

Q&A

Questions & Answers – Due Diligence Process for Distributors

	Question	Answer
1	How is Coloplast Distributor Code of Conduct related to the Due Diligence Process?	Coloplast emphasizes and actively endorses the philosophy of: <i>“Business without integrity is not Coloplast business”</i> in upholding a high standard of ethical conduct. As Coloplast’s success is based on quality, business integrity and responsible conduct, these values are not only applicable to our employees, but are also expected from our contracted business partners. In order to implement these values and conducts, Coloplast has initiated the Due Diligence Process.
2	Why are Coloplast Distributor Code of Conduct and the Due Diligence Process important?	Coloplast has gained the reputation as one of the most ethical companies in the world through substantial, hard work by always doing business with respect and uncompromising integrity. In order to retain the reputation, it is not only vital to maintain a strong culture of distributor business integrity, but being a frontrunner in endorsing and visualizing it, is also considered utmost important. Further, it is required by law to document that Coloplast’s distributors conduct business in an ethical manner.
3	What is Coloplast Due Diligence Process for Distributors?	In the light of Coloplast’s emphasis on business integrity, Coloplast has implemented a standardized “Due Diligence Process” for retaining and conducting business with our distributors. This process is an important element in Coloplast’s distributor management process and is profound for initiating and renewing your organization’s business relationship with Coloplast. For more information on Coloplast Due Diligence Process, kindly view our Quick Facts for Distributors, which is accessible on Coloplast’s corporate website: www.coloplast.com
4	What is the purpose of the Due Diligence Process?	The purpose is to review your organization’s compliance and business integrity level as well as to assure business activities are conducted in an ethical and transparent manner.
5	Does the Due Diligence Process also apply to my organization?	Yes, given the fact that this is a standardized global compliance procedure, Coloplast highly emphasizes that it is crucial that all distributors within scope get familiar and engaged in the Due Diligence Process.

Q&A

6	How does the process work?	<p>The Due Diligence Process takes the form of a questionnaire, which is to be filled out by you. Upon completion of the questionnaire, Coloplast will make a review and will on the basis of this and other gathered information make a decision on whether or not to renew or onboard your organization.</p> <p>Your local Coloplast contact and the Coloplast Compliance department will assist you throughout the process, if you should have any questions along the way, and you will be contacted by Coloplast's Compliance Department on an as-needed basis. Besides filling out the questionnaire, the rest will be taken care of for you.</p>
7	Is it necessary to comply with the Due Diligence Process?	<p>Complying with Coloplast's Due Diligence Process is a necessity to yourself, as it is simply a matter of doing the right thing. Besides enabling transparency, a number of benefits follow. For instance, complying with the Due Diligence Process allows your organization to proactively demonstrate your ethical stand, which is highly valuable and well perceived by many stakeholders, e.g. your customers. All Coloplast distributors are invited to participate in the Due Diligence Process – this means that all of the Coloplast distributors are vetted, and that gives you a higher level of security that Coloplast will remain a reliable quality company and business partner, who does business with integrity.</p>
8	Why is this process initiated?	<p>In carrying out Coloplast's mission of delivering high-quality healthcare products, this process is an essential active step in Coloplast's efforts to ensure and attest that Coloplast and its third parties carry out reputable, qualified and sustainable business.</p>
9	Does Coloplast doubt our business integrity?	<p>Absolutely not. Coloplast fully believes in our partners' business integrity. However, as a global company, it is our responsibility, and required by law (e.g. UK Bribery Act), to document that our distributors conduct business in an ethical manner.</p>
10	Why does Coloplast need to complete a detailed Due Diligence Process for even good and close distributors/partners from European markets?	<p>International legislation, such as UK Bribery Act and U.S. Foreign Corrupt Practices Act, which Coloplast is obliged to endorse, have a global outreach and are thus applicable to all distributors regardless of location. Coloplast is held accountable for any misconduct of its partners.</p>
11	Why should we disclose business information to Coloplast?	<p>You should disclose your business information to Coloplast, as it helps us to uphold our legal duty to ensure ethical business behavior of our distributors. Furthermore, our expertise in compliance and ethical business conduct can help you prevent eventual pitfalls and potential compliance conflicts in your organization.</p>

Q&A

		<p>Additionally, having a business model approved by Coloplast, a company globally known for its ethical business practices, will enhance your attractiveness to further potential customers or corporate partners.</p> <p>Coloplast will never require sensitive and confidential information, which is illegal to ask for and that is against the competition law.</p>
12	How will the provided business information be treated?	The information being provided will stay within Coloplast's organization, and will be treated confidentially according to our Data Privacy Policies.
13	What happens if we do not wish to engage in the Due Diligence Process?	The questionnaire is only one element of Coloplast's distributor management process. It is of course voluntary to answer the questionnaire, but the distributor will know his/her own business better than any external party, and s/he will be able to provide more accurate information on the business than what is publicly available. This translates into a stronger and better informed foundation, which Coloplast makes its final evaluation on, and will thereby benefit both the distributor and Coloplast as well as further strengthen the business relationship.
14	Who is involved in the process?	The process will be handled by Coloplast's Compliance department, as we value and respect the mutual trust and confidentiality with our business partners. Under certain circumstances Coloplast may involve relevant trusted third parties (e.g. external partners if needed), and in such case all relevant material will be handled in accordance with laws and regulations to ensure your privacy.
15	How can we benefit from engaging in the Due Diligence Process?	Your organization may benefit from the Due Diligence Process, as your organization will be vetted as a trusted distributor of Coloplast's reputable global network.
16	Who can I contact for further information?	<p>For further information and other material relevant for our distributors, please visit Coloplast's corporate website: www.coloplast.com</p> <p>You should also feel free to contact Coloplast Compliance Department by sending an email to the following address: corporatecompliance@coloplast.com</p>