

UN GLOBAL COMPACT COMMUNICATION ON ENGAGEMENT 2018 - 2019



IDA

BRIDGING THE GAP IN
ACCESS TO MEDICINES

ABOUT IDA FOUNDATION

IDA Foundation is an independent social enterprise providing medical goods to healthcare organisations worldwide, at the best price possible. We recognize that in today's world, essential medicines remain out of reach for too many people. IDA bridges those gaps so that healthcare providers have access to quality products at a fair price. We distribute over 3000 different health products to customers and partners in over 130 countries. We work with international and local NGOs, large funding organisations, ministries of health and central medical stores, and smaller charity or mission hospitals.

Our multicultural team represents 28 nationalities and is strongly motivated by our mission: Being the vital link that provides access to medicines and medical goods for countries in need. With offices in Amsterdam and Mumbai, and additional employees based in Nigeria, China, Hungary, USA, Democratic Republic of Congo (DRC), Singapore and the UK, we truly have a global presence.

VISION STATEMENT

**IN TODAY'S WORLD, ESSENTIAL
MEDICINES AND MEDICAL GOODS
STILL REMAIN OUT OF REACH FOR
TOO MANY PEOPLE. IDA BRID-
GES THESE GAPS SO THAT HEALTH
CARE PROVIDERS HAVE ACCESS
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PRICE.**

MISSION STATEMENT

**BEING THE VITAL LINK THAT PRO-
VIDES ACCESS TO MEDICINES AND
MEDICAL GOODS FOR COUNTRIES
IN NEED.**

STATEMENT FROM OUR DIRECTORS

To our stakeholders:

We are pleased to confirm that IDA Foundation hereby affirms its support to the United Nations Global Compact and its Ten Principles in the areas of Human Rights, Labour, Environment and Anti-Corruption. This is our first Communication on Engagement with the United Nations Global Compact, and we welcome feedback on its contents.

The period covered by this inaugural report is 2018 - 2019.

In this Communication of Engagement, we describe the actions that IDA Foundation is taking continually to improve our support of the UN Global Compact and its Principles, as well as the Sustainable Development Goals, through integration into our strategy, organisational culture and our daily operations.

We believe that we can contribute not only through our own activities, but also by actively engaging with our partners and we commit to sharing this information with our stakeholders using our primary channels of communication.

Yours sincerely,

Wendy Eggen, CEO

Paul van Ooijen, CFO



IDA FOUNDATION'S APPROACH TO SUSTAINABILITY

IDA Foundation is committed to fulfilling our mission, while running our business in a responsible, sustainable manner. At IDA, sustainability means creating shared value for all our stakeholders and is anchored in our mission of bridging the gap in access to medicines. As one of IDA's strategic priorities, we are committed to incorporating sustainability in all of our activities.

Sustainability is also engrained in IDA's core values. These are fundamental overarching beliefs and behaviours that guide our people's decisions. We believe we can use our global expertise - from quality affairs to procurement and supply chain - to contribute to a more responsible and sustainable global health supply chain. In prioritising sustainability factors, we look at opportunities in alignment with the UN Sustainable Development Goals (SDGs). SDG3 (Ensure healthy lives and promote well-being for all at all ages) is at the core of IDA's work, but other SDGs are also drivers for our strategy; such as SDG5 (Gender equality), SDG8 (Decent work and economic growth), SDG12 (Responsible consumption and production), SDG13 (Climate action) and SDG17 (Partnership for the goals). We believe that by working towards these goals, we can create the most value for our customers, and most importantly, for populations in low- and middle-income countries.



IDA FOUNDATION'S APPROACH TO SUSTAINABILITY

CREATING AWARENESS OF SUSTAINABILITY

We create awareness of our strategic alignment with the Sustainable Development Goals among our staff through quarterly town halls, our internal newsletter, through workshops and creative activities such as the SDG Game. A 2019 employee survey on sustainability showed that our team has strong affinity not just with our mission, but is also strongly motivated to support IDA's sustainability initiatives. Our sustainability strategy is currently being developed, with ownership in the management team, supported by a project leader and a team of sustainability ambassadors representing each of IDA's departments.

