had a clear goal: to make it easier for healthcare to take responsibility for both patients and the planet. The result was a new generation of body wash and lotion wipes – completely free of plastic.

Made entirely from viscose, these wipes offer a quick, effective and gentle cleaning, completely without the need for water or soap. At the same time, they provide patients with



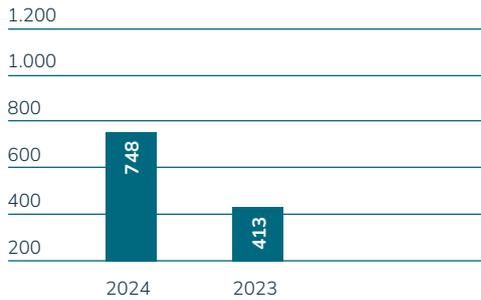
the same hygiene and comfort as traditional products, but with a significantly lower environmental impact. ■

Behind Klinion® Personal Care are three clear values:

1. Environmental responsibility – By eliminating plastic, we reduce waste and our ecological footprint.
2. Social impact – We promote more efficient and inclusive care, in line with our broader responsibility as a social actor.
3. Economic accessibility – High-quality, environmentally friendly products should not be a luxury item. We offer sustainable alternatives at fair prices, so that more people can make the right choice without compromise.

With Klinion® plastic-free wipes, we show that it is possible to combine gentle care, practical use and environmental awareness – every day, in every care situation. It is these initiatives that drive our journey towards a more sustainable future – one plastic-free step at a time. ■

Care to Care program



Gunnar Fröjd, Product Manager

A small piece of plastic – a big change

When Gunnar started at Mediq, he was thrown straight into one of the biggest challenges of his career: a comprehensive urology procurement from one of Sweden's largest regions. The requirements were tough, especially on the environment and documentation – and it was clear that the region had really done its homework.

In the middle of the work, Gunnar discovered a problem. One of Mediq's best-known products, a world-leading catheter from a very prestigious manufacturer, contained a small detail in PVC – a color marking at the valve. In practical terms, the PVC was not there for any technical reason. But to fully meet the region's high requirements, the product needed to be completely PVC-free. And there was no room for compromise here.

Gunnar realized that change was necessary. Together with his team, he raised the issue with the manufacturer. The response was initially dismissive – the Swedish market was too small to justify costly product development and new tests.

But Gunnar didn't give up. Instead, he sharpened his argument and presented a clear forecast: within a few years, more and more markets would demand PVC-free products, and if the manufacturer did not act now, they risked falling behind

financially. Step by step, they convinced the manufacturer that a change was not only necessary – it was also strategically smart.

Finally, the manufacturer launched a project. But not just for Sweden – they decided to change the product globally.

Two years later, the result was clear. PVC had been replaced with the more environmentally friendly plastic PE, and the entire product range was now 100% PVC-free. At the launch, Mediq was the first in Sweden – and probably the first in the world – with a completely PVC-free catheter.

For Gunnar, this was a personal triumph and proof that even smaller players can create big changes – with the right arguments, perseverance and conviction. Today, he looks back on the work with pride and sees it as a symbol of Mediq's commitment to the environment and the future. ■

Healthcare Solutions

Mediq Healthcare Solutions provides a wide, customized range of products and solutions that cover the daily needs of Swedish healthcare.

We work closely with our customers and suppliers to plan, implement and optimize product choices and solutions, with continuous adjustment during ongoing collaboration.

We offer both standardized and customized solutions and continuously work with innovations that strengthen patient safety. A clear example of this is the national introduction of the new ISO standard for NRFit connections in local anesthesia.

Together with our suppliers, Pajunk and GBUK, as well as all of Sweden's regions, we have worked purposefully to meet the new safety requirements in healthcare. Through close collaboration, we ensured that everything was in place for the regions' conversion to the new standard within the tight time window at the end of 2023. ■



