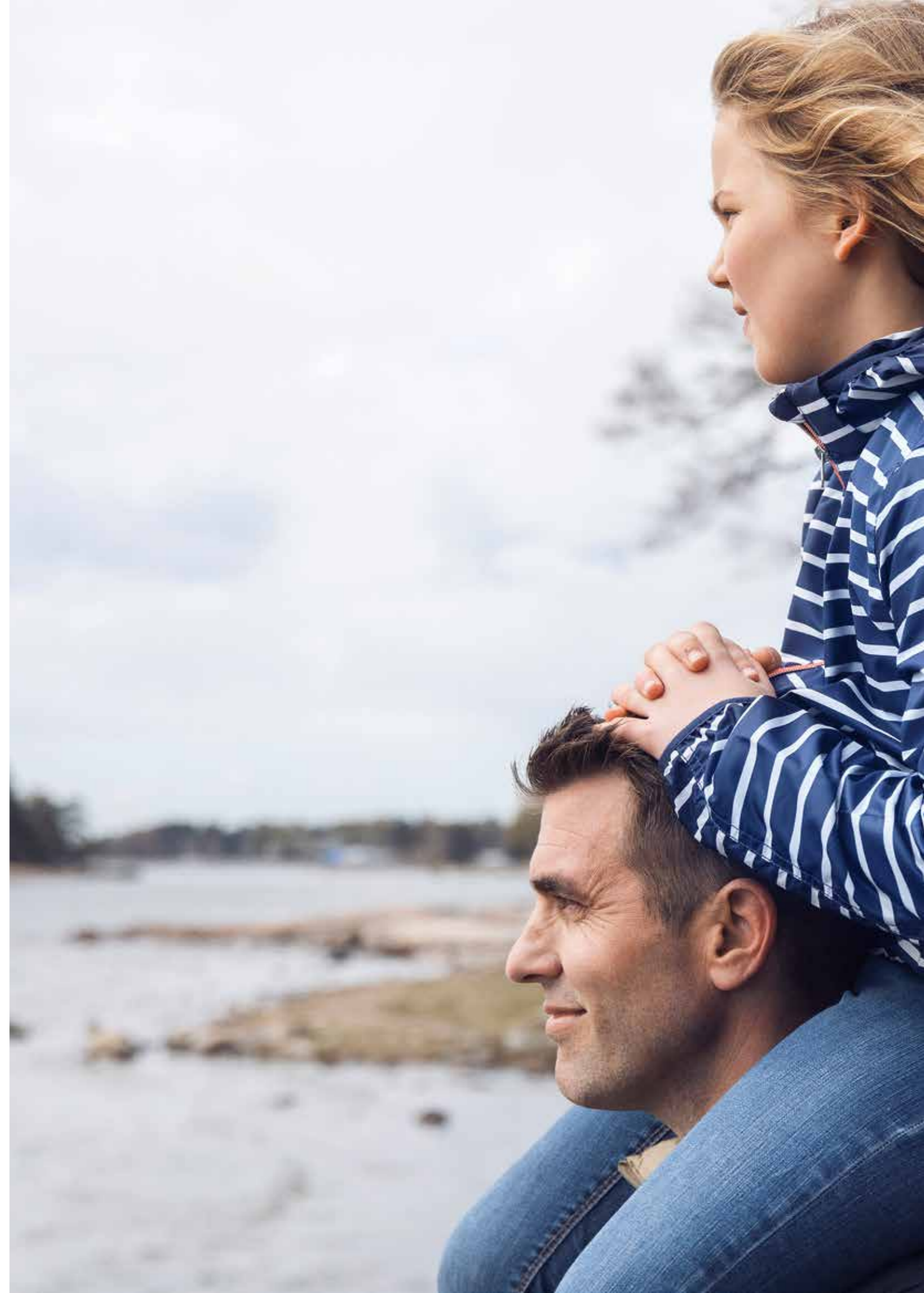


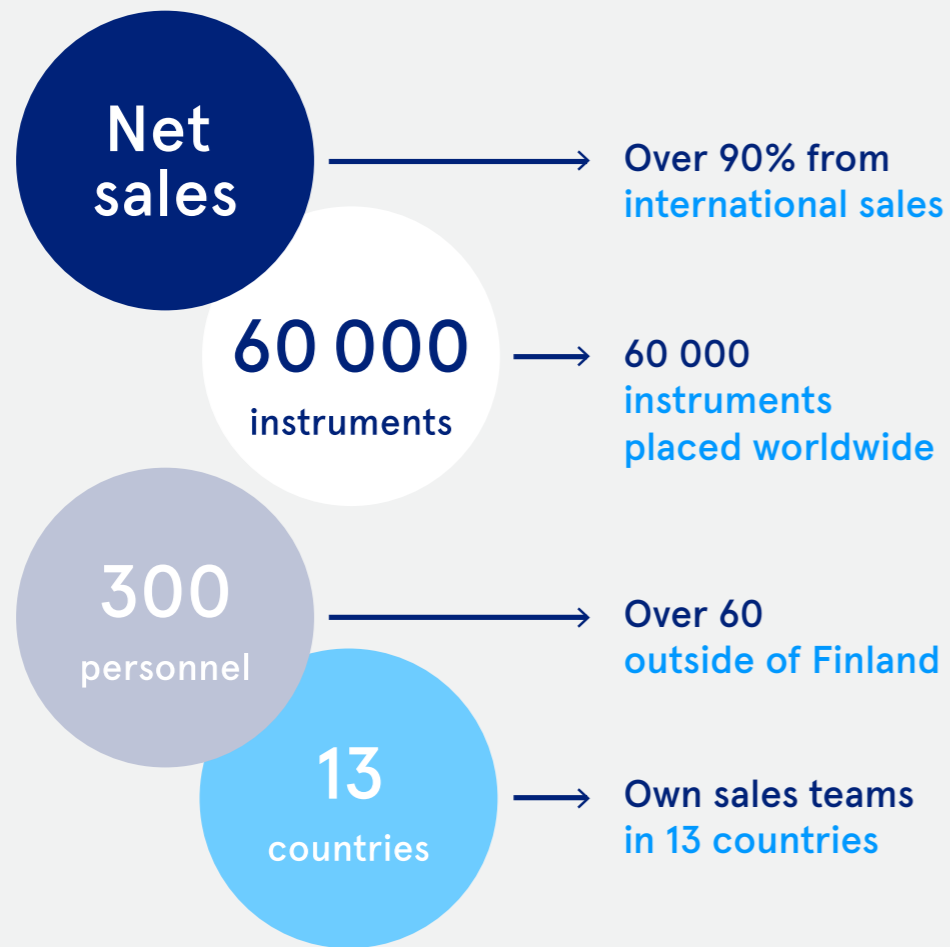


# Sustainability report 2023

**AIDIAN**

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We offer our customers and partners the best solutions and service with a customer-focused mindset, high-quality products, and agile operations. With a strong can-do attitude, we aim to provide flexible solutions to our customers' specific needs.

