



# Communication on Progress | 2020

June 2021

**imres**

an Imperial™ company





## Our managing director's statement of continued support

As we launch our 2020 Communication of Progress report, the COVID-19 pandemic had made us realize that we are all vulnerable and fragile.



Within this context, I look back on a year where Imres was again able to make an impact around the world. I am very proud of the results achieved and of our contribution to the Sustainable Development Goals. We have contributed by ensuring timely delivery of quality assured, affordable medical supplies in some of the world's most challenging places.

We have contributed to the fight to end malaria in the Democratic Republic of Congo, we have supported the continuous supply of essential medicines to hospitals in many countries including Burundi, Rwanda, Niger and Haiti, and ensured availability of medical kits in countries affected by conflict. In Somalia, we worked together with organizations to help people at risk due to the effects of continuous food insecurity.

I have seen the importance of access to health care - including mental health care - specifically in post-disaster and conflict-affected areas, with my own eyes. During my research on mental health at Sierra Leone's University of Makeni, the importance of access to adequate, affordable health care for economic and social development was evident. Healthy young people are more motivated to develop themselves and make the right choices. Imres contributes to the strengthening of health systems and programmes in many countries, including Sierra Leone.

In order to continue to deliver on our goals and commitment, we need an effective organization. In 2020, we continued to streamline and strengthen our organization, ensuring digitalization and readiness for the years ahead. We have increased our attention to training our staff and enabling them to execute their roles. This is a priority in 2021.

I invite you to read about our results in this latest Communication on Progress report. I particularly encourage you to read the personal stories of our staff and how they relate to the Sustainable Development Goals. Imres employs a diverse and multicultural staff, something I am personally very proud of. I am also very proud of our team and the positive impact they have made. I look forward to yet another year of collaboration with passionate people, within and outside Imres.

**Leontien Ruttenberg**  
Managing Director  
Lelystad, the Netherlands



**03**

Our Works



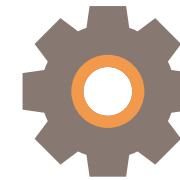
**04**

Sustainability



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Human Rights



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Labour



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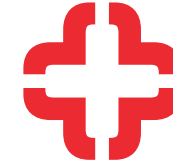
Results and Targets



We are a global leader in providing quality assured pharmaceuticals and medical supplies at affordable prices.



Imres has more than 40 years of experience in the humanitarian relief market. We are part of Imperial Logistics, a leading global logistics provider with a focus on Africa and Europe, with branch offices in 26 countries.



We provide humanitarian aid supplies to regular health programmes. We also actively respond to disaster situations.



Imres' facilities include almost 13 000 m<sup>2</sup> of climate controlled Good Distribution Practices (GDP) and Good Manufacturing Practices (GMP) certified warehouses located in the Netherlands. These offer a total of 15 000 pallet locations.



Our production areas include a GMP room for secondary packing and a Class D clean room for primary packing, as well as a 1000 m<sup>2</sup> kit production area.



We are committed to creating value to our customers by maintaining a healthy stock position for essential medicines, medical consumables and hospital equipment.



## Mission

It is our mission to provide global access to quality medical care by providing quality assured and cost-effective medical products and solutions for our customers and their beneficiaries living in low-resource settings.

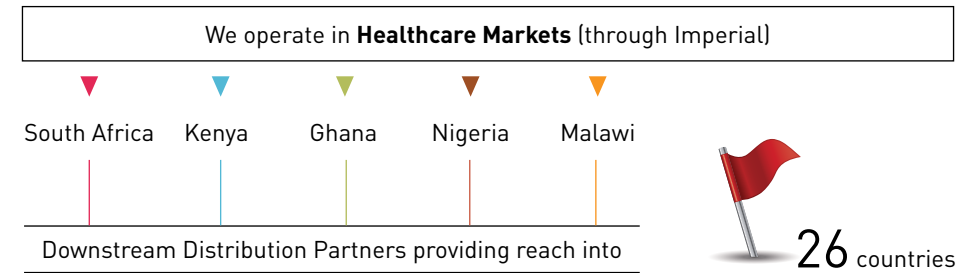
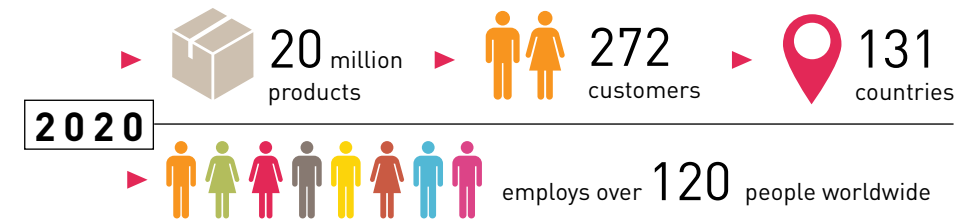
Photo credits médecines du monde

## Our Works

03



Imres B.V. is a leading supplier of quality assured and affordably priced pharmaceuticals, medical consumables, hospital equipment and medical kits. We strive to make an impact on the lives of people in low-resource settings by providing excellent, cost-effective medical products and solutions to our customers and their beneficiaries. Our headquarters are in the Netherlands, and we have offices and facilities in China, India and Dubai.







