

INPACS Company Policy

(Status Mar 2024)

A Unique Global Distribution Network

Operating on 5 continents and uniting over 100 family-owned distribution companies worldwide, INPACS provides a Global Supply Solution by combining local presence with the global coverage of a multinational corporation. We offer harmonized service standards and product portfolios ranging from cleaning and hygiene supplies, personal protective equipment, hotel amenities to medical and foodservice supplies. Coordinated cooperation at strategic and operational levels of the distribution network secures access to international business and supply opportunities.

Think Global, Act Local

Our global approach is underlined by our cooperation with *Network Distribution* in the Americas. In addition, we are always looking for opportunities to expand our organization and develop prolonged partnerships in the rapidly changing markets on local, national, international, and global levels.

Protecting Our Fundamental Maxim

We think in generations, not in quarters. Building resilience and facilitating sustainable business development for our members are our priorities. We trust in family values and its long-term added value for our customers and our co-operation partners. This is ensured by adapting and transforming our businesses to current demand, by exploring new market opportunities as well as by expanding geographically, in our product assortment, and in our services. By embedding these principles in our network, our family businesses are able to provide best-in-class services and be prepared for the future to sustain our global coverage.

Pursuing Our Comprehension of Corporate Social Responsibility (CSR)

Our mission is to promote ethical, social and sustainable business practices within our sphere of influence.

We categorically follow a precautionary approach and act in conformity with applicable laws and regulations. As a participant of the United Nations Global Compact (UNGC), we are committed to promoting and implementing its Ten Principles on Human Rights, Labour Conditions, Environmental Protection, and Anti-Corruption. Further, we act in accordance with the Labour and Human Rights Standards under the International Labour Organisation (ILO) Conventions and the Universal Declaration of Human Rights. We are dedicated to reducing environmental pollution in all areas, including supply chain, products and services,

organization, and to protecting people throughout all business relations. We strive to become the sustainability expert and visionary in the markets in which we operate. In addition, we strategically aligned our organization to contribute to the following three UN Sustainable Development Goals:



To foster continuous development and improvement of CSR, we transparently publish sustainability reports on our business performance and progress in alignment with leading sustainability reporting standards, annually. Moreover, we assess risks within our network through a due diligence process and monitor and measure ourselves against defined targets that make our economic, environmental, social and partnership orientation of our company valuable.

To fully comply with our CSR approach, we encourage our members and supply partners to disclose their practices as well. Adherence is ensured by agreeing to the INPACS Code of Ethics and the Supplier Code of Conduct. We reserve the right to carry out regular checks in the form of supplier audits.

Being Passionate about Our Customers

Globalization has had a transformative impact on our market. Now customers engage not only locally but have progressively expanded their presence across multiple countries and regions. Having a global distribution partner is a competitive advantage in this environment. At INPACS, we satisfy the customers' demand through our extensive collaborative partnerships, our expansive geographical coverage, synergies within our network and by leveraging our collective experience. To meet the individual demands of our customers, we have developed unique proficiency in comprehending their needs to fulfill such requirements. This is underscored by our ability to swiftly adapt to changing market trends and enabled by our continued commitment to innovation.

Through our dedication to excellence, our customers benefit from significant efficiency gains. It is reflected in the provision of tailored international supply solutions, conformity to international service standards, comprehensive product portfolios, and our one-stop-shop concept. In addition, we place great emphasis on providing thorough business insights through advanced data analytics for empowering efficient management. By foreseeing future expectations of our customers, we can address their individual requirements before they arise. These fundamental aspects of our customer-centric approach, combined with continuous performance improvements, ultimately lead to enhancing our customers' economic advantages.

Our partnership model is characterized by its reliability, offering dependable, flexible, and holistic consulting expertise globally, alongside local availability and a designated single-point contact person. Facilitated by this collaboration, our customers can focus on their core business.

In conclusion, we stay one step ahead of our customers' expectations for successful satisfaction and proactively reach out to them to ensure the highest quality of value-added services and supply, as well as health and safety.

Navigating the Network - Our Coordination and Service Hub

INPACS headquarters is the hub of our global distribution network. We set high standards for our performance and ongoing improvement. Internal and external third-party audits take place regularly, to substantiate our quality and environmental management systems and performance indicators according to DIN EN ISO 9001 and ISO 14001.

We are aware of the multiplier role and responsibility we have within INPACS. Through our cross-departmental communication and exchange within the network, we ensure the proper dissemination of information. Our ambition is to connect all our stakeholders to align our values, strategic focus, and current endeavors. Thus, consolidating our business relationships by seeking open dialogue is of great importance.

Elevating Our Members

The INPACS network allows our members to think global despite being local companies. We strive for a safe and progressive membership development.

Representing our greatest strength and a tremendous diversity of countries and cultures, our members influence each other, position themselves far beyond their own borders in terms of market development, achieving outstanding services and expertise. All this is unrivaled in our field of business.

To support this, we actively foster a continuous exchange and knowledge transfer amongst our members. We prepare our network for supply chain risks, deduced from supply chain irritants, new regulations, and market shifts. We monitor the performance of our members to assess compliance with our own business standards. To provide advantages for all stakeholders as a leverage effect and to multiply excellence rapidly, we invest in innovation and digitalization. Mutual support and generating benefits for and with our members is key.

Strengthening Our Alliance with Our Supply Partners

For the benefit of our members and our customers, and to achieve comprehensive global geographical coverage, it is imperative for us to maintain a constant and direct

communication channel with our selected INPACS suppliers. Our partnerships thrive on continuity, long-term perspective, and a foundation of trust. At every level – from national to regional, strategically to operationally, cross-departmental – we work closely together. It is a pivotal success factor and ensures the strength and effectiveness of our partnerships.

The establishment and development of collaborations with suitable supply partners, while considering procurement conditions and the promotion of transparent and responsible supply chains, are crucial components of our strategic approach.

Laying the Foundation with Our Staff

Our staff is acknowledged as the network’s greatest asset. Therefore, our aim is to continuously provide the best possible labour conditions. This includes ensuring our staff is well-trained and highly motivated. They embody a culture that is open for change and proactively embraces it, demonstrating our commitment to being one cohesive team. We prioritize the well-being of our staff by providing an aspirational work environment. Recognizing and respecting the fundamental rights and needs of our employees is an integral part of our actions at INPACS. This includes the promotion of equal opportunities and equal treatment for all. Respective policies and guidelines in accordance with our CSR approach are in place, providing health and safety, a balanced work-life setup, fair remuneration, and a range of social benefits. Securing and retaining talent within INPACS is a top priority, as is encouraging initiative and a continual willingness to learn, adapt, and develop. We are guided by the ethos: 'We Are One Team!'

Together we care for a safer & cleaner future.

Scope	INPACS GmbH
Confidentiality	Internal and External
Responsibility	
Responsible Person	Tamara Seidl
Released by	José Del Pino
Document information	
Publication	03/2024
Review	Biennial