We have approximately 300 dedicated employees who want to be in the forefront of creating tools for better healthcare. Through our product offering we take part in fighting against antimicrobial resistance (AMR), one of the biggest threats to global health, and provide solutions to drive sustainable use of antibiotics in primary care.

In addition to our head office and production plant in Espoo, Finland, we have local offices in 12 different countries: Sweden, Norway, Denmark, Germany, Czech Republic, Slovakia, Hungary, Poland, the Netherlands, Belgium, Estonia, and China. In other markets, we work in partnerships with other companies. In addition, we are a distributor for selected well-established suppliers' diagnostic products.

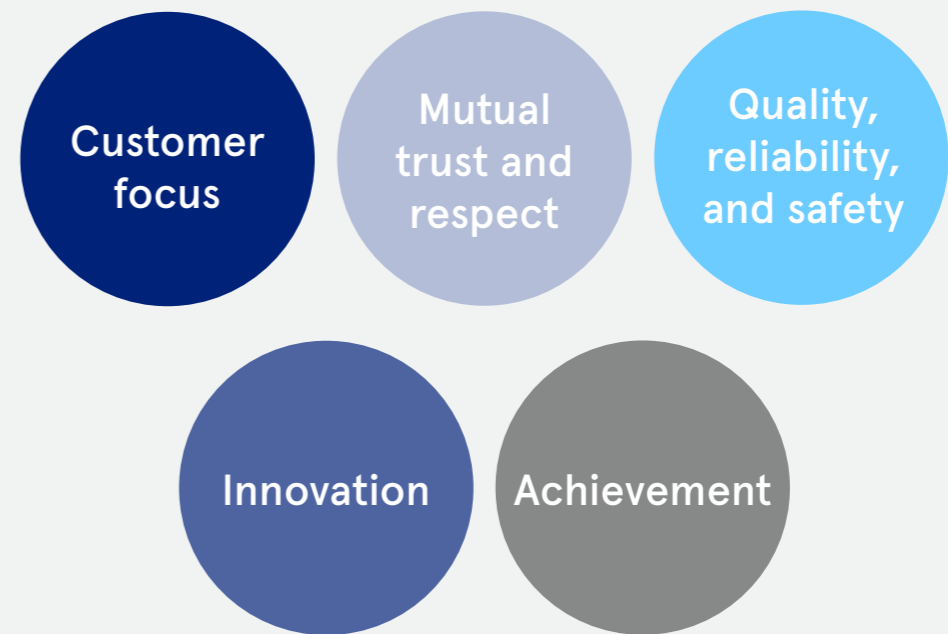
Our customers include healthcare professionals around the world, primary care settings, and industry monitoring environmental cleanliness.

Our global footprint covers over 60 countries and our QuikRead go® flagship products are used globally, with over 60,000 instruments in use by our customers. We are fully compliant with the ISO 13485 Quality Standard as well as FDA requirements.

Our website provides plenty of up-to-date information about us, our operations, and our products and services at [aidian.eu](http://aidian.eu)

## We are your aid in diagnostics

Aidian, formerly Orion Diagnostica, is a Finnish-based in vitro diagnostics (IVD) company with over 50 years of experience in developing and manufacturing reliable, fast and easy-to-use diagnostic tests especially for primary care. Our aim is to aid health globally by promoting efficient healthcare through accurate and fast diagnostics. We specialize in point of care and our product portfolio provides solutions among others for infectious disease diagnostics, improved management of diabetes, and colorectal cancer screening.



## Our values and principles

Our operations are guided by our values: **customer focus, mutual trust and respect, quality, reliability, and safety, innovation and achievement.** These values guide and unite our employees to deliver and offer products that promote well-being and health. Our values are the foundation of our operations and way of working.

Aidian is committed to operating in a responsible and sustainable manner and to enhancing ethical working practices. Patient safety is the guiding value in all Aidian's operations. Our Code of Conduct determines the basic principles our employees are expected to follow and to observe in their interactions with each other and with the stakeholders of our company, as well as with the society and environment.

Every Aidian employee is committed to following the high ethical standards and business practices as outlined in Aidian's Code of Conduct and Code of Ethical

Business Practice. As a member of MedTech Europe ([medtecheurope.org](https://www.medtecheurope.org)) Aidian is committed to MedTech Europe's Code of Ethical Business Practices.

Additionally, Aidian's operations and working practices are guided by numbers of mandatory guidelines and specifically defined company policies. All our company policies have been approved by Aidian's Management Team.

Our strategy emphasizes significance of our work and the value it creates for our customers. We want to be an excellent workplace and a responsible and attractive employer. Taking care of the continuous development of both well-being and skills of our employees is important for us.

We strive to achieve the high objectives we have set for managing matters related to the environment, occupational health and safety, and human resources, and ensuring our operations are ethical. In addition, we are committed to continuously improving our performance.

## Letter from our CEO

As Aidian's CEO, I confirm our dedication to embedding principles regarding human rights, labor, environment, and anti-corruption into our everyday business practices and culture. We are committed to doing business responsibly and advancing broader societal goals through ethical leadership and corporate integrity.

We joined United Nation's Global Compact initiative in 2019 and have aligned our operations and strategies with ten universally accepted principles in these areas and take action to advance societal goals. We report annually the Communication on Progress on the UN Global Compact principles as well as reporting to the Chemical Industry's Responsible Care program.

We strive to respect and protect human rights and fair labor practices within our company and our sphere of influence. We will ensure that our business activities do not contribute to human rights violations and that we provide a safe and inclusive workplace for all our employees. This is also expected from all our stakeholders.

We are committed to continuous improvement of our environmental performance through more efficient resource usage and innovation. Our goal is to reduce our carbon footprint, manage our waste responsibly, and minimize our overall environmental impact. We will actively participate in initiatives that promote environmental sustainability.

Aidian Oy is firm in its position against corruption in all its forms. We will continue to cultivate a culture of integrity and transparency and implement policies that prevent corruption and unethical practices within our operations.

Juhana Rauramo  
CEO





## Our principles of reporting on sustainability

The report content is based on relevance. Our reporting period is one calendar year, and we publish our sustainability report on an annual basis. This Report is the fourth sustainability report of Aidian, the focus being on 2023. In the performance indicators, comparative data is for 2022, 2021, 2020, and 2019 when available.

The Report has not been assured by a third party.

## Our commitments to external initiatives

### Responsible Care®

Aidian is a participant of the international Responsible Care sustainability programme, which is a voluntary environment, health and safety initiative of the chemical industry. The objective of the program is to promote operations that are in line with sustainable development, from both social and environmental points of view. All participating companies are committed to continuously improving their health, safety and environmental performance and to developing their products and operations in a way that increases social well-being. The program has participants in over 50 countries. The Chemical Industry Federation of Finland coordinates the membership of Finnish companies in Responsible Care, which reports the performance on an annual basis at [kemianteollisuus.fi/en](https://kemianteollisuus.fi/en).

