

HUMAN RIGHTS,  
WORKPLACE RIGHTS  
AND LABOR AND  
EMPLOYMENT  
PRINCIPLES

# CARE AND LIVE

# **HUMAN RIGHTS, WORKPLACE RIGHTS AND LABOR AND EMPLOYMENT PRINCIPLES**

*Fresenius Medical Care AG & Co. KGaA*

As a global healthcare company, we continuously work to save lives, promote health and improve the quality of life of our patients. With our products and services, we improve access to good and affordable health care in many countries. To us, human rights and labor and employment standards are an integral part of our corporate responsibility.

To fulfill its responsibility as a health care company, Fresenius Medical Care is committed to respecting the principles outlined in this statement and to complying with the laws of the countries in which it does business. This statement is unique to Fresenius Medical Care. However, in its development, we considered for purposes of guidance, the principles described in the United Nations Universal Declaration of Human Rights, and the International Labor Organization's 1998 Declaration on Fundamental Principles and Rights at Work. This statement complements our commitment and our principles toward respecting human rights, as addressed in our Code of Ethics and Business Conduct.

Fresenius Medical Care considers the following to be particularly relevant to its business model.

## **We treat our employees with respect**

Fresenius Medical Care seeks to maintain a respectful workplace and is committed to providing all employees with fair and safe working conditions. This includes paying salaries and compensation that at least meets applicable legal standards. Regular working hours and overtime should not exceed the, as applicable, maximum legal limits. We give top priority to occupational health and safety management and to providing a healthy and productive workplace for our employees. To this end, we promote a safe and secure work environment to prevent harm. Furthermore, we condemn the use of exploitative and illegal child labor. Fresenius Medical Care is committed to respecting and complying with the applicable legal minimum age for regular employment when hiring. Everyone should be working of his or her own free will. Fresenius Medical Care does not accept any form of forced labor, and all employees have the right to terminate their

employment after giving a reasonable period of notice.

Fresenius Medical Care respects the principles of freedom of association and the right to effective collective bargaining, including the rights of our employees to freely choose whether or not to be represented by a particular trade union, in accordance with applicable law and practice. Where our employees wish to be represented by a collective body or a trade union, we will cooperate in good faith with the bodies that our employees collectively choose to represent them, in accordance with applicable law and practice.

### **We take a clear stand against discrimination and promote equal opportunities**

Fresenius Medical Care supports equal opportunities for its employees and takes a clear stand against discrimination. We do not tolerate any form of discrimination based on gender, gender identity, race ethnic origin, skin color, nationality or national origin, religion or religious belief, age, marital or family status, citizenship, disability, sexual orientation, veteran status or any other protected criteria under applicable law.

We seek to provide a work environment free from all forms of discrimination under applicable law, including verbal or physical harassment or intimidation from supervisors, co-workers, vendors, consultants, visitors, patients and customers of Fresenius Medical Care. We do not tolerate harassment or intimidation in any form and as set forth by applicable law. We also do not tolerate violent or abusive conduct, including verbal or physical abuse by any employee, patient, customer, client or visitor in the conduct of Fresenius Medical Care's business.

### **We provide grievance mechanisms and support an open communication**

Fresenius Medical Care recognizes the importance of open communication and aims to create an environment where patients and employees can **report grievances**. The company strives to create a place of work where everyone can raise concerns and issues in an appropriate form. We are committed to ensure that concerns and issues are addressed in a fair, reasonable and prompt manner, and investigated and resolved appropriately, as applicable. We believe that an open communication where communication can flow across all levels of the organization is an essential feature to

resolve employees' and/or customer concerns quickly and effectively. The essence of such commitment to open communication is an environment where employees are not afraid to speak up and to raise concerns, and feel comfortable to address concerns in good faith, and protected from retaliation. An open, honest communication between managers, employees, co-workers and team members should be good business practice.

All **employees** of Fresenius Medical Care are encouraged to report potential cases of non-compliance with laws, regulations, internal policies, as well as actual or suspected misconduct that violates the Code of Ethics and Business Conduct. Several options are available for this. For example, employees can report actual and potential misconduct to their superiors, to human resources or the compliance function. Any suspected misconduct may also be reported anonymously via a dedicated telephone number, the Compliance Action Line, or e-mail addresses set up for this purpose.

We provide all **patients** the possibility to express concerns and complaints. Grievance letter boxes, hotlines as well as patient surveys are available in many of Fresenius Medical Care's clinics and help us to improve our systems and processes. When dealing with patients every employee is requested to respond to questions of patients and families accurately. We aim to respond to and attempt to resolve all concerns and complaints promptly and thoroughly.

### **We expect our business partners to act responsibly**

As both a manufacturer of dialysis products and a provider of health care services, we work with suppliers, service providers and partners, who all contribute to Fresenius Medical Care's sustainable growth and business success. We believe that our commitment to sustainability should be reflected in our procurement practices.

Therefore, we expect our suppliers to comply with our Global Supplier Code of Conduct along their own supply chain and establish adequate procedures for this purpose. The Global Supplier Code of Conduct describes Fresenius Medical Care's minimum expectations in the areas of human rights, working conditions, occupational health and safety as well as compliance with applicable laws and regulations. Details are outlined in our "[Global Supplier Code of Conduct](#)".

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