Anna Hansson, Product Specialist

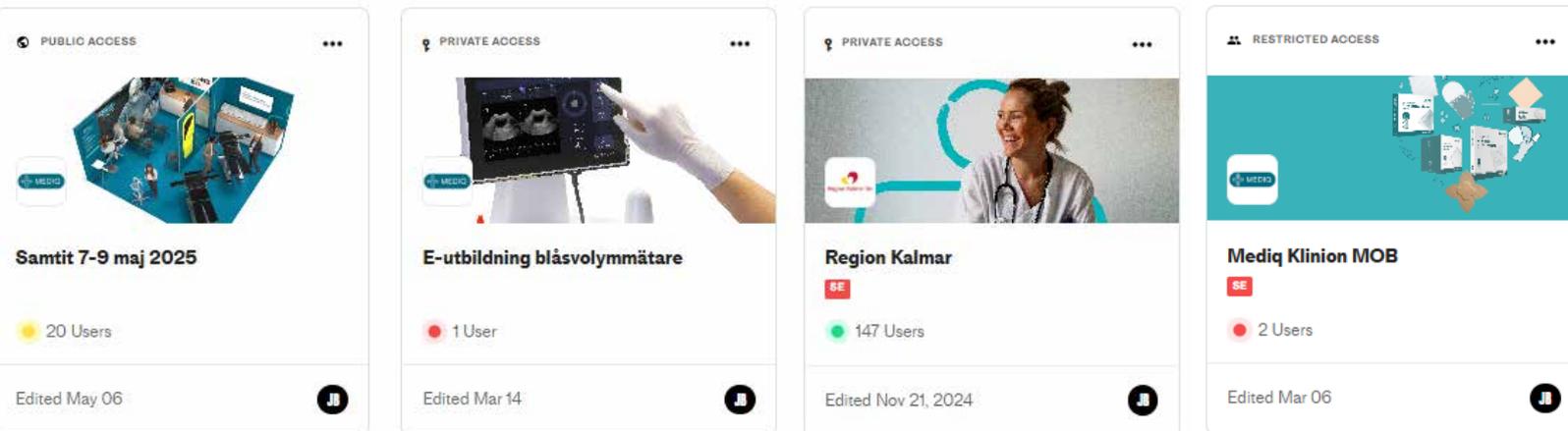
Our services



We provide services and solutions to our customers to enrich the quality of life of patients and people working in healthcare and support the sustainability transition in healthcare.

Enrich quality of life

Enrich quality of life will be achieved by services and solutions focusing on health system strengthening and patient empowerment and well-being.



Digital spaces for training purposes and information exchange.

- Digital platform SPCE – A sustainable choice for both the business and the environment.

Mediq strives to optimize our processes to reduce environmental impact and streamline work for both us and our customers. By using the digital platform SPCE, we have created a solution that benefits our business relationships in several ways and the environment.

By offering training and materials remotely, we reduce the need for costly and environmentally damaging travel. This not only saves time and money, but also helps reduce our carbon footprint. The platform also makes it easier for our customers to access important information and support, which saves valuable time for healthcare professionals and makes communication more accessible and efficient.

All information is collected in one place, which reduces the number of email threads and makes it easier for our customers to find what they need. SPCE facilitates collaboration, cuts administrative time and contributes to a more sustainable way of working – both for us and for our customers. All traffic and activities in the digital rooms are measurable, which gives us valuable insight. The platform also makes it easy to interact with our customers, for example through video messages.

During (Start 2023) 2024, we have opened 2 digital rooms for Region Kalmar (among others) and its municipalities with the aim of training in Woundcare and providing information regarding the procured range. We see that the number of users has increased to 180 users in total. ■

Support the sustainability transition

Through the dedicated work of our Technical Service team, smart resource management, and continuous innovation, we help extend the life of critical medical equipment, reduce environmental impact, and promote safer, more effective healthcare for all.



Good Health and Well-being

We work with medical technology that directly supports good health and well-being. Through regular maintenance and professional repairs, we help ensure that critical medical equipment functions safely and efficiently. Our service teams contribute to minimizing downtime and preventing potential risks to patients by maintaining high standards of quality and reliability.

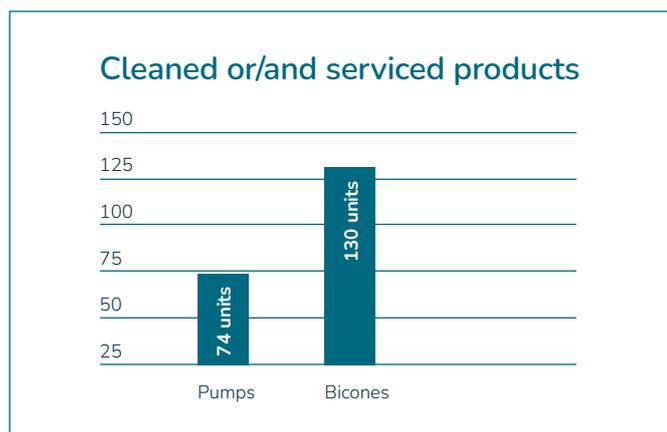
By servicing and supporting equipment used in infection control, diagnostics, and treatment, we promote safer healthcare environments and improved patient outcomes. This aligns with our commitment to ensuring access to high-performing medical devices that enable safe, effective, and hygienic care. ■

potential for multiple reuses, which we would then assess.

Optimized rental fleet with high utilization: Each pump is used to its full potential, ensuring efficient use of resources and minimizing idle equipment.

Sustainable Equipment Management: Through expert servicing and repairs, we extend the lifespan of medical devices, significantly reducing the demand for new manufacturing and promoting responsible resource use. Through ongoing service and maintenance maximizing their value and reducing environmental impact.

Around 130 Biocon (bladder volume-meter) units/mattresses were serviced or repaired in 2024. About one-third of these were kept in use by replacing or repairing key components. This results in a clear environmental benefit and avoids the cost and resource use associated with purchasing new equipment. ■



Circular Use of Spare Parts:

In line with our commitment to sustainability, 5,900 seals and bellows were reused in 2024, with less than 5% requiring new production - contributing to reduced environmental impact

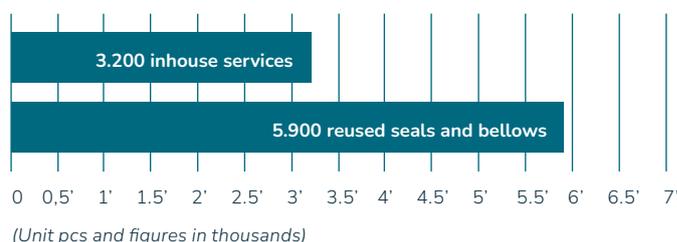
In-house service:

1. Devices repaired in-house instead of sending service technicians to customer sites help reduce transportation impact.
2. Having spare parts readily available enables us to fix issues directly - supporting a "first time fix" approach.

