

World Medica UK Ltd – Code of Conduct

Version 1.0 - Effective Date: 12 January 2026

Applies to: All employees, directors, contractors, and representatives of WMUK

1. Purpose

This Code of Conduct sets out the standards of behaviour expected from everyone representing World Medica UK Ltd (WMUK). It ensures that our actions reflect our values, comply with legal and regulatory obligations, and uphold the expectations of NHS Supply Chain Framework 1610, the NHS Net Zero Supplier Roadmap, and the Modern Slavery Act.

This Code always applies when acting on behalf of WMUK.

2. Our Values

WMUK operates according to four core principles:

- Integrity - We act honestly, transparently, and ethically.
- Respect - We treat colleagues, customers, and partners with dignity.
- Accountability - We take responsibility for our decisions and actions.
- Excellence - We strive for high standards in clinical, regulatory, and commercial practice.

3. Legal & Regulatory Compliance

All employees must comply with:

- UK law and applicable international regulations
- MHRA, UKCA, and MDR requirements
- NHS Supply Chain 1610 governance standards
- Anti-bribery and anti-corruption legislation
- Data protection laws (UK GDPR)
- Health and safety regulations

Non-compliance is treated as a serious disciplinary matter.

4. Professional Behaviour

Employees must:

- Always conduct themselves professionally
- Communicate respectfully and constructively
- Maintain confidentiality of WMUK and customer information

- Avoid conflicts of interest and declare them promptly
- Use WMUK resources responsibly and securely
- Represent WMUK positively in all interactions

Harassment, discrimination, bullying, or intimidation are strictly prohibited.

5. Environmental Responsibility

In alignment with NHS 1610 and WMUK's Carbon Reduction Plan, all employees must:

- Support waste reduction and recycling practices
- Minimise unnecessary travel and prioritise virtual meetings
- Use resources efficiently (energy, materials, digital storage)
- Follow WMUK's Travel & Transport Policy and Waste Procedure
- Contribute to achieving Net Zero by 2045

Environmental responsibility is a shared duty across the organisation.

6. Anti-Bribery, Ethics & Transparency

Employees must never:

- Offer, give, request, or accept bribes
- Provide gifts or hospitality that could influence decisions
- Engage in fraudulent, deceptive, or misleading behaviour
- Manipulate records, data, or documentation

All financial and operational records must be accurate, complete, and auditable.

7. Labour Standards & Human Rights

WMUK is committed to:

- Fair and safe working conditions
- Zero tolerance for forced labour, child labour, or human trafficking
- Equality, diversity, and inclusion
- Respect for employee rights and wellbeing

Employees must report any concerns relating to labour standards immediately.

8. Data Protection & Confidentiality

Employees must:

- Protect personal and sensitive data
- Use secure systems for storing and sharing information
- Follow WMUK's Data Protection and Cybersecurity procedures

- Report data breaches immediately

Confidential information must never be shared outside WMUK without authorisation.

9. Quality, Safety & Clinical Integrity

As a medical device distributor, WMUK requires all employees to:

- Follow quality management procedures
- Report product complaints, incidents, or risks immediately
- Maintain accurate documentation
- Support regulatory inspections and audits
- Uphold patient safety as the highest priority

10. Reporting Concerns

Employees must report:

- Ethical concerns
- Safety issues
- Environmental breaches
- Data protection incidents
- Misconduct or policy violations

Reports can be made to line managers, the Head of Compliance, or anonymously through WMUK's whistleblowing channel. Retaliation against whistleblowers is prohibited.

11. Consequences of Non-Compliance

Breaches of this Code may result in:

- Informal or formal warnings
- Mandatory retraining
- Suspension or reassignment
- Termination of employment
- Legal action where applicable

12. Acknowledgement

All employees must read, understand, and acknowledge this Code of Conduct upon joining WMUK and annually thereafter.

13. Document Control

Version	Date	Description	Approved By
1.0	12 January 2026	Initial WMUK Code of Conduct	Board

