



# **SUSTAINABILITY GUIDELINES FOR SUPPLIER & PARTNER RELATIONS**

## 1. INTRODUCTION

Established in 1966 by Dr. Zulekha to realize her vision and dream of providing the much needed health care services in the community has now transformed Zulekha Hospitals (ZH) into the one of the largest private providers of healthcare services in UAE. ZH aims to enrich society and drive sustainable economic growth by giving people and businesses healthy ways of living and better ways of looking after their health.

### **Sustainability Vision Statement:**

*“Capturing the real essence of an evolving process called **LIFE** and making it the “absolute right” of our stakeholders delivered through sustainable practices, advocated to health”*

Beyond all Corporate Social Responsibility (CSR) acts and popularly campaigned ideas of best practices, we are in the business of rescuing and restoring “LIFE”

Our practices consequently are designed on responsible grounds and the processes are ever evolving. Every life touched is a story we deliver through our most compliant sustainable practices. Though integral, yet our processes go beyond technological and technicalities to reach a larger base of stakeholder through the magic of our caring touch.

A philosophy which today makes the pillars of our organization

### **Sustainability Mission Statement:**

*“The commitment to pioneer sustainability is vital in our **EFFORT** to improve **lives**”*

Zulekha Hospitals is committed to helping forward-thinking organizations embed sustainability effectively across all aspects of business to drive high-performance and long-term success

We proactively embed sustainability thinking and sustainable business practices at every level of our operations.

Our most important contribution to sustainable development is to operate an effective, efficient and profitable group. By providing quality and effective healthcare service, which is accessible, we enable individuals to improve their quality of life. By providing, partnering and influencing through awareness drives to large and small communities we facilitate better lifestyle, transform their living, and by investing in the development of health sectors, we assist in resolving global challenges such as energy and healthcare shortage and accessibility

### **Values supporting our sustainability vision and mission**

Our values of conduct are laid down in our corporate Values and Principles. We promote these values and principles, and through acting responsibly, strengthen our stakeholders' trust in our sustainable development.

#### **• Sustainable Profitable Performance**

Ongoing profitable performance in the sense of sustainable development is the basic requirement for all of our activities. We are committed to the interests of our customers, shareholders and employees and assume a responsibility towards society.

• ***Innovation for the Success of Our Customers***

Our business processes are oriented towards adding long-term value and competitiveness.

• ***Safety, Health, Environmental Responsibility***

Economic considerations do not take priority over safety and health issues and environmental protection.

• ***Mutual respect and open dialogue***

-We treat everyone fairly and with respect.

• ***Integrity***

We comply with the laws and respect the good business practices of the countries in which we operate

## **2. OBJECTIVE & SCOPE**

The main objective of these “Sustainability Guidelines for Supplier and Partner relations” is that they explain the global standards to be followed in your daily business activities on behalf of Zulekha Hospitals. External business partners and their suppliers are expected to share Zulekha Hospitals’ commitment to these standards. Zulekha Hospitals reserves the right to conduct audits to assure compliance with these guidelines and also reserves the right to discontinue any relationship should the external business partner violate, fail to correct, or have a pattern of violating these guidelines

## **3. OUR GUIDELINES**

### **Legal Compliance**

External business partners must follow the law at all times. External business partners and their employees must ensure they understand how these standards and the law apply to their work on behalf of Zulekha Hospitals. No external business partner has the authority to require or request that any of their employees or anyone else to violate these standards or any law or regulation

### **Human Rights**

Zulekha Hospitals respects internationally recognized human rights as defined by the Universal Declaration of Human Rights and Associated Covenants, and the International Labor Organization (ILO) Declaration on the Fundamental Principles and Rights at Work. We expect our external business partners to respect these internationally recognized human rights. In our business award decisions, we will continue to place substantial value upon incumbent and potential external business partners who consistently respect these human rights.

### **Child Labor**

Zulekha Hospitals’ external business partners will not use child labor. The term child refers to a person younger than 15 (Article 20 of UAE labor law) or, if higher, the local legal minimum age for employment or the age for completing compulsory education. Zulekha Hospitals prohibits assigning young workers (i.e., under 18 years of age or as defined by local law) to hazardous work based on age limits and types of work (e.g., night work) defined by local law

### **Forced Labor, Human Trafficking, & Employment Eligibility**

Employment must be voluntarily and freely chosen. External business partners including recruitment agencies must verify the legal employment eligibility of employees to work. External business partners including recruitment agencies must not use prison labor, indentured or bonded labor, human trafficking, or modern day slavery. External business partners must never use corporal punishment or other forms of mental and/or physical coercion. External business

partner employees should not be required to lodge deposits or identity papers, or to pay recruitment fees, and should be free to leave their employee after reasonable notice.

