



Medline Australia

2022 Impact Report

Reporting on 2021

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A welcome from Alex



It gives me great pleasure to share with you the Medline Australia 2022 Impact Report. It's a document of two parts; firstly, a celebration of the impact our team made in 2021, and secondly, an insight into our ambitions to make an even bigger difference in 2022 and for years to come.

In the last year, we've made significant progress with our numerous corporate social responsibility (CSR) initiatives and established a solid platform from which to build. You'll read more about the work we did in 2021 on the next page.

For now, I'd like to thank the many people in the Medline team who dedicate their time and effort to these initiatives – they do so in addition to their daily roles and because they choose to. This Impact Report is testament to their hard work.

"We can make the biggest impact by working with others – experts in the field and likeminded organisations – together making a difference."

I'd also like to thank the many people and organisations with whom Medline partner. It is clear to us at Medline that we can make the biggest impact by working with others – experts in the field and likeminded organisations – together making a difference. You can read more about some of these partnerships throughout this report.

Twelve months ago I wrote about the impact of the pandemic. Today, much of that is still relevant and it continues to impact our lives. That's why I'd like to finish by recognising the role our customers have played during the pandemic – the frontline healthcare workers who have kept our communities and our population safe from COVID-19. Thank you for everything you have done, and continue to do.

On behalf of the entire Medline Australia team, I hope you enjoy reading our 2022 Impact Report.

Kind regards,

A handwritten signature in blue ink that reads "Alex". The signature is fluid and cursive, with a large initial 'A'.

Alex Thompson
Managing Director
Medline Australia

2021: a foundation for success



2021 was a benchmark year for our CSR initiatives. We engaged the services of Macquarie University's Professor Debbie Haski-Leventhal – an expert on CSR, purpose, and social impact. And from that consultation, here's what we did:

- We surveyed our employees to establish what was important to them, in terms of CSR.
- We conducted employee workshops to explore those things in more detail.
- We established three dedicated CSR teams in the areas of people, planet, and product:

People: Charity and volunteer team
Planet: Sustainable innovation team
Product: Customer engagement team

We've always been an organisation committed to giving back. But now, following our work with Professor Haski-Leventhal, we do so with more purpose than ever before, and with a strategic focus.

2021 at a glance



**We raised over
\$32,000 for
charity**



**We moved
over 8,700 kms
for mental health**



**We recycled
208 tonnes
of cardboard**



**We saved 225
lives through
donating blood**



**We donated
995 trees
for planting**



**We reused
over 456,000
litres of water**

Our partnerships

Together, we're stronger. That's why we're committed to working closely with many people and organisations. People and organisations who are experts in the field, making a difference, and most importantly – who share our values.

And that's why we'll continue to create and foster more partnerships than ever before – so we can make a bigger impact – together.



Our impact in 2021: people

In 2021, as a result of feedback from our employee engagement survey, we formalised partnerships with the Cancer Council and the Black Dog Institute. Together, we raised over \$32,000 across all supported charities – including the Cancer Council, Black Dog Institute, and Barnardos.

Cancer Council – Daffodil Day

Driven by Medline Australia's Sales Manager, Cath Fry – in memory of our colleague Carolyn Howard – over \$10,000 was raised by the Medline team and business. In total, Cath raised over \$30,000 to power life-saving cancer research.



Barnardos – Gifts for Kids Christmas gift appeal

In late 2021, we supported the Barnardos Australia Gifts for Kids campaign, donating over \$2,000 worth of toys and gift cards for disadvantaged Australian children and young people.





Black Dog Institute – Mullets for Mental Health

In September, some of the Medline team – Carmen Blanck, Declan Briscoe, Richalene Olliver, and Andrew Pender grew mullets, raising money and awareness for mental health and our CSR partner, Black Dog Institute. Together, with the support of Medline and many of the team, they raised over \$6,000.

In 2021, we shared the Black Dog Institute's The Essential Network (TEN) – a set of mental health resources and support options specifically for health professionals and hospitals.



Black Dog Institute – One Foot Forward

In October, 67 people in the Medline team participated in the Black Dog Institute's One Foot Forward campaign, raising awareness for Australians living with mental illness. Together, we raised almost \$12,000.



67 participants



\$11,775 raised



8,797 kms moved

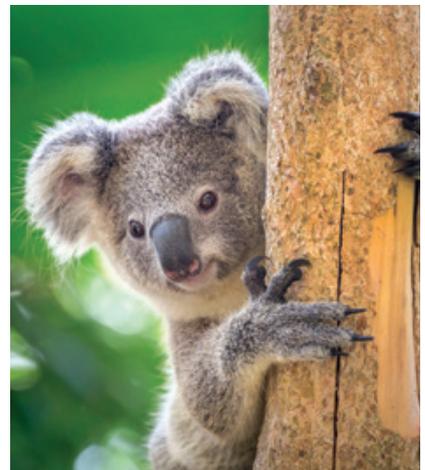


Our impact in 2021: people

In 2021, COVID-19 significantly impacted the volunteer and giving opportunities of our team. Despite this, our team is committed to giving back and looking forward to more opportunities in 2022.

