

Welcome to Coloplast's Due Diligence Process

Dear Business Partner,

First, we would like to thank you for your cooperation with our Due Diligence Process. At Coloplast, we are committed to working with business partners that share our same ethical and legal values. To ensure these standards are upheld by the business partners that we work with, and on our behalf, we have implemented a Due Diligence Process that will be completed prior to beginning our business cooperation and renewed at a regular cadence.

For many business partners, this process will not change the way Coloplast conducts business. The purpose is to gain an understanding of your organization's compliance and business integrity standards and to ensure they are aligned with our own.

This assessment is an important step in the beginning or renewal of your organization's business relationship with Coloplast. There may be times when Coloplast will contact your organization for further information, where it is required.

Your main point of contact within Coloplast will be discussing next steps with you but we wanted to take the opportunity to provide some general information about this process.

Below you will find some commonly asked questions around this Due Diligence process. Please take an opportunity to review this information and reach out to your Coloplast Contact or to our Compliance Team, if you have any further questions.

Why is Due Diligence Important?

There have been many examples where improper conduct undertaken by a distributor or other third party has been attributed back to the company for whom they are doing business. As a result, any improper activity conducted by a third party may adversely reflect on Coloplast and our other business partners.

Acting with business integrity means complying with laws and regulations, including those relating to anti-corruption, anti-trust, sanctions, export controls, securities trading, anti-fraud, human rights. It also means that business activities are ensured to be conducted in an ethical and transparent manner and that potential risks, including conflicts of interest, are identified, disclosed and managed properly.

Is my organization responsible for our business partners?

Yes, your organization may be responsible for any improper conduct of your own third parties (e.g. sub-dealers, agents), too. Therefore, it is important for your organization to ensure that your third parties are following relevant anti-corruption laws and regulations in the same way as Coloplast.

If you become aware of issues with your third parties in relation to Coloplast products or services, please notify Coloplast immediately.

What are the benefits of Due Diligence?

Your organization may benefit from the Due Diligence Process as your organization will be vetted as a trusted business partner of Coloplast's reputable global network. Dealing only with trusted distributors and other third parties mean a higher protection level both for Coloplast and all its vetted business partners.

Due Diligence can also highlight areas for improvement which may strengthen your organization. Clear incentives for due diligence exist for example in avoiding substantial fines and penalties for compliance violations. Further, CEOs and directors are increasingly being held liable for breaches committed by employees.

This is also a large attraction value for customers to engage with organizations who have ethical business practices. Proactively demonstrating compliance generates good reputation and attracts principled and engaged employees and investors.

Finally, the Due Diligence Process provides clarity on compliance and ethical expectations upfront, which helps avoid misunderstandings later and ensures both parties operate under clear and aligned rules.

What if we already have a Compliance Programme?

In case your organization already has a compliance programme such as a code of conduct, an anti-corruption policy, or employee compliance training, you are encouraged to present documentary evidence of the programme to Coloplast along with the completed Due Diligence Questionnaire.

Documentary evidence should include your organizations codes and policies, compliance reports, evidence of screening procedures, training records, and other relevant documentation.

How does Coloplast's Due Diligence Process work, and who is involved?

Coloplast collaborates with an independent third-party due diligence service provider to facilitate the vetting process. Certain third parties required to complete due diligence will receive a questionnaire and are expected to respond within 30 days. Upon receipt of the information, the third parties will undergo internal approval procedures.

The Due Diligence Process is managed by Coloplast's Business Ethics & Compliance team, with input from representatives of relevant business areas. In certain circumstances, Coloplast may engage external partners to support the process.

How will the provided business information be treated?

This information will remain within Coloplast and be handled confidentially in line with our Data Privacy policies. If external parties are involved, relevant privacy laws and regulations will be followed.

When is Due Diligence required and refreshed?

The Due Diligence Process need be completed before an agreement is executed, so prompt completion of questionnaires is essential to avoid delays in the process. Depending on our internal criteria, this process may need to be updated every 1, 3, or 5 years. Coloplast may work with your organization across different areas (e.g., chronic

care, acute care). Entering a new contract does not always require a new Due Diligence screening, but significant changes to the scope of work may trigger a re-screening.

Will Coloplast update me on the outcome of the Due Diligence Process?

You will be contacted by Coloplast on an as-needed basis. If we require further information or clarification from you to assist with the due diligence, we may contact you. The outcome of the business decision is based on numerous factors, due diligence being one step.

Who can I contact if i have further questions?

Kindly contact your Coloplast representative for further assistance or send us an email to: Coloplast Corporate Compliance at corporatecompliance@coloplast.com

Once again, we would like to thank you for your cooperation with this process and your valued partnership with our organization.

Best regards,

Coloplast Business Ethics & Compliance Team