### UN Global Compact

Aidian is a proud participant of UN Global Compact, the world's largest corporate sustainability initiative, since April 2019 (view our commitment). UN Global Compact supports companies to do business responsibly by aligning their strategies and operations with universal principles on human rights, labor, environment, and anti-corruption, and take actions that advance societal goals.



## Engagement with society

### Aidian generates value

Aidian creates value for its customers, owners, and society. Early monitoring of patients and point of care testing provide timely results that support healthcare professionals in treatment decision making. Fast results already during patient's visit increase diagnostic certainty, and aid healthcare professionals in treatment decision making. We want to speak for the importance of efficient and accessible diagnostics to aid health globally.

In addition, we are part of the value chain for our suppliers and subcontractors, as well as for service providers and other partners. We are also part of society and support it at both national and international level, for example by employing people and paying taxes.

### Aidian is at the front line in the fight against antimicrobial resistance

Antimicrobial resistance (AMR) means the ability of micro-organisms to resist treatment. In most cases, AMR specifically concerns antibiotic resistance, which occurs when bacteria develop the ability to withstand the effects of antibiotics.

Antibiotics are life-saving medicines and the most important drugs to treat bacterial infections. Unfortunately, the over- and misuse of antibiotics has driven the development of antibiotic-resistant bacteria. As a result, antibiotics may become less effective and previously treatable infections difficult to cure. World Health Organization (WHO) has declared AMR as one of the top 10 current global health threats.

According to a recent study, 1.27 million deaths were directly associated with antibiotic resistance worldwide in 2019. If AMR keeps rising, it is estimated that by 2050 as many as 10 million people could die annually due to AMR related infections.

Even 50% of prescribed antibiotics are estimated to be unnecessary or incorrectly prescribed. Majority of all antibiotics used in healthcare are prescribed in primary care, where respiratory infections are the most common reason for the healthcare visit. However, approximately 90 % of respiratory infections are caused by viruses or are self-limiting and antibiotics are not needed to cure them. Proper use of antibiotics is key in fighting against AMR. This means not only reducing prescribing but also providing antibiotics to the patients who benefit from the treatment.

Fast and accurate diagnostics play an essential role in proper use of antibiotics. Point of care (POC) testing before prescribing aids in treatment decision making whether antibiotics are needed or not. Aidian's QuikRead go CRP and Strep A tests help healthcare professionals to identify those patients who need - and those who do not need - antibiotic therapy.

Aidian takes part in supporting antimicrobial stewardship and sustainable healthcare practices. Through our external communication channels (website, social media channels, ads, and newsletters) we help to raise awareness of AMR and the importance of prescribing and using antibiotics appropriately.







## Patient safety and Sustainable products

### Patient Safety and Product Responsibility

Our basic mission is to aid health by promoting efficient, accurate, and safe products for the diagnosis of illnesses.

Patient safety is the core of our responsibility and the guiding value in all Aidian's operations. The responsibility of the manufacturer and the manufacturer's principal for the safety, quality and uncompromised compliance with requirements extends through all the phases and functions included in research and development, procurement, manufacturing, and marketing and communications. We work to ensure the safety and optimal benefit/risk balance of our products throughout their lifecycles. The legal and regulatory requirements of healthcare authorities, the primary purpose of which

is to ensure patient safety, guide our activities in everything we do. In addition to this, we also follow the commonly agreed codes of harmonized practices applied by our industry internationally.

Aidian follows the requirements concerning its products, such as the EU directive and regulation concerning in vitro diagnostics (IVD), as well as the corresponding requirements of the US Food and Drug Administration (FDA) and other national regulators, as well as the ISO 13485 standard. The Finnish regulatory authority for diagnostic products is called Fimea.

All customer complaints concerning our products are assessed, and the root causes are investigated. We collect customer feedback and carry out benefit-risk evaluations throughout the entire lifespan of a product. This process facilitates the assessment and follow-up of the impacts of corrective and preventive actions.

We monitor customer satisfaction based on market data, sales statistics, and customer feedback. We also collect qualitative data on our key accounts by conducting customer and market segment-specific surveys and use their results as guidance for strategic targets and operational development.

No recalls or withdrawals have been conducted during 2023.

## Sustainable products

Sustainability at Aidian means balancing social, environmental, and economic factors and is a principle built into our common values.

### Raw materials manufacturing and sourcing

Majority of purchases are from Finnish and European suppliers. We have a risk-based approach in managing sustainability in the supply chain. Selection of critical business partners and suppliers contains risk-based evaluation of their sustainability and ethical practices. We only purchase our materials from suppliers whose qualifications we have confirmed. We conduct risk-based on-site supplier evaluations into the operations of our critical business partners and suppliers in terms of sustainability and quality.

About half of our direct, purchased materials comes from Finland, and 85% of our direct suppliers are located in Europe.

### Product manufacturing (own factories)

Aidian's production plant is located in Espoo, Finland. Our products are manufactured using qualified production equipment in a controlled production environment using validated production and quality control methods. This is to ensure that each batch fulfils predetermined quality specifications. The data integrity of all manufacturing and quality control activities is reviewed in detail before a batch is released to market. We take immediate action if any deficiency with regards to product quality is detected. We have identified the most significant environmental aspects for Aidian and continuously improve our performance in this regard.





## Environment

### Management of environmental affairs

We strive to operate as resource wisely as possible and minimize our impacts on the environment. Aidian's environmental, health and safety action plan (EHS action plan) defines the commitment on how we manage environmental matters and promote the well-being of our workforce. Our EHS system for managing, monitoring, and developing environmental matters also comprises energy efficiency, process safety, and occupational health and safety. The EHS system ensures effective management and compliance with valid legislation, and with other regulations and requirements concerning our operations.

The environmental system is built upon the principles set out in the ISO 14001 environmental standard. We are committed to continuously improving our performance in environmental, health and safety matters and strive to achieve the high objective we have set for managing them.

### Environmental aspects and our approaches

We have recognized the most significant environmental aspects for Aidian and its businesses. These relate to the consumption of raw materials, energy and water, emissions into wastewater and the amounts of waste created by our operations. We continuously measure and monitor matters related to the environment.

Measuring our performance is vital in managing sustainability and in monitoring the development. Some of the monitored items are obligatory, based on requirements specified in the local and site-specific environmental permits. Environmental and chemical safety authorities are examples of external instances to which we deliver regulatory follow-up data on our environmental performance. More importantly however, gathering data and assessing indicators is a tool for us to monitor and improve our own performance.

## Legal and other environmental requirements

Aidian's operations are not subject to an environmental permit as Aidian does not handle hazardous chemicals on a broad scale. All production sites of Aidian have contracts on the handling of industrial wastewaters with their local wastewater treatment operator. The acceptable limits for the wastewaters are determined in the contracts. We regularly monitor and analyze the quality of our wastewaters. No environmental emergency cases have been occurred. We report our producer responsibility according to country specific requirements.

