



# 2024 Sustainability Report

Published September 2025





## About this report

This report illustrates our efforts to promote a resilient and sustainable business that supports our customers and employees through responsible products, programs and services. This report also details progress made toward Medline’s global sustainability objectives for the period from January 1, 2024, to December 31, 2024.

The content of this report is guided by leading voluntary sustainability disclosure frameworks and aligned with our business strategy. It has been further informed by our 2022 global materiality assessment and the 2024 double materiality assessment for Medline’s legal entity (MIBV), which followed the EU’s Corporate Sustainability Reporting Directive (CSRD). Materiality as used in this report, sometimes referenced as “sustainability materiality,” and our sustainability materiality review process are intended to reflect priority sustainability topics and do not reflect financial materiality or have the same meaning as materiality under certain laws, such as U.S. securities laws. Issues deemed material for purposes of this report and for purposes of determining our sustainability strategies may not be considered material for other purposes, including our other reporting.

This report contains forward-looking statements including, but not limited to, statements, estimates and projections relating to our sustainability strategy; our business and long-term strategy; our ambitions, goals, targets, commitments, plans, activities, efforts, initiatives, programs, sourcing and investments; and projected or expected timing, results, achievement and impacts. Forward-looking statements generally can be identified by words such as “aim,” “anticipate,” “believe,” “commit,” “estimate,” “expect,” “intend,” “may,” “mission,” “plan,” “project,” “should,” “strategy,” “strive,” “target,” “will,” and variations of such words and similar future or conditional expressions. These statements are based on our beliefs, expectations, estimates and projections at the time they are made and are not guarantees of future performance. Such statements are subject to a number of risks and uncertainties, many of which are difficult to predict and beyond our control, which could cause actual results to differ materially from those indicated in the forward-looking statements.

Those factors include, but are not limited to, our reliance on the proper function, security and availability of technology and data, including those of third parties; economic and political conditions in the United States and other places where we do business or source raw materials (including inflation, economic slowdown or recession); our compliance with extensive environmental, health and safety requirements; our ability to successfully execute or realize the anticipated benefits of alliances, investments, partnerships or

strategic transactions; governance issues and regulations, including those related to climate change, social issues and sustainability, and legal, regulatory, stakeholder or market responses to such matters, and our compliance with related laws; widespread public health issues, adverse weather conditions, natural disasters and other catastrophic events; costs of resources and raw materials; our compliance with laws and regulations and related legal claims or regulatory enforcement actions; labor strikes; changes in our management team or other key personnel and our ability to attract, hire and retain qualified personnel; changes in customer preferences or demand; and our future financial and operating performance within and relative to our industry, as well as the other risks found in this report and our other public disclosures. We disclaim and do not undertake any obligation to update, revise or withdraw any forward-looking statement in this report, except as required by applicable law or regulation, and make no representation, express or implied, that the information is still accurate or complete.

Inclusion of information in this report may be based on a variety of standards, frameworks and considerations and is not an indication that the subject or information is material to Medline’s business, strategy, outlook, operating results, or financial condition or material as it relates to Medline’s impact on other parties. This report may contain links to other internet sites, references to third parties, or public information not separately reviewed, approved or endorsed by Medline.

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Where relevant and useful, comparative historical information has been provided, as well as performance post the reporting period for additional context.

To review our past reports, visit our [Sustainability Report Library](#).

We value the feedback of our stakeholders and invite you to submit your questions or comments on this report to [sustainability@medline.com](mailto:sustainability@medline.com).





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Scan this QR code to download a PDF of the 2024 Sustainability report.



2024 highlights

In 2024, Medline's Sustainability program took significant strides toward building a sustainable and resilient healthcare supply chain that supports healthcare providers and communities. We're proud of the progress we've made. From strengthening our sustainability governance and expanding renewable energy use to launching more responsible products and deepening our community engagement, these achievements reflect the dedication of our business and our partners. They also reinforce our belief that sustainability is a shared responsibility and a long-term journey. We look forward to building on this momentum and continuing to drive meaningful impact across our business.



Robust governance

- Invested in a comprehensive Enterprise Risk Management (ERM) system
- Implemented the Medline Enterprise Ethics and Compliance Program
- Implemented custom Anti-Bribery and Anti-Corruption training
- Strengthened our non-financial data governance



Climate resilience and environmental action

- Completed our second global carbon inventory, consistent with regulatory requirements
- Conducted an inaugural global climate risk assessment
- Increased solar energy use
- Awarded the Diamond-level HIRC Resiliency Badge recognizing supply chain resiliency and manufacturing



Responsible products

- Expanded ReNewal™ reprocessing to six new product families
- Launched SmartBoX™, a sustainable glove packaging innovation
- OptiView® recognized at Chicago Innovation Awards
- Piloted Ranpak 100% paper-based packaging at one U.S. distribution center



People and communities

- Received recognition as a top employer
- Launched inclusive manager training across the U.S.
- Continued grass-roots support via volunteerism and community engagement
- Donated surplus medical supplies through global aid partnerships



# Leadership and strategy

“I am proud of how Medline has continued to sharpen its focus on sustainability and the role we play in making the world better and healthier for all.”

— *Jim Boyle, Chief Executive Officer, Medline Industries, LP*



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## Letter from our CEO

At Medline, sustainability is increasingly integrated into our operations and reflected in how we support our customers and communities. From our supply chain and product development to our facilities and logistics, we're taking a comprehensive approach to building a more resilient, responsible company—one that helps our customers meet their goals and supports the long-term health of our business and the planet.

In an increasingly complex industry, Medline stands out through our steadfast commitment to customers and a resilient, forward-thinking supply chain. Our customers count on us for our focus, relentless innovation and dependable execution. In 2024, our supply chain strength was recognized with a prestigious Diamond-level Resiliency Badge from the Healthcare Industry Resilience Collaborative (HIRC)<sup>1</sup>. We continue to advance our operations with over 1,800 robots to support our work in 15+ facilities, and since implementing these automation technologies, are working toward the enhancement of picking accuracy and speed. These innovations not only improve efficiency and reliability,

they also support our shared sustainability efforts toward managing waste, energy use and resources across the supply chain.

In addition to exciting innovation, 2024 was a year we strengthened our foundation to enhance sustainability on a number of fronts, with particular attention on corporate and data governance. In the last year, our team conducted 558 ethical sourcing audits in our supply chain, plus participated in 193 ethical sourcing audits from independent third parties. We also performed our first global climate-risk assessment, which enabled us to take steps toward mitigating our climate risk pinpoint areas. This helps us further integrate climate-risk considerations into our day-to-day decision-making and identifying opportunities for potential, future innovation across our operations.

Customers may rely on us to help make progress toward their sustainability goals, too, and that's where our operational innovation truly can make a difference. Medline ReNewal, our program for reprocessing single-use medical devices that otherwise would end up in landfills, helps hospitals and health systems reduce waste and extends the life of critical equipment, all while maintaining the highest standards of safety and quality. Additionally, we are taking steps to reduce our environmental footprint, starting with how we move our products. Our dynamic route planning and efficient tote cart utilization across our fleet of 2,000+ MedTrans trucks

helps to create efficiencies for our customers. This initiative reduces the number of reusable totes handled daily, helping to minimize and manage air pollution from our operations.

Finally, and just as important, we continue to prioritize engaging our own people, providing opportunities for employees to develop their skills and grow their careers—and the power of these efforts shows in their response. Through full employee engagement surveys every other year, pulse surveys in between and life-cycle surveys at key career milestones, employees tell us they not only feel they're making an impact in their work but are also enthusiastic about the opportunities to make an impact beyond their jobs. In the U.S., we had more than 1,200 employee volunteers log approximately 7,200 volunteer hours across more than 70 charities. I'm incredibly proud of our program that encourages employees to give their time and talent to the communities Medline serves, and excited to see it continue to grow.

I am proud of how Medline has continued to sharpen its focus on sustainability and the role we play in making the world better and healthier for all. As we uncover new opportunities to make a positive impact for our customers, employees and communities, we continue to prioritize creating access to care in sustainable, ethical and responsible ways. I look forward to sharing even more successes in the future.



**Jim Boyle**  
Chief Executive Officer  
Medline Industries, LP

<sup>1</sup> HIRC's Resiliency Badge is a healthcare industry standard and evidence-based assessment that evaluates supplier resiliency at a product category level. See the Responsible Products section for additional detail.



## Letter from the VP of Sustainability

A healthier world begins with recognizing that individual health is deeply influenced by the health of our environment. From clean air and safe working environments to reliable access to care and community resources, sustainability is a vital factor in achieving better health outcomes, advancing equity and building a more resilient healthcare system over time. We aim to promote a sustainable and resilient healthcare supply chain that supports both healthcare providers and communities.

In 2024, we reinforced our sustainability efforts to better support this vision. We enhanced our data management, expanded our team with new sustainability leadership and conducted our first global climate risk assessment. We also increased collaboration with our Enterprise Risk Management (ERM) team to tackle emerging challenges and boost resilience across our operations.

We lead with the conviction that healthcare and environmental health are integrally related. As climate change impacts health<sup>2</sup>, we're working to cut emissions, driving sustainable design and strengthening ethical sourcing.

Our global supply chain remains a cornerstone of our sustainability strategy. We work closely with our customers and suppliers to uphold high standards for labor and human rights. This report outlines how we apply our Supplier Code of Conduct, conduct risk assessments and social audits, and invest in a more responsible and resilient supply network.

We couldn't achieve all we do without our incredible partners. We're using our purchasing power to foster greater participation with more small businesses. In 2024, we ramped up our Supplier Inclusion Program (SIP) by hiring our first director of supplier inclusion. By investing more resources in this effort, we're building a supply chain that reflects the vibrant

communities we serve. We believe this can create meaningful market opportunities.

In 2024, we built momentum and laid the groundwork for long-term success. We positioned our program for continued growth. We invite our partners, peers and customers across the industry to join us as we build a more sustainable future together.

Looking ahead, we are focused on amplifying our impact and embedding sustainability across our business. In 2025 and beyond, we'll double down on innovation, data-driven decision-making and dynamic partnerships to drive progress toward our sustainability goals. As the healthcare landscape evolves, our strength lies in our resilience and our ability to seize new opportunities to deliver value for our investors and customers as we work toward driving transformative change for both people and the planet.



**Francesca Olivier**  
VP of Sustainability  
Medline Industries, LP



<sup>2</sup> World Bank. (2024, November 16). Health and climate change: The cost of inaction. (<https://www.worldbank.org/en/topic/health/brief/health-and-climate-change>)



About Medline

At Medline, we make healthcare run better by delivering improved clinical, financial and operational outcomes.

Through our broad product portfolio, resilient supply chain and differentiated clinical solutions, Medline helps healthcare providers to drive improvements across healthcare delivery and organizational operations. Headquartered in Northfield, Illinois, we employ 43,000+ people worldwide and operate in more than 100+ countries.

We deliver this through a powerful combination of industry-leading products developed through evidence-based expertise and resilient supply chain solutions.

To accomplish this, Medline focuses on **six values:**

**Relentless customer focus:**  
We're an extension of our customers, anticipating their needs and advocating for their goals.

**Agility and flexibility:**  
We're fast and decisive, ready to quickly move with changing market and customer needs.

**Gritty problem solvers:**  
We take initiative, with the resolve and perseverance to deliver what is needed.

**Driven to succeed:**  
We're passionate about proving ourselves and our value every day.

**Purposeful candor:**  
We're open and honest, operating with transparency and acting with integrity.

**Relationships matter:**  
We succeed by building trusted, collaborative relationships with our customers and each other.