## Value for Money

At Imres, our starting point has always been our customer. We are a purpose-driven organisation that creates value for all our customers and their beneficiaries. We have built up our extensive product portfolio based on their unmet needs. Today, we have a wide range of pharmaceuticals and medical products, from basic essential medicines and consumables to a full line of medical instruments and hospital equipment that encompasses everything from small thermometers to hospital equipment.

At Imres, we strive to continuously improve, expand and innovate. We constantly source new products, manufacturers and suppliers. This ensures that we keep our range up to date, and that we consistently provide our customers with the best prices, products and quality.

## Supply Chain

At Imres, logistics are integral to the services we offer. Over the years, we have become logistics experts because we understand that our work - and our responsibility - does not end with the supply of pharmaceuticals and medical consumables. It only ends when our quality assured products reach the patient, on time and uncompromised. We know that delays can cost lives, so our logistics solutions are designed for speed and efficiency.

We also have to keep in mind that many of the aid agencies and NGOs that we serve face cost constraints, so we always keep a keen eye on affordability. Imres strives to provide consistently fast, environmentally friendly, effective and cost-efficient logistics services that include numerous delivery and transport options for our customers. We work with carefully selected and pre-qualified freight forwarders and other logistics service providers that share our commitment to sustainable logistics excellence and seamless service. Our established network of partners have specific in-country experience and expertise that we can rely on.

Due to COVID-19 it has been an especially challenging year in the supply chain. We have faced many constraints, from export restrictions in India, to a complete lock down in China and a general shortage of containers causing lead times to go up. Yet we are proud to see that we have been able to minimize delays and serve our customers to the best of our ability.



Imres' customers and their patients benefit from our **outstanding and well-tested capability** to identify and rate vendors and manufacturing facilities, and to guarantee the quality of our pharmaceuticals and medical supplies.



## Our Quality Standards

Our quality management system is at the core of our operations. This allows us to maintain, evaluate and improve the quality of our processes continuously.

Worldwide, counterfeit medicines and medical products are a growing concern. Since early 2019, we are compliant with the European Falsified Medicines Directive supporting the further eradication of counterfeit medicines.

We communicate our quality goals to all stakeholders including customers and employees. We have implemented an uncompromising set of quality controls, including a dedicated quality control department and independent testing in World Health Organization (WHO) pre-qualified and ISO/IEC 17025:2005 certified laboratories. Imres works with pre-qualified manufacturers. These manufacturers are continuously monitored, evaluated and controlled through Good Manufacturing Practices (GMP) audits. We employ experienced pharmacists who regularly conduct GMP inspections.

Imres is a fully licenced, GMP, GDP and ISO 9001:2015 certified wholesaler and is audited by the Netherlands Ministry of Health Inspectorate (IGJ).







## Our Sustainable Vision

Imres is committed to the Sustainable Development Goals. We balance impacts on People, Planet and Profit in all our business decisions and integrate Environmental, Social and Corporate Governance (ESG) into our daily business activities and decision-making processes. To this end, we have aligned our operations with the United Nations Sustainable Development Goal (SDG) 2 for Zero Hunger, and SDG 3 for Good Health and Wellbeing. In addition to striving to achieve these specific goals, we make a continuous effort to contribute to the achievement of the other UN SDGs including SDG 1 No Poverty, SDG 4 Quality Education, SDG 5 Gender Equality, SDG 8 Decent work and Economic Growth, and SDG 12 Responsible Consumption and Production. This year we have asked some of our staff to reflect on these goals and conducted interviews, asking what certain SDGs mean to them, personally and in relation to their work at Imres.

Our ambition is to make a measurable, sustainable, global contribution to the availability of safe, effective, affordable, quality medical products and food supplements. By leveraging our knowledge, skills and innovation in the humanitarian supply chain, we aim to create a more sustainable future for people living in low-resource settings. Through the measurable outcomes that we have achieved, we hope to encourage all our stakeholders to support the SDGs.







