



## InfuSystem Supplier Code of Conduct

### Introduction

At InfuSystem, our core values serve as the foundation that guides our interactions with customers, business partners, and each other. These values represent our moral compass and our dedication to our patients and our people first, fostering teamwork, upholding integrity, maintaining focus and engaging in continuous improvement efforts.

### Core Values:

- **Patients and People First:** We pride ourselves on doing the right thing for our patients, customers, and employees.
- **Innovation:** We are committed to fostering a culture of innovation that drives better outcomes.
- **Teamwork:** We believe in the power of collaboration and working together to achieve success.
- **Integrity:** We conduct our business ethically, ensuring all interactions are honest and transparent.
- **Focus and Continuous Improvement:** We aim to exceed customer expectations by continuing to improve our services and processes and building on our LEAN foundation.

Our mission is to provide world class quality service, devices, and products, to patients and our customers. Our team effort provides product expertise and clinical support to enhance the lives of patients and the communities we serve. Our suppliers play a crucial role in achieving these goals.

This Supplier Code of Conduct outlines the expectations we have for all suppliers who partner with us. By adhering to this Code, suppliers demonstrate their commitment to sustainable and ethical business practices that benefit all stakeholders, including employees, patients, and the communities we serve.

Together, we can build a supply chain that is a source of pride for all involved.

### **Dominic Battiston**

Senior Director, Procurement

### **Melissa Mackey**

Vice President, Quality and Compliance  
Compliance Officer

## 1. Ethical Business Practices

- **Anti-Corruption, Anti-Bribery, and Kickbacks:** Suppliers must conduct all business transactions with the highest integrity, avoiding any actions that could be perceived as corrupt or unethical. This includes refraining from offering, promising, or accepting any bribes, kickbacks, or other improper payments or benefits.
- **Fair Competition and Antitrust Compliance:** Suppliers are expected to compete fairly, adhering to all applicable antitrust and competition laws, ensuring a marketplace where innovation and quality thrive.
- **Accurate and Transparent Records:** Suppliers should maintain accurate and complete financial and business records in accordance with generally accepted accounting principles.
- **Conflicts of Interest:** Suppliers are expected to avoid situations where personal or financial interests could compromise objectivity.
- **Gifts, Gratuities, and Payments:** Suppliers must not offer gifts of value to InfuSystem personnel to influence purchasing decisions. The following gifts are prohibited:
  - Cash or cash equivalents (e.g., gift cards, stocks, checks).
  - Gifts intended to gain an advantage in patient referrals.
  - Gifts that violate any law or regulation.
- **Entertainment or Meals:** Reasonable entertainment or meals with InfuSystem employees may be acceptable when appropriate for business discussions. These should be moderate, not frequent, and take place in a setting conducive to conducting business.

## 2. Labor and Human Rights

- **Respect for Human Dignity:** Suppliers are expected to treat all workers with dignity and respect, upholding their basic human rights and ensuring a workplace free from harassment, abuse, and exploitation.
- **No Child Labor:** Suppliers are expected to not employ any workers under the minimum legal age or engage in practices that exploit children. The rights and safety of children are paramount.
- **No Forced Labor:** Suppliers should not use any form of forced, bonded, or indentured labor. All work must be voluntary, and workers must be free to leave their employment at any time.
- **No Discrimination or Harassment:** Suppliers should foster an inclusive work environment where individuals are treated fairly, regardless of race, religion, gender, sexual orientation, age, disability, or any other protected characteristic.
- **Fair Wages and Working Hours:** Suppliers should compensate workers fairly, meeting or exceeding legal requirements and industry standards. Working should comply with applicable laws.
- **Freedom of Association:** Suppliers are expected to respect the right of employees to associate, organize, and bargain collectively without fear of retaliation.

### 3. Health and Safety

- **Safe and Healthy Work Environment:** Suppliers should provide a safe and healthy working environment. This includes implementing safety protocols, providing adequate training, and maintaining facilities that meet the applicable health and safety standards.
- **Emergency Preparedness:** Suppliers are expected to be prepared to handle emergencies effectively. This includes having business continuity plans in place to address potential hazards.

### 4. Environmental Responsibility:

- **Sustainable Practices:** Suppliers should minimize their environmental footprint through responsible practices. This includes conserving resources, reducing waste and emissions, and using sustainable materials and technologies whenever possible.

### 5. Quality and Compliance:

- **Commitment to Quality:** InfuSystem is an ISO 9001; 2015 and ISO 13485; 2016 certified organization. Suppliers are expected to have appropriate programs in place to ensure the quality of their products and services. All supplier products shall meet applicable standards under quality, environmental, health and safety laws and regulations. Suppliers will be held accountable for the quality of the products they provide.
- **Traceability:** Where applicable, suppliers are expected to maintain a controlled system to track and trace products throughout the supply chain. This ensures transparency and enables efficient and timely response to product recalls or corrective actions if necessary.

### 6. Compliance to Code of Conduct

- **Verification:** InfuSystem reserves the right to conduct audits and assessments to verify supplier compliance with this Code.
- **Continuous Improvement:** Suppliers are encouraged to actively seek ways to improve their practices and address any identified areas needing improvement.
- **Consequences of Non-Compliance:** Non-compliance with this Code may result in termination of the business relationship. Ethical and responsible business practices are of the utmost importance to us.

### 7. Reporting Concerns

- **Speak Up:** We encourage all individuals to report any concerns or suspected violations of this Code. Your voice matters.
- **Confidentiality and Non-Retaliation:** Suppliers must provide a mechanism for employees to report concerns without fear of retaliation. We are committed to protecting whistleblowers and fostering an open environment where concerns can be raised safely.

#### InfuSystem Reporting Channels:

Reports or inquiries should be directed to [compliance@infusystem.com](mailto:compliance@infusystem.com).