Key facts and figures

**1966**  
Company is founded

**\$25.5 billion**  
2024 net sales

**43,000+**  
Number of employees globally

**~335,000**  
Number of products to meet a range of needs

Medline Brand



**Surgical  
Solutions**



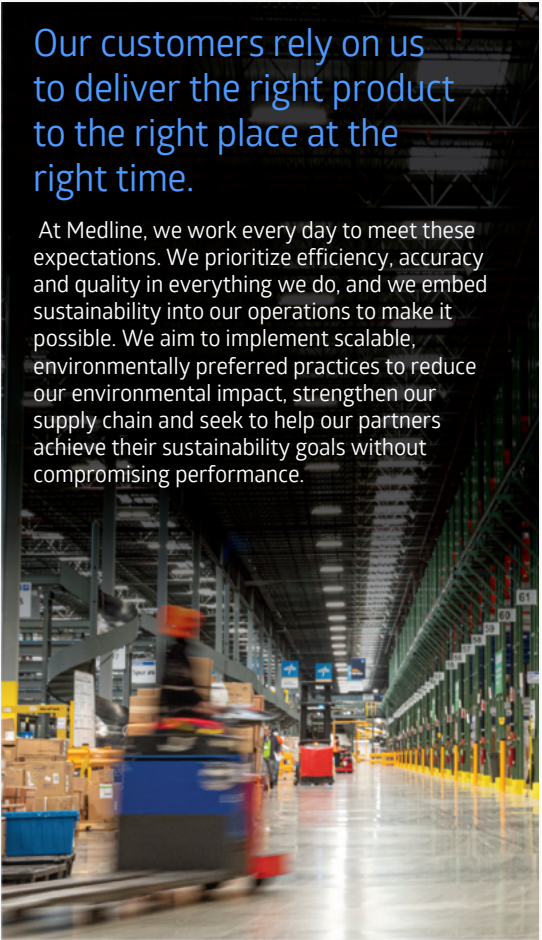
**Front Line  
Care**



**Laboratory  
& Diagnostics**

Our customers rely on us to deliver the right product to the right place at the right time.

At Medline, we work every day to meet these expectations. We prioritize efficiency, accuracy and quality in everything we do, and we embed sustainability into our operations to make it possible. We aim to implement scalable, environmentally preferred practices to reduce our environmental impact, strengthen our supply chain and seek to help our partners achieve their sustainability goals without compromising performance.





Our business

# We make healthcare run better®

Medline is the largest provider of medical-surgical products and supply chain solutions serving all points of care.<sup>3</sup>

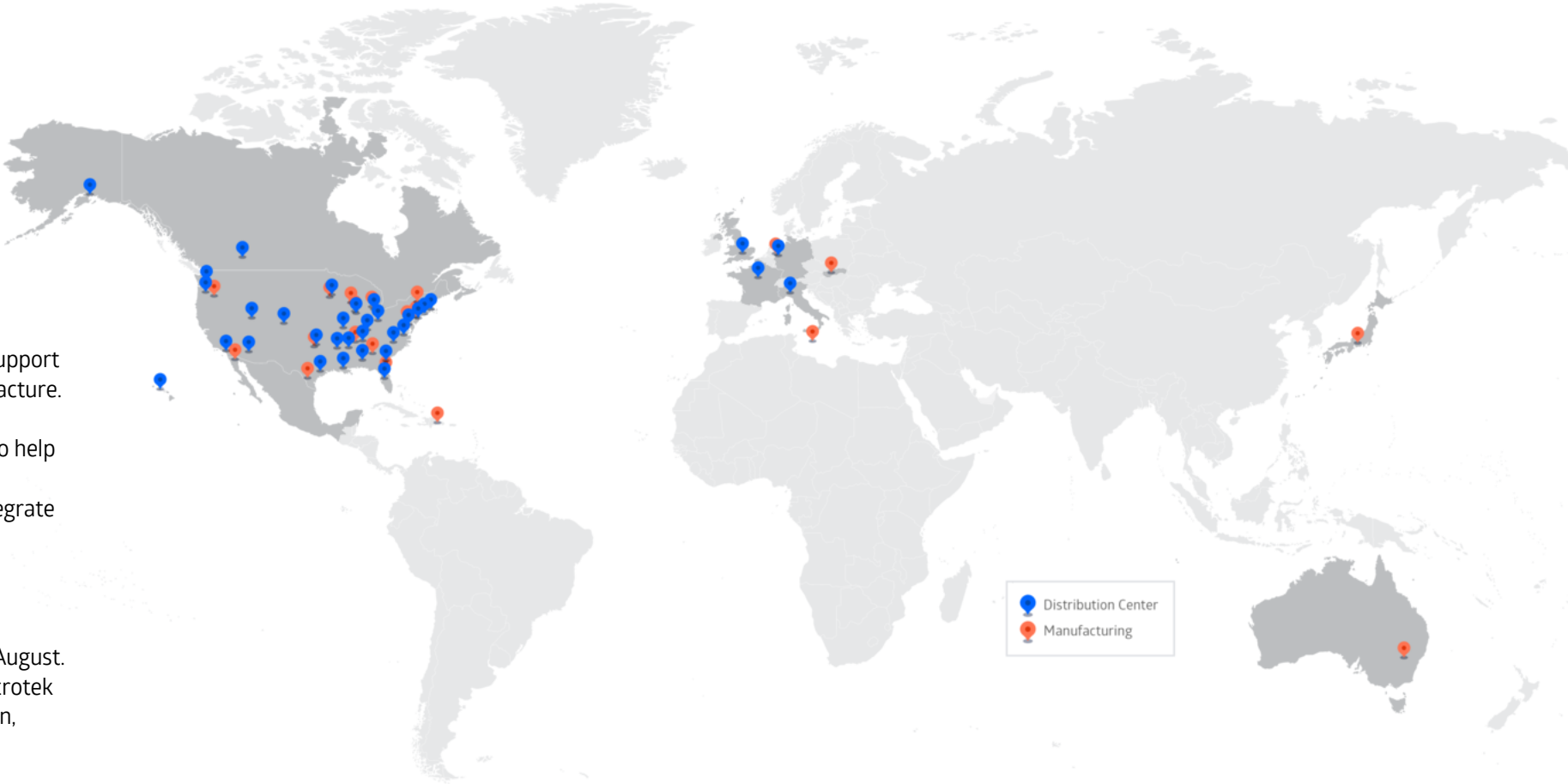
Our integrated business model, entrepreneurial spirit and comprehensive solutions stem from our customer-focused culture. We drive improved healthcare outcomes by quickly identifying and responding to customer needs. Our approximately 190,000 Medline Brand products and 145,000 Supply Chain Solution products are used extensively in hospitals in the U.S. We have a global footprint with operations in 100+ countries.

Medline manufactures and distributes a wide range of medical-surgical supplies and supply chain solutions to healthcare systems, hospitals, post-acute care facilities, physician offices and home health providers worldwide.

We aim to increase our capabilities to support customers in original equipment manufacture.

In 2024, we made several acquisitions to help diversify our market reach, expand our portfolio and product offerings, and integrate new expertise.

A key example of this strategy was our acquisition of Ecolab’s global Surgical Solutions business, which we closed in August. This transaction, which included the Microtek product lines, brought proven innovation, deepened our operating room portfolio.



**45 distribution centers\*** in the U.S.

**26 million+** square feet of warehouse space in the U.S.

Consistent investment in automation; **Over 1,800 robots across 15+ facilities**

Not illustrative of every site. Data current as of 12/31/2024.  
\*Represents warehouse and distribution

<sup>3</sup> Based on our 2024 net sales relative to the publicly reported net sales of medical-surgical (“med-surg”) products by companies that are both med-surg manufacturers and distributors.



## Awards and recognition

In 2024, Medline was honored with awards recognizing our efforts across healthcare, supply chain, workplace culture and business leadership. These acknowledgments reflect the dedication of our teams and our commitment to supporting customers, advancing resiliency and fostering an inclusive, high-performing work environment. We're proud to be recognized among top companies for healthcare innovation, trustworthy business practices and as a leading workplace for women.

- One of three honorees in the supply chain category of Modern Healthcare's Best Business Awards
- Diamond-level HIRC Resiliency Badge for superior supply chain resiliency
- Among Newsweek's Most Trustworthy Companies in America
- TIME recognition as one of the World's Best Companies 2024
- Forbes list of the World's Top Companies for Women 2024
- Forbes list of America's Best Large Employers
- Becker's Top 150 Places to Work in Healthcare
- Chicago Innovation Award for OptiView Transparent Dressing with HydroCore, an innovative approach to wound care
- AARC's 2024 Zenith Award for dedication to respiratory care
- Forbes America's Best Employers for New Grads 2024
- Forbes World's Best Employers 2024





## Our sustainability strategy

Medline’s sustainability mission is to promote a sustainable and resilient healthcare supply chain that supports healthcare providers and communities. As we strive to achieve this goal, we face the unique challenge of balancing our customer’s needs to provide immediate, high-quality patient care with the environmental and social impacts of our operations. Healthcare systems inherently rely on resource-intensive practices, single-use supplies and the ability to access anything their patients need within seconds. While the industry will always prioritize the urgency of delivering care, we must also find opportunities to reduce our impact on the planet.

Medline is proud to play a critical role in supporting the healthcare industry by providing caregivers and clinicians with what they need. By improving our sustainability practices, we can help provide systematic improvements for our customers in healthcare delivery, while supporting them to maintain successful patient outcomes.

Informed by global challenges and adapting to regulatory shifts, our sustainability strategy enables us to create additional value for our company, customers and stakeholders. It provides a blueprint for responsible environmental action, positive social impact and maintaining good governance practices.

Our strategy is supported by our sustainability framework. The framework is focused on the four key pillars that inform our strategic approach and align with our aspirations. These pillars provide the architecture for the integration of sustainability into our business.



### Robust governance

We strive to do what is right, not only what is required. We hold our business, employees and suppliers to high ethical standards.



### Climate resilience and environmental action

We seek to build an environmentally sustainable business, to conserve our use of natural resources and to reduce waste. We are working to identify a path to reduce our carbon footprint, and to helping our customers do the same.



### Responsible products

We are focused on providing high-quality healthcare products that are safe for both patients and the environment. We strive to be transparent in our product labeling and engage in responsible marketing practices.



### People and communities

We want our employees, communities, suppliers and customers to achieve their full potential. We help by promoting high standards of safety and health in the workplace, creating opportunities for connection and development for our employees, promoting belonging and engagement, and addressing health equity in the communities in which we operate—and around the world.



Materiality and material issues

At Medline, we understand the importance of identifying and addressing the sustainability issues that matter most to our business, people and the planet. These insights are essential to shaping our sustainability strategy, setting meaningful goals and implementing effective actions.

To promote alignment with evolving regulatory and programmatic priorities, Medline plans to conduct a global sustainability materiality assessments every three years.<sup>4</sup> These assessments evaluate the relevance and impact of sustainability topics across our global value chain, guided by leading sustainability frameworks and stakeholder input. Our most recent global assessment was completed in 2022, and the next is planned for 2025.


In 2024, we also conducted a double materiality assessment for Medline’s legal entity, Medline International B.V. (MIBV)<sup>5</sup>, in preparation for the Corporate Sustainability Reporting Directive (CSRD). This was done to prepare for Medline’s first Sustainability Statement and was aligned with the European Sustainability Reporting Standards (ESRS).

- The assessment evaluated:
- The impact of MIBV’s operations on the environment and society
  - The financial implications of sustainability-related risks and opportunities for the business

The assessment included a comprehensive mapping of MIBV’s full value chain and was supported by cross-functional teams from Compliance, Legal and Finance. It applied a risk-based approach consistent with Medline’s broader enterprise risk management practices.

Medline takes a structured and proactive approach to understanding and addressing key sustainability issues across its global operations. Through regular global and entity-specific materiality assessments, we ensure alignment with regulatory developments and stakeholder expectations. These efforts help shape a focused sustainability strategy that integrates risk management, regulatory compliance, and long-term value creation for both the business and broader society.

Medline’s material topics\*




Robust governance

Business ethics

Data privacy and security

Ethical sourcing



Climate resilience and environmental action


Air emissions

Climate-related risk

GHG emissions

Waste management

Water and wastewater



Responsible products

Product labeling and marketing

Product safety

Sustainable products, programs and packaging



People and communities

Belonging

Employee engagement

Employee health and safety

Healthcare access and affordability

Supplier inclusion

\*These are not listed in order of priority

<sup>4</sup> In this report, the term “materiality” refers to sustainability materiality as defined by global ESG frameworks, including the concept of double materiality under the EU Corporate Sustainability Reporting Directive (CSRD). This differs from the definition of materiality used in U.S. securities law, disclosures to the U.S. Securities and Exchange Commission (SEC), and similar laws in other jurisdictions. Matters deemed material for purposes of this report and for purposes of determining our sustainability strategies may not be considered material for other purposes, including SEC or other reporting.

<sup>5</sup>MIBV is the parent entity for a portion of Medline’s global organization, including our operations in Europe, Japan, Australia and some additional emerging markets in Asia.



# Robust governance

At Medline, we are continually working to strengthen the systems and standards that guide how we operate. We believe that integrity, transparency and accountability are essential to building a business that delivers long-term value for our customers and fosters a culture of responsibility.

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Robust governance



Success at Medline is built on a strong foundation of integrity and excellence. Our dedication to these principles influences and informs our operations.

We believe that effective governance is built on accessible, objective policies and clear behavior expectations that are applied consistently throughout the organization.