The Restriction of Hazardous Substances Directive 2011/65/EU (RoHS), the Directive on the restriction of the use of certain hazardous substances in electrical and electronic equipment, and its amendment (EU) 2015/863 are followed in Aidian.

## Training

Training is part of our active EHS culture and plays an important role. We maintain and promote our employees' awareness of environmental, health, and safety affairs by providing information in our internal communication channels and by means of guidelines and various training events.

Supervisors have a special responsibility for ensuring that both current and new employees receive enough training on the safety procedures and environmental matters of the department and division they work in.



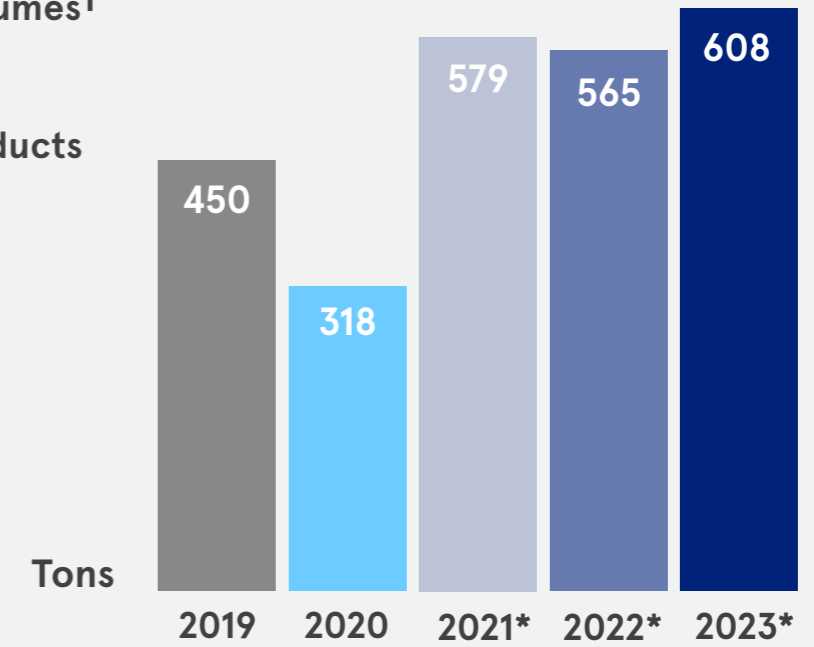


## Indicators of environmental performance

### Production output and use of materials

#### Production volumes<sup>1</sup>

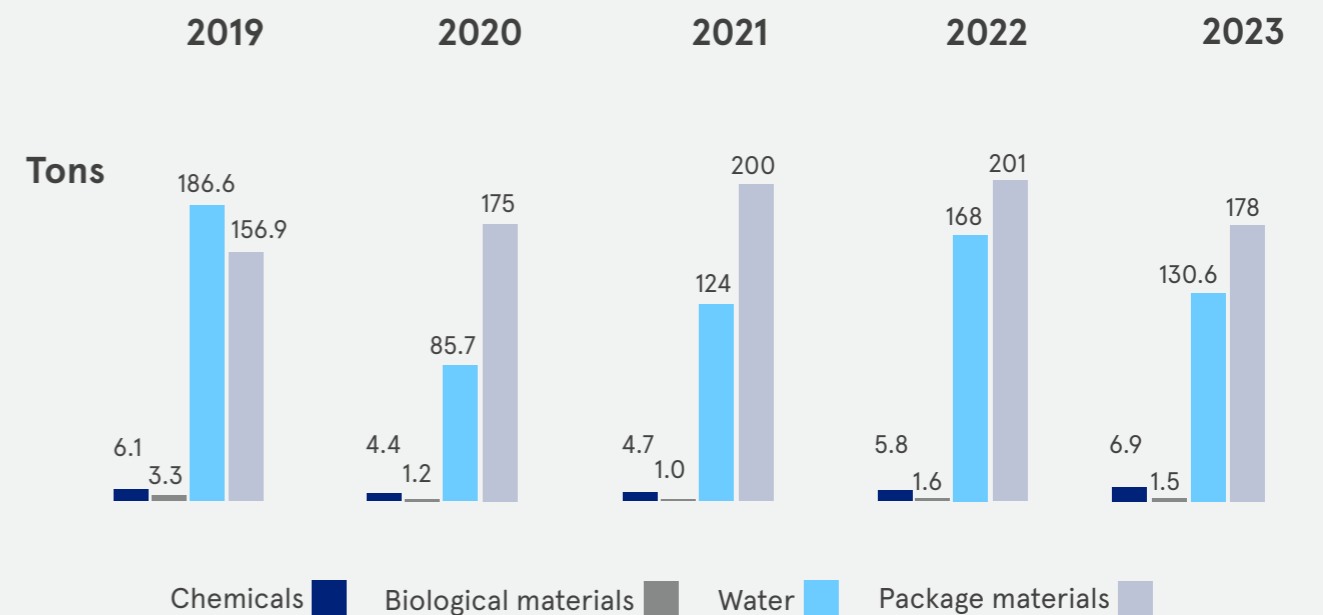
#### Diagnostic products



<sup>1</sup> The secondary packages of the products are not included in the figures.

\* Includes manufacturing volumes of plastic factory

#### Use of manufacturing materials



## Waste

Waste in all forms is an important aspect of our efforts to reduce our environmental burden. Our aims are aligned with the priority targets specified in the EU waste strategy, which are included in the Finnish Waste Act. These priorities include reducing generating waste and recycling the generated waste materials.

Waste that cannot be re-used as material in our own operations is delivered to an appropriate third party to be used in another way whenever possible, such as for energy recovery. Plastic waste generated from our production plant is very clean and can largely be used as raw material by other companies. Fortum Waste Solutions Oy, specialist provider of environmental management services, is our partner providing all the services we need for managing our waste.

Most of our hazardous waste can be used as fuel for generating energy. The energy generated is utilized as district heating energy.

