

GENERAL PRINCIPLES

The hospital operators Burgenländische Krankenanstalten-Gesellschaft m.b.H., Landeskrankenanstalten-Betriebsgesellschaft (KABEG), Oberösterreichische Gesundheitsholding GmbH (OÖG), Gemeinnützige Salzburger Landeskliniken Betriebsgesellschaft mbH (SALK), Steiermärkische Krankenanstaltengesellschaft m.b.H. (KAGES), Tirol Kliniken GmbH, Vorarlberger Krankenhaus-Betriebsgesellschaft m.b.H. (KHBG) and Wiener Gesundheitsverbund (WIGEV) with their hospitals and departments, care facilities and subsidiaries (hereinafter collectively referred to as **hospital operators**) are committed to socially, ecologically and economically responsible corporate governance. At the centre of our intentions and thus our actions, lie the provision of modern and needs-based medical care, particularly for the population in the federal provinces, as well the provision of training for professionals in the healthcare sector. We strive to optimise our services in the healthcare sector in terms of sustainability and duty of care and we expect our business partners to do the same. The services provided for patients should be medically and ethically effective and sustainable.

This Code of Conduct for business partners of the **hospital operators** defines the absolute minimum standards that our suppliers and business partners must observe and comply with in business transactions with the **hospital operators** and their facilities.

This Code of Conduct for business partners is based on national, European and international laws and regulations. These principles form the basis of our business relationship.


The hospital operators therefore expect and demand that the business partners in the supply chain share the **hospital operators'** commitment to

A) social responsibility and working conditions, to

B) ecological responsibility and environmental and climate protection as well as

c) economic sustainability including ethical responsibility

in their business behaviour and fulfil criteria in this regard. This responsibility extends not only to the direct business relationship with the **hospital operators**, but also to the supply chain of business partners.

In addition, business partners must comply with the corresponding requirements in the  [Code of Conduct for hospital operators](#).

Furthermore, we expect our business partners not only to comply with all applicable laws, regulations and guidelines in their business activities, but also to endeavour to go beyond mere compliance with legal regulations and to fulfil internationally recognised standards for the promotion of human rights, business ethics and social and environmental responsibility.

The **hospital operators** will investigate violations of this Code of Conduct for business partners with the aim of jointly improving the situation in order to fulfil the requirements of this Code of Conduct for business partners. The **hospital operators** reserve the right to take appropriate measures in the event of violations, up to and including termination of the business relationship.

This Code of Conduct for business partners is part of the General Terms and Conditions of the hospital operators.

REQUIREMENTS FOR BUSINESS PARTNERS

A) SOCIAL RESPONSIBILITY and WORKING CONDITIONS

1) Human rights

We expect our business partners to respect, observe and promote human rights and the dignity of the individual at all times in accordance with the [European Convention on Human Rights](#), the [Universal Declaration of Human Rights](#) and the [UN Guiding Principles on Business and Human Rights](#).

2) Security

We expect our business partners to ensure the protection and safety of their employees. This includes appropriate safety measures to protect against accidents, hazards and occupational illnesses, including the provision of suitable training and protective equipment.

3) Freedom of association

We expect our business partners to respect the right of workers to freedom of association, trade union membership and collective bargaining and to actively create opportunities for open communication with management.

4) Wages and social benefits

We expect our business partners to pay their employees at least the applicable statutory minimum wage or otherwise the wage in accordance with the legal, collectively agreed or industry-standard regulations of the respective place of employment.

5) Fair and equal treatment

We expect our business partners not to discriminate against employees based on their ethnic origin, religion, age, nationality, sexual orientation, gender, pregnancy, skin colour, health impairment or other prohibited reasons that are not related to the employee's ability to carry out their job.

6) Prohibition of child labour and forced labour

We expect our business partners to comply with the recommendations of the International Labour Organization ([ILO International Labour Standards](#)), in particular with regard to the prevention of child labour.

Any form of forced labour is strictly prohibited. Our business partners must take measures to prevent its occurrence. This includes prohibiting practices such as requiring deposits or withholding identity documents upon employment. Neither the business partner nor any third-party labour provider may withhold wages, social benefits, personal property or documents from employees without just cause.

B) ECOLOGICAL RESPONSIBILITY, ENVIRONMENTAL AND CLIMATE PROTECTION

1) Resources

We expect our business partners to actively promote developments that serve the goal of environmental sustainability and to take measures to minimise the consumption of energy, water and other resources in their production processes. Measures must be taken within the realms of possibility to reduce the greenhouse gas balance and contribute to achieving the applicable [UN climate targets](#) at all stages of the supply chain.

2) Environmental management

We expect our business partners to fulfil the requirements of the legal framework of environmental laws, particularly with regard to the disposal of chemicals and other hazardous waste. The company's principles must be based on economical consumption and the prioritisation of renewable resources. Mining and production practices should be implemented in a way that minimizes negative impacts on biodiversity and demonstrably reduces the ecological footprint within the supply chain within the scope of possibilities.

3) Animal protection and welfare, endangered flora and fauna

Business partners shall follow ethical animal protection and welfare practices, aligning with the principles of responsible animal sourcing. This applies to the capture, care, breeding, rearing, transport, handling, and slaughter of live animals. The applicable national laws must be complied with.

4) Waste management and prevention

We expect our business partners to minimise waste and the use of resources along their activity chain and to ensure that hazardous waste is disposed of safely. The implementation of reprocessing, recycling and waste avoidance serves the goals of a functioning circular economy.

We expect our business partners to take appropriate measures to ensure that waste containing persistent organic pollutants (as defined by the [Stockholm Convention on Persistent Organic Pollutants](#)) is handled, collected, transported and stored in an environmentally sound manner. The [Basel Convention on the control of transboundary movements of hazardous wastes and their disposal](#) must be complied with. The export ban also applies to countries not listed in the Convention.

C) ECONOMIC SUSTAINABILITY with ETHICAL RESPONSIBILITY

1) Fair competition

We expect our business partners to be guided by high ethical standards and to act in a manner that promotes trust in business relationships. The applicable competition and antitrust laws must be complied with and fair competition must be actively supported.

2) Corruption, bribery and criminal offences

We expect our business partners to ensure that all forms of corrupt practices and criminal acts, including bribery/corruptibility, extortion, embezzlement or fraud, are prosecuted or prevented through suitable control and compliance systems. Employees of our business partners may not receive any unauthorised gifts or benefits.

Conflicts of interest must be disclosed and remedied through suitable measures in order to prevent personal interests from influencing business decisions.

3) Confidentiality

We expect our business partners to ensure that their business behaviour (particularly with regard to the protection of trade secrets and intellectual property) supports credible, stable and sustainable business relationships and to handle business information confidentially. Data is a sensitive area, particularly within the healthcare sector, which is why all data protection regulations must be complied with.

4) Quality and safety

The products and services supplied must meet the necessary quality and safety standards and fulfil all relevant legal requirements. We expect our business partners to ensure that their products are safe and pose no risk to the health and safety of our patients, our employees or the public.

5) Communication and reporting of violations

We expect our business partners to communicate openly and transparently. This includes the obligation to report any concerns or violations of this Code of Conduct for business partners immediately. The [whistleblower system of WIGEV](#) is available for confidential reporting.

We would like to thank our business partners for their commitment and cooperation in ensuring the best possible standards of ethical behaviour, quality and sustainability.