We also aim to inspire our customers and suppliers to take action by including it in our customer and supplier meetings, by speaking on the topic at health conferences, and by sharing our sustainability activities on our website and social media channels. In 2019, we attended 3 local UN Global Compact events to learn from others and share experiences with like-minded organisations.

In 2019, we performed a customer survey in which we also asked about customers' commitment to the SDGs, UN Global Compact and/or sustainability initiatives. This shows that there is much room for improvement, as just a few customers indicated they incorporated this in their strategies. Through our strategy, we aim to reach out to our network to inspire them to join us in action.

SUSTAINABLE DEVELOPMENT GOALS



HUMAN RIGHTS



PRINCIPLE 1: BUSINESSES SHOULD SUPPORT AND RESPECT THE PROTECTION OF INTERNATIONALLY PROCLAIMED HUMAN RIGHTS; AND

PRINCIPLE 2: MAKE SURE THAT THEY ARE NOT COMPLICIT IN HUMAN RIGHTS ABUSES.

Human rights are integrated in the mission and vision of IDA Foundation, because we believe that access to quality essential medicines is a human right. We are proud to contribute to that human right on a daily basis.

IDA supports fundamental human rights for all people as set out in the United Nations Universal Declaration of Human Rights and the core labour standards set out by the International Labour Organization, both within our workplace and more broadly within our sphere of influence. In line with these international standards as well as the principles of UN Global

Compact on human rights, the IDA Code of Conduct captures IDA's philosophy and commitments. It provides guidance to make the right decisions in the performance of our daily business activities and tasks to ensure that we act following regulations and IDA policies. This stringent Code of Conduct applies to employees, customers and suppliers, as well as any other third party we work with, and covers human rights commitments related to:

- Freedom of Association and Right to Collective Bargaining
- Child protection (no Child Labour)
- Human Trafficking and Forced Labour
- Equal Opportunity and Non-Discrimination

ETHICS AND COMPLIANCE

At IDA we feel a strong sense of responsibility to act with integrity and to respect all those who have a stake in our success, including our customers, employees,



suppliers and other business partners.

To ensure compliance to our Code of Conduct, all our employees undertake mandatory training on its content led by an external Ethics & Compliance expert. They highly value this training, as it creates clarity and increases their awareness of our way of working. Training materials can be completed online, to ensure continuous compliance to our policies.

All IDA's employees and partners need to sign this Code of Conduct before working with us, and due diligence is carried out at different levels (QA, Sales, Purchase) to ensure compliance with the code. We have zero tolerance for human rights violations.

SAFEGUARDING EMPLOYEE RIGHTS

IDA Foundation wants to be an employer that our diverse team is proud to work for. To safeguard human rights within our own organisation, we have developed HR policies related to labour rights to ensure a safe, respectful, healthy working environment in which all staff have equal opportunities. Our HR director, represented in the MT, is responsible for ensuring HR policies, procedures and IDA values are adhered to. Specific attention to these is also given in our onboarding procedure when new

members join the IDA team, and regular (refresher) training is held for all employees to ensure awareness of IDA policies and procedures. IDA is regularly audited by external parties on policies and procedures. More about our HR policies and activities are detailed in the next chapter.