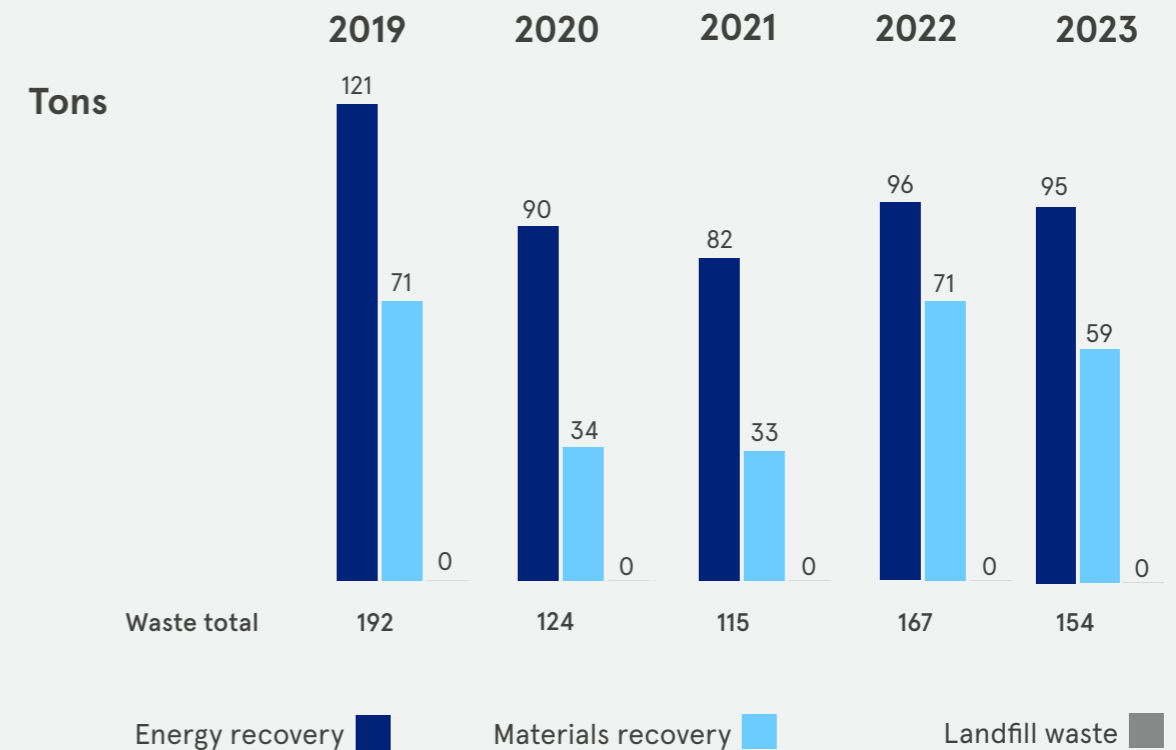
Waste reported is from Aidian's premises in Finland (including office, manufacturing and plastic factory). Total amount of waste generated by Aidian (hazardous and non-hazardous waste) decreased by 11% from previous year. From the total amount of waste 12.1% was hazardous and the amount of hazardous waste increased by 11% compared to 2022. From all of the waste produced in 2023, zero (0) tons were deposited at landfill sites.

Aidian's manufacturing does not produce any air emissions.