Priority topics

**Business ethics:** We seek to do what’s right, not just what’s required.

**Ethical sourcing:** We strive to uphold and respect human rights throughout our supply chain.

**Data privacy and security:** We take thoughtful steps to safeguard personally identifiable information throughout its entire life cycle.

Key performance indicators

- Conducted training on human rights and anti-bribery & anti-corruption
- Four Medline facilities are HITRUST Essentials, one-year (e1) certified in 2024
- 558 ethical sourcing audits conducted by Medline



## Sustainability governance

We’ve strengthened our Sustainability strategy to better reflect our business priorities. By broadening our focus, we actively identify, address and track the risks and opportunities that sustainability brings to our operations.

In 2024, the Medline Office of Ethics and Compliance launched initiatives to develop a formal Enterprise Risk Management (ERM) program. This initiative is led by Medline’s Corporate Compliance and Legal teams and includes sustainability and climate risk as topics they will evaluate. To align with this new process and monitor relevant risks, the Sustainability team intends to establish a Sustainability Risk Committee. Both the ERM system and the Sustainability Risk Committee will be operational in 2025.

### Governance structure

Sustainability governance and accountability are integrated at the highest levels of our organization. With oversight from our Board, the Executive Office and support from the global Sustainability team, we strive to embed our sustainability strategy in key decision-making. We drive progress of our sustainability efforts through transparent reporting and cross-functional collaboration.

#### Board and Executive Office: guidance and oversight

Medline’s Board and Executive Office oversee our global strategy and are the highest decision-making bodies on sustainability issues. The Executive Office members include the Chief Executive Officer, Chief Operating Officer and Chief Financial Officer. Sustainability is a Board agenda item and is discussed at the committee level.

#### Executive Sponsor and global Sustainability team: set and execute on strategy

Medline’s Chief Legal Officer serves as the Executive Sponsor of our sustainability efforts. In this role, they provide strategic oversight and collaborate closely with the global Sustainability team, which is led by the Vice President of Sustainability.

The global Sustainability team sets and drives execution of our strategy across Medline’s operations. This includes monitoring regulatory changes, updating policies and aligning our efforts with third-party standards. The team works cross-functionally to support implementation, promote accountability and coordinate reporting.

#### Sustainability teams: advise and align

The corporate Sustainability team has formed a cross-functional and cross-regional Global Alignment Team (GAT) to enable our global strategy successfully informs our regional sustainability initiatives and can be tailored to each of our global markets. The GAT is made

up of representatives from U.S., Canada, EMEA (Europe, Middle East & Africa), Asia Emerging Markets, Japan, ANZ and LATAM<sup>6</sup>.

### Data governance

We view high-quality, non-financial data as essential to our operations, compliance and reputation. To strengthen how we manage this information, we have invested in new processes, tools and training that support reliable reporting. In 2024, we continued to enhance our data governance infrastructure by:

- Establishing dedicated roles to sustain non-financial data governance across functions
- Designing and enhancing data governance education to clearly define responsibilities for data owners and other critical data roles
- Building processes to promote data integrity
- Enhancing alignment with assurance and control best practices in anticipation of future regulatory reporting

In early 2025, we welcomed our first sustainability controller. This role helps support stronger data ownership across the company.

We aim to continue prioritizing and encouraging strong data ownership throughout the company to further our goal of trusted, complete, reliable and traceable data in our sustainability reporting.



<sup>6</sup> These business segments and scoping are specific to sustainability and differ from those used in Medline’s annual financial statements.



## Ethics and compliance

### Our approach

Medline continuously refines and enforces policies and procedures to uphold ethical conduct across our business and customer interactions. To achieve this, we have implemented the Medline Enterprise Ethics and Compliance Program, which broadly articulates our cultural emphasis on integrity, ethical decision-making and compliance with corporate policies and procedures, applicable laws and other relevant standards. The program covers a wide range of areas relevant to our business, including anti-bribery and anti-corruption, healthcare professional interactions, risk-based due diligence, data privacy and risk management.

Policies on ethical business practices, environmental standards, risk management and workplace safety are supported through regular training and presentations tailored to business roles and responsibilities. Our accountability measures, including third-party audits and an extensive internal policy library, reinforce our compliance and governance standards.

### Anti-bribery and anti-corruption

Medline prohibits bribery in any form across all locations and operations worldwide, regardless of differing business cultures and traditions. Our Anti-Bribery and Anti-Corruption (ABAC) Policy aligns with global regulations, including the U.S. Foreign Corrupt Practices Act (FCPA), the U.K. Bribery Act and other applicable ABAC-related laws, regulations, rules or orders that apply in the locations where we conduct business.

To manage corruption risks, we have implemented:

- Risk-based due diligence on third parties, including agents, distributors and suppliers operating in high-risk markets
- Custom ABAC training for key employees, officers and directors in roles involving higher risk interactions with healthcare providers, government officials or third party intermediaries (TPIs)
- Robust monitoring and reporting mechanisms to detect and help prevent unethical business practices

We have established processes to promptly investigate suspected violations and take appropriate disciplinary actions, including termination and regulatory reporting.

### Code of Conduct & Ethics

The Medline Code of Conduct & Ethics serves as our guide for ethical behavior and decision-making, reminding us that success depends not only on what we do, but also how we do it. It helps us, as a company and as individuals, to make honest, responsible decisions that align with our core values and comply with applicable laws and regulations in the regions where we operate. The Code applies to everyone at Medline, covering our officers, all employees and independent contractors working across our global enterprise, as well as our directors.

We recognize that those who lead others hold a special position of responsibility to set the example of what the Code truly means in practice. We also expect our customers, vendors and other partners to share our commitment to these guiding principles.

### Reporting concerns

As part of our Speak Up culture, Medline's confidential Ethics and Compliance Reporting Line is available for any employee, supplier, or other stakeholder to raise concerns about inappropriate business conduct or unethical behavior. The Reporting Line is managed by an independent third party and is available 24/7 in local languages. We encourage a culture where concerns are raised openly and addressed appropriately. Everyone is expected to play a role in maintaining a transparent and ethical workplace.





Ethical sourcing

Our approach

We choose to work with suppliers who share our dedication to ethical business practices, responsible labor standards, human rights and environmental stewardship.

Our comprehensive Ethical Sourcing Program incorporates international standards and industry best practices, extending to our partners the same high standards we set for ourselves.

Internationally, Medline's Global Sourcing Office implements standards to ensure working conditions in Medline's supply chain are safe, that workers are treated with respect and dignity, and that manufacturers are environmentally responsible.

We focus our resources where they matter most in our supply chain by taking a risk-based approach. Our Program stands on three core elements:

- We establish clear expectations through our Supplier Code of Conduct, pushing for greater transparency and accountability throughout our partners' networks
- Our dedicated ethical sourcing team conducts ongoing risk assessments, social compliance audits and corrective action-planning to verify that suppliers maintain these standards throughout our relationship
- Independent third-party tools and expertise provide additional support, helping our ethical sourcing team identify and address potential risks quickly and effectively

We are continuously evolving our global approach to labor and human rights practices as regulations evolve and customer expectations change. In 2024, we strengthened our supplier due diligence processes to enhance global compliance, aligning with emerging regulations and ethical sourcing standards. We are increasing supply chain transparency using real-time monitoring systems and enhancing data integrity, making our ethical sourcing data more efficient and actionable.

We continue to refine these processes to mitigate compliance risks and uphold accountability across our global operations. Medline plans to enhance our environmental due diligence efforts and launch a new supplier assessment specifically targeted at environmental risk in the future.

Program pillars

Our Ethical Sourcing Program represents a comprehensive approach to responsible supply chain management. Built on 11 foundational pillars, this Program brings our values to life through:

- Clear supplier standards and expectations
- Ongoing monitoring and evaluation of our partnerships
- Forward-thinking risk management strategies
- Regular education and engagement on critical issues including health, safety, labor rights and human rights

Standards that influence our program

We work diligently to prevent human rights violations throughout our operations and supply chain through our Ethical Sourcing Program. Our systems and controls specifically target modern slavery, forced labor and human trafficking. Our Program integrates standards and principles from these key sources:

- The UN Guiding Principles on Business and Human Rights
- The International Labour Organization
- Worldwide Responsible Accredited Production (WRAP)
- Social Accountability International standard SA8000®
- The Organization for Economic Co-operation and Development (OECD) Guidelines for Multinational Enterprises

We outline our approach to human rights protection and risk management in our annual [Modern Slavery and Transparency Statement](#). This document details how we monitor our global operations and supply chain, meeting requirements set by multiple regulations: the California Transparency in Supply Chains Act, the UK Modern Slavery Act, Australia's Commonwealth Modern Slavery Act, and Canada's Fighting Against Forced Labour and Child Labour in Supply Chains Act.



Ethical sourcing *continued*

Traceability within our supply chain

Our global supply chain includes both Medline-owned facilities and partnerships with third-party manufacturers and suppliers who support our ability to deliver high-quality products we are proud to provide to our customers.

Our oversight of Tier 1 suppliers—those who provide raw materials, components or Medline-branded finished goods—includes regular monitoring for compliance with our Supplier Code of Conduct. Through our specialized social audits and assessments, we aim to identify and address potential risks early.

Building a more transparent supply chain means working closely with our suppliers to cascade the principles in our Supplier Code of Conduct upstream. We expect suppliers to raise their standards and improve working conditions, minimize any negative impacts on the environment, and always engage in ethical business practices, taking into account internationally recognized standards..

Our Ethical Sourcing team partners with our global sourcing organization in China to execute this upstream due diligence, with strategic focus on high-risk materials and regions. Our team in China gathers detailed information on upstream suppliers with the goal of creating a traceable supply chain for Medline Brand products and promoting compliance with our Supplier Code of Conduct at every step.

Understanding the risks associated with critical materials

We take a proactive approach to identifying and addressing risks related to critical materials in our supply chain. Our Quality Assurance team screens all Medline Brand suppliers during development and onboarding through processes such as:

- Detailed discussions about raw materials and manufacturing processes
- Comprehensive documentation of product composition
- Assessments and evaluations to identify potential risks

With our global strategic partnerships, we maintain close oversight of conditions that could affect worker safety and well-being. We apply extra vigilance when working with suppliers in:

- Industries where vulnerable workers face higher risks of exploitation, including cotton production, rubber processing, timber harvesting and mineral extraction
- Roles involving physical demands or safety concerns, such as working with potentially hazardous chemicals or operating industrial equipment
- Operations using temporary or contract workers from third-party agencies
- Regions where local labor standards may fall short of our ethical requirements

WRAP Program

Building on our commitment to ethical sourcing, we have integrated our partnership with Worldwide Responsible Accredited Production (WRAP) across our supply chain. In this multi-year initiative, we encourage eligible Tier 1 suppliers in our supply chain to become WRAP certified.

Initially targeting suppliers of Medline-Branded wearables, protective apparel and medical textiles, the WRAP project aims to strengthen and expand our social compliance program by actively monitoring and promoting labor and human rights in our supply chain.

For year end 2024, approximately 30 of our suppliers were WRAP certified.

Our Ethical Sourcing Standards work hand in hand with WRAP's 12 principles for social compliance auditing. These principles align with internationally recognized guidelines from the UN Guiding Principles on Business and Human Rights, the OECD Guidelines for Multinational Enterprises and the International Labour Organization.

WRAP, which will mark its 25th anniversary in 2025, is the world's largest independent social compliance certification program for the textile and apparel industry. Through our continued collaboration with the organization, we have intentions of expanding on the certification protocol to the medical device sector.





## Information security

We consider customer privacy, protecting company assets, and preventing unauthorized access, use or disclosure of our information to be top priorities. We have implemented a comprehensive cybersecurity program, built on the [National Institute of Standards and Technology's Cybersecurity Framework](#) (NIST) and designed to protect customer information and our operations.

We seek to understand and respond to the evolving nature of cyber threats in healthcare, from phishing and ransomware to data breaches and distributed denial-of-service (DDoS) attacks. As threat actors increasingly use generative AI to enhance their campaigns, we have enhanced our defenses, aiming to stay ahead.

Our security approach draws on “defense-in-depth” principles, designed to create multiple protective barriers throughout our IT infrastructure. These measures include identity and access management, vulnerability monitoring, endpoint protection, network segmentation, event tracking and employee training.

While prevention is our focus, our program is designed to allow us to respond swiftly and comprehensively when needed. Our response plans are designed to promote rapid system recovery and help us maintain uninterrupted service to healthcare organizations. To promote a strong defense, we regularly validate our program’s effectiveness through independent audits, assessments and penetration testing.