In total, around 3,200 in-house service and repair tasks were performed in 2024. ■

Responsible Consumption and Production

Refurbishment of pumps: By cleaning and reusing pumps for Negative Pressure Wound Therapy (NPWT) instead of purchasing new ones, we reduce waste and resource consumption. This is done following thorough inspection and servicing, which also helps extend the product's lifespan. In 2024, a total of 74 pumps were cleaned and reused, thereby extending the active life of the components. Currently, our process allows for a one-time reuse, which is a balance between effort and outcome. Further evaluation may reveal





GDPR

We respect the privacy of patients and business partners, collecting only the personal data necessary for our operations. Our employees follow strict policies to protect personal information.

In 2024, we received 6 minor incidents and 1 major. The minor incidents were not reported to the Data Protection Authority as they were considered with low risk.

The major incident, that was due to the ransomware attack to one of our IT-partners in January, was reported to the authorities. The likelihood of data breach due to this attack is considered very low. ■

Information Security

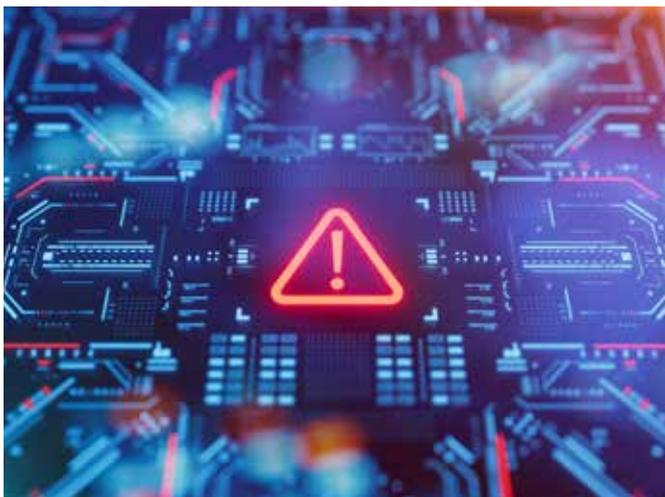
Managing information about customers, suppliers, products, and employees is a central part of our operations, which requires clear and effective processes for information security. Mediq follows the ISO 27001 standard and works closely with our global IT organization to ensure strong governance of this area.

To stay up to date, we continuously monitor global guidelines and risks, both internally and in collaboration with our IT partners. Our internal information security framework is regularly reviewed and updated, and we conduct training for our employees to raise awareness about issues like phishing.

We have shared monitoring and reporting methods across the Mediq Group, facilitating cooperation between countries. Our common IT platform enables us to ensure robust information security practices. ■



If you have questions about our policies or suspect any irregularities, please contact our Data Protection Officer at: personuppgifter@mediq.com



Ransomware attack

On 19th of January 2024, one of Mediq's IT-partners was partially subjected to a ransomware attack. Even though not directly impacted by the ransomware, the incident affected services for Mediq's business applications for 3 business days. ■

Our business



We operate minimizing waste, use of packaging material, emission in transport, and energy use in buildings. Keeping circularity as our guiding principle.

Minimal waste generation

Mediq's Solutions for Circular Economy and Resource Efficiency

To support the UN Sustainable Development Goals, particularly Goal 12 on Responsible Consumption and Production, Mediq actively works to optimize resource usage and transition from a linear to a circular economy. Our initiatives are detailed below and in the following section on Climate Actions.



Waste Management

In the healthcare industry, where large volumes of materials are consumed daily, Mediq Sweden actively applies the waste hierarchy principles to make the best use of the planet's resources when we are developing our portfolio. Minimum waste generation will be achieved by working together with suppliers to switch to minimum and recyclable packaging material. In parallel we will try to get the manufacturers to focus on waste separation and possible recycling of the actual product.

Our internally primary waste types are cardboard, plastic, and broken pallets from the Warehouse. ■

The 9 Rs of Sustainability

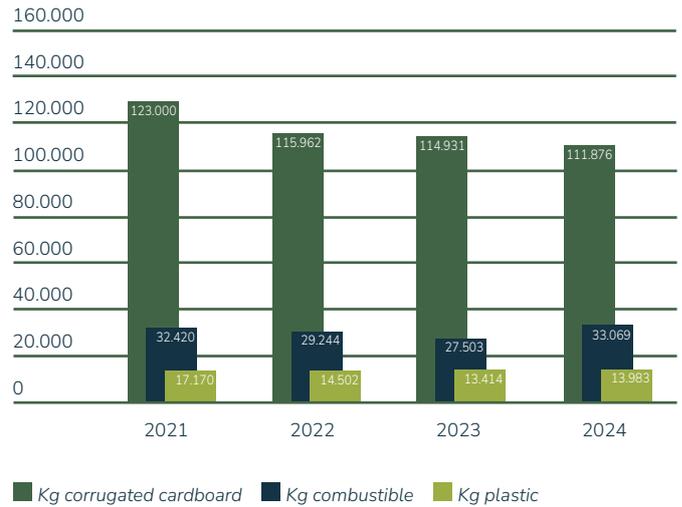


In 2024, we see a total reduction of about **1.500** kg of waste.

