



MED SELECT
— HOLDING GMBH —

CODE OF CONDUCT - MEDSELECT

1. Scope

The following Code of Conduct serves as a binding framework for the conduct and behavior of all employees and representatives of MedSelect GmbH towards external partners, medical institutions and in internal company interactions. Its purpose is to ensure professional, respectful and responsible conduct both internally and externally.



Contact

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2. Professional Conduct

- **Clothing and Appearance:**
 - A well-groomed, neutral appearance appropriate to the occasion (e.g. business casual or company attire as agreed).
- **Communication:**
 - Objective, respectful, clear and solution-oriented - in personal conversations as well as by email, telephone or written correspondence.
- **Punctuality and Reliability:**
 - Appointments are honored as agreed. In the event of delays or cancellations, timely communication is required.
- **Confidentiality:**
 - Sensitive information (e.g. patient or practice data) is handled responsibly and discreetly.
- **Sales Practices:**
 - Information about services is communicated objectively and without pressure.

3. Conduct During Visits to Medical Practices

- **Respect for Practice Operations:**
 - We observe the agreed visiting times, do not enter treatment rooms without permission and do not disrupt ongoing operations.
- **Discretion Around Patients:**
 - Patient data and conversations remain untouched; we fully respect patient privacy.
- **Registration and Conduct On Site:**
 - We introduce ourselves in a friendly manner and state our company affiliation upon arrival. We show identification upon request.
- **Gifts and Promotional Materials:**
 - Promotional gifts or information materials are provided only in moderation and after prior consultation.
- **Courtesy Towards the Entire Team:**
 - We treat medical professionals, physicians, reception staff and cleaning personnel with courtesy as a matter of course.

4. General Code of Conduct

- **Honesty and Integrity:**
 - We always act truthfully and in accordance with our values.
- **Accountability:**
 - Everyone takes responsibility for their actions, tasks and the resulting consequences.
- **Team Spirit and Collegiality:**
 - We support one another, treat each other with respect and promote constructive collaboration.
- **No Discrimination or Harassment:**
 - Any form of discrimination, bullying or inappropriate behavior will not be tolerated.
- **Health and Safety:**
 - We look after our own health and that of our colleagues and partners, particularly in sensitive medical environments.
- **Use of Company Resources:**
 - Materials, information and digital systems are used responsibly and in accordance with internal guidelines.

5. General Code of Conduct

- **Respectful Interaction:**
 - We treat colleagues, partners and customers with appreciation, tolerance and fairness - regardless of origin, gender, age, religion, sexual orientation or position.
- **Accountability:**
 - Every employee is responsible for their own actions. Decisions are made carefully, with integrity and in the best interests of the company.
- **Teamwork and Communication:**
 - We promote open, honest and constructive communication. Feedback is given respectfully and understood as an opportunity for improvement. Collaboration is based on mutual support and trust.

5. General Code of Conduct

- **Conflict Resolution:**
 - Disagreements are addressed objectively and with a focus on solutions. We seek dialogue, avoid assigning blame and strive for fair, sustainable solutions.
- **Use of Resources:**
 - Responsible use of company resources, time and work equipment is a matter of course. Environmental awareness and sustainability are incorporated into our decisions wherever possible.
- **Compliance with Legal Requirements:**
 - We comply with all applicable laws, guidelines and contractual agreements. Violations of legal or ethical standards will not be tolerated.



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Thank You