### Data privacy

We take care to protect the personal data of our employees, customers and partners. Medline approaches cybersecurity with an intention to balance strong privacy protection with innovation.

This framework integrates with privacy laws and regulations worldwide, simplifying the development of consistent privacy standards. We chose this approach because it helps us address privacy requirements and risks.<sup>7</sup>



<sup>7</sup> The NIST Privacy Framework provides a common structure and language that organizations can adapt to align with various legal and regulatory requirements in their jurisdictions.



# Climate resilience and environmental action

We are focused on building a more sustainable future, exploring ways to reduce our environmental impact and supporting our customers in doing the same. Through innovation and evolving environmental practices, we aim to lower our carbon footprint and conserve natural resources. These efforts are designed to extend across our global supply chain, ensuring sustainability is integrated into the future of our operations as well as benefiting our employees, customers and the communities we serve.



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## Climate resilience and environmental action



Climate change significantly impacts both the environment and human health.<sup>8</sup> Medline is meeting this challenge head-on, expanding our renewable energy use, assessing potential climate risks to our business and helping our customers to reduce emissions and waste, while upholding high standards of care for the communities they serve.

### Priority topics

**Climate-related risk:** We plan to regularly evaluate and respond to our climate-related risk.

**Greenhouse gas emissions (GHG):** We value reducing our carbon footprint and helping our customers to do the same<sup>9</sup>.

**Air emissions:** We seek to manage air quality impacts in alignment with local and federal requirements

**Waste management:** We are working toward building policies and programs to reduce the environmental impact associated with waste.

**Water and wastewater management:** We are working toward reducing water consumption and wastewater generation.

### Key performance indicators

- 5,085,303 Absolute CO2e emissions (tCO2e) 2024
- 133,225 Scope 1 GHG emissions (tCO2e)
- 141,256 Scope 2 GHG emissions (tCO2e)
- 4,810,822 Scope 3 GHG emissions (tCO2e)
- Over 1,800 robots to support automation in our facilities
- Reached over 66,000 solar panels globally, including installations in the U.S., EMEA, ANZ and Japan
- 11 ISO 14001 certified facilities globally
- 25 LEED-certified facilities

<sup>8</sup> Lancet Countdown Volume 404, Issue 10465 (2024). Health and climate change: facing record-breaking threats from delayed action. ([https://www.thelancet.com/journals/lancet/article/PIIS0140-6736\(24\)01822-1/abstract](https://www.thelancet.com/journals/lancet/article/PIIS0140-6736(24)01822-1/abstract))

<sup>9</sup> Another common term for greenhouse gas emissions (GHG) are carbon emissions and the activity of an organization can be referred to as the carbon footprint, GHG inventory or carbon inventory.

Emissions management

Climate risk mitigation

At Medline, we understand the growing impacts of climate change on our customers, patients and communities. We also understand that climate change could impact our operations as well as other aspects of our business. That’s why we’re focused on building a resilient, future-oriented organization that can proactively address these challenges.

To deepen our understanding of climate-related risks and opportunities, we partnered with a third party to conduct our first annual climate risk assessment. Guided by the Task Force on Climate-related Financial Disclosures (TCFD) and using qualitative scenario analysis, we identified key climate risks and opportunities, which were presented to Medline leadership in early 2025 to inform long-term planning.

This assessment provided a framework for consistent evaluation and equipped us with a necessary tool as we establish a formal decarbonization strategy. Going forward, we plan to conduct a physical climate risk assessment annually and will develop climate risk management procedures in alignment with our Enterprise Risk Management framework. This will enable us to take concrete steps to address identified risks and capitalize on opportunities.

Emissions management

In 2023, we created our first global GHG inventory across all scopes, which taught us valuable lessons about the activities we need to quantify and the limitations of our data. In 2024, we applied those lessons to improve our data collection processes and invest in additional resources.<sup>10</sup>

With a clearer understanding of how our operations contribute to climate change, and insights from our climate risk assessment, we now have the information we need to develop more targeted decarbonization plans that prioritize both risk and impact.

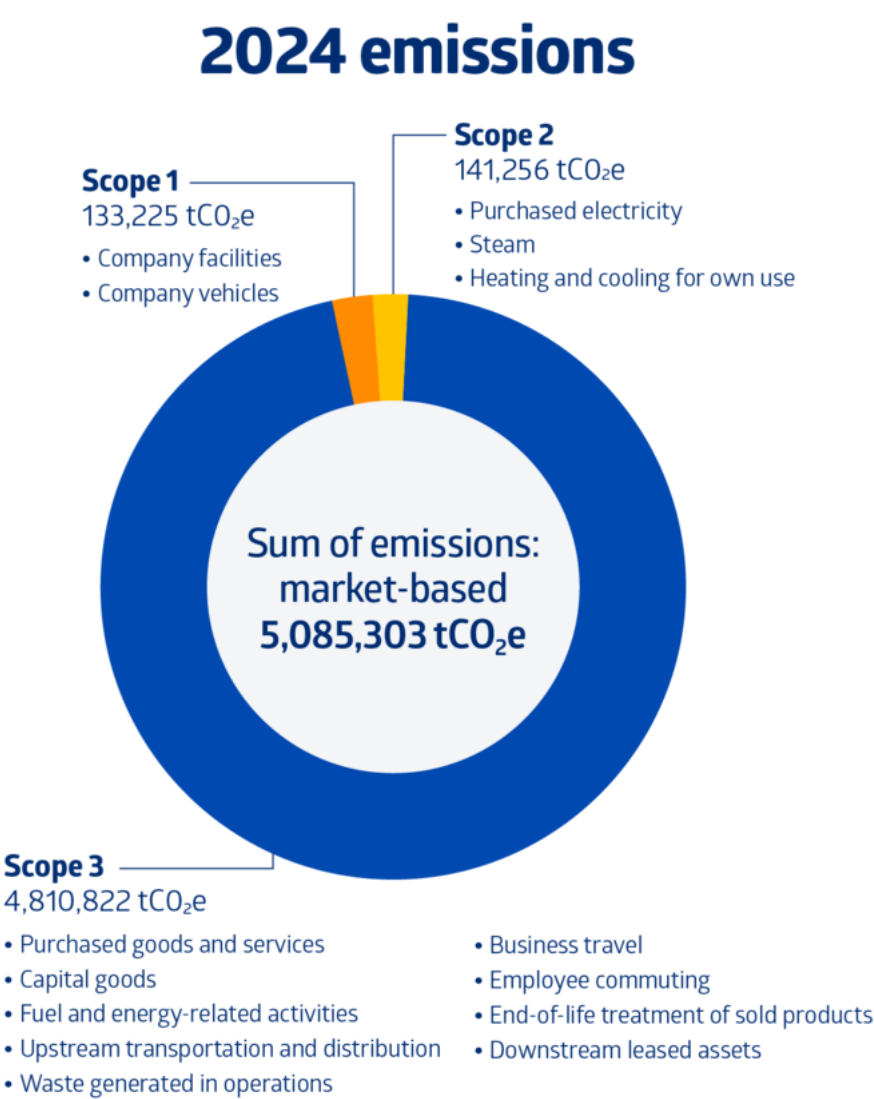
We continue to prioritize Scope 1 and 2 emissions, even though Scope 3 represents a larger share of our footprint. As we implement decarbonization strategies in our own operations, we will apply those learnings to key Scope 3 categories.

Our primary Scope 3 drivers include:

- Purchased goods and services
- End-of-life treatment of sold products
- Transportation and distribution

As we continue to build our data and expertise, we improve the precision of our measurements and aim to make more informed, impactful decisions on our path to decarbonization.<sup>11</sup>

Scope	Market - based emissions (tCO2e)	Percent of market-based emissions (tCO2e) <sup>2</sup>
Scope 1	133,225	2.62 %
Scope 2	141,256	2.78 %
Scope 3 <sup>12</sup>	4,810,822	94.60 %
3.1 Purchased goods and services	3,139,075	61.73 %
3.2 Capital goods	66,004	1.30 %
3.3 Fuel and energy related activities	63,343	1.25 %
3.4 Upstream transportation & distribution	453,767	8.92 %
3.5 Waste generated in operations	10,601	0.21 %
3.6 Business travel	82,013	1.61 %
3.7 Employee commuting	76,975	1.51 %
3.12 End-of-life treatment of sold products	917,680	18.05 %
3.13 Downstream leased assets	1,365	0.03 %
Grand Total	5,085,303	100.00 %



<sup>10</sup> Medline’s GHG calculation methodology was updated in 2024.

<sup>11</sup> We did not include reporting on categories 3.10, 3.11, 3.14 and 3.15 as they were deemed not relevant during Scope 3 screening. Category 3.8 is reported in Scope 1 and 2. For category 3.9, while we did collect enough information to determine there is significant activity in this category, we could not report this year due to lack of visibility in downstream data.

<sup>12</sup> We recategorized some of the data that was in category 3.1: Purchased Goods and Services last year and moved it to 3.4. The reason for this was we felt there was better alignment to that category based on the guidance from the GHG Protocol.



## Supply chain resiliency

Medline's supply chain is agile and resilient, and we continue to strengthen it. As we improve how we deliver products, we're also working to reduce our environmental impact, because efficiency and emissions reduction go hand in hand.

Our U.S. network includes 45 distribution centers covering 26 million+ square feet of warehouse space. We have taken steps to leverage advanced analytics to monitor inventory health, anticipate demand and move products where they're needed most in the future. We also continue to invest in automation across our operations. With over 1,800 robots to support our work in 15+ facilities, we've implemented automation to increase warehouse efficiency.

Another way we improve efficiency is by managing our own transportation network through our MedTrans fleet in the U.S. This gives us the flexibility to optimize routes and fuel usage and reduce empty miles. We've also started electrifying our MedTrans fleet, taking a key step toward lowering transportation-related emissions while maintaining the reliability our customers count on.

As a proud partner in the EPA SmartWay® program, we benchmark and track our freight emissions performance. These tools and processes help us reduce waste, avoid overstock and improve delivery speed, while cutting emissions tied to transportation.

"Providing products, services and solutions to our customers day-in and day-out is absolutely critical, but it's also table stakes. We wouldn't be successful if we didn't consistently do that. Where Medline truly differentiates ourselves and provides extraordinary value to our customers and the patients they serve is during times of disruption. Whether it's a natural disaster, a supplier outage, geopolitical disruption or even a pandemic, Medline is prepared. We've built a resilient supply chain, backed by significant investment and thoughtful planning. This strength is powered by the culture, commitment and grit of our team members around the world. Thanks to their dedication, we consistently deliver on our promises to customers, no matter the environment."

– Steve Miller, Chief Operating Officer, Medline Industries, LP



## HIRC Resiliency Badge

Medline was awarded the Diamond-level HIRC Resiliency Badge in recognition of the end-to-end resiliency of our supply chain. We also achieved this award for manufacturing as a healthcare product supplier. Factors considered in badge evaluations include demand planning, inventory management, logistics, supply chain visibility, supplier management, risk management, and contingency and operational health. This robust assessment included a review of Medline's key performance indicators, policies and procedures, survey responses and interview insights.

Medline has made investments through its Healthcare Resilience Initiative, including new distribution centers, manufacturing capabilities and information technology upgrades to support the long-term supply chain needs of healthcare providers





## Supply chain resiliency *continued*



## Driving change—Medline's Tote-Cart Initiative

Medline's Tote-Cart Initiative is a program designed to optimize logistics while delivering measurable sustainability benefits. By focusing on full pallet and cart utilization, the initiative reduces the number of reusable totes and carts handled daily. This not only streamlines operations within Medline's warehouses but also minimizes the manual handling required by customer Periodic Automatic Replenishment (PAR) techs. The result is a smoother, safer and more efficient supply chain that benefits all stakeholders.

A core focus of the initiative is reducing transportation-related emissions, a major contributor to environmental impact. By consolidating shipments and eliminating underutilized totes and carts, Medline reduces the number of trailers on the road. Fewer trips mean less diesel fuel consumption and lower GHG emissions. The program also targets low-volume ship days and eliminates unnecessary delivery routes, with the goal of helping Medline and its customers shrink their carbon footprint while maintaining service reliability.

Operational improvements further support emissions reduction by maximizing efficiency at every step. Medline uses smarter picking strategies, such as slotting SKUs to avoid splitting orders and simplifying sort codes to build fuller carts. Customers contribute by adjusting order timing and quantities, which helps reduce the frequency of small, inefficient shipments. These changes allow each tote and cart to be used at its fullest, reducing waste and minimizing the environmental cost of each delivery.