CONFIDENTIAL COUNSELLOR AND COMPLIANCE COMMITTEE

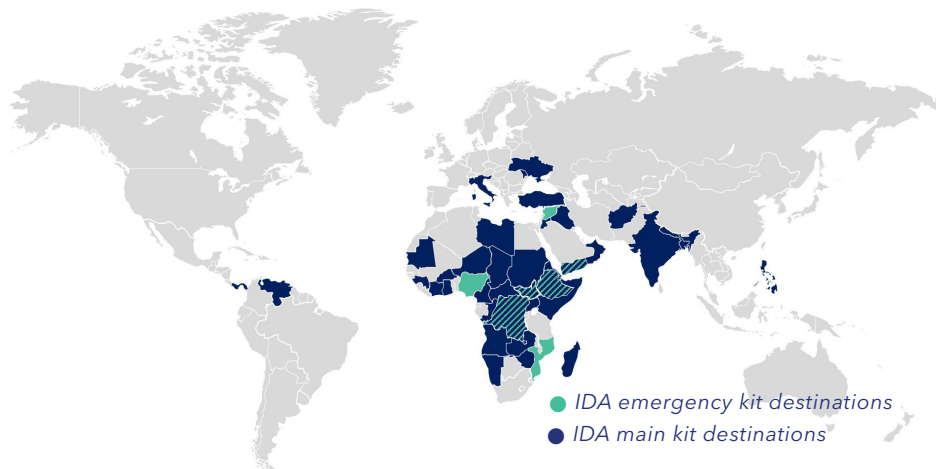
At IDA's Amsterdam office, we have a Confidential Counselor. This person is available to any employee who would like to (anonymously) discuss matters regarding - but not limited to - discrimination or harassment at work, which they do not feel comfortable discussing with HR or management. At IDA's Mumbai office, we have a POSH (Prevention of Sexual Harassment) committee, consisting of four staff members (male and female) and a social worker from a third-party NGO. Aside from these options, IDA also offers the possibility to contact our Ethics & Compliance officer or an anonymous reporting line. The Ethics & Compliance Officer has an independent role and reports all relevant issues (anonymously if requested by the employee) to the Compliance Committee, consisting of a member of the supervisory board, CEO and Director HR. This committee will

deal with any formal complaints regarding unwanted behaviours, unless this was routed through the Confidential Counselor. The Ethics & Compliance officer issues quarterly reports that are discussed in the Compliance Committee. This system is also applicable to our offices in India, China, and Dubai.

GUARANTEEING QUALITY MEDICINES

While human rights are more difficult to verify throughout our supply chain, we set stringent QA/QC procedures for our suppliers, supported by a comprehensive Quality Management System. We choose to work only with pre-qualified manufacturers that uphold the same quality standards as we do, and our QA team audits manufacturers. Aside from the quality assessment during audits, we have also introduced the implementation of ethical standards followed by manufacturers, as indicated in our Code of Conduct for third parties (which all suppliers have to endorse).

WE BELIEVE ACCESS TO ESSENTIAL MEDICINES IS A HUMAN RIGHT. AS AN EXAMPLE OF ONE OF IDA FOUNDATION'S SERVICES, OUR MEDICAL KITS CONTRIBUTED TO IMPROVING ACCESS TO ESSENTIAL HEALTH PRODUCTS IN COUNTRIES IN NEED



MEASUREMENT OF OUTCOMES

2018-2019

- 32 GMP and verification audits of vendors completed (following its introduction, 4 audits also covered ethical compliance). No human rights violations observed.
- IDA personnel completed a Code of Conduct training

TARGETS 2020

- Further inclusion of sustainability criteria in audits
- Setting up Complaints Committee in Amsterdam office
- Development of impact measurement calculator, to measure and share importance of access to medicines as a human right

LABOUR



PRINCIPLE 3: BUSINESSES SHOULD UPHOLD THE FREEDOM OF ASSOCIATION AND THE EFFECTIVE RECOGNITION OF THE RIGHT TO COLLECTIVE BARGAINING;

PRINCIPLE 4: THE ELIMINATION OF ALL FORMS OF FORCED AND COMPULSORY LABOUR;

PRINCIPLE 5: THE EFFECTIVE ABOLITION OF CHILD LABOUR; AND

PRINCIPLE 6: THE ELIMINATION OF DISCRIMINATION IN RESPECT OF EMPLOYMENT AND OCCUPATION.

THE IDA TEAM

We believe that a healthy and inspiring workplace in which our employees get the opportunity to develop themselves will allow our people to perform to the best of their abilities. Diversity in the nationalities, cultures, gender and backgrounds at IDA

is something we consider extremely valuable, and there is no tolerance for discrimination. We believe our differences are a way we can learn from each other and serve our equally diverse customer base.