## Sustainability through the eyes of Imres' Employees



## Sandeep Joshi

Chief Representative | India Representative Office



Coming from India, over the last 35 years I have seen the country move from widespread extreme poverty to levels where poverty can be faced and we can do something about it. Poverty is a cycle that has to be broken; I have seen that one generation's poverty can be changed by the next. The most crucial aspect in escaping poverty is education and the opportunities it brings for decent work that lets you pay for your home, your health care and your family's education.

As well as working with Imres, I'm involved with NGOs in Thane and the rest of Maharashtra. One focuses on the welfare of tribal people, including providing access to education. We have seen exciting developments in ten years, from receiving basic education we now see young people coming from these forest areas to attend college in the city, studying, finding employment and being able to take care of their parents.

Last year's mass movement of people due to COVID-19 demonstrated the vulnerability of those with casual jobs – up to 150 million people. There was a spontaneous compassionate response across the country. In my own area, hundreds of families cooked for those gathered in the parks and the stations and the stadiums. I dare say nobody died of starvation. But a massive migration followed as people wanted to get home to their villages and the farms where they could survive.

Read the full interview at <https://www.imres.nl/en/page/about-us/sustainability>

## Erwin van Boven

Team Leader | Commercial



For me, work should not conflict with the rest of your life. The work that I do fulfills my wider perspective on life, and what I do for the community should reflect the same view. I come from a Christian background, I believe that you can make a difference in your one-on-one interactions with people, not only at a spiritual level but also on the basic levels of shelter, care and food. We are very involved in that as a family, reaching out to the elderly, providing foster care. When I was younger I went to Eastern Europe distributing food. But now, as crises have hit our own neighbourhoods, we offer food support through our own and other churches. We have to reach out wherever people need help.

The countries where we do business have changed, because countries develop to the point where they don't need us – this is good. The lack of food somewhere is not something we can directly influence as a company. It has to do with conflict, agriculture, economics; these are big areas we can't affect. But we can still reach the lives of individuals, helping to cure them or preventing disease, and this does make a difference. If we can save one life, I've had a good day.

We are focused on making the biggest difference for the money available. That includes continuing interventions that mean a person whose health crisis is averted can then live a strong, healthy life, so they can earn a living, put food on the table and secure their future.

Read the full interview at <https://www.imres.nl/en/page/about-us/sustainability>





## Jessica Soekardjo

Operational Team Leader | Food Supplements



I've got three kids and their health is the most important thing. It's so important people have good nutrition, that they can eat fresh vegetables and get plenty of exercise. I try to combine all of these things with my family: we rarely eat junk food, and I try to get them away from their screens to do more outside. I go on 5km walks three times a week. Of course, it's harder now that Covid means so many facilities are closed.

It makes me happy to feel I can contribute at Imres to better health in the world, that people will have better lives, be able to work and provide for their families. Because when that circle is broken, people will go hungry, and their health will suffer.

Thankfully we are so much more aware of good health and wellbeing today, and it all comes together with family. Our social life is part of our wellbeing, for adults and children too. Now we all know what it's like to have that taken away from us – by this pandemic. Children are our future and it's hard to see them struggling because of this. We will all rely on them one day.

Read the full interviews at <https://www.imres.nl/en/page/about-us/sustainability>

## Heider Al-Hakim

International Account Manager



When I was seven years old my parents brought me and my two younger brothers here from Iraq as political refugees. Like other refugees whose country didn't offer the quality or the safety for an education. I learnt growing up that education opens up opportunities to do more, that according to your education you can get a good job. That you have to strive as a human being to do the best that you can.

I took the opportunity to study: I graduated from Utrecht as a lab technician in biomolecular research and proceeded to do a master's degree in biomedical science.

Everybody should have equal rights to education. I have been fortunate – and I have kept learning, from my work in business, from Imres and Imperial training and e-learning, from my interest in human psychology. The learning never stops.

Read the full interview at <https://www.imres.nl/en/page/about-us/sustainability>



PRINCIPLE  
**01**

We support and respect the protection of internationally proclaimed Human Rights

PRINCIPLE  
**02**

We make sure that we are not complicit in Human Rights abuses

Having access to quality medical care is a fundamental human right. Our biggest contribution to safeguarding human rights is our daily effort to provide access to quality medical care by supplying quality assured and affordable medicines and medical products to people in low-resource settings. The COVID-19 pandemic put a lot of constraints on the supply chain, but due to the flexibility and inventiveness of our staff we managed to deliver most products on time.

By supplying essential medicines, Imres actively contributes to Sustainable Development Goals 2 zero hunger, 3 good health and wellbeing, and 8 decent work and economic growth. By ensuring good health and wellbeing the chances for people to lead a better life without poverty or hunger dramatically increase.