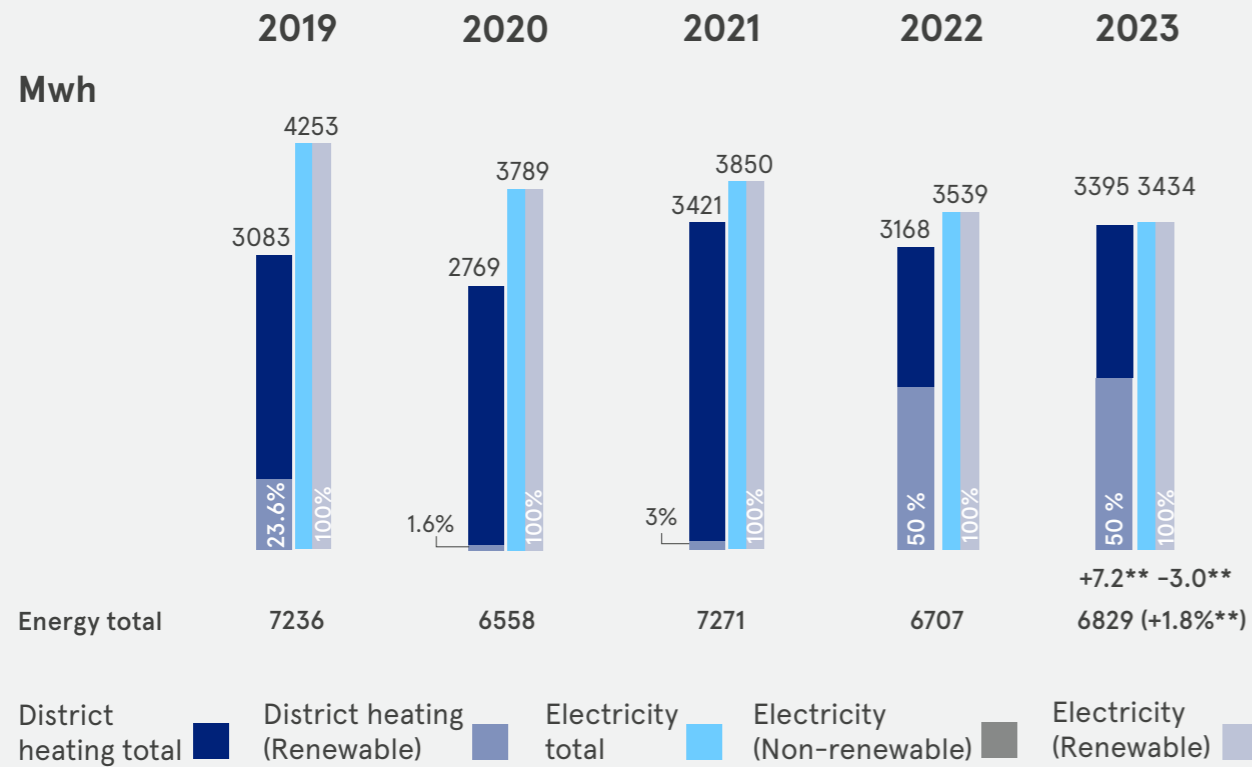
### Hazardous and non-hazardous waste



### Waste by treatment method



### Energy consumption by primary energy source\*

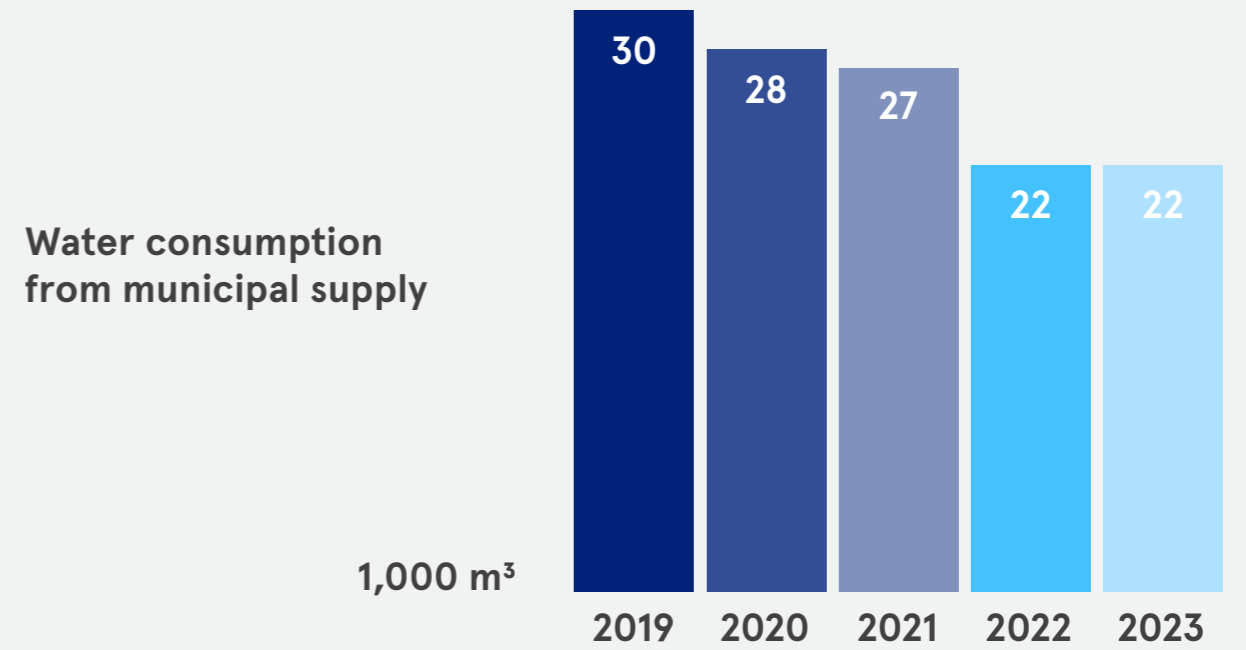


\*excluding plastic factory    \*\*Change (%) 2023 vs. 2022

## Energy

No direct energy is in use at Aidian’s main building (including office and manufacturing premises). Only renewable electricity was used during 2023, and 50% of the consumed district heating was renewable. The amount of renewable district heating increased significantly compared to year 2022 and the overall amount energy needed for heating increased by 7.2%. Both heating and cooling of the main building vary yearly depending on the climate conditions.

### Withdrawal and consumption of water



## Water

All water consumed by Aidian is taken from local municipal water supply systems. Water consumption stayed the same at Aidian’s main building. A lot of water is needed in the manufacturing phases of reagents and buffers of our main diagnostic product line, QuikRead go® system.

Aidian’s wastewater quality is such that there is no need for environmental permit. During year 2022 effluent discharges have decreased. This was due to the decreased production volumes.

Our production sites generate practically as much wastewater as they consume fresh water and the wastewaters are led to municipal water treatment plants directly. No wastewaters from our sites are directly conducted to natural waterways.



## Our employees

The foundation of our operations is our professional and committed personnel. Our employees are our most important asset. We provide diverse career and development opportunities in various positions. We want our employees to feel motivated to develop themselves professionally and to feel that they are doing inspiring and meaningful work that corresponds to their skills in a well-managed and safe working environment.

As the operating environment changes, continuous development of the personnel's skills will play an increasingly important role. We offer our employees a healthy and safe working environment and a smooth-operating working community. The prerequisite for well-being and success at work is that each

employee knows the targets set for their work, receives feedback on their performance and experiences success at work. We want every Aidian employee to share our attitude of continuous renewal and to feel that his or her work is meaningful.

The ethical principles concerning our working community are outlined in Aidian's Code of Conduct. The Code of Conduct applies to all our employees and businesses, and every individual employee is expected to follow it. All employees are also obliged to abide by the topic-specific corporate policies, which determine our main principles for ensuring responsible operations.

We are committed to treating all our employees equally, fairly, and with respect. Each employee at Aidian has equal possibilities to succeed and develop in their own work. Age, sex, sexual orientation, religion, or ethnic background may never, at any stage of the employment relationship, be considered a discriminating factor. Aidian has a separate Work community development plan that has been created together with Aidian's personnel.

Gender does not play a role in determining salaries or opportunities at Aidian. In the Finnish operations, salary equality is assessed using a salary mapping method as specified in the Finnish Act on Equality between Women and Men. The outcome of the mapping is reviewed and assessed by Aidian's management and employee representatives and, when necessary, corrective measures are agreed upon.



## All our Finnish employees are covered by collective bargaining agreements

Aidian complies with current employment legislation and applicable collective bargaining agreements in force according to the country where the employee is employed. Collective bargaining agreements cover blue-collar and white-collar employees and exempts at Aidian. In addition to salary increases, the pay record covers several other terms, such as more extensive sick pay than that specified in the Employment Contracts Act, and paid maternity or paternity leave.

## Occupational health and safety

We offer our personnel occupational healthcare services. By taking care of the occupational health, safety, and well-being of our employees at work, we aim to ensure that each employee is fit for work and is not exposed to occupational diseases by minimizing and managing health risks. We want to provide our employees with a healthy and safe working environment and a smoothly functioning working community, which is characterized by an inspiring working atmosphere, good management, and motivating colleagues.

Our occupational safety and well-being procedures and activities focus on the prevention of hazardous situations and occupational diseases and injuries. We continuously monitor our working conditions and perform regular risk assessments. We also encourage everyone to proactively report on any possible safety issues with a low threshold. In addition, we take part in the Finnish Zero accident forum (Nolla tapaturmaa -foorumi) encouraging companies towards a high level of occupational safety and well-being, and towards zero accidents at work. Well-being actions at work also aim to promote and support the working and functioning capacities of each employee. All activities are done in close collaboration with occupational healthcare.



## Environmental, health and safety training

Training is part of active EHS (Environmental, Health, Safety) culture and plays an important role to reduce the risk of accidents. We emphasize the importance of each employee being aware of the health and safety risks that are involved in their duties, as well as how to avoid them. We have instructed safe chemical handling and storing to prevent accidents. All employees are required to follow the safety instructions and act without posing a risk to either their own safety and/or that of other employees, and without causing damage to the company's property. We also encourage employees to report their observations of hazards to help manage potential risks.

To ensure that our employees act correctly and appropriately, we arrange regular training sessions as part of our good safety and security practices to avoid and prevent hazardous events. In total EHS training was given during 2023 to 250 persons (one person can be included several times if received different EHS trainings). These trainings have included e.g. firefighting training (fire first response training), first aid training, and rescue training.