LABOUR CONDITIONS

IDA's labour policies and procedures are fully compliant with all local health, safety and labour laws in the Netherlands and India. Also supporting our policies on Human Rights, IDA is committed to freely chosen labour. We do not tolerate any form of child labour, or forced, compulsory or debt bonded labour practices, or human trafficking within IDA's organisation or by any of IDA's business partners. IDA respects the right of employees to freedom of association and collective bargaining as permitted by and in accordance with applicable laws and regulations, without harassment, interference or retaliation.



WORKS COUNCIL

We encourage a culture of open and honest communication. Supporting this, the IDA Works Council is an all-employee representative body that advises management on current and future policy of the organisation. When it comes to matters that impact our organisation or people, the Works Council has the right to information, the right to issue advice or assent on important proposed decisions. They meet with IDA leadership on a quarterly basis, including the supervisory board twice a year. The 5 members are of different genders, nationalities and backgrounds and represent different departments within our organisation. To inform the rest of the organisation about topics discussed with leadership, they regularly share updates with all employees.

PRIORITIZING A HEALTHY WORKING LIFE

The wellbeing of our employees is important to us and is prioritised in our labour and social policies. Supporting our goal to provide and maintain a healthy and safe working environment, an Occupational Health & Safety Officer (OH&S) was appointed in 2018. This person supports the organisation in creating and maintaining a healthy and safe environment through a regular Risk Inventory and Evaluation,

which is approved by an external Occupational Health & Safety agency. An annual review is done by the OH&S officer. Based on this review, we look at how we can improve a broad range of aspects of occupational health and safety, including psycho-social wellbeing, but also matters such as office climate, ergonomic seating and appropriate lighting.

We are continuously looking at ways we can support our people in leading healthy lifestyles. In 2019, our Amsterdam employees were offered the opportunity to do a Personal Health Check; an assessment with personal advice to support a healthier lifestyle. In addition, IDA offers employees support in quitting smoking and a tax advantage to stimulate sports club membership. An ergonomic advisor visits our office to provide personal advice on a healthy posture for working. Since moving back to a newly renovated office in 2018, we have a select number of flex-working locations with standing desks. We started working with a new catering company and fruit supplier to ensure our team always has healthy food options to choose from.

Having a healthy work-life balance is key. To promote healthy working, we offer

DENTAL CAMP IN MUMBAI OFFICE

To create awareness about the importance of dental health, our HR team set up a 'dental check-up' in our Mumbai office in 2019. This allowed our employees to identify dental issues and take preventive measures to avoid dental and oral problems in the future. The dentists also explained in detail about the root cause of the dental and oral health problems and gave tips on how to avoid this. They gave referral slips and offered discounts for those employees who may need further treatment. More than 50% of the employees took benefit of the camp and found it helpful.



flexible working hours and many of our employees choose to work part-time. The introduction of remote-working technology makes it easy for our team to work from home.

We want to ensure physical health as well as mental health is addressed at all levels of the organisation. In 2019, our managers were trained on stress and burnout prevention, to best recognise early signs in their teams, and support employees when necessary.

LEARNING AND DEVELOPMENT

In 2018, IDA implemented a new online performance management system. This allows employees to be more involved in their performance review and development and to actively contribute to their personal targets and training plans.

With e-learning opportunities expanding rapidly, IDA introduced LinkedIn Learning in 2019 to complement its existing learning and development programmes. This allows all IDA employees to learn about technical, business and creative topics, as well as soft skills, 24/7. We have 150 employees signed up to use the tool, of which 50 employees are already frequently using this tool to incorporate learning

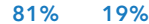
and development into their daily working lives. We plan to build on integrating LinkedIn Learning further into our learning and development programmes in 2020.