### Impact on good health and wellbeing in Ethiopia in 2020



We have shipped a total of  
**1,066**  
Reproductive Health Kits to Ethiopia, positively impacting the lives of **6,245,000 people** in reproductive health treatment.



We also shipped  
**130**  
modules of the Interagency Emergency Health Kit (IEHK) positively impacting the lives of **100.000 people** in basic health care.



We shipped  
**100** Trauma and Surgical Kits (TESK) positively impacting the lives of **5,000 people** in need of trauma surgery.





## Nevashni Gounden

Programme Lead at Imres



Because gender inequality is so critical in the world, it's bigger than any corporate. But as businesses we have to play our part to this goal – to have equal opportunity irrelevant of gender and make sure everyone is treated fairly. For my own generation, I don't think I have felt gender inequality so much, but I can see that in a business setting there is still more to do. A woman in the corporate space still has to work harder, she has to give more, there's that added pressure.

Being in an organisation with a good gender ratio and a woman as a leader is remarkable – it feels unique. The question is, can each person take responsibility to be the difference, to make the changes needed in their daily lives? I think that if everybody carries the responsibility to change things we can change them together. Because it takes each and every one of us to implement equality and ensure progress to levels we have not yet reached for future generations.

Read the full interview at <https://www.imres.nl/en/page/about-us/sustainability>

## Human Rights in our company

Our strong sense of integrity and respect is an integral part of Imres' company culture. It pervades every aspect of our business, starting with our onboarding process in which every new employee must submit a declaration of good behaviour issued by their local government. This is to ensure that the behaviour of everyone who starts working for Imres is beyond reproach.

We actively safeguard the human rights of all employees by deploying clear policies on discrimination, harassment, privacy and confidentiality. These policies have been set out in our Code of Conduct and a specific set of values which are communicated to every employee and are upheld by both our Privacy Protection Officer and our Confidential Counsellor. We have no tolerance for any violation of human rights within Imres.

Our bi-annual, anonymous employee satisfaction survey gives us valuable insights into how Human Rights within Imres are perceived through the eyes of our employees.



## Human Rights in the supply chain

Imres is positioned in the middle of the supply chain; upstream are the manufacturers and suppliers, while our customers are downstream. They include global UN organizations, NGOs, central medical stores and ministries of health. We have a rigorous set of precautions to minimise the risk of conducting business with parties that violate human rights. Every supplier, sub-contractor and agent must sign our Code of Conduct before we will work with them. During our annual audits with suppliers and local partners, Imres reviews their adherence to our Code of Conduct.

### MEASUREMENTS OF OUTCOME IN 2020

Although COVID-19 has thrown up many challenges in 2020 with regards to the supply chain and our ability to travel and audit, we are proud but humble to determine that we have made progress in our ambitions to secure human rights both in our company and in the supply chain.

- Imres has contributed to the good health and wellbeing of millions of people in low- and middle-income countries through the supplies of essential medicines and medical products
- We have an online learning academy in place to further reinforce our business code of conduct
- We have renewed our selection process for new customers
- No human rights infringements were reported at Imres in 2020

### TARGETS 2021

- In line with SDG 3 we will continue to increase our efforts to ensure global access to affordable, quality assured medicines to low- and middle-income countries
- We will conduct our bi-annual employee satisfaction survey including relevant questions regarding human rights within Imres
- We will further intensify our audits with vendors, ensuring that policies around human rights are included



Imres fully supports the United Nations Universal Declaration of Human Rights





## João Silva

International Account Manager



As a qualified pharmacist, it feels good that I'm helping people overseas. Following a pharmacy degree course in Europe – in Portugal – you are very focused on how you help people here, but it is very good to explore how we can help people in other countries.

Here in the Netherlands, my work-life balance is much better: I have the time to enjoy my life outside work. In our Imres Work Council we all have representation should we have any problems that we need to raise. This bridge between employees and management is something that was new to me, coming to the Netherlands.

It's also good to know that we work with institutions trying to improve life quality in the world, so I'm proud to be a partner with the UN. It's good to share things with my friends – let them know this is what we do, how we help people. It's something I'm very proud of.

The economic impact of COVID-19 will obviously affect healthcare, already under strain due to the pandemic. But health is vitally important to people's ability to work and to wider economic growth, without which health care can't be properly funded.

Read the full interview at <https://www.imres.nl/en/page/about-us/sustainability>



We uphold the freedom of association and the effective recognition of the rights to collective bargaining



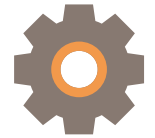
The elimination of all forms of forced and compulsory labour



The effective abolition of child labour



The elimination of discrimination in respect of employment and occupation.



