



CORPORATE SOCIAL RESPONSIBILITY

POLICY

Medilines Distributors, Inc. (MDI) recognizes that our corporate and social responsibility is crucial to our values and operations and in expressing our commitment to our stakeholders. They include customers, employees, investors, suppliers, the community and the environment. It recognizes that its social, economic and environmental responsibilities to these stakeholders are integral to the business.

The Employees

The Company respects its employees and encourages their development and training. It considers the interests of the employees including their welfare and health and safety. The Company aims to empower its employees and will recognize individual contributions, and rewards the employees fairly. They will be given clear and fair terms of employment and will be provided resources to enable their continual development. Furthermore, the Company shall provide, and strive to maintain, a clean, healthy and safe working environment in line with its policy on Health and Safety.

Customers

MDI seeks to ensure that it deals responsibly, openly and fairly with existing and potential customers with a quality after-sales service:

- Register and resolve customer complaints in accordance with Company standards of service - ensuring that if something goes wrong, the Company will acknowledge the problem and deal with it
- Listen to the clients so that this can help the Company improve the products and services it offers to them
- Benchmark and evaluate what the Company does in order to constantly improve its competitive edge in the marketplace.
- Our contracts will clearly set out the agreed terms, conditions and the basis of the relationship and will operate in a way that safeguards against unfair business practices.

Local Community

MDI is committed to playing an active role in the local community, and to supporting charitable organizations which share the Company's core values. **MDI** believes that engaging in not-for-profit activities demonstrates its commitment to Corporate Social Responsibility, which in turn is beneficial for its employees, customers and suppliers.