Ultimately, the Tote-Cart Initiative is a win for Medline, our customers and the environment. It seeks to reduce errors, improve safety for our employees and enhance customer satisfaction, all while advancing sustainability through meaningful emissions management. As the program evolves, it continues to demonstrate how thoughtful logistics planning can drive both operational excellence and environmental responsibility.



## Energy management

### Our solar energy portfolio

Medline seeks to expand the use of solar energy across our global operations. Our renewable energy portfolio now includes over 66,000 solar panels worldwide, including installations in the U.S., EMEA, ANZ and Japan. These installations generate over 16.1 million kilowatt-hours (kWh) of renewable energy annually. This growing solar infrastructure not only enhances the sustainability of our operations but also strengthens our resilience in the face of energy challenges

Our 2024 highlights include:

- Continued a second phase installation of solar at Rialto, California in 2024, adding about 2,800 solar panels to the site.
- Generating over one million kWh in renewable energy each at EMEA and Japan installations

Commissioning of future solar projects at sites in Grayslake, Illinois and Perryville, Maryland will take place in future years

### Energy management and use

We continue to expand our renewable energy footprint and seek to drive energy efficiency across our operations. We are LEED certified, or are pending certification, at more than 25 of our North American distribution centers.

LEED (Leadership in Energy and Environmental Design) is a globally recognized certification developed by the U.S. Green Building Council. It sets the standard for sustainable building design, evaluating performance in areas like energy and water efficiency, indoor air quality and use of sustainable materials.

By building to LEED standards, we reduce energy and water use, cut operating costs and create healthier environments for our employees and communities.

In 2024, Medline Canada acquired a new distribution center in Rocky View, Alberta, designed to meet LEED certification requirements. While the certification is pending, it demonstrates our progress toward responsible growth and environmental stewardship.



53,896

Solar panels installed in the U.S.

Over 16.1M kWh

Renewable energy generated from global solar installations in 2024



## Environmental management

### Our approach

We are in the early stages of a broader effort to reduce the environmental footprint of our operations—focusing on air emissions, water use and waste. While this work is still evolving, we are taking meaningful first steps to identify where we can improve, pilot new approaches and begin building the systems needed to scale progress over time.

### Air emissions

We recognize the critical importance of managing air pollution to protect both the environment and human health. Where we already have substantial assets in use, like the operation of our MedTrans fleet, we continue to explore innovative technologies to reduce emissions.

### Water and wastewater management

Along with clean air, water is an essential component for good health. We plan to explore opportunities to reduce water consumption and wastewater generation throughout our operations.

### Waste management

We acknowledge the vital importance of waste management in environmental stewardship and prioritize it when considering operational enhancements. With up to 25% of the 14,000 tons of waste generated daily by hospitals being plastic<sup>13</sup>, primarily from single-use products, our reprocessing solutions address the waste that typically ends up in landfills. In our efforts to prioritize responsible materials management, we have implemented initiatives to minimize the waste generated by our operations and have re-evaluated traditional disposal methods in favor of projects that better align with the principles of the circular economy.

Mindful of our customers' waste reduction ambitions, we have continued to offer instrument and device reprocessing. Instrument reprocessing offers an eco-friendly solution to recover premium surgical instruments from the waste stream, thereby lowering regulated medical waste costs. Device reprocessing further reduces hospital waste by reclaiming medical devices for safe reuse.

You can learn more about our programs and initiatives to reduce waste in the [Responsible products](#) section of this report.

## Zero waste in Lithia Springs

Our manufacturing site in Lithia Springs, Georgia has taken transformative steps in its sustainability journey. Initially, all waste streams were managed using gaylord boxes and wooden pallets, and these containers held everything from good products to scrap and floor waste. Recognizing the need for a more efficient system, we focused on tracking and separating waste streams to facilitate recycling.

Medline's team in Lithia Springs decided to tackle the waste issue and set out to achieve the Underwriters Laboratories (UL) Solutions Zero Waste Certification. We completed our UL audit in spring 2025 and achieved Gold certification, diverting over 96% of our waste, from the landfill.

The remainder of 2025 will focus on refining our existing processes. In future years, we plan to submit for approval of a diaper waste recycling system to reclaim pulp fluff and super absorbent polymer (SAP) from scrap products, aiming for Platinum level certification from UL.



<sup>13</sup> Plastic Pollution Coalition (2025). Excessive Plastic in Healthcare: The Growing Crisis. (<https://www.plasticpollutioncoalition.org/blog/2025/2/20/excessive-plastic-in-healthcare-the-growing-crisis>)



# Responsible products

We are dedicated to delivering high-quality products that meet rigorous safety and regulatory standards. Our labeling and marketing practices align with applicable regulations and requirements to prioritize accuracy and transparency. Where possible, we’re working to improve product circularity, minimize waste and advance responsible sourcing and packaging as a part of our broader efforts to reduce environmental impact.



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## Responsible products



We aim to develop innovative solutions to address our customers' clinical needs and enhance healthcare outcomes. This focus on innovation influences every area of our business, including our commitment to providing high-quality, safe and sustainable healthcare products and solutions.

### Priority topics

**Product safety:** We minimize health and safety risks of products.

**Product labeling and marketing:** We aim to be transparent, accurate and comprehensive in our marketing statements, advertising and labeling of products and services.

**Sustainable products, programs and packaging:** Our sustainable products, programs and packaging initiatives mitigate the impact our products and packaging have on the environment.

### Key performance indicators

- Medline's SmartBoX™ technology reduces unnecessary glove waste by 38%
- Reached four third-party verified LCAs
- Introduced six new Renewal product families
- Reprocessed more than 2,200,000 medical devices through Medline ReNewal program's own facilities



Product safety, labeling and marketing

At Medline, our commitment to quality is foundational to everything we do. Our Corporate Quality function integrates four key disciplines: Quality Assurance, Quality Control, Regulatory Affairs, and Research & Development (R&D). These disciplines drive alignment to standards of safety, performance and compliance.

- **Quality Assurance:** Seeks to ensure that Medline products meet or exceed all relevant requirements and standards, including stringent product quality controls.
- **Quality Control:** Provides the final check before distribution to confirm our design and validation processes have yielded products that meet our customers’ needs.
- **Regulatory Affairs:** Aligns with the compliance of complex requirements set by the FDA, ISO and other regulatory bodies worldwide.
- **Research & Development:** We design quality products by using design engineering, verification and validation testing.

Our teams consist of qualified and experienced professionals working together to uphold our quality standards and to continuously improve them. They are supported by technicians, inspectors, coordinators and administrative personnel who implement and maintain our quality processes.

Our core quality certifications include the following internationally recognized programs or standards:

- Medical Device Single Audit Program (MDSAP), a set of quality system requirements recognized by the U.S. FDA, Health Canada, the Australian TGA, the Brazilian Health Regulatory Authority (ANVISA), and the Japanese Pharmaceuticals and Medical Device Agency (PMDA). To achieve this certification, medical device companies must undergo stringent audits on an annual basis that are conducted by independent notified body audit firms
- ISO 13485, which outlines the requirements for a Quality Management System (QMS) specifically for medical device manufacturers
- EU Quality Assurance Certificate which demonstrates the ability of a quality system to meet European MDR Quality Systems (EU MDR) Regulation (EU 2017/745, Annex I Part A)

We also participate in key industry working groups that are designed to improve product quality and regulatory compliance across our industry.

Product labeling and marketing

Maintaining transparency and compliance in how we communicate about our products is a key component of our quality and regulatory processes. Medline’s procedures and guidelines governing the labeling, advertising and promotion of our products and services are developed in accordance with all applicable laws, standards and industry best practices.

Additionally, we seek to add new environmentally friendly attributes to our products, providing our customers more options to reduce their environmental footprint.

Post-market surveillance program

Our post-market surveillance program seeks to ensure that our products remain safe, effective and perform as intended. Product concerns are reported to the relevant regulatory bodies and addressed according to stringent procedures. If recalls are necessary, we follow defined processes for notifying the appropriate stakeholders, implementing risk reduction measures and maintaining transparency with regulators.





Product innovation

At Medline, we approach the innovation of our products to not only meet the needs of patients and clinicians, but to also support broader ambitions around sustainability, inclusivity and performance. We aim to design solutions that are effective, accessible and environmentally responsible; whether through packaging improvements or life cycle assessments, our efforts are reducing waste, enhancing transparency and strengthening the long-term impact of the products we deliver.



**SmartBoX™ gloves**  
Medline’s SmartBoX is a sustainable glove packaging innovation that reduces glove waste by 38% with its unique design, which minimizes unnecessary glove contact and improves dispensing efficiency. This reduction helps healthcare facilities lower their environmental impact while maintaining high standards of hygiene and infection control.



**OptiView® Transparent Dressing**  
In the last year, we introduced new products aimed at improving patient safety and comfort, while minimizing waste. One such innovation is the OptiView Transparent Dressing, a first-of-its-kind clear wound dressing that uses a gel center to redistribute pressure and draw heat away from the skin. Its design extends wear time and minimizes the need for frequent dressing changes, thereby lowering the amount of medical dressing disposal. Its efficient use improves patient care by allowing continuous skin monitoring without removal. The product was honored as one of the top 20 innovations at the Chicago Innovation Awards.



**FitRight CONNECT™ Wetness Sensing System**  
Our FitRight CONNECT Wetness Sensing System uses sensor probes in adult briefs to track real-time voiding patterns, including when a wetness event occurs, how long the brief remains wet, and when a clean brief is applied. This data helps caregivers respond faster, reducing the risk of incontinence-associated dermatitis and improving patient comfort and safety.

By preventing prolonged exposure to moisture and reducing unnecessary changes, the system also helps reduce the need to more frequently dispose of product.

Life Cycle Assessments

"Life Cycle Assessments enable us to provide our customers with credible data to support environmentally responsible product selection from our portfolio. This reflects our ongoing commitment to transparency and continuous improvement in sustainability."

- Oliver Watts, Director of Sustainability, Medline Europe, Middle East and Africa

In 2024, Medline Europe expanded its Life Cycle Assessment (LCA) program to cover the entire surgical gloves portfolio, along with selected exam glove products. Building on the successful completion of LCAs for drapes and gowns in 2023, this expansion marks another significant step forward in advancing our regional sustainability strategy.

These assessments have provided options for our customers to select products from our portfolio with lower environmental impact for their intended use, aligning with our shared sustainability goals. These assessments adhered to internationally recognized ISO standards and were independently verified by third parties, ensuring credibility and transparency.

- This data-driven approach enables Medline Europe to:
- Identify environmental hotspots in our products and consider addressing them through targeted product development
  - Evaluate supply chain options with sustainability in mind
  - Support customers with environmental data to aid in monitoring and reporting their Scope 3 emissions
  - Explore end-of-life options for our products to reduce environmental impact

Insights from these assessments can also be leveraged across other divisions to inform product innovation. Medline Europe remains dedicated to deepening our understanding of the environmental impact of our products. We will continue to invest in LCAs and sustainability initiatives to support the healthcare sector and our customers in achieving their environmental objectives.



## Responsible packaging



Packaging plays a critical role in both product protection and environmental performance. Across our operations, we are exploring ways to reduce material use, eliminate unnecessary waste and improve how our products are packed and shipped.

In 2024, Medline implemented a pilot at our CO2 facility with Ranpak, a global leader in sustainable packaging solutions, that specializes in 100% paper-based materials designed to replace plastic in protective packaging. Ranpak's technology helps businesses reduce waste, lower costs and enhance the unboxing experience.

Medline has adopted Ranpak's sustainable packaging technology as part of our broader commitment to operational efficiency and environmental responsibility. By integrating Ranpak's automated paper-based systems, these facilities have significantly reduced their reliance on plastic packaging materials. This shift not only supports Medline's sustainability initiatives but also enhances packing speed and product protection.

In 2024, by transitioning away from plastic air pillows in our standard mixed supply boxes, we've helped eliminate plastic from customer shipments. Additionally, we've improved how we use space in shipping. Our warehouse management system (WMS) allows us to match box sizes more closely to the actual size of each order. Ranpak then adjusts the packaging to fit that cube, with a small tolerance, helping us reduce excess volume and ship more efficiently. Medline will be launching a second pilot with Ranpak at our Montgomery, NY facility in 2025.

While efforts vary by region, we are learning from local success stories that demonstrate what's possible—reducing paper and plastic, optimizing pack sizes, and designing smarter packaging systems that support both sustainability and operational efficiency.