Here are some of our achievements in 2021:

- We donated 16 pallets of product to the Animal Rescue Cooperative (ARC), who distribute to wildlife rescue facilities around the country.
- We supported Save Our Supplies, who collect unused medical products and supplies for use in developing countries.
- We continued our support of Macquarie University's global Master of Business Administration (MBA) program, partnering in their Capstone Project, focusing on sustainability in the healthcare industry as well as two other specialised projects.
- We worked with students of St Paul's Anglican School in Bald Hills, Queensland as part of Design Led Ventures – an initiative for organisations and students to work together to develop innovative solutions to real-world problems.





Innovating with students

As part of the Design Led Ventures program, we showed the students of St Paul's our Willawong warehouse in Brisbane, demonstrated our products, gave insights to our student interviewers, and attended an evening where they pitched ideas. Their idea – Sip, Swap, Drop – was about recycling used face masks at cafes, offering an additional revenue stream to struggling cafes during the pandemic (selling masks) whilst ensuring single-use face masks were appropriately recycled.



Red Cross blood and plasma donations



78 members



75 donations



225 lives saved

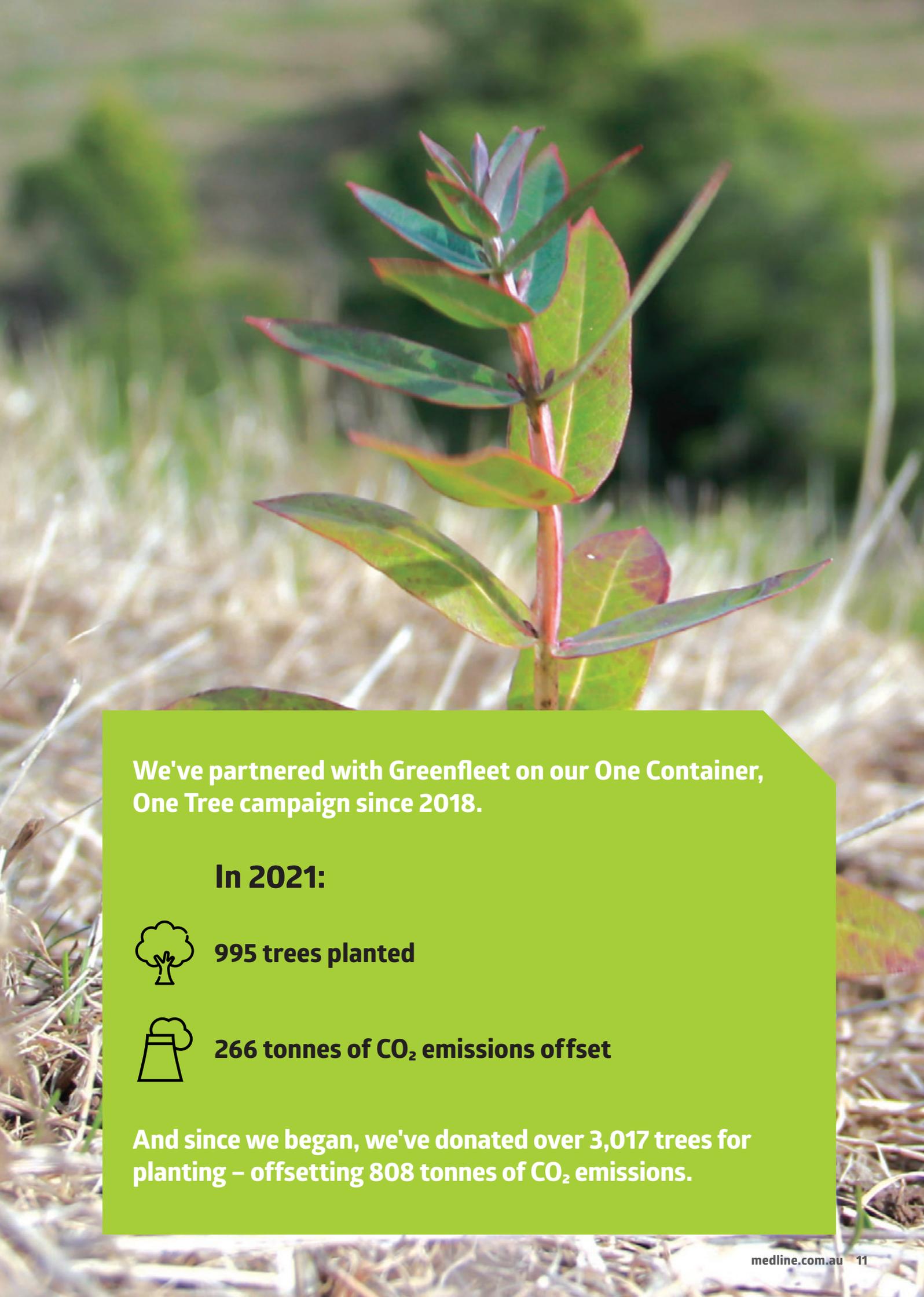
Our impact in 2021: planet

In terms of our planet, 2021 was a year of increased learning and investigation. It highlighted the importance to partner with people and organisations who have the expertise and capabilities that we need – and to continually look for ways to operate sustainably.

Here are some of our achievements in 2021:

- We installed an additional 1,000 solar panels at our Marsden Park facility, increasing our energy generation capacity to 550kW.
- We captured and reused 456,000 litres through our rainwater tanks – ensuring that 38% of the total water used at our Marsden Park facility was recycled water.
- We recycled 208 tonnes of cardboard.
- We reviewed our waste management program and partnered with Veolia, implementing several processes to divert as much operational waste from landfill as possible.
- We started work towards having tracking mechanisms in place, and targets to recycle cardboard, soft plastics, e-waste, and organic waste throughout all our facilities in Australia and New Zealand.
- We installed Method Bins at our facilities across Australia, allowing our teams to better dispose of waste and, again, divert waste from landfill.
- We donated nearly 1,000 trees for planting to Greenfleet as part of our One Container, One Tree campaign.





We've partnered with Greenfleet on our One Container, One Tree campaign since 2018.

In 2021:



995 trees planted



266 tonnes of CO₂ emissions offset

And since we began, we've donated over 3,017 trees for planting – offsetting 808 tonnes of CO₂ emissions.

Our values