### **Wage & Hours**

External business partners must comply with all applicable wage and hour laws, including minimum wage, overtime, maximum hour rules (article 65 of UAE labor law), meal and rest periods, and to provide legally mandated benefits. Where local industry standards exceed applicable legal requirement, external business partners are encouraged to provide wages that meet the higher local industry standards

### **Coercion, Harassment and Discipline**

ZH expects its external business partners to treat their employees with dignity and respect. External business partners are expected to have systems in place to prevent, detect, and resolve unacceptable worker treatment such as harassment, inappropriate use of discipline, discrimination, physical or mental punishment, or other forms of intimidation or abuse (e.g., physical abuse, threat of abuse, sexual or other harassment, verbal abuse, any type of corporal punishment, or other forms of mental and/or physical coercion as a form of discipline).

### **Discrimination**

Discrimination based on race, color, gender, age, national origin, religion, sexual orientation, gender identity and expression, marital status, citizenship, disability, medical condition (e.g., HIV/AIDS status, pregnancy, etc.), or any other legally protected factor will not be tolerated. External business partners must not discriminate in their hiring and employment practices (e.g., pay/promotion) and must follow all employment laws. Employment decisions must be based on merit, skills, and work experiences.

### **Health & Safety**

External business partners must comply with all applicable health and safety laws, rules, regulations and industry standards. We expect our external business partners to be committed to and support the improvement of the health and safety of their operations, employees and the surrounding community. Our external business partners are expected to take all reasonable and necessary actions to prevent accidents and injuries, analyze and minimize health and safety risk exposure, protect their physical assets, ensure business continuity and engender public trust.

### **Environmental Sustainability**

External business partners must comply with all applicable environmental laws, rules and regulations. ZH recognizes that we must be responsible for environmental stewardship and using resources wisely. We strive to be socially responsible in the use of Company resources for the long-term benefit of society. Our commitments to environmental sustainability are addressed in our environmental policies and procedures of the hospital. External business partners are expected to share Zulekha Hospital's commitments and maximize the value and quality of their products by using resources responsibly, preserving the environment and reducing the environmental footprint of their operations.

### **Preventing Bribery and Corruption**

External business partners must conduct business with integrity and in full compliance with the law. External business partners must not give, agree to give, offer, or receive anything of value to influence the behavior of another business partner or government official in order to obtain an improper benefit or advantage. External business partners must not make "facilitating payments," which are small payments (or "tips") to individual government officials to expedite routine government actions.

### **Gifts, Entertainment and Gratuities**

External business partners are expected to respect and comply with our policy on gifts, entertainment, and gratuities. Zulekha Hospitals' policy generally prohibits receiving gifts, entertainment or other gratuities from people with whom ZH does business and is not acceptable, because doing so could imply an obligation on the part of the Company and potentially pose a conflict of interest

### **Employee Data and Privacy**

External business partners must respect the privacy of their employees as well as those whose personal data ZH entrusts with them to provide products or services. ZH expects external business partners to properly protect and use personally-identifiable information. ZH expects that all external business partners will train their employees and subcontractors' employees assigned to work on the ZH account to ensure they understand the requirements and their personal responsibilities for protecting ZH personal information and as well as all ZH information.

Our privacy goal at ZH is to protect, collect and use personal information only for the purpose for which it was provided. We do not trade, sell or lease personal information entrusted to us.

### **Personnel and Facility Security**

External business partners will comply with all applicable laws related to General Conduct, Apprehension/Detention of personnel as it relates to their duties as a security provider. External business partners must ensure that all persons are treated humanely, respect their dignity and privacy, prohibit torture or other cruel inhumane or degrading treatment, sexual exploitation and abuse or violation or discrimination. External business partners will train their employees on these and other legal requirements.

Zulekha Hospitals has **Zero** Tolerance to the non-compliance to Labor & human Rights, Anti-corruption and anti-bribery policies of the hospitals.

### **Zulekha Hospitals Business Conduct Helpline**

We encourage external business partners and employees of external business partners working on Zulekha Hospitals' business to report any violations of Zulekha Hospital Policy or the law. Reports can be made to Zulekha Hospitals directly by any of the following means (9am to 6pm)

**Dial +971 06 506 9259**

**Email: [smaster@zulekhahospitals.com](mailto:smaster@zulekhahospitals.com) (Attn: Anti-Corruption and Anti-Bribery / Business Conduct)**