235 EMPLOYEES GLOBALLY 28 NATIONALITIES

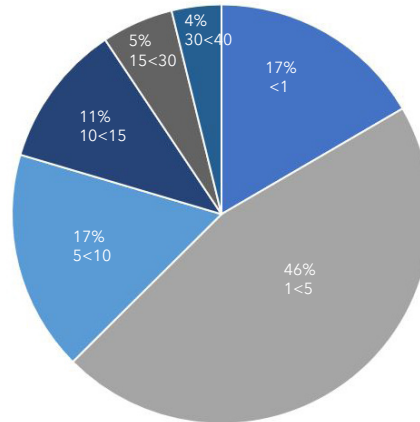
GENDER DISTRIBUTION



FULLTIME / PARTTIME



YEARS OF SERVICE



MEASUREMENT OF OUTCOMES

2018-2019

- Appointment of Occupational Health & Safety officer
- Risk Inventory & Evaluation completed
- Initiatives introduced (Personal Health Check, ergonomic advice, new catering and fruit offering) to support employees' healthy lifestyles
- Launch of LinkedIn Learning

TARGETS 2020

- Using outcomes of Risk Inventory & Evaluation to further improve healthy working / lifestyles
- Focus on building competency training
- Build on LinkedIn Learning as a professional learning tool

ENVIRONMENT



PRINCIPLE 7: BUSINESSES SHOULD SUPPORT A PRECAUTIONARY APPROACH TO ENVIRONMENTAL CHALLENGES;

PRINCIPLE 8: UNDERTAKE INITIATIVES TO PROMOTE GREATER ENVIRONMENTAL RESPONSIBILITY; AND

PRINCIPLE 9: ENCOURAGE THE DEVELOPMENT AND DIFFUSION OF ENVIRONMENTALLY FRIENDLY TECHNOLOGIES.

With IDA's value of 'We Care', this also applies to our caring and responsibility towards the environment. While environmental initiatives had already been taken in 2018 and earlier years, in 2019 (environmental) sustainability was formally integrated in our organisational strategy as a priority for the years to come. This includes the introduction of a new position in the IDA team focusing on sustainability as of mid-2020.

SUSTAINABILITY IN OUR ORGANISATION

When IDA's Amsterdam office was due for renovation, we renovated with sustainability at the core of our vision for the new office:

- Our headquarters now have a high insulation value thanks to newly insulated exterior walls, windows (and window frames), as well as an additional layer of insulation added under our roof.
- Green energy: we make use of heat pumps and no longer use gas as an energy source. A sustainable ventilation system was implemented, supported by sensory sunscreens for automatic cooling.
- TL-lighting was replaced by LED lighting with movement sensors, ensuring lighting is only used when necessary
- We added recycling stations for paper, plastic, and organic waste - also promoting awareness amongst employees



- Fair chain coffee supplied in our coffee stations, and employees received personalized IDA mugs to avoid use of disposable cups
- Electric car charging stations were created in our parking lot

Upon return to our new headquarters, we also chose to work with suppliers that value a sustainable approach as much as we do:

- Gispen was chosen as our main supplier of furniture, a Dutch company fully committed to a circular vision for office furniture
- Albron was selected as catering partner. With sustainability at the heart of their organisation, they work with seasonal and local products, many vegetarian options, and focus on minimizing food waste
- We selected a new cleaning company, making use of ecological cleaning supplies

Aside from digitalized processes, our new office also no longer has storage cupboards in the workspace where paper usually tends to collect. All employees now only have a small locker to keep personal items and laptops for storage, which also contributes to a cleaner, paperless office.

The use of laptops means that work is increasingly digital and flexible and means the need for printing is minimal. When we do print, we print black and white, two-sided (or multiple pages, when possible) on sustainably sourced PEFC-certified printing paper.

Our effort for a sustainable office paid off: In the latest energy audit of our headquarters, we received an A-LABEL (the highest possible score). To ensure that the area around our office becomes greener too, we are creating a 'green infrastructure' around the IDA office in 2020, which incorporates our new parking lot. Green infrastructure uses vegetation, soils, and other elements and practices to restore some of the natural processes required to manage water irrigation and create a more sustainable environment.

TRAVEL

In 2018, IDA invested in multiple tools to support videoconferencing and working from home. This lowered our need for business travel, showing a clear reduction in travel spend compared to previous years. In addition, this technology also allows employees to effectively work from home. Approximately half our employees in the Netherlands had a fixed day per

week to work remotely, thereby minimizing their travel time (and for those driving, eliminating carbon emissions from their commute).