Additional efforts around packaging at Medline include:

- Active customer education on packaging in Japan has informed outer packaging design. As a result, only one percent of products now require reboxing and smaller products are now packaged in padded envelopes instead of large boxes. The latter reduced the amount of paper needed to cushion small items by about 91 kg between February and October 2024. Using smaller boxes has also decreased the space required for transport.

As we continue to evolve, Medline seeks to advance sustainable packaging practices across the organization. We continue to invest in innovative technologies, collaborate with local partners and empower our teams to identify new opportunities for improvement. By scaling successful initiatives and embracing a culture of continuous learning, we aim to further reduce our environmental footprint while enhancing the efficiency and resilience of our supply chain.



## Responsible programs

Medline listens to healthcare providers to better understand their operational challenges and support their sustainability goals. Our sustainable programs are purpose-built to align with customer needs, creating efficiencies across the supply chain, reducing waste and lowering costs. At the same time, we consider ways to minimize environmental impact to support a healthier planet. By integrating sustainability in our products and programs, where possible, we aim to help our partners achieve both clinical and environmental progress.

### PrefConnect™

Surgical supplies represent nearly one-third of a hospital's supply expenses, yet up to 40% of items pulled for procedures go unused<sup>14</sup>—driving unnecessary waste and inefficiencies.

To address this, Medline acquired PrefConnect, a cloud-based surgical preference card management and supply analytics platform designed to reduce waste and optimize surgical inventory. PrefConnect uses a proprietary algorithm to track real-time supply usage during procedures, offering actionable insights into which items are consistently used, underused or unused. It recommends adjustments such as removing excess items, increasing frequently used ones, or shifting supplies from “open” to “hold”



status, assisting surgical teams to have the items they need when they need them.

By reducing excess inventory and minimizing unused supplies, PrefConnect helps hospitals cut waste, lower costs and improve operational efficiency which is especially valuable for facilities performing thousands of surgeries each year.

Looking ahead to 2025, Medline seeks to enhance our platform to deliver deeper analytics, broader visibility and smarter recommendations—empowering surgical teams to make even more informed, more sustainable decisions that support both patient care and environmental responsibility.



### Single-use instrument recycling

Our instrument recycling program offers customers a more sustainable alternative for disposing of single-use surgical instruments like forceps and scissors. Medline's Centurion Program seeks to reduce regulated medical waste and associated disposal costs. Through the program, these instruments are collected and reprocessed, diverting their waste from landfills. With over 420,000 instruments reprocessed in FY24, this initiative not only supports environmental responsibility but also helps healthcare facilities lower operational expenses and meet their sustainability goals.



<sup>14</sup> Plastic and Reconstructive Surgery Global Open (2024). Interventions to Reduce Surgical Waste Burden: A Systematic Review. ([https://journals.lww.com/prsgo/fulltext/2024/08000/interventions\\_to\\_reduce\\_surgical\\_waste\\_burden\\_\\_a.61.aspx](https://journals.lww.com/prsgo/fulltext/2024/08000/interventions_to_reduce_surgical_waste_burden__a.61.aspx)) and National Library of Medicine (2025). Incentivizing environmental sustainability for surgical healthcare at a systems level. (<https://pmc.ncbi.nlm.nih.gov/articles/PMC11749378/>)



Responsible programs *continued*

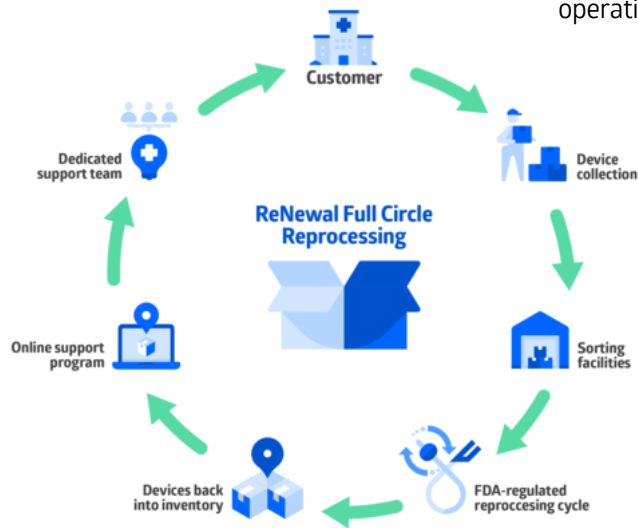
ReNewal

Medline’s ReNewal program is a cornerstone of our deep interest in helping healthcare providers advance their sustainability goals. By reprocessing high-value single-use medical devices, ReNewal seeks to extend the life of critical equipment and enable hospitals and health systems to reduce waste, all while maintaining the highest standards of safety and quality.

We recognize that healthcare organizations are under increasing pressure to reduce their environmental impact, and ReNewal can be a powerful tool in that journey. In 2024, the team reprocessed more than 2,200,000 medical devices through the program’s own facilities, suggesting that more providers are embracing circular solutions to reduce waste and lower their carbon footprint.

ReNewal’s device reprocessing work is not just a service, it’s a strategic priority for Medline. We are deeply invested in expanding its reach and impact. In 2024, we introduced six new product families, each with FDA 510(k) clearance, to give our customers even more opportunities to reduce waste across a broader range of clinical areas. This expansion reflects our commitment to innovation and to meeting the evolving sustainability needs of our partners. This includes high savings value items found in the electrophysiology lab such as recording and diagnostic catheters and cutting and coagulation devices.

By integrating ReNewal into their supply chains, our customers can manage waste through reprocessing. More importantly, they gain a trusted partner in their sustainability journey, one that is actively working on solutions that deliver environmental and operational value.





# People and communities

Medline strives to make a meaningful impact on our employees and the communities we serve. We uphold the highest standards of workplace health and safety, foster employee growth and connection, and champion belonging across the organization. Through our corporate giving and volunteerism efforts, we also work to advance health equity in the communities we serve—locally and globally.

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## Our people



At Medline, we believe that creating healthier communities starts with empowering our people. We are committed to fostering a workplace where every employee feels safe, valued and a sense of belonging. Through rigorous health and safety standards, meaningful development opportunities, and a culture of belonging, we support our teams in reaching their full potential.

This commitment extends beyond our walls. We invest in the communities where we live and work, with a focus on advancing and expanding access to care for vulnerable populations. By addressing social determinants of health, supporting local partnerships and engaging employees in service, we help build stronger, more resilient communities.

We are proud to cultivate an environment where inclusivity, safety and engagement are not just priorities, they are the foundation of how we work and how we lead positive change.

### Priority topics

**Employee health and safety:** We prioritize the safety and health of our employees and their workplace environment.

**Employee engagement:** Our employees are the key to Medline's success, and it is our responsibility to cultivate a great place to work.

**Belonging:** Our aim is to create a culture where everyone feels seen for their contributions, supported in their work and development, connected with their teammates and proud to work for Medline.

**Community engagement:** Our charitable giving and volunteer efforts are rooted in the communities where our employees live and work.

**Healthcare access and affordability:** We strive to be positive stewards in our communities by expanding access to care, supporting initiatives that improve healthcare availability.

**Supplier inclusion:** We are building a supplier network that reflects the diversity of our communities and we believe this can create meaningful market opportunities..

### Key performance indicators

- Conducted prevention training on discrimination and harassment
- 83% of the total workforce participated in 2024 Employee Engagement Survey
- In the U.S., approximately 7,200 volunteer hours logged in support of more than 70 charities
- Scored 100 on the Human Rights Campaign's Corporate Equality Index



## Employee health and safety

Safety is a core value at Medline. We work to protect the safety of our employees and customers, as well as the healthcare workers and communities we serve, using guidance from our Code of Safety. We have an expert Environmental Health and Safety team that develops and implements our safety policies and procedures. Medline values safety and employee input across its facilities, as is demonstrated by the implementation of safety committees across our U.S. distribution network. We seek to meet local requirements wherever we operate.

This approach helps us to:

- Create safe, healthy environments both on and off our properties
- Stay ahead of compliance requirements while meeting company standards
- Guide internal facility audits and safety program reviews
- Give our teams the right knowledge and tools to work safely and successfully

- Build safety as a value into our culture, reinforcing that every incident is preventable

We believe safety works best when everyone is involved. Our employees play a vital role in identifying potential environmental and health hazards, while our leadership team reiterates why safety is fundamental to our company values.

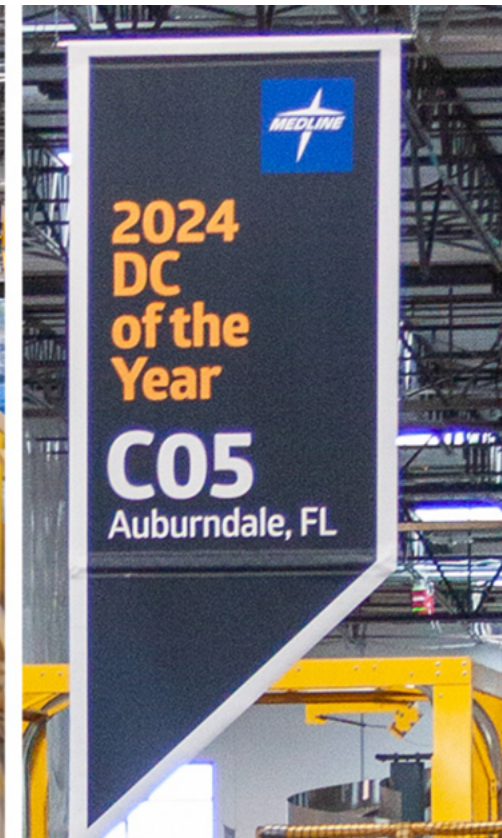
During 2024, Medline Operations, in partnership with the Environmental, Health and Safety (EHS) team, developed and introduced a hazard identification and elimination program that was deployed to all U.S. distribution centers in early 2025. Through this program, employees were taught how to identify hazards in the workplace. They were encouraged to report hazards to site leaders in order to take quick action and resolution.

Across all our locations, we foster a culture where safety is everyone's responsibility. We empower teams to speak up, take action and continuously improve our practices—because protecting people and communities is not just a policy, it's a shared commitment.

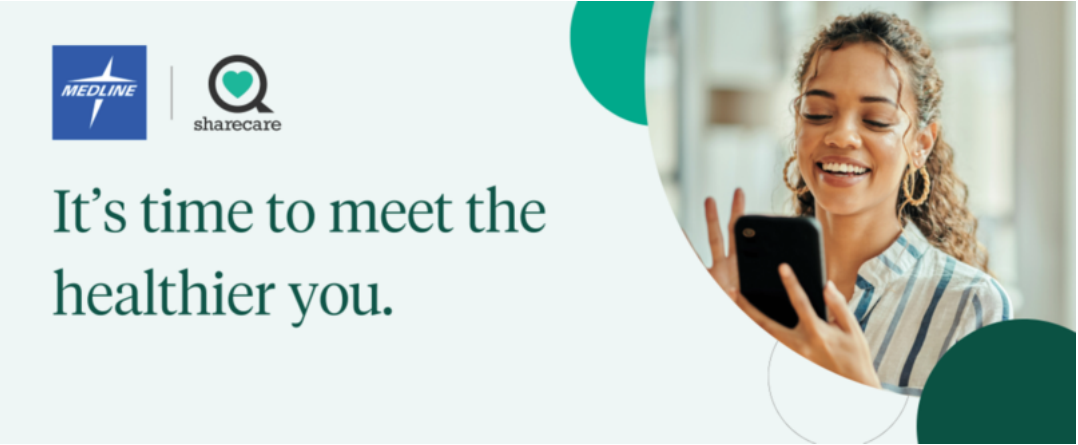
Our U.S. distribution and U.S. and Mexico manufacturing locations continue to participate in the annual S.A.F.E. and Golden Cone programs respectively. Through these programs each facility fulfills specific criteria and activities that focus on employee safety. The facility with the highest points are awarded the program winners.

“At Medline safety is a core value, it's part of how we operate. Our safety culture is built on total employee engagement—we set clear expectations and deliver as a team.”

-Jasper Titus, VP, Quality Operations, Medline Industries, LP



## Employee well-being and mental health



We understand that our people create the greatest impact when they feel supported personally, mentally and emotionally. That’s why we take a thoughtful, holistic approach to employee well-being. From mental health resources to physical wellness programs, we design our benefits to reflect the diverse needs of our global workforce.

Across our global operations, we take a flexible, holistic approach to well-being, tailoring offerings by country and region while maintaining the same goal: to promote employee access to the right support at the right time. We continue to invest in resources, such as mental health services and other, that help our people thrive both inside and outside of work.

