



CORPORATE SOCIAL RESPONSIBILITY POLICY

Introduction to Corporate Social Responsibility (CSR)

Our CSR policy refers to the way DORC regulate itself in order to ensure that all our activities positively affect society as a whole. The CSR policy aims to guarantee that we work ethically, considering human rights as well as the social, economic and environmental impacts of what we do as a business.

DORC is committed to ensure that any business undertakings are conducted as ethically as possible by following the below policy.

Who we are and what we do

D.O.R.C. Dutch Ophthalmic Research Center International B.V. (DORC) is a leading manufacturing and sales company of ophthalmic equipment, instruments and liquids. Founded in 1983, DORC for more than 30 years enhances global eye surgery by offering innovative quality approaches for eye disorders. Working intensively with leading top surgeons DORC knows which requirements instruments and equipment must meet in order to make patients see again.

DORC aspires to be the preferred partner with a personal approach, trusted for innovative, high quality products for vitreoretinal and combined surgery.

Headquartered in The Netherlands, DORC exports its equipment and instruments to more than eighty countries worldwide and has its own sales and marketing in the major markets.

As a company of the Eurazeo Group we share the believe that CSR is key to the transformation of DORC and the creation of sustainable growth.

The details on how we execute on the different aspects of CSR are described below.

Caring for Employees

We are committed to upholding ethical labour policies in-line with our legal and moral obligations. DORC maintains policies to ensure that health and safety of our employees are ensured, a fair remuneration is paid for the labour requested, and that working hours allow a healthy work-life balance.

In collaboration with our workers's council we strive to create a working environment that is safe for all our employees, embraces diversity and inclusion, promote equal opportunities and gender equality, and rejects discrimination in any shape or form. When necessary, we will take disciplinary measures against individual employees that do not adhere to our ethical labour policies. Employees are encouraged to report suspected misconduct through the DORC SpeakUp policy.

On a periodic basis an anonymous employee survey is conducted to allow our employees to voice their opinion and level of satisfaction on how DORC is fulfilling its obligations as an employer. The outcome of the survey is used to systematically improve the work environment on an ongoing basis.

DORC maintains a Health, Safety and Environment (HSE) Policy that shows our commitment to conduct the busines in a way which is sustainable and socially responsible with regard to the health and safety of our employees; the environment and others who may be affected by our activities.

We condemn child labour, forced or compulsory labour and support the freedom of association and the right to collective bargaining. We strive that our suppliers also adhere to the same ethical labour standards for their workforce as we apply to our own workforce.

Caring for Customers and Patients

Responsible behaviour of DORC representatives towards our customers and patients is vital to our company. The DORC Global Code of Conduct, supported by the DORC Policy for interactions with Healthcare Professionals and Healthcare Organisations form the foundation for how we like to act and behave.

DORC is committed to conducting business in a manner that ensures we do not allow personal interests to influence our business judgment and decision-making. The DORC Conflicts of Interest Policy provides the relevant principles and rules for preventing or managing conflicts of interest and how such principles and rules are to be implemented.

We are committed to fully comply with all anti-trust legislation in the countries where we do business and will not tolerate violation of anti-trust laws. The DORC Anti-Trust Policy sets out the principles and rules for preventing violations of anti-trust laws.

The products we provide will meet the international recognized standards for safety and performance to ensure patient safety and effective therapy outcomes. DORC applies a state-of-the-art quality management system that is audited periodically by an independent third party to ensure consistency of quality and compliance with standards.

We apply a comprehensive monitoring and risk management system to signal any unanticipated trends and incidents, and will report those to the responsible authorities where required. When areas for improvement are identified DORC strives to address those to ensure that our products continuously improve and contribute to higher customer satisfaction.

DORC commits to communicate transparently and honestly on safety and performance related topics for our product portfolio. We are committed to take timely voluntary action when patient safety or performance cannot be guaranteed.

Supplier and Distributor Standards

DORC is fully aware of its responsibilities towards all parties and employees in our supply chain and is therefore committed to ensure that at no point any person in any part of the supply chain is exploited or treated in a way that breaks relevant labour laws, nor that ethical standards or moral obligations are violated. To achieve this DORC issued several policies that are embedded throughout business processes across the organization.

DORC expects all third parties with whom we work to comply with the law and to adhere to ethical business practices. We conduct risk-commensurate due diligence on all third parties with whom we interact per the requirements of the DORC Due Diligence Policy.

We do not tolerate any form of bribery or corruption. We do not bribe any public official or private person and we do not accept bribes; the details are contained in the DORC Anti-Bribery and Corruption Policy.

We are committed to comply with relevant economic and trade sanctions laws in all jurisdictions in which we operate. We prohibit doing direct or indirect (through distributors or any third party) business with any sanctioned entity or individual (customer, supplier, intermediary, etc.). This is enforced through the DORC Sanctions Policy and Screening Process.

Through DORC's Labour Standards Assurance System Policy (LSAS Policy) we commit to act ethically and with integrity throughout our total supply chain. We are committed to implement and enforce effective systems and controls to help ensure that labour laws and ethical standards are adhered to and that slavery and human trafficking is not taking place in our supply chain. The LSAS policy is publicly available and is communicated to key suppliers, contractors and business partners of the company.

Protecting the Environment

DORC aims to align our activities with a scenario limiting global warming to below the 2 degree Celsius threshold in line with the Eurazeo CSR strategy for 2020-2040. To achieve this we commit to continuously assess how we can make our use of natural resources more efficient and define projects to reduce the environmental impact of our activities and products over their life cycle.

We commit to continuously look for ways to reduce our environmental footprint by reducing our energy consumption and convert where possible to sustainable sources of energy.

DORC aims to minimize the creation of waste throughout the production, distribution, use and disposal of our products, and where waste is unavoidable to ensure that it can be re-used or recycled. Materials used in products and packaging and during our production will be selected with the aim to minimize the impact on the environment, while maintaining intended safety or performance levels of our products.

Our commitment to the Environment is formalized through our Health, Safety and Environment (HSE) Policy.

Community Engagement

DORC is a major employer in the area of Zuidland and provides interesting and satisfying job opportunities for the local community. To support the local businesses we promote the use of local shops where this is possible. In the wider community we strive to support charity and special interest organizations in areas related to our business.

Measurement

DORC Executive Management reviews on a periodic basis the adherence level to our CSR Policy and progress made in reaching our goals. This review is based on the outcome of internal and external audits, process KPIs, the employee engagement surveys, and project progress reports. In addition CSR related KPI's are periodically reported to the Eurazeo Group for inclusion in the group reporting mechanism.

Closing Remarks

DORC strongly believes that CSR is key to the transformation of the company and the creation of sustainable growth. The DORC Corporate Social Responsibility Policy shows our commitment and motivation to not only supply innovative and high-quality medical devices that make people see again, but do that in a manner that contributes to building a greener and sustainable society.

Zuidland, 19-10-2020

Pierre Billardon,
CEO DORC