Our employees are our greatest asset. Their primary focus, every day, is on fulfilling Imres' promise to our customers. It is fitting, therefore, that we constantly strive to be a great company to work for. One of our priorities is to create a culture of commitment, inclusivity, responsibility and equality in which every employee can develop and actively contribute to the continuity of Imres and our mission. In 2021, we will conduct our bi-annual employee satisfaction survey in which we measure employee satisfaction and give our staff the opportunity to comment anonymously on Imres policy and management.

## Health and Safety at Work

Imres is uncompromising when it comes to the health and safety of our employees. From the start of the COVID-19 pandemic we did our utmost to keep our staff safe and healthy. We set out a clear set of measurements and rules to protect our staff from exposure to COVID-19. To guarantee their wellbeing we actively communicated about the measurements and closely monitored the adherence to these rules. To ensure continuity for our customers, a part of the staff had to be physically present at Imres while staff that could work from home were asked to do so.

### Measurements taken to mitigate the risk of our staff contracting Covid at work:

- A clear set of rules regarding social distancing and sanitizing, including the free availability of hand sanitizer on each floor
- Introducing work shifts and one way traffic in our buildings
- Cleaning all surfaces on a daily base
- Availability of free face masks
- Providing staff that are able to work from home with the right equipment to create an up-to-standard home office

At Imres, we recognize the importance of maintaining a good work-life balance, to stay mentally healthy, happy and motivated. We continuously seek to improve our performance in keeping our staff safe and healthy. To ensure the wellbeing and good morale of our staff during the pandemic we initiated many online social activities like raffles, pub quizzes and bingo that enabled colleagues to engage with each other outside of work, fostering team spirit. For those working from home, 2020 has made great claims on their flexibility, especially for those with smaller children. We initiated weekly online stand-up sessions so all staff could stay aligned with the company's course; staff were able to express any concerns regarding their work so a suitable solution could be found. We are proud of the resilience our staff have shown over the past year.



## Inclusivity and Equality

At Imres, our employees benefit from our culture of inclusivity and equality, which we passionately believe enhances their wellbeing and productivity. We believe that a successful, sustainable business is one in which everyone can thrive and advance. Our workforce encompasses 15 different nationalities and people from varied backgrounds. Our commitment to gender diversity is reflected in the well-balanced mix of men and women in both our management and staff.

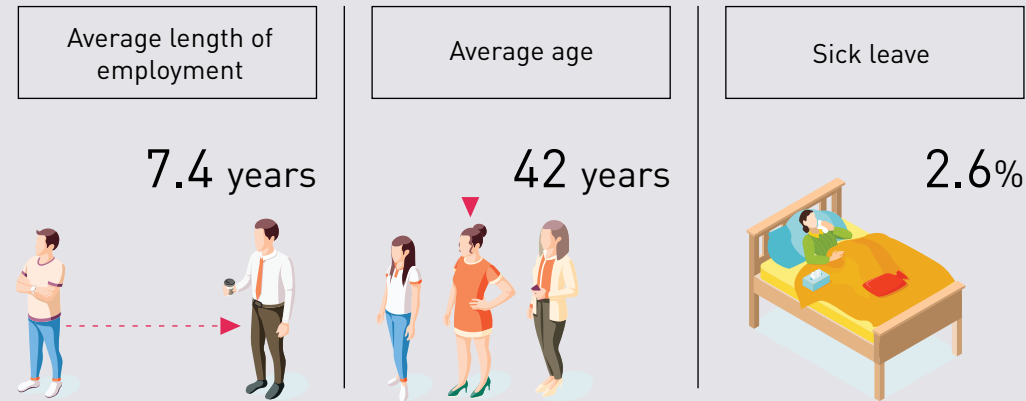
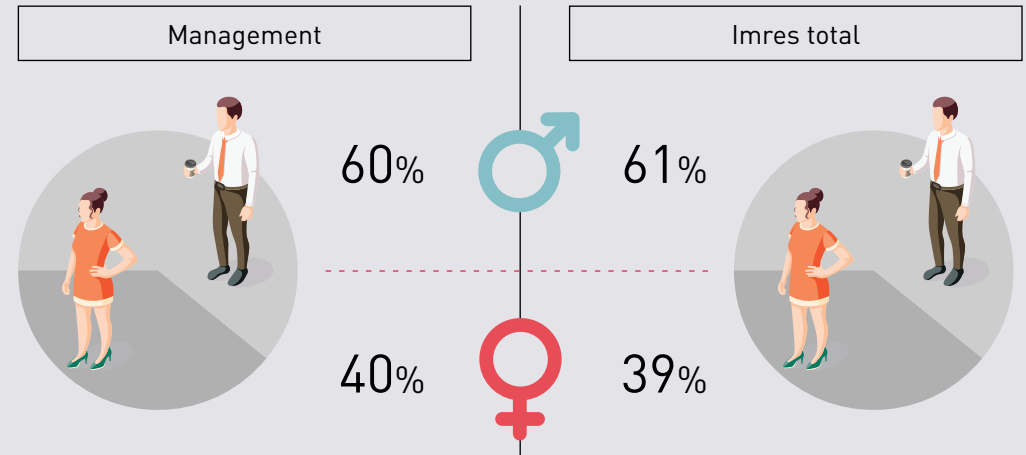
Imres has established a special programme for new employees. Each quarter, any new employees we have hired participate in an online induction programme in which they learn about Imres' history, culture and operations. We have developed a clear and concise value chart designed to further strengthen inclusivity and shared values within Imres.