## Employee-employer relations and employee empowerment

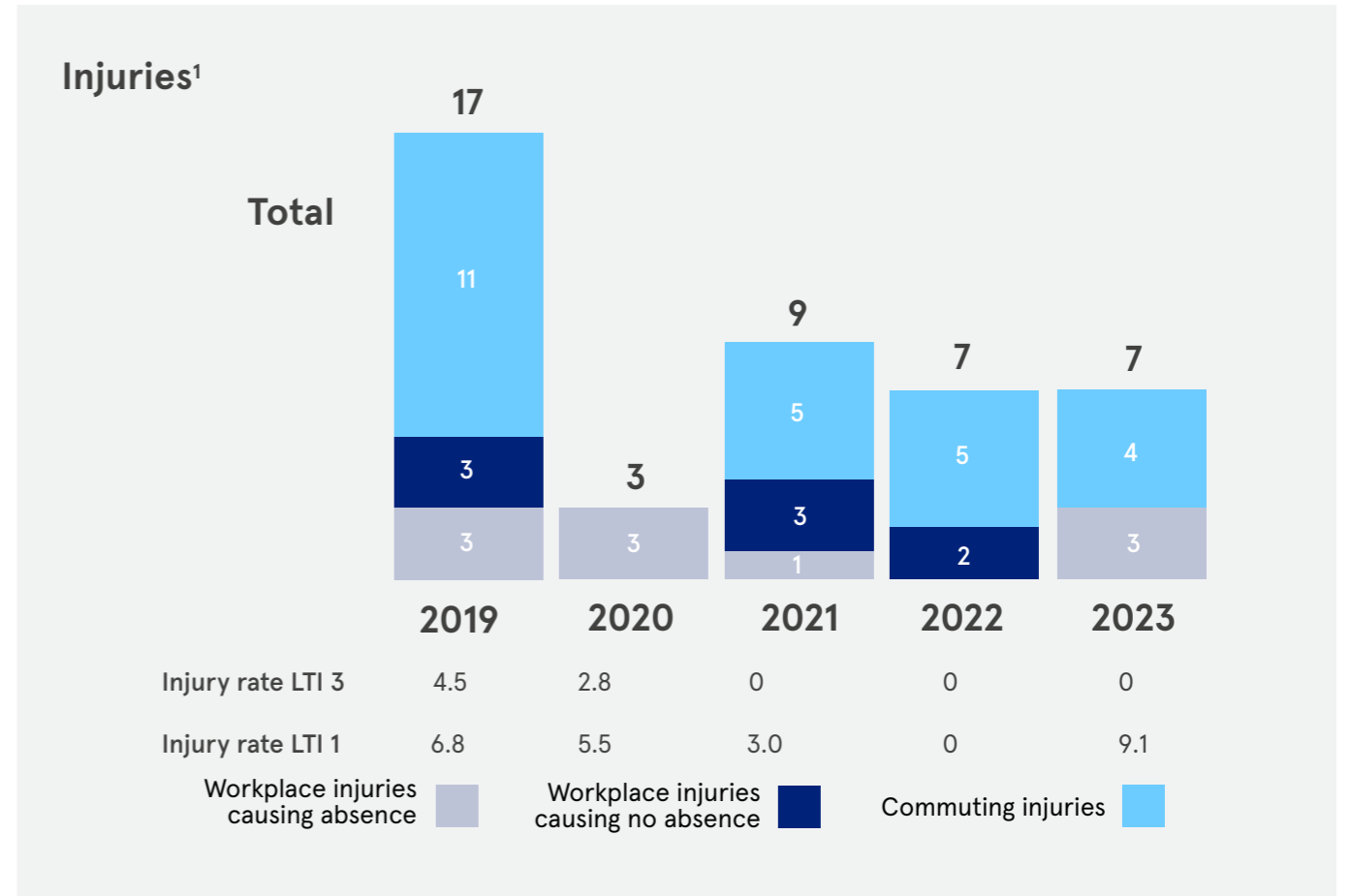
Aidian takes the opinions of employees into consideration in the decision-making process regarding human resources and implementing decisions related to human resources. Employee representatives mainly take part in preparing new practices or implementing changes to existing ones. In addition to mandatory employer-employee forums, our supervisors and HR department have regular informal meetings with employees and employee representatives.

Aidian appreciates the work and purpose of trade unions and employee representatives and collaborates with them with respect and openness.

Goals and responsibilities are clarified in annual performance appraisals to ensure that each employee has the skills and motivation needed to succeed in their role. Annual performance appraisals also give employees the opportunity to express their ideas and wishes for professional development.

Everyone at Aidian is expected to bear the responsibility for the development of their skills and well-being. As a company, Aidian supports the well-being of its employees by offering opportunities for professional development and maintenance of personal well-being. Benefits like these include i.e. health insurance, wellness allowance support and company bicycles subsidised by Aidian.

We report and monitor indicators annually, however, it is even more important to follow the trends in the longer term. We have implemented a near-miss incident digital registration system. This is motivated by the idea that a mitigated near-miss incident might eventually prevent the future occurrence of a serious accident. To enhance this idea further and to build awareness at the plant, a KPI is put in place for reporting anomalies.



**Workplace injuries** include injuries caused by accidents that occur at the workplace or its area, or at an external working area outside the primary workplace.

**Commuting injuries** include injuries caused by accidents that occur when employees are travelling between home and work.

**The number of injuries causing absence from work** indicates the level of occupational safety at the company.

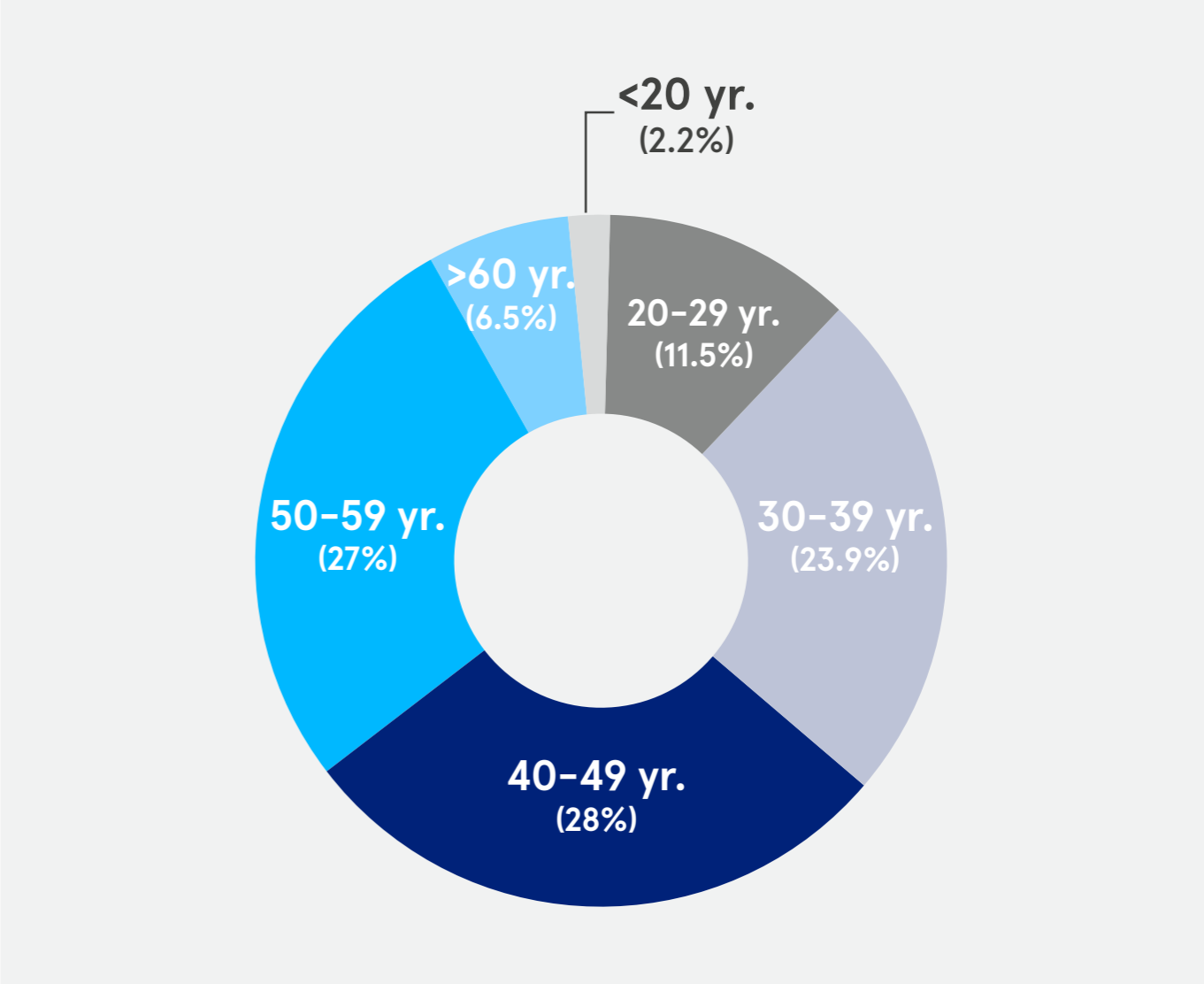
**Injury rate** measures the number of workplace injuries per million working hours. It can be used to compare the injury risks of different industries, professional groups, etc. It is also referred to as the LTI Rate (Lost Time Injury Rate). In this report, injury rate LTI 3 includes workplace injuries which led to an absence of 3 or more days, and LTI 1 correspondingly those having led to an absence of 1 or more days.