As an international organisation, the need for occasional business travel remains, whether it is to visit our office in Mumbai, customers in low- and middle-income countries, our warehouse in Dubai or to perform audits at manufacturers in Asia. For those trips, we aim to combine visits as much as possible, and we offset our CO2 emissions through our humanitarian travel agency. This CO2 flight compensation is invested in local projects in India.

SUSTAINABILITY IN OUR SUPPLY CHAIN

With environmental sustainability taking on greater importance globally, those within the supply chain cannot be left behind. Especially since up to 800 million tons of CO2 emissions worldwide come from logistical processes. There is much room for improvement, and we realise that through IDA's activities, we can make the biggest difference for the environment by creating a more sustainable supply chain. From the production of medicines and medical supplies, to the transport of our goods and through the processes of our suppliers and logistics partners, our supply

chain creates an environmental footprint which we aim to minimize in partnership with our supply chain network.

MANUFACTURERS

Through our Code of Conduct, we have implemented policies for our generic manufacturers (largely based in India and China) to avoid pharmaceutical pollution (for environmental reasons, as well as to limit Antimicrobial Resistance) and adhere to environmental guidelines that their governments impose. While not yet formalised in the audit process, recent IDA audits show that an increasing number of our suppliers are prioritising sustainability and are working towards certification (e.g. ISO14001).

As we develop our plans for sustainability in 2020, we are looking at further ways we can partner with our manufacturers to work towards more sustainable production.

SUPPLY CHAIN & LOGISTICS

When we selected Third Party Logistics Providers (3PLs) for our warehousing solutions in the Netherlands and Dubai, sustainability factors played a central role in the selection criteria. As we selected Dubai as one of our new warehousing locations, we calculated we could cut

down on transport for customers by an estimated 27%, thereby drastically reducing CO2 emissions in the transport of goods between Asia and Africa. By switching to modern warehousing, we lowered our energy use thanks to renewable energy solutions (e.g. solar panels to be placed at Dubai warehouse), better isolation values and new technologies. Our partners have strong sustainability strategies in place, and by partnering with organisations that share our vision and mission in this area, we aim to build on setting clear sustainability targets for the coming years.

An example of this is that we aim to inspire our customers in their practical journey to better efficiency and low-carbon transportation. By giving transparency in Green Transportation & Metrics, IDA will calculate CO2 emissions of all our dedicated transport services based on **GHG protocol** in alignment with the UN-led **Global Green Freight Action Plan** from June 2020 onwards. Our innovative solution will be based on strong professional expertise in logistics, supply networks, logistics management and logistics emissions management.

WASTE MANAGEMENT

When health products have been rejected



by our pharmacists because of shelf life (or on occasion, quality) concerns, we unfortunately have to destroy them. Of course, we aim to minimise this through careful forecasting and by offering products with lower shelf life at reduced prices, but it cannot be avoided completely. We are very aware of the risks of Antimicrobial Resistance and therefore use a certified organisation, licensed to destroy all categories of health products including antibiotics / dangerous goods/ opioids.

PACKAGING

We believe that environmental challenges can also be great opportunities to innovate, or become more (cost- or time) efficient. One example of this is that by looking into alternative packaging materials, we replaced plastic air pillows with recycled kraft paper as filling material for all kitting operations. This led to a 60% reduction of filling material needed.

Another example is our partnership with CocoPallet, who have developed a transport pallet made of coconut husk waste. CocoPallets are a sustainable alternative to regular wooden pallets, which place a heavy burden on the environment. Production of wooden one-way pallets causes excessive wood logging and transport,

and pallets are landfilled or burned after one use. In contrast, CocoPallets are produced close to the coco husk source and create extra income for local farmers. And CocoPallets are 100% circular, as they are bio-based and biodegradable, and after use can be shredded into a soil improver. In addition, its nestable design means the pallets save 70% of space (1200 standard size empty pallets will fit in a 40-foot container). As CocoPallet is in the trial phase, we intend to test these pallets with selected customers in the coming year.