High amount of scrap in Umeå due to clean up of customer owned articles (after the pandemic)



Waste quantities:



Chemicals and Dangerous Goods

Mediq Sweden offers a wide range of healthcare products, including certain chemical products subject to strict regulations. We ensure compliance with relevant EU legislation (REACH, MDR, and IDVR) and engage chemical advisors when necessary to guarantee proper handling.

Through the iChemistry tool, we ensure that all products have up-to-date Safety Data Sheets (SDS). Customers automatically receive the latest SDS either upon first purchase, when more than 12 months have passed since the last order, or when updates are made.

In 2024, we have continued to enhance the dialogue with our suppliers and verify information regarding substances of very high concern (SVHC) listed on ECHA's Candidate List for our entire assortment.

Regarding dangerous goods, proper handling in terms of storage, labeling, loading, and transport is crucial. We engage an external Dangerous Goods Safety Advisor annually

to ensure regulatory compliance and promote preventive risk management. All employees handling dangerous goods receive ADR-S training, which is updated in line with regulatory changes. ■



Hans Segerholm, Supply Chain Manager



Minimal use of packaging material

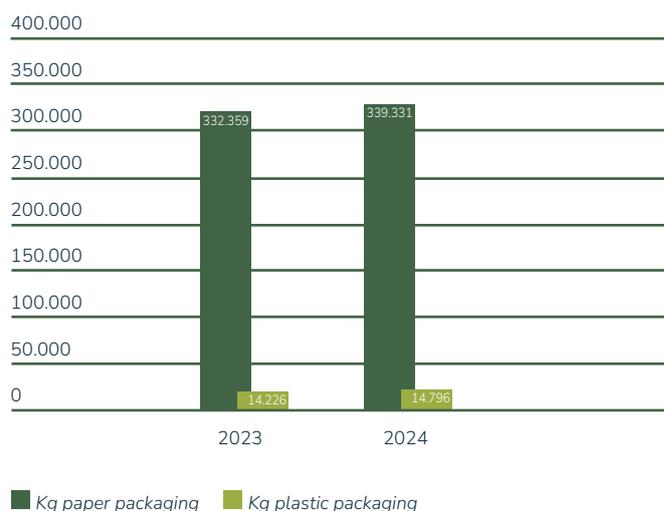


Measure packaging materials in relation to order lines

We measure our purchase of packaging materials in relation to the number of order lines. Our efforts to consolidate our deliveries result in a slight increase in the amount of packaging, but the positive aspect is that we have more efficient transportation. In 2024, we anticipate an increase in the amount of recycled material in our packaging, primarily for plastic. Throughout the year, we have evaluated a new type of stretch film (ReBorn) made from 100% recycled material (tall oil). Unfortunately, this has not demonstrated the same quality as our current one and has therefore not been able to be included in production. However, throughout the year, we have increasingly switched to using paper tape to seal boxes instead of plastic tape.

More improvement work is continuously ongoing with our packaging supplier. ■

Purchased packaging materials including deliveries to Norway:



Packaging

When packing and distributing healthcare products, we carefully select packaging materials to protect goods, maintain sterility, and control temperatures. We have for several years worked to decrease the amount of packaging material and we are now focusing on increasing the amount of recycled material and to lower the CO²-footprint. ■

Our Packaging Solutions

1. Optimized carton usage

Our packaging machine custom-cuts cartons to reduce air transport and the need for filler materials. When filling is necessary, recycled or paper-based materials are used.

2. Recycled-content plastic filling

For sterile items, we have transitioned to plastic filling containing 50% recycled content, reducing our use of virgin plastic and associated CO² emissions.

3. Reusing cold boxes

Customers receive a return label for cold boxes, enabling the reuse of 1,500–3,000 boxes annually and saving 900–1,900 kg of virgin plastic each year. During the year we have initiated a project to analyze if a new type of box, made of mainly carton, could be a solution to replace the cold boxes we have today.

4. Recyclable packaging compliance

All packaging procured meets Näringslivets Producentansvar recycling standards, ensuring full recyclability after use. We aim to find packaging solutions with minimal environmental impact while maintaining the high quality standards required for our products. Moving forward, we will increasingly focus on the carbon footprint of materials used. ■

	2024	2023
Paper packaging material		
Outcome kg/order line	0,18	0,18
Proportion recycled	67%	66%
Plastic packaging material		
Outcome kg/order line	0,008	0,0075
Proportion recycled	6,9%	2,8%

Minimal emission in transport

Transport and logistics are critical to Mediq Sweden's operations, but they also contribute to environmental challenges. In 2024, we strengthened our commitment to reducing emissions from both internal business travel and downstream deliveries. Key initiatives included investing in electric vehicle infrastructure, green transport corridors, transitioning our company car fleet towards electrified options, partnering with fossil-free logistics providers, and optimizing transport efficiency.