All internal staff communication at Imres is bilingual - in both Dutch and English. Since Imres is based in the Netherlands, we offer non-native Dutch speakers a Dutch language course to improve their Dutch language skills and promote inclusivity.

## Education and development

Imres is committed to investing in our people, helping employees to advance their careers and develop themselves and their skills. In annual personal development consultations, our team leaders have candid discussions on the development of their team members. Opportunities for skills development and further education are explored, to ensure that Imres employees are always motivated and suitably qualified for their jobs. Imperial, our parent company, has an online academy with a wide variety of e-learning modules that Imres employees can access.

### IMRES EMPLOYEE DEMOGRAPHIC AND BREAKDOWN | 2020







## Code of conduct

Our steadfast commitment to sustainable business practices, is underscored by our policy of zero tolerance of child labour, discrimination, forced labour or any other violations of labour rights. We have taken effective precautions to minimise the risk of Imres doing business with a partner that violates labour rights.

Every supplier that wants to work with Imres is obliged to sign our Code of Conduct. In this comprehensive document, we have stipulated labour standards according to principles three to six that our suppliers must comply with.

If there is one thing the Covid pandemic has shown than it is that the resilience and flexibility of the Imres team are something to be proud of. It has also shown that the way we worked in the past does not necessarily have to be the way forward. Doing international business, we were already used to working remotely and manage to collaborate through MS Teams, Skype etc. Now we will think twice before traveling, especially as the digital alternatives have matured and reduced the need for frequent face-to-face meetings, all of which has a positive impact on our carbon footprint.

### MEASUREMENTS OF OUTCOME IN 2020

- Imres has used the outcome of the Employee Satisfaction Survey to further improve internal processes and communication including online HR software
- Employees were given the opportunity to access Imperial’s online learning academy to further reinforce their knowledge and skills
- Development of training policy and incorporation of training objectives in performance reviews.
- 35% of our employees took a voluntary Preventive Medical Examination

### TARGETS 2021

- Start a programme to attract, develop and retain skilled staff
- Development of a formal training policy and its implementation
- New annual performance cycle
- Streamlining of primary processes with a strong focus on operational excellence
- Participation of female staff in a global women’s forum in joint cooperation with Imperial
- Working from home policy, and financial contribution towards the workplace at home
- Labour conditions will be modernized in 2021, in close collaboration with the Works Council





Support a precautionary approach to environmental challenges



Undertake initiatives to promote greater environmental responsibility

## Deborah Sloof

Quality Assurance Executive

Responsible consumption is something I strongly believe in for my own life. We can all do it! Beginning with eating more responsibly – I don't eat meat now, and when I buy fish I look to see it has been sustainably sourced. It's not just food, of course, when I'm buying clothes, I think about how sustainable their production is – and like anything else I try to buy things that last.

In my work, we believe in raising quality at the same time as focusing on giving value for money – when we sell a product for the best price, at the best quality we are also helping. Being part of that system makes me feel proud to do my work – there is something extra special about improving people's lives.

Knowing that Imres supports the UN Global Compact is definitely an extra – it helps to explain our ethics to friends and family. But this starts with each of us – we can all do the little things that help to add up to the big targets.