MEASUREMENT OF OUTCOMES

2018-2019

- Sustainably renovated headquarters (A-label) with new sustainable partners for catering, cleaning and furniture
- New technology to enable remote working and VC
- Sustainability identified as an IDA strategic priority (including dedicated FTE)
- Sustainability incorporated in employee and customer survey
- Partnership started with CocoPallet
- Spoke at regional conference in Dubai on sustainability in the supply chain
- Attended three local UN Global Compact events
- Offsetting CO2 of staff travel

TARGETS 2020

- Environmental policy finalised and shared with all stakeholders
- Baseline assessment for IDA sustainability standards
- Sustainability plan and targets to be set
- CO2 calculator to be launched June 2020

ANTI-CORRUPTION



PRINCIPLE 10: BUSINESSES SHOULD WORK AGAINST CORRUPTION IN ALL ITS FORMS, INCLUDING EXTORTION AND BRIBERY

We carry out our work with transparency, honesty, integrity and responsibility, and we expect the same from all our partners.

Corruption is a major obstacle to strengthening pharmaceutical systems and increasing access to quality medicines in low- and middle-income countries. Corrupt practices in the health sector may include informal payments, fraud, weak regulatory procedures, improperly designed procurement procedures, diverting supplies in the distribution system for private gains and embezzlement of health care funds. Each of these practices alone represents a major challenge in low- and middle-income countries.

At IDA, we feel a strong sense of responsibility to act with integrity, respecting all

those who have a stake in our success, including our customers, employees, suppliers and other partners.

The IDA Code of Conduct guides our employees and stakeholders to make the right decisions in the performance of our daily business activities and tasks. This ensures that we act with integrity, respect for the law and in line with IDA's values.

Our Code of Conduct has an umbrella function, referring to related policies on human rights, anti-corruption, occupational health & safety/labour, and environmental sustainability (in development).

Aside from our Code of Conduct, we have specific compliance policies in place on:

- anti-corruption
- anti-bribery
- whistleblowing

These reflect the nature of our organisation and what we stand for. Our employees receive mandatory training on these



compliance documents to ensure adherence. This training is repeated periodically to ensure commitment over time and allows for updates to be included when relevant. Transparency and communication on compliance matters is vital: it lets our employees know what is expected of them and we encourage them to speak freely about any issues they may be faced with in this area.

IDA has zero tolerance with regards to all forms of corruption. We neither offer nor accept gifts and hospitality that are improper. This is integrated in our contracts with our employees. They have also signed a non-confidentiality agreement to prevent data breaches. Our undertaking is to conduct ourselves in an ethically correct manner in everything we do, in compliance with applicable legislation and our company values, industry standards and international guidelines.

Our Ethics & Compliance Manager ensures ethics and compliance matters are discussed in the Management Team (MT) meetings and we develop a quarterly compliance report to describe progress of our compliance programme. We have an internal reporting structure in place for employees to report on compliance /

ethical matters. Should this ever be necessary, an IDA employee can also report an incident anonymously through the Ethics helpline. This is managed by an external (US-based) firm to report possible illegal, unethical, or improper conduct.

COMPLIANCE IN OUR NETWORK

These compliance policies are extended to our network of agents, whom we expect to act on behalf of IDA in selected regions. We will only do business with partners that comply with our Code, and before working with us, all agents, distributors, consultants and other intermediaries who are engaged in the sales process or used to obtain a permit, license or registration must pass our due diligence. Risk-based due diligence is conducted on other intermediaries and subcontractors.

TRANSPARENCY AND REPORTING

A global movement is needed to make sure that sustainability measures have optimal impact. We therefore feel it is important to align with other organisations and report on progress. Additionally, we publish our UN Global Compact Communication on Engagement, our Annual Report and our Code of Conduct on the IDA website, freely accessible for anyone interested.

MEASUREMENT OF OUTCOMES

2018-2019

- Due diligence completed on IDA's agent and distributor network
- Compliance training for all IDA employees

TARGETS 2020

- Risk assessment done on all new third parties (including vendors) and perform due diligence including screening of all high-risk class entities
- Develop online follow-up training on Code of Conduct as a refresher for all employees