Transports

Transport activities contribute to noise, particle emissions, and greenhouse gases, all of which negatively impact the climate and environment. We actively work to minimize the environmental footprint of our transport operations, both in product deliveries and business travel. ■

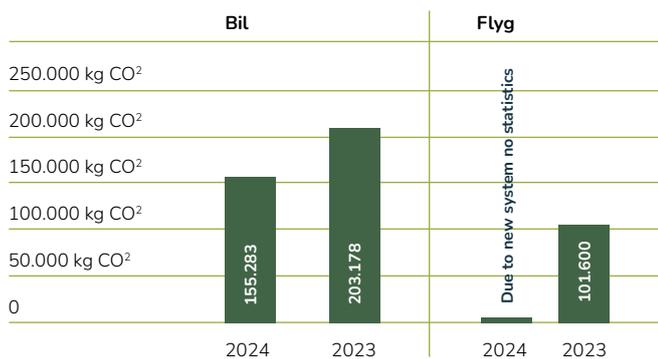
Internal Transport

Mediq Sweden's operations require domestic and international travel. Our travel policy and company car policy guide us towards sustainable choices. Digital meetings are prioritized over travel, and for domestic business trips, we primarily opt for train travel.

To further promote climate-smart travel, we invested in charging stations at our head office in Kungälv to support the use of electric vehicles. This also accelerates the transition of our company car fleet, where hybrid vehicles are the minimum standard and the share of electric vehicles is steadily increasing.

In 2024, we halved the number of combustion engine vehicles, increased the number of hybrid vehicles from 60 to 72, and increased the number of electric vehicles from eight to thirteen. As business travel continues to grow, we remain committed to minimizing the climate impact of our internal transport. ■

Business trips

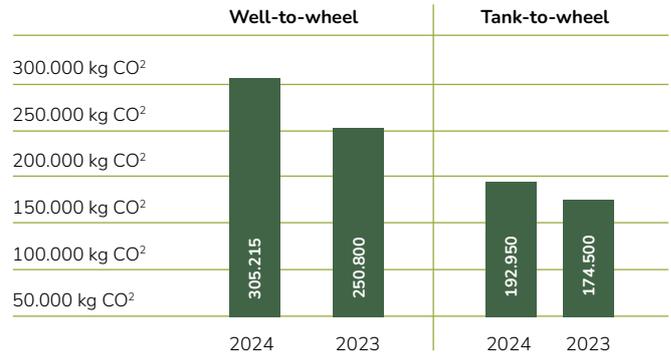


Kg CO₂ only in duty | 2024: 69.739 Kg | 2023: 96.806 Kg

Kg CO₂ per km | 2024: 0,100 kg | 2023: 0,113 kg

	2024	2023
Bensin	1 st	4 st
Diesel	9 st	18 st
El	13 st	8 st
Laddhybrid bensin	49 st	39 st
Mildhybrid bensin	12 st	13 st
Mildhybrid diesel	11 st	8 st

Downstream transport



Kg CO₂ per delivered shipment | 2024: 0,119 kg | 2023: 0,112 kg

Kg CO₂ per delivered pallet | 2024: 4.665 kg | 2023: 4.652 kg

Downstream Transport to Customers

We set high environmental standards for our transport partners, particularly regarding emissions and vehicle selection, and work closely with them to develop sustainable solutions. In 2024, we renewed our agreement with PostNord, our primary logistics partner. PostNord is committed to achieving fossil-free operations by 2030 through electrification, the use of fossil-free fuels, and operational efficiency improvements. Their sustainability efforts have been awarded a gold rating by EcoVadis, and several of their delivery services are certified with the Nordic Swan Ecolabel. This partnership supports our transition towards more sustainable deliveries. ■

Transport Efficiency Improvements

CO₂ emissions from our downstream transport operations in 2024 increased on parcels with 4,4% and pallets with 6,67% vs. 2023, the main reason for this is that our parcel/pallets has been transported approximately 10% further per unit. Mediq are continuously working on reducing CO₂ emissions by exploring and implementing initiatives internally and together with PostNord:

1. Shipment Consolidation (this is still on-going)

We have continued to optimize the load efficiency of our outgoing shipments, reducing CO₂ emissions by approximately 10% (equivalent to around 13 tonnes per year). Although consolidation slightly increases the amount of packaging material, the environmental benefits of fewer shipments outweigh this impact.

2. Reduction of Small Orders

Following an analysis of our order flows, we introduced a fee on low-value orders to encourage customers to place larger, consolidated orders. This helps to reduce the number of deliveries and associated emissions.

3. Optimized shipping

In 2024, we implemented optimized shipping to support the process differentiating between when it will be most beneficial to send a shipment as parcel or pallet. In this way we can secure the correct capacity to optimize the last-mile trucks and to improve route planning to reduce transport emissions. ■



Minimal energy use in buildings

Energy

At Mediq Sweden, we exclusively purchase energy from fossil-free sources such as solar, wind, hydro / hydroelectric / waterpower, biofuels, and nuclear power, resulting in very low carbon emissions. Our district heating is also sourced from biofuels.

By actively choosing sustainable energy, we not only reduce our indirect emissions but also help drive the transition towards a renewable energy system in Sweden, phasing out coal, oil, and natural gas.