At Medline, our values are behind everything that we do, including how we have a greater impact with our people, planet, and product initiatives.



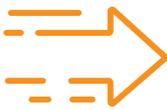
Integrity



Customer focused



Care for co-workers



Constant improvement



Open two-way communication



Leadership by example

Our guiding principles

Globally, we're committed to helping to improve healthcare, and the communities where we work and do business. We're also proud members of the United Nations Global Compact and committed to using the United Nations' Sustainable Development Goals (SDGs) to drive action and transform our world.



Source: sdgs.un.org/goals

Going further in 2022

Following the great work of the team in 2021, we're looking forward to doing more in 2022 and beyond – in the areas of people, planet, and product.

Our goal: working towards making a positive social and environmental impact in Australia and around the world.



People

Advocate good health and wellbeing for everyone



Planet

Reduce our environmental footprint



Product

Build a community of like-minded experts to innovate sustainable product and services in healthcare



People

Advocate good health and wellbeing for everyone



Our goals for 2022



Invest in wellness initiatives for our employees.



Contribute to local communities through volunteering.



Support charities that focus on overall health promotion and prevention.



Provide further educational opportunities for schools and universities.

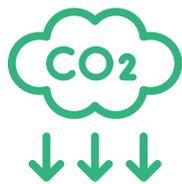


Planet

Reduce our environmental footprint



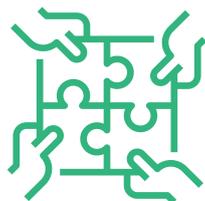
Our goals for 2022



Reduce our carbon footprint.



Divert waste from landfill by recycling, upcycling, or repurposing.



Continue to build cross-industry partnerships with government environmental bodies, customers, academic experts, and start-up organisations.



Product

Build a community of like-minded experts to innovate sustainable product and services in healthcare



Our goals for 2022



Collaborate with healthcare providers to ensure clinical requirements are met whilst reducing excess product use.



Select vendors and suppliers based on ethical working conditions and Medline's Code of Conduct.



Continue cross-industry partnerships for research and development opportunities.



DISABLED PARKING ONLY

Thank you



Since the start of the COVID-19 global pandemic, our customers – the healthcare workers around Australia and New Zealand – and their hospitals, have been at the forefront of the response, keeping our communities safe.

From the entire Medline team, thank you.

And as our 2022 Impact Report shows, we've come a long way to where we are today. But equally, we've got a long way to go. We've got ambitious goals – but wouldn't have it any other way. Most of all, we're looking forward to the journey to have a greater impact on our people, planet, and product for years to come.

**Together,
advancing
healthcare**



Thank you
healthcare
workers



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