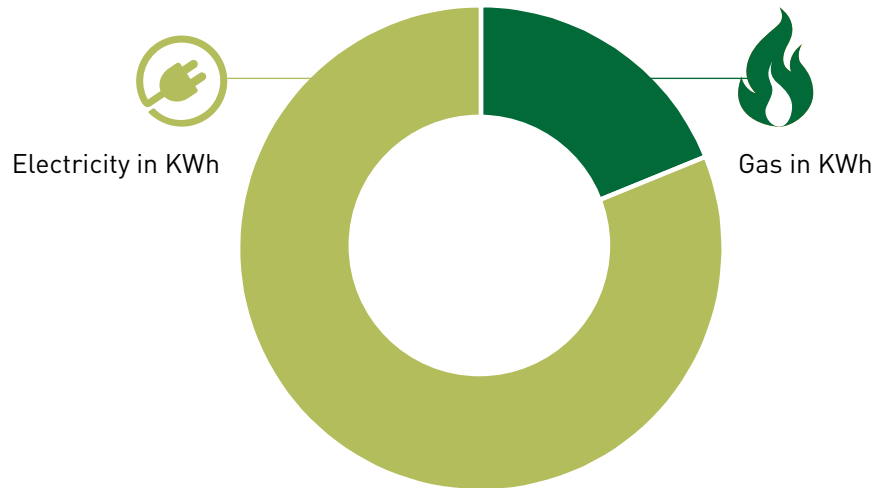
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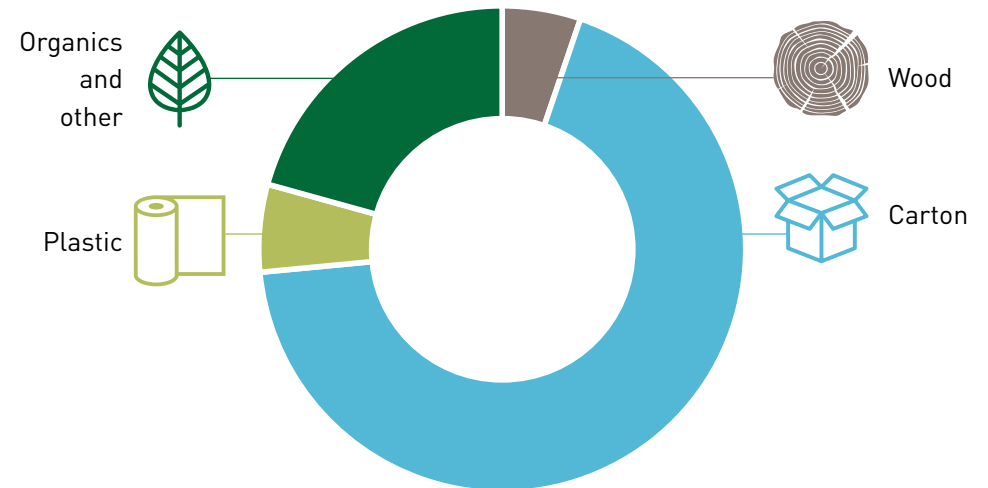
Over the past years we have progressed on numerous initiatives to further reduce our footprint within Imres, in line with our sustainable vision and approach. We seek opportunities and initiatives to reduce our impact on the environment and climate change - and 'go green'. The COVID-19 pandemic accelerated many of these initiatives which has had a positive impact on our carbon footprint as a company.

- Paperless office – we already encouraged our staff to go paperless, but it has now become a necessity with so many of our colleagues working from home. We have refined our internal processes, digitalizing workflows making a 90% reduction in paper use possible. Our goal is to be 100% paperless by July 2022.
- 1,255,800 kilometres less commuting. For 70% of our staff commuting has reduced by 75%. With an average daily distance of 60 kilometres from home to work and back, this has reduced our footprint significantly.
- 100% increase in the use of digital platforms to meet with our customers, vendors and colleagues in our operations abroad has also drastically reduced our carbon footprint.
- Converting 40% of our warehouses from TL lights to 50% more energy efficient LED lighting.
- All our personal computers have been replaced by mini-PCs with a 60% lower energy consumption.
- FSC certified shipping cartons: we have started to use 100% recyclable and biodegradable shipping cartons, on top of our packing materials which already consist of recycled paper.

Energy consumption in 2020



96,640 kg recycled materials in 2020





# Environment in the supply chain

07



Photo credits WHO

While we can actively control our environmental footprint within our own operation, this is much more challenging up and down the supply chain. The manufacturers that supply Imres and the freight companies that we work with have a substantial impact on the environment.

In our drive for greener supply chains, we require all our manufacturers to sign our Environmental Code of Conduct and adhere to the standards and guidelines set out therein. But our ambition reaches further: we will incorporate sustainable manufacturing in our audits going forward and we are in the process of complying to the ISO 26000 and ISO 14001 guidelines.