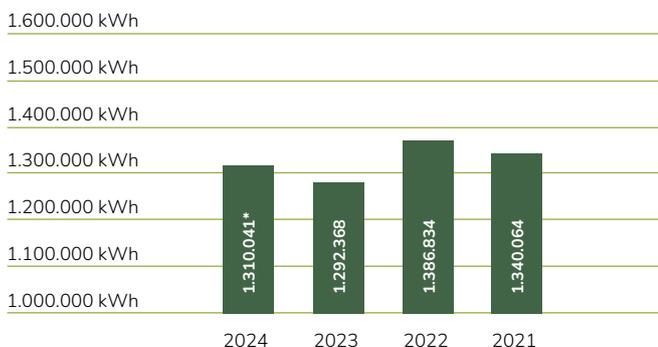
We continuously work to minimize unnecessary energy consumption. Even though we have expended our Warehouse surface over the last years we have decreased our energy consumption 2024 in relation to 2021. In 2023 we saved 6,6% in consumption (kWh) versus budget (which was based on previous year's consumption).

In 2024 we increased 0,3% in consumption vs budget (which was based on previous year's consumption). ■

Upcoming

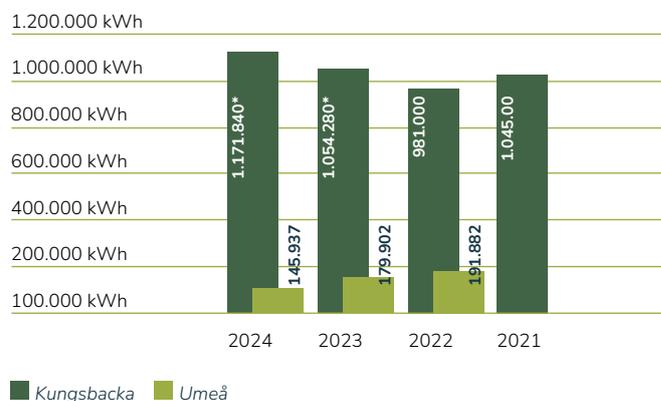
During the year, Castellum will begin replacing roof lighting with LED fixtures, starting with one hall in the facility. This initiative is driven by a shortage of materials for the conventional lighting setup. In fact, we have budgeted an increase in absolute energy use due to our expanded footprint (more square meters), which is related to the relocation of the Danish warehouse to the Swedish facility in Kungsbacka. The lighting replacement will then gradually continue over the coming years for the same reason. In 2025, we will conduct an Energy Mapping to identify and develop energy-saving measures. No estimate is currently available for the potential savings from these initiatives. ■

Electricity kWh



*Still a decrease since 2021 despite larger stocks 2024.

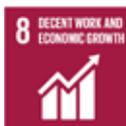
Distric heating kWh



*Increase in Kungsbacka depending on increase warehouse-volume because of the move of Norweigien (2023) and Denmarks (2024) warehouse to Kungsbacka in Sweden.



Our people



We develop and empower engaged, healthy and diverse people.

Engaged people

Engaged people will be achieved by focusing on aligning work to our strategy and by enabling, empowering and developing our employees.



Ett glatt Mediq-gäng på Samtit mässan 2024. Teknologi och operationsbord med utrustning.

Promoting Good Health and Well-being

At Mediq, we actively work to promote the physical and mental well-being of our employees through a safe and inclusive work environment. We offer preventive measures such as wellness allowances, ergonomic assessments, and workplace safety training to reduce absenteeism and promote health. ■

Patient Focus at the Core of Our Work

- According to the results of the 2024 employee survey, which had a high participation rate, we see that patient focus is central to our work. A full 89% of employees believe that customers are our top priority.
- 80% of our employees report that they enjoy their jobs and are proud of the work they do. The results also show that employees feel a strong sense of responsibility, experience good leadership, and that there is strong collaboration within our teams

Community Engagement

Mediq has donated funds to **Nattvandrar**, a Swedish organization that promotes safety and well-being among young people. Through this contribution, we support their important work in creating a safer and more caring community.

During the holiday season, Mediq participated in **Stadsmissionen's Christmas gift collection**. Employees donated Christmas presents to children and families in need, helping to spread joy and create a meaningful holiday experience for those facing difficult circumstances.



As part of our commitment to social sustainability, we proudly support **the Drottning Silvias Children's Hospital Foundation** with a donation of SEK 10,000. The foundation works tirelessly to improve the everyday lives of all children – regardless of their illness – by creating moments of joy, play, and dreams. Their mission is to help children forget the pain, even if only for a little while.

We at Mediq believes that every child deserves the chance to laugh and be a child, especially during difficult times. Through our contribution, we hope to make a small difference in the lives of the young patients and their families. ■



Donation and individual actions from Mediq employees

Healthcare is a human right, yet access to medical care and essential supplies remains unequal worldwide.

Through our continues partnership with Human Bridge, Mediq donates medical supplies to people in crisis. Human Bridge collects, refurbishes, and distributes medical equipment to around 25 countries, primarily in Africa, the Middle East, and Eastern Europe. Our donations include consumables from discontinued stock or items with damaged outer packaging. 2024 we donated around 50 pallets, 13 tonnes of medical supplies donated to Human Bridge. About 35 percent went to Ukraine, while additional support reached Somalia, Tanzania, DR Congo, Republic of Congo, and Sierra Leone - countries facing severe healthcare shortages.

During 2024 we also donated supplies to the organization "Våra barn". Våra barn is an international organization operating in Sweden, the United Kingdom and Bosnia & Herzegovina. Their main aim is to ensure that

orphaned and disabled children and young people have a safe and meaningful future, focusing primarily on the most vulnerable children and young people in Bosnia and Herzegovina.