Our Employee Assistance Programs (EAPs) are an important part of this work. We provide 24/7 support through our EAPs and employee support programs across all regions. These programs offer free, confidential counseling whenever our employees need it, as well as access to specialist doctors (both for employees and their families) and to virtual wellness sessions. In the U.S. and Europe, employees and their families can access ComPsych Guidance Resources anytime. This free service provides guidance on everything from emotional well-being to financial planning. U.S. employees also have access to Headspace, which provides round-the-clock coaching, self-care tools and virtual therapy.

In 2024, we introduced Sharecare for our U.S. employees—a comprehensive platform that helps users understand their daily habits and make choices that support a longer, healthier life. The platform offers personalized tools and resources designed around an individual’s unique needs.

Medline's implemented additional mental health and well-being initiatives internationally:

- During the year, our Mexico operations launched a Mental Health Ambassadors Group, and hosted several webinars and workshops on mental health, mindfulness and meditation. These services also apply to our Panama operations..
- In Canada, we hosted mental health and wellness clinics across our operations, while new leaders completed the Leadership for Performance Certification training. This included a module dedicated to mental well-being, which equipped leaders to take personal responsibility, set healthy boundaries, navigate difficult conversations and provide meaningful support.
- We also continued key initiatives in 2024, including Medline Canada’s Annual Wellness Day. Our Mental Health Practitioner benefit, Employee Hardship Program and Long-term Disability Program remain important sources of financial support for our team members.
- Medline Europe introduced a new sport-based well-being program at its office in Voisins (France) during 2024. This program offers employees the chance to try out dancing, yoga and boxing as a means of staying both physically and mentally healthy.



## Attracting and retaining talent

At Medline, we believe that empowering our people is essential to driving innovation and delivering on our mission. Our culture gives employees the freedom to act, solve problems and lead meaningful change, an approach that continues to attract versatile, high-performing talent and reinforces our reputation as an employer of choice.

We're deeply focused on helping our people grow. Across our global operations, we invest in clear career paths, global mobility opportunities and personalized development plans. These efforts are part of a broader global strategy to create a workplace where people feel valued, supported and empowered to thrive.

Our team conducted work in 2024 to enable us to introduce salary ranges in all U.S. job listings to promote transparency and equity in early 2025. This gives employees greater clarity into how compensation is structured and how they can grow within the organization.

Additionally, Medline documented its efforts to promote fairness and inclusiveness in the workplace, earning a score of 100 on the 2025 Human Rights Campaign's Corporate Equality

Index. This Index recognizes our inclusive policies and practices for LGBTQ+ employees. We were also named to Forbes' America's Best Large Employers and Becker's Top 150 Places to Work in Healthcare. These recognitions reflect more than just accolades, they affirm our belief that when we invest in our people, we strengthen our business, our communities and the future of healthcare.

Our commitment to continuing education and development for our employees is reflected in regional initiatives around the world:

- In Japan, 204 employees joined training sessions in 2024 to support employee growth and development, including psychological safety training for all directors—reinforcing our focus on inclusive leadership and employee well-being
- In Europe, employees completed over 3,800 hours of learning, excluding in-person health and safety (HSE) training, as part of our ongoing investment in professional development
- In Canada, our talent acquisition team built strong connections with top MBA programs, including Queen's Smith School of Business, York's Schulich School of Business and the University of Toronto's Rotman School of Management—engaging with future leaders in healthcare innovation

These recognitions affirm our belief that, when we invest in our people, we strengthen our business, our communities and the future of healthcare.





## Employee engagement



Employee engagement is essential to Medline’s success. We have built a robust feedback system to capture every voice and make people feel heard.

This includes full employee engagement surveys every other year and life cycle surveys at key career milestones. These tools give us real-time insight into the employee experience and help us identify and address challenges early.

More than just collecting feedback, we act on it—using what we learn to shape programs, policies and practices that reflect what matters most to our people. It’s how we show our teams that their perspectives drive progress and that their experience at Medline truly matters.

In 2024, we conducted our bi-annual Global Employee Engagement Survey. This survey saw a participation rate of 83%.

Through our pulse surveys, we endeavor to understand specific workplace dynamics, to explore relevant issues and to evaluate how well previous initiatives are working. Our lifestyle surveys provide valuable information at pivotal moments in our employees’ careers. By connecting with our teams routinely, we gain useful perspectives on how they experience different stages of their Medline journey.

In 2024, our Operations Leadership team in Canada partnered with their local HR leaders to form an "Operations Tiger Team," which focuses on operations-related initiatives, such as continuous improvement to employee health and safety. Most recently, the team worked on aligning the employee rewards and recognition program (CARESPlus platform) around positive health and safety behaviors. With this, employees who display and promote healthy and safe work practices will receive points in the rewards platform. These points will accrue over time and can be claimed for various rewards available to employees.

### Employee appreciation weeks

We believe that recognition builds stronger teams. When people feel appreciated, they are more engaged, connected and motivated.

That is why we make employee appreciation a global celebration. Our annual Employee Appreciation Weeks (EAWs) bring together employees worldwide to honor their dedication and achievements. In 2024, for the first time, all the EAWs we hosted at our Latin American offices took place simultaneously. This milestone reflects our commitment to fostering a unified culture of recognition across all regions.

These moments do more than mark achievements, they reinforce the sense of unity and shared purpose that defines Medline’s culture. We recognize that our employees are the foundation of our success, and their dedication, innovation and collaboration are essential to advancing our mission. By fostering a culture of appreciation, we not only honor individual contributions, but also cultivate an environment where people feel empowered, valued and inspired to drive meaningful impact—today and into the future.



Belonging

Our culture of belonging strengthens our teams and enhances how we work together to serve our customers. Having a workforce with a variety of perspectives and experiences helps us better understand the needs of the people and communities we support. We’re committed to creating an environment where every employee can grow and contribute to our shared success.

Seen, supported, connected

We believe people perform at their best when they feel they belong—when they are seen for their contributions, supported in their development and connected with their colleagues. At Medline, our number one driver of engagement, and therefore a critical driver of performance, is an employee feeling a sense of belonging. For us, it is a business and cultural imperative. Our leadership team reinforces this by fostering a culture rooted in inclusion, providing access to the tools and resources people need to thrive, and encouraging all perspectives that help drive stronger outcomes for our customers and our business.

**Boosting impact across our company**  
Our Human Resources and Talent Management teams work to create an environment that generates collaboration and results by focusing on three specific factors:

- **Outcomes:** Working with the business to improve employee engagement and enhance the onboarding experience for employees
- **Processes:** We champion equal opportunity and transparency in our talent review processes so employees clearly understand their current standing and the steps needed to grow and advance
- **Coalitions:** Supporting Employee Resource Groups (ERGs), which are open to all employees, and engaging all at Medline to create a healthier, more inclusive workplace for everyone

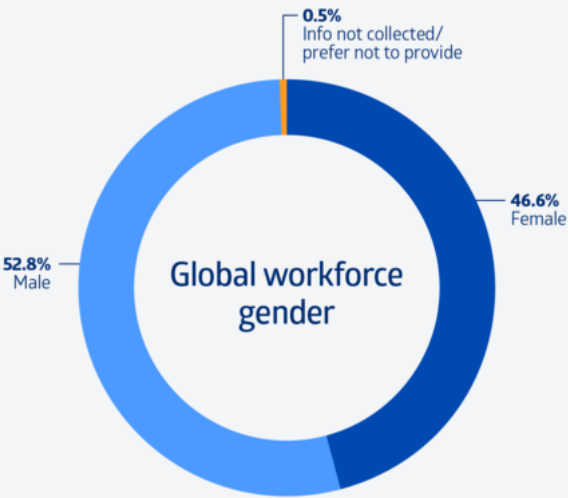
These strategic imperatives are supported by HR and Talent Management practices that span recruitment, professional training and development, and employee engagement initiatives.



Medline by the numbers

**Global workforce gender**  
Medline has historically reported global gender data by utilizing information collected during new employee onboarding and supplementing this data with self-reported gender identity where available. Our report reflects this combination of information.

Global workforce gender <sup>15</sup>	
Female	46.6%
Male	52.8%
Info not collected/ prefer not to provide	0.5%



<sup>15</sup> Medline’s data collection process includes self-identification, which attempts to collect non-binary data. The number of responses in 2024 is currently too low to be visualized in the graph.



Belonging *continued*

Employee Resource Groups

Medline’s employee resource groups (ERGs) continue to strengthen our company culture and workplace by creating spaces for shared experiences, promoting awareness and fostering a supportive environment. Membership is open to everyone, regardless of identity. Aligned with Medline’s mission and values, these groups offer a unique setting for employees across locations to connect, listen to and learn from others with similar or different backgrounds than their own. ERGs help support our culture of belonging by promoting awareness and unity.

Medline’s seven U.S. ERGs are company-sponsored with executive leadership team support and include the Asian Pacific American ERG (APA), the Black Employee Network (BEN), the Disability Awareness & Action Alliance (DAAA), A Latinx Medline Alliance (ALMA), the Medline Veteran Engagement Team (MVET), PRISM (formerly LGBTQ+ ERG) and the Women’s Employee Resource Group (WERG).



Inclusive leadership

Medline U.S. currently offers two options for Belonging and Inclusion training for leaders, with more than 580 leaders having completed at least one training on Belonging and Inclusion since 2024. The Inclusive Leadership Series, designed for employees at the director level and above, focuses on psychological safety, embracing differences and fostering a sense of belonging. This year, inclusive manager training was introduced for first-time people managers participating in the Medline Management Essentials program, with a similar topical focus tailored to a different level of leadership. The objective of both training programs is to equip leaders with the skills and tools necessary to create inclusive environments for their teams and positively influence the overall employee experience.

Expanding family forming benefits

In 2024, Medline expanded its U.S. benefits offerings to add inclusive fertility and family forming benefits through Progyny. This includes comprehensive treatment coverage leveraging the latest technologies and treatments, access to high-quality care through a premier network of fertility specialists, and personalized emotional support and guidance from dedicated Patient Care Advocates.

EMERGE mentorship

EMERGE, Medline’s U.S. mentorship program, continues to expand throughout the business and is open to all U.S. employees. With over 1,800 recorded hours of mentoring in 2024, the program continues to deliver for both mentors and mentees. Program participants list top benefits of being a part of EMERGE as professional development, added networking opportunities and gaining new perspectives—demonstrating that the program helps strengthen our culture of support and inclusion. Additionally, our ERGs launched a mentorship program for Medline’s summer intern cohort, giving past EMERGE mentee participants the opportunity to practice their newly developed skills by being a mentor for our early career interns.

Together, these efforts reflect Medline’s deep and ongoing commitment to fostering a workplace where every employee feels a sense of belonging, support and opportunity. From inclusive benefits and leadership training to mentorship and employee-led groups, we continue to invest in programs that strengthen our culture, empower individuals and build meaningful connections across our organization. These initiatives not only align with our mission and values but also help Medline to remain a place where all employees can thrive, personally and professionally.



## Community engagement

Our community engagement and support initiatives are focused on the communities where our employees live and work. Through strategic nonprofit partnerships and employee volunteerism, we help strengthen healthcare systems where they’re needed most.

We donate essential medical supplies, share our time and expertise, and collaborate with local organizations to improve access for vulnerable populations. Whether it’s delivering critical resources or lending a helping hand, we listen, we show up and we stay committed—because improving access to care takes more than good intentions. It takes people who care deeply and act boldly.

### Volunteerism

We empower our employees to make a difference through healthcare-related volunteer programs that connect to our company values. Working closely with local teams and partners, we focus on high-impact opportunities that matter most to the communities we serve.

In Australia, our Charity & Volunteer Committee launched the Passion Projects Program in July 2024. This program is designed to empower employees who would like to help a registered charity they are passionate about through financial support,

product donations, volunteerism, access to communication channels or leadership mentoring. During this time, Medline Australia supported four passion projects, including food donations for Foodbank Australia. In total, over 400 kg of food and toiletries were collected, and a packing day saw over 10,800 kg of food and drinks packed and distributed.

### Product donations

Medline partners with Direct Relief, a global humanitarian aid organization, to deliver surplus and unused medical products to underserved regions around the world. Through this ongoing collaboration, Direct Relief helps ensure that our donated supplies reach communities facing urgent health challenges due to disease, poverty or disaster.