The freight companies that we work with all have their own sustainability programmes. When arranging transport for our customers, Imres always considers CO2 emissions in developing the optimal solution.

By using our Dubai facility, we are able to reduce our environmental footprint further in terms of transportation and CO2 emissions as we are geographically much closer to both the manufacturers and our end-users.

## MEASUREMENTS OF OUTCOME IN 2020

- We have installed LED lighting in 40% of our warehouses, reducing our energy consumption
- All personal computers have been replaced with much more energy efficient mini-PCs
- Strong reduction of commuting due to working from home
- 90% reduction in paper use

## TARGETS 2021

- Incorporate sustainable manufacturing in our annual audits
- Complying to the ISO 26000 and ISO 14001 guidelines
- Further digitalization of our primary processes towards the 100% paperless goal in July 2022
- Energy scan 2021, an initiative from the government to report energy consumption, followed by advice on how to take mandatory, concrete measurements to reduce energy consumption



Integrity and transparency are important core values of Imres and are deeply ingrained in our culture. We believe that the only way to achieve sustainable success is through open, ethical business practices in our own company and in the supply chain.

We have an anti-bribery and anti-corruption policy that all Imres employees must read and agree to abide by. We have a policy of zero tolerance to corruption and have yearly audits conducted by our accountants and key NGO customers. All employees that have contact with our customers or suppliers must complete an online anti-bribery course.

## Whistleblowing

If Imres staff are aware of any form of corruption or other unethical behaviour, they can report it anonymously to our Confidential Counsellor. To add impetus to our work against corruption, we have reinforced our anti-corruption policy in our induction programme for new employees. All exposed employees will also be required to complete an annual, mandatory online refresher course on our anti-corruption and anti-bribery policy.

## In the Supply Chain

We are aware that anti-corruption and anti-bribery measures in the supply chain are more difficult to control than in our own operation. We require all our local partners to sign our anti-bribery and anti-corruption policy. In 2020 we have conducted our annual reviews to ensure that our agents comply with our policy. Imres enforces a zero-tolerance approach to corruption, bribery and any other form of unethical behaviour from our local partners. Any breaches will result in the immediate termination of our business arrangement.



We work against corruption in all its forms, including extortion and bribery



### MEASUREMENTS OF OUTCOME IN 2020

- Annual review conducted with agents, no incidents reported
- 30% of Imres employees completed the anti-bribery course
- 100% of Imres employees completed their annual airfreight safety course

### TARGETS 2021

- 100% of exposed staff will have completed the anti-bribery course
- Mandatory anti-corruption workshops for agents



**Human Rights**

**Results 2020**

**Target 2021**

**Contribution to SDGs 2 and 3**

Imres has contributed to the good health and wellbeing of millions of people in low- and middle-income countries through the supplies of essential medicines and medical products

Continue to increase our efforts to ensure global access to affordable quality assured medicines to low-and middle-income countries

**Code of Conduct**

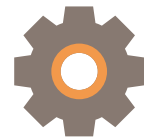
We have renewed our qualification process for new customers

Intensify our audits with vendors ensuring that policies around human rights are included

**Staff**

Online learning academy in place to further reinforce our business code of conduct

Conduct our bi-annual employee satisfaction survey including relevant questions regarding human rights within Imres



**Labour**

**Education**

Employees were given the opportunity to access Imperial's online learning academy to further reinforce their knowledge and skills

Development of formal training policy and execution

Development of training policy and incorporation of training objectives in performance reviews

Participation of female staff in global women's forum in joint cooperation with Imperial

**Employee satisfaction**

Imres has used the outcome of the Employee Satisfaction Survey to further improve internal processes and communication including online HR software

Labour conditions will be modernized in 2021, in close collaboration with the Works Council



**Environment**

**Reduction of energy consumption/footprint**

LED lighting in 40% of our warehouses, replacement of PCs with mini-PCs

Energy scan 2021, legal obligation to report energy consumption, followed by advice on how to take mandatory, concrete measurements to reduce energy consumption

**Paper use**

90% reduction in paper use

Further digitalization of our primary processes towards the 100% paperless goal in July 2022



**Anti-corruption**

**Agents**

Annual review conducted with agents, no incidents reported

Mandatory anti-corruption workshops for agents

**Anti-bribery course**

30% of Imres employees completed anti-bribery course

100% of exposed staff will have completed the anti-bribery course





This report is available on the UN Global Compact website, on the Imres website and in our internal Quality Management Information System

REPORT PROFILE

Reporting period: 2020

Reporting cycle: Annual

Publishing date: June 2021

Publisher and design : Imres B.V.

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**Photo credits cover photo:** Drive Against Malaria

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