During the fall 2024 Bosnia and Herzegovina suffered from severe flooding and people and children already experiencing hard times were now faced with even more trials and an acute situation losing their homes and basic safety. Mediq Sweden's own Samir Lalic, warehouse worker and active volunteer in Våra Barn, jumped into action to collect and transport necessities to the affected areas. Together with Samir Mediq Sweden managed to gather 11 pallets, about 2,5 tonnes of gloves, hygiene and cleaning products that was transported to the flood-affected areas.

Mediq Sweden is proud to support critical medical aid while reducing waste by giving products a second life whenever possible.





Healthy people

Healthy people will be achieved by focus on physical and mental well-being.



In addition to the Well-being Group's activities, Team Nutrition organized an autumn lunch and a quiz walk with a Västernorrland theme to celebrate winning a tender with Region Västernorrland.



Well-being Group and Celebratory Activities

Bringing joy to everyday life is crucial for both well-being and satisfaction. Throughout the year, Mediq's Well-being Group organized several activities to show appreciation for our employees' commitment and dedication, as well as to strengthen team collaboration.

Here are a few examples:

Those with a sweet tooth could enjoy semla pastries, ice cream with strawberries, cinnamon buns, and saffron buns (lussekatter) during the year.



To celebrate the start of summer, all employees were treated to a barbecue buffet and an outdoor quiz walk in Kungsbacka on May 2. Everyone received a summer gift as a token of appreciation containing sunscreen, an collar bag and candy.



In 2024, Mediq marked its 125th anniversary. We celebrated this milestone with a joyful strawberry buffet and highlighted the occasion at various moments throughout the year, bringing colleagues together to reflect on our heritage and shared journey.



At Halloween, the canteen was decorated, and everyone was treated to a hearty autumn stew. Several employees dressed up, and a vote was held for the best Halloween costume.



During December, the Well-being Group celebrated Christmas Sweater Day and organized a Christmas lunch for all employees, with high engagement in the competition for the best festive outfit.

– There are areas where we can further improve Mediq as a workplace, at the management, unit, and individual levels. We continue to strive for excellence in these areas. ■



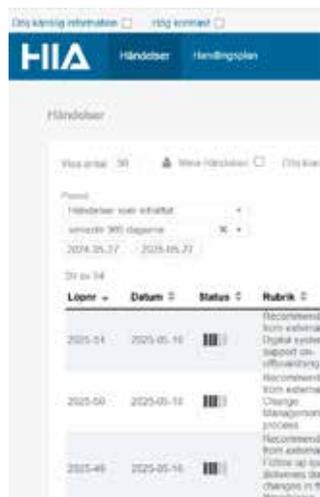
Employee Health and Well-being

In 2024, Mediq continued its collaboration with Epassi to offer an easy solution for using the wellness allowance. With the increased allowance of SEK 5,000 per year, our employees have the opportunity to participate in rewarding activities. ■



Work Environment and Ergonomics

We conduct regular safety inspections and risk assessments to ensure a safe workplace, with any gaps managed through our HIA system. ■



Safe Work Environment and Good Working Conditions

We strive for an inclusive and sustainable workplace where all employees feel safe, respected, and motivated. Joy at work, gender equality, and diversity are key pillars of our corporate culture.

■ Psychosocial Work Environment and Anti-Bullying

We actively counteract stress, discrimination, and harassment. Mediq has zero tolerance for all forms of harassment, including sexual harassment, threatening behavior, and derogatory language. Harassment is assessed based on its impact on others – not the intent behind it.

■ Collective Agreements and Union Dialogue

We comply with collective agreements through Svensk Handel and unions such as Unionen, the Academic Associations, and Handels. In some locations, we have local union clubs; other wise, dialogue is conducted directly with union representatives and local safety representatives.

■ A Safe Workplace

Safety and health are central to our operations. We work proactively to prevent accidents and follow applicable safety regulations. All incidents are reported and managed in our deviation management system HIA, and serious accidents are reported to the Swedish Work Environment Authority. In 2024, there were a few minor incidents in our warehouse operations, but no serious incidents occurred.

■ Work Environment

As part of our ongoing work environment efforts our employee survey ask questions.

In our employee engagement survey our employees agree:

95% – I take ownership to continuously improve performance

94% – I am accepted the way I am within my immediate work environment

92% – I go the extra mile to contribute to the success of my organization

91% – I am proud of the work I do

89% – I would feel safe to openly discuss a mistake I made



Diverse people

Diverse will be achieved by our growing diversity, equity and inclusion (DE&I) program.

