

Inspiration Healthcare Group plc
Commerce Park, Commerce Way
Croydon
CR0 4YL
United Kingdom

T +44 (0)330 175 0000
E info@inspiration-healthcare.com
W inspirationhealthcaregroup.com

Ethical Business Statement

Introduction

Inspiration Healthcare Limited is a subsidiary of Inspiration Healthcare Group plc, a company listed on and governed by the rules of the London Stock Exchange.

Inspiration Healthcare Ltd ("IHL") will conduct its business fairly, impartially, in an ethical and proper manner, and in full compliance with all laws and regulations. In conducting its business, integrity is the foundation of all company relationships, including those with customers, suppliers, and among employees. The highest standards of ethical business conduct are required of IHL employees in performance of their company responsibilities.

Our Ethical Approach to business encompasses the following areas:

Employees

At Inspiration Healthcare we recognise the importance of our staff and we treat our staff in a fair and respectful way. Every employee has the responsibility to ask questions, seek guidance, report suspected violations, and express concerns regarding compliance with this policy and the related procedures. Employees will not engage in conduct or activity that may raise questions as to the company's honesty, impartiality, or reputation or otherwise cause embarrassment to the company. Gifts and entertainment may only be offered to a third party if they are consistent with customary business practice, modest in value and not in contravention of any applicable law. No such offer should be made if public disclosure of the fact would embarrass IHL or the party concerned. We have policies and processes in our business that all our colleagues work to and these include:

- **Health & Safety**

Health & Safety is the most important single aspect of our business, for our staff, our suppliers and customers along with any other groups that we interact with. We encourage staff to highlight any potential Health & Safety issues to ensure that we can deal with them quickly and effectively. We will never put profitability ahead of the wellbeing of our staff and visitors.

- **Equal Opportunities and Dignity at Work Policy**

We employ our staff and reward our staff based on merit and ability. We are passionate about ensuring that all our staff are treated in a respectful way by our colleagues. Our Employee handbook includes a detailed policy regarding Equal Opportunities and Dignity at Work that all staff adhere to.

- **Standards of Conduct Policy**

Our Employee handbook has specific policies on Standards of Conduct for our Employees. This sets out the minimum expectations of what is expected from our staff and what they can expect from each other.

- **Anti-Bribery Policy**

Bribery and Corruption is something that we wish to help eradicate around the world. To this end, we have included a specific policy on Anti-Bribery in our Employee handbook highlighting the issue and how we will not tolerate such behaviours. It also informs staff of what to do should they be approached by a customer or supplier that is aiding and abetting such activity.

- **Whistle-Blowing Policy**

Whistle-Blowing is an important aspect for us as an ethical employer. Whistle-Blowing can empower staff at all levels of a business to ensure that senior staff are not abusing their authority. Staff who are worried about repercussions with colleagues have the opportunity to go to the Chairman of the Group or any other independent Non-Executive Director.

- **Living Wage**

Inspiration Healthcare are proud to be a Living Wage Foundation employer in the UK and feel that this ethical as an employer.

Customers and Competition

At Inspiration Healthcare we treat our customers with respect and expect the same courtesy from our customers to our staff. IHL believes that integrity in dealing with customers is a prerequisite for a successful and sustained business relationship. The Company will provide products and services giving good value and consistent quality. In all advertising and other public communications, untruths, concealment, and overstatement will be avoided.

We are aware that customers in countries outside of the UK will have a different culture and different legal structure, however, we insist that all our international business partners are aware of the UK Bribery Act (2010) and ensure that their staff are aware of its ramifications. We

do this by including it in our Distribution Contracts. Any of our business partners who knowingly break the Bribery Act will be terminated by the company. Our international sales staff have been trained on the principles of the Act.

IHL will compete vigorously but honestly and will not damage the reputation of competitors either directly or by implication or innuendo. IHL will not attempt to acquire information about a competitor's business by disreputable means, nor will it engage in restrictive trade practices or abuse any position of market dominance.

Suppliers & The Environment

We try to source our products from suppliers who are well known to us, none of which are involved in child-labour or illegal activities. Should we find out that any of our suppliers are involved in such activities we will terminate all arrangements with them.

Our suppliers are managed by an experienced team and critical suppliers to the business are audited regularly as part of our Quality Management System. This allows us to have access to the Supplier on a regular basis to ensure they keep up the high standards we aspire to.

We have a policy regarding our Environmental impact. We are conscious about the impact our business may have on the planet and take measures to reduce this impact wherever possible. Initiatives include compliance with the WEEE directive on disposal of electrical equipment, recycling waste wherever possible and looking at energy efficient products and services.

Corporate Governance & Shareholders

As a company listed on the London Stock Exchange, the Group has certain obligations in reporting and Governance. This adds to our ethical approach to business under the following areas:

Independent Directors

The Company has a Board of Directors who are both Executive and Non-Executive. The role of the Non-Executives is to be independent and impartial when it comes to decision making acting in the interest of all our shareholders. The NED's sit on various committees including Audit and Remuneration as well as being able to be contacted by shareholders or, in the event of Whistle-Blowing etc, staff away from the Executive Management team.

Quoted Companies Alliance

As part of our corporate governance, we are members of the Quoted Companies Alliance and have adopted their corporate code.

Data Protection & Privacy

Inspiration Healthcare Group and its subsidiary companies are committed to ensuring that information regarding our staff, suppliers and customers is protected privacy is protected. Full details of our current Privacy Policy can be found on our website :

<https://inspirationhealthcaregroup.com/privacy-policy-gdpr/>

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

For further detail on how your information is used, how we maintain the security of your information, and your rights regarding information we hold on you, please contact:

Data Protection Officer
Inspiration Healthcare Group plc
Commerce Park, Commerce Way, Croydon CR0 4YL
Email: marketing@inspiration-healthcare.com
Tel: +44 (0)330 175 0000

Summary

Our Ethical Approach to business has allowed our business to flourish and our staff to work in a safe and positive environment. We will continue to monitor legislation and best practice around the world, change our approach as appropriate and train our staff accordingly to ensure that we are always acting in an Ethical and responsible way in our approach to business.



Raffi Stepanian
Chief Executive Officer
30th May 2025