<sup>1</sup>The absences and injuries reported cover the staff working at the Aidian's Finnish locations. Corresponding statistics cannot be collected for the employees in foreign marketing organizations.



### Personnel structure at Aidian

At the end of 2023, Aidian employed approximately 300 people, and about 21.7% of them working outside of Finland. About 98.7% of the employees were in permanent employment. Diversity by gender at Aidian: female represent approximately 64% and male 36% of the total workforce. Aidian’s Management Team has gender diversity of female 22% and male 78%. The duration of exempt & white-collar employment at Aidian is averagely 10.2 years and blue-collar 7.8 years. The average age of the employees was 42 years during 2023.



# Human Rights and Anti-Corruption

## Human Rights

Human rights are universal and every person around the world deserves to be treated with dignity and equality. Basic rights include freedom of speech, privacy, health, life, liberty and security, as well as an adequate standard of living. Aidian's aim is to comply with human rights obligations in all our operations. We strive to ensure that there are no violations of them in our own operations or those of our subcontractors, suppliers, and other collaboration partners. We are committed to and respect the UN Global Compact's Ten Principles and the ILO conventions principles. The same is expected from our partners.

Every Aidian employee and everyone involved in the manufacturing of our products has the right to be treated well and with respect by supervisors, subordinates, and colleagues. We do not accept discrimination in any form. We acknowledge the right of indigenous people to their cultural and spiritual values. We do not condone or tolerate the use of child labor or forced or compulsory labor in any of our operations, nor in any such operations of our suppliers that are related to our products.

We acknowledge our employees' freedom of association and their legal rights to memberships in labor organizations and collective agreements. Freedom of association is considered a personal matter of privacy. We respect the legal rights of the employees and their representative organizations and treat them openly and honestly. Aidian follows the legislation and binding collective agreements.



Principles and values to respect human rights are embedded in our Code of Conduct that we expect all our employees to comply with. Aidian's Code of Conduct obliges all employees to behave and act in ways which respect human rights. Our employees' awareness of the content and spirit of the Code of Conduct is promoted by ways of internal communication, in the context of our familiarization processes and training courses. We monitor compliance with human rights principles and react to any violation thereof.

We encourage our employees to bring to the attention of the management their experiences, observations and suspicions suggesting a violation of human rights, as well as any other activity breaching the ethical codes. We aim to examine and handle the cases quickly, confidentially, and impartially, and take appropriate, case-specific measures to stop behavior and activity violating the principles.



In selecting suppliers or partners, Aidian has a critical approach as regards so-called risk countries where there is a risk of corruption, human rights or labor rights violations and/or exploitation of child labor, and where national labor legislation is weak or poorly enforced. Each business partner should comply with competition laws. Aidian has included anti-corruption and ethical requirements in agreements with partners.

Aidian's ethical guidelines and Whistleblow system support correct behavior if an employee should face an ethical dilemma. For reporting any misconduct, primarily the route is to contact our own supervisor, the supervisor's supervisor, the Human Resources department or through an entirely anonymous Whistleblow reporting system.

## Anti-Corruption

Competition laws aim to protect consumers and businesses against unfair business practices. Bribery and corruption perpetuate poverty, undermine economic development, and distort competition. Aidian is engaged in the international fight against bribery and corruption and participates in the UN Global Compact.

Aidian is committed to a strong work ethic and strictly prohibits its employees, suppliers, service providers, partners, and distributors from engaging in bribery and corruption, as well as any conduct which could give rise to the appearance or suspicion of such illegal activities. Aidian has implemented fair competition guidelines as Aidian's Code of Ethical Business Practice.

## Our performance in Human Rights and Anti-Corruption

**Non-discrimination.** We have no record of any violations of the discrimination ban during the review periods.

**Freedom of association and collective bargaining.** There are no such functions or activities in our company in which the right to exercise freedom of association and collective bargaining is under risk.

**Child labor.** There have been no violations of employee rights or collective agreements during the review periods. There are no such operations within Aidian where the risk of using child labor is significant. We have no record of any situations where child labor has been used in relation to our own operations during the review periods.

**Forced and compulsory labor.** We have no record of situations where forced or compulsory labor has been used in relation to our own or our suppliers' operations during the review periods.

**Anti-bribery.** No incidents of corruption or legal actions for anti-competitive behavior.

## Compliance

No incidents of the following kind have been recorded in the year under review:

- Non-compliance with regulations and voluntary codes concerning the health and safety impacts of our products and services
- Non-compliance with regulations and voluntary codes concerning the health and safety impacts of products and services during their life cycle
- Breaches of customer privacy or losses of customer or research subject data
- Fines for non-compliance with laws and regulations concerning the provision and use of products and services
- Fines and non-monetary sanctions for non-compliance with environmental laws and regulations
- Incidents of corruption
- Legal actions for anti-competitive behavior
- Violation of human rights

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