Celebrating Pride with Diversity and Inclusion

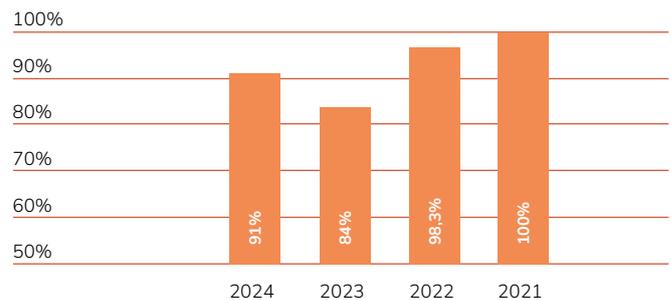
In June, during international Pride Month, Mediq celebrated the global queer community and stood up for diversity and inclusion. We honored the LGBTQIA+ community - individuals who have long fought for equal rights and recognition - by showing visible support across the company. As part of our commitment, we offered Pride pins to colleagues as a symbol of allyship and a message that everyone, regardless of identity, should feel safe and supported at Mediq. Pride traces its roots to the 1969 protests against discrimination and violence, marking a turning point in the fight for queer liberation - a legacy we proudly uphold. ■



Employee Engagement Survey

To ensure we remain an attractive employer, we conduct an annual employee survey, helping us identify areas for improvement and create a workplace where everyone feels respected and valued. With a response rate of 91%, our Swedish employees have demonstrated strong engagement and willingness to contribute to continuous improvement, underscoring a highly involved workforce. ■

Response rate



71%

Commitment to Sustainable Employability

The 2024 results reflect a solid commitment to sustainable employability, with 71% of employees affirming that they feel well-equipped to perform their roles now and in the future. This highlights our focus on long-term employee well-being and career development.

86%

High Levels of Ownership and Empowerment

86% of employees feel a strong sense of ownership and responsibility for their work, reinforcing our culture of empowerment, accountability, and employee-driven success.

77%

Creating a Safe and Inclusive Workplace

Psychological safety remains a strong focus, with 77% of employees feeling safe to openly discuss mistakes and give feedback, supporting a culture of inclusion, learning, and innovation.

-37

Areas for Continued Improvement: Pay Fairness and Employee Advocacy

While we celebrate progress, we acknowledge that perceptions of fair compensation and employee advocacy require dedicated focus. Pay fairness scores remain low, and our Employee Net Promoter Score (eNPS) of -37 indicates the need to strengthen trust and satisfaction further.

Compliant people

As part of our commitment to ethical business practices and sustainable development, we maintain a zero-tolerance policy toward all forms of corruption. Integrity and transparency are core principles guiding our operations, and we actively work to prevent bribery, fraud, and unethical behavior across our value chain. Through continuous training, robust internal controls, and clear reporting mechanisms, we aim to uphold the highest standards of governance and contribute to a fair and accountable business environment.

Responsible Business – Zero Tolerance for Corruption

Mediq is characterized by high integrity, responsibility, and common sense. We have zero tolerance for bribery and corruption and ensure that all contract and procurement processes are conducted fairly and transparently. ■

Avoiding Conflicts of Interest

We always prioritize the interests of Mediq and our patients. No employee may allow personal, social, financial, or political interests to influence business decisions. Any potential conflicts of interest must be handled openly and transparently. ■

Combating Bribery and Improper Payments

We never accept or offer bribes, improper payments, or benefits that could influence business decisions. Sponsorships, speaker fees, consulting assignments, donations, travel, gifts, and discounts are only permitted if they comply with legislation and ethical business guidelines.

Only symbolic gifts and activities according to standard business practices are allowed, provided they are legally compliant and do not – or cannot be perceived to – influence our decisions. ■

Tools/Activities to Counteract Corruption:

- Employee compulsory training on Mediq's Code of Conduct
- Mediq Responsible Sourcing Policy
- Mediq Supplier Code of Conduct
- Obligation for employees to report secondary occupations and close relationships
- Whistleblower policy and speak up communication
- Special training for key personnel
- Authorization procedures
- CEO must approve all forms of sponsorship, etc.



In this collaborative session focused on Pricing, Sourcing, Sale and Tender strategies, our team worked alongside experts from Boston Consulting Group to align on best practices and optimize our approach to upcoming procurement opportunities. This meeting reflects our commitment to strategic planning, transparency, and value creation in our tendering processes.

Lloyd's Register Quality Assurance Limited

ISO revision:

Revision av Mediq Sverige utifrån ISO 9001 och 14 001 har genomförts under året av LRQA.

Inga stora avvikelser hittades och fortsatt certifiering rekommenderades.

Revisorns yttrande avseende den lagstadgade hållbarhetsrapporten

Till bolagsstämman i Mediq Sverige AB org. nr. 556252-2317

Uppdrag och ansvarsfördelning

Det är styrelsen som har ansvaret för hållbarhetsrapporten för räkenskapsåret 2024 och för att den är upprättad i enlighet med årsredovisningslagen i enlighet med den äldre lydelsen som gällde före den 1 juli 2024.

Granskningens inriktning och omfattning

Vår granskning har skett enligt FAR:s rekommendation RevR 12 *Revisorns yttrande om den lagstadgade hållbarhetsrapporten*. Detta innebär att vår granskning av hållbarhetsrapporten har en annan inriktning och en väsentligt mindre omfattning jämfört med den inriktning och omfattning som en revision enligt International Standards on Auditing och god revisionssed i Sverige har. Vi anser att denna granskning ger oss tillräcklig grund för vårt uttalande.

Uttalande

En hållbarhetsrapport har upprättats.

Göteborg den dag som framgår av elektronisk signatur

KPMG AB

Filip Larsson
Auktoriserad revisor, KPMG AB



Joachim Warnberg
Managing Director, Mediq Sverige AB

Mediq Sverige AB, Hallabäcksvägen 1, 434 37 Kungsbacka
Tel. 031-388 90 00, e-mail info@mediq.com, www.mediq.se



at the heart of healthcare