Medline’s community engagement efforts are rooted in meaningful partnerships, employee-driven initiatives and targeted support for vulnerable populations. By combining volunteerism, strategic nonprofit collaborations, and global product donations, the company works to strengthen healthcare systems and improve access to care where it’s needed most. These initiatives reflect a hands-on, people-centered approach that create lasting, positive impact in the communities Medline serves.



### Volunteer of the year

We are proud to recognize Meera Viruru as Medline’s 2024 Volunteer of the Year, an honor presented by our Sustainability team to celebrate exceptional service and community impact. Employees eligible for this award are among the top 10% of volunteers based on service hours logged in Medline’s volunteer platform, and Meera exemplifies this standard. In 2024, she dedicated more than 60 hours to several organizations, including GiveNKind, a nonprofit organization that redistributes surplus goods to local charities. Her commitment not only supported communities in need but also contributed to waste reduction by diverting essential items from landfills.



## Community engagement *continued*

### Charitable giving

At Medline, giving back is part of who we are. Supporting vulnerable communities is embedded in our program's values and reflected in the way we operate across the globe. We believe corporate responsibility means taking action where it's needed most, and we empower our teams to lead with compassion, purpose and impact. Guided by our Global Charitable Donations Policy, we uphold high standards of transparency, ethics and equity in every initiative—whether financial or in-kind.

Our charitable programs are active across many of our global offices, each tailored to address local challenges while advancing our shared mission of health equity and community well-being.

- In Japan, following the devastating January 2024 earthquake in the Noto Peninsula, Medline responded immediately by donating 540 scrub sets, 96 lucky jackets and 300 isolation gowns to two local hospitals, helping to support the continuity of care during a critical time.
- In India, our team focused on educational equity, donating 150 laptops to seven NGOs in Pune and sponsoring a mobile learning bus equipped with educational materials to promote literacy among children aged 3 to 14.

- In Canada, we supported healthcare-related aid and donated supplies to Health Partners International Canada (HPIC), an organization that works to improve health outcomes for children and families in vulnerable communities.
- In Europe, Medline again ran its annual breast cancer awareness campaign, supported by our Exam Glove division. In 2024, this initiative raised €10,000 in cash donations, with an additional €6,000 raised for the Movember Foundation.





## Healthcare access and affordability



### Access to care through disaster relief

At Medline, we focus on expanding access to healthcare because we believe everyone deserves the opportunity to live a healthier life. Corporate responsibility isn't just a program, it's embedded in how we operate every day. Across the globe, our teams take action to close gaps in care and support underserved communities.

This commitment to care extends beyond long-term initiatives, it also drives our rapid response in times of crisis. The depth and breadth of Medline's supply chain can be harnessed in critical moments, helping communities respond to disasters and urgent healthcare disruptions in real time. Our global distribution network and MedTrans fleet give us the agility to act quickly when infrastructure is compromised and healthcare continuity is at risk.

In October 2024, when Hurricane Helene devastated parts of western North Carolina, our teams sprang into action. Leveraging our expansive distribution network and MedTrans fleet, we rerouted deliveries around damaged infrastructure to increase opportunities for healthcare providers to continue caring for patients without interruption. This wasn't just a supply chain response, it was a reflection of our mission to support communities when they need us.

In addition to delivering critical medical supplies, Medline contributed financial and in-kind donations to local nonprofit organizations working on the ground to provide access to essential healthcare services and products, ensuring support reached the individuals and families who needed it. These partnerships helped extend our impact beyond healthcare, supporting the broader needs of affected communities and reinforcing our belief that corporate giving must be both immediate and meaningful.

Whether responding to natural disasters, global disruptions or urgent local needs, Medline leverages its extensive inventory, flexible distribution network and MedTrans fleet to adapt quickly. We reroute orders, secure additional supplies and maintain the flow of critical products.

At Medline, supporting communities is a core part of how we operate. Our supply chain is not only a driver of efficiency—it's a vehicle for impact, enabling us to deliver stability, compassion and care to those who need it most.

Behind every delivery is a coordinated effort by dedicated teams in transportation, inventory management and warehouse operations. Their work demonstrates that our charitable giving efforts—whether through disaster relief, nonprofit partnerships or community health initiatives—are backed by operational excellence.

With resilience and readiness at our core, Medline continues to strengthen our ability to respond swiftly and compassionately—no matter the challenge. By continuing to invest in our infrastructure, deepen community relationships and innovate across our supply chain, we aim to expand our impact and help build a more resilient, equitable healthcare system for all.



Supplier inclusion

At Medline, we’re routinely evaluating how we serve our customers, which includes how we source. Starting in 2025, we’re proud to officially launch the Supplier Inclusion Program (SIP): a smarter, more strategic approach to procurement that creates opportunities for Medline to work with suppliers of various sizes and backgrounds. SIP is designed to build a stronger, more resilient supply chain that helps us, and our customers, grow. While the program formally launches in 2025, its foundation was laid in 2024 through impactful relationships that demonstrated the power of inclusive sourcing.

Why supplier inclusion matters

The Supplier Inclusion Program will help Medline:

- Create new opportunities for partnership and meet evolving customer expectations
- Enhance supply chain resiliency by expanding our supplier base
- Drive innovation through fresh thinking and niche capabilities
- Create local impact that strengthens both communities and our business

What SIP will include

The program will provide opportunities for:

- Small and disadvantaged businesses
- Certified local and state-recognized enterprises (e.g., HUB, BEP)
- Social enterprises and mission-driven organizations

The program will require suppliers not to discriminate on the basis of race, sex or any other legally protected characteristic or status. Our goal is to create equitable access to opportunity and to build a supply chain that reflects the communities we serve.

A glove with a purpose: Connecting with SYNA Medical

This year we deepened our relationship with SYNA Medical, a women-owned business founded during the COVID-19 pandemic. As SYNA’s exclusive distribution partner, Medline will assist the company to expand into new markets. In return, SYNA will enable Medline to better support new customer’s that value inclusive sourcing. This partnership exemplifies the kind of mutual success SIP aims to replicate at scale.



Local strength, national reach: empowering service partners

Also in 2024, our ReNewal business continued to collaborate and grow with service-oriented companies like Possible Missions to support the collection of single-use devices in Texas. This relationship brought agility, reliability and community insight—qualities that improved our service and inspire a model we plan to expand under SIP.





SASB content index

Medical equipment & supplies standard

SASB topic	Accounting metric	Unit of measure	Code	Response
Affordability & pricing	Description of how price information for each product is disclosed to customers or to their agents	Discussion and analysis	HC-MS-240a.2	Medline has elected not to disclose performance on this metric for 2024.
	Percentage change in: (1) weighted average list price and (2) weighted average net price across product portfolio compared to previous reporting period	Percentage (%)	HC-MS-240a.3	Medline has elected not to disclose performance on this metric for 2024.
Product safety	Number of recalls issued, total units recalled	Number	HC-MS-250a.1	Relevant information on FDA medical device recalls can be found <a href="#">here</a> . Information on FDA drug recalls can be found <a href="#">here</a> . Medline's global entities comply with all local laws and regulations with regard to recalls.
	Products listed in any public medical product safety or adverse event alert database	Discussion and analysis	HC-MS-250a.2	Relevant information on the products listed on the FDA's MedWatch Safety Alerts for Human Medical Products can be found <a href="#">here</a> .
	Number of fatalities associated with products	Number	HC-MS-250a.3	Medline reports all data as required by the U.S. FDA regarding Manufacturer and User Facility Device Experience (MAUDE). To see Medline information, please visit the <a href="#">MAUDE Database</a> .
	Number of enforcement actions taken in response to violations of good manufacturing practices (GMP) or equivalent standards, by type	Number	HC-MS-250a.4	Information on the number of FDA enforcement actions can be found <a href="#">here</a> .
Ethical marketing	Total amount of monetary losses as a result of legal proceedings associated with false marketing claims	Presentation currency	HC-MS-270a.1	Medline has elected not to disclose performance on this metric for 2024.
	Description of code of ethics governing promotion of off-label use of products	Discussion and analysis	HC-MS-270a.2	Off-label promotion of products is strictly prohibited. A corporate Medical Affairs team exists in the U.S. to address unsolicited requests regarding off-label use of our products.



SASB content index

continued

SASB topic	Accounting metric	Unit of measure	Code	Response
Product design & lifecycle management	Discussion of process to assess and manage environmental and human health considerations associated with chemicals in products, and meet demand for sustainable products	Discussion and analysis	HC-MS-410a.1	<div>2024 SR, Responsible Products, p27.</div> <div>Medline seeks to reduce its environmental footprint. The rigorous standards set for its responsible product portfolio champion environmental and health stewardship. Criteria for these products is informed by laws and regulations.</div>
	Total amount of products accepted for take-back and reused, recycled or donated, broken down by: (1) devices and equipment and (2) supplies	Metric tons (t)	HC-MS-410a.2	<div>2024 SR, Responsible programs, p32.</div> <div>2024 SR, Charitable giving, p42.</div> <div>Medline engages in both the take-back and reprocessing of single-use medical devices for reuse in the U.S., as well as donation of medical supplies each year.</div> <div>In 2024, Medline ReNewal reprocessed more than 2,200,000 medical devices through the program's own facilities.</div>
Supply chain management	Percentage of (1) entity's facilities and (2) Tier 1 suppliers' facilities participating in third-party audit programs for manufacturing and product quality	Percentage (%)	HC-MS-430a.1	Medline has elected not to disclose performance on this metric for 2024.
	Description of efforts to maintain traceability within the distribution chain	Discussion and analysis	HC-MS-430a.2	<div>2024 SR, Traceability within our supply chain, p17.</div> <div>Our global supply chain includes both Medline-owned facilities and partnerships with third-party manufacturers and suppliers who support our ability to deliver high-quality products we are proud to provide to our customers.</div>
	Description of the management of risks associated with the use of critical materials	Discussion and analysis	HC-MS-430a.3	<div>2024 SR, Ethical sourcing, p16.</div> <div>Maintaining close oversight of conditions that could affect worker safety and well-being. Medline applies extra vigilance when working with suppliers in industries where vulnerable workers face higher risks of exploitation, where work involves physical demands or safety concerns, who use temporary or contract workers from third-party agencies, and in regions where local labor standards may fall short of the company's ethical requirements.</div>



SASB content index

continued

SASB topic	Accounting metric	Unit of measure	Code	Response
Business ethics	Total amount of monetary losses as a result of legal proceedings associated with bribery or corruption	Presentation currency	HC-MS-510a.1	Medline has elected not to disclose performance on this metric for 2024.
	Description of code of ethics governing interactions with healthcare professionals	Discussion and analysis	HC-MS-510a.2	2024 SR, Code of Conduct & Ethics, p15. 2024 SR, Anti-bribery and anti-corruption, p15.

Activity Metric	Unit of Measure	Code	Requirements
Number of units sold by product category	Number	HC-MS-000.A	Medline has elected not to disclose performance on this metric for 2024.*

\*Medline is not a public company and this information has not been made public



SASB content indexcontinued

Healthcare Distributors 2023-12

SASB topic	Accounting metric	Unit of measure	Code	Response
Fleet fuel management	Payload fuel economy	Gallons, Tons (U.S.), Miles or Liters/RTK	HC-DI-110a.1	Please visit <a href="#">medline.com</a> for more information on the MedTrans fleet.
	Description of efforts to reduce the environmental impact of logistics	Discussion and analysis	HC-DI-110a.2	2024 SR, Supply chain resilience, p22.  Medline's MedTrans fleet works to lower emissions by optimizing routes, reducing trips and improving fuel efficiency. It has also started introducing electric vehicles into its fleet.
Product safety	Total amount of monetary losses as a result of legal proceedings associated with product safety	Presentation currency	HC-DI-250a.1	Medline has elected not to disclose performance on this metric for 2024.
	Description of efforts to minimize health and safety risks of products sold associated with toxicity/chemical safety, high abuse potential or delivery	Discussion and analysis	HC-DI-250a.2	2024 SR, Product safety, labeling and marketing, p28.  Medline provides Safety Data Sheets (SDS) for toxic/chemical products and has product handling and exposure controls in place to ensure the safe handling and storage of products. Safety Data Sheets can be found on <a href="#">medline.com</a> .



SASB content index

continued

SASB topic	Accounting metric	Unit of measure	Code	Response
Counterfeit drugs	Description of methods and technologies used to maintain traceability of products throughout the distribution chain and prevent counterfeiting	Discussion and analysis	HC-DI-260a.1	2024 SR, Traceability within our supply chain, p17.  Our global supply chain includes both Medline-owned facilities and partnerships with third-party manufacturers and suppliers who support our ability to deliver high-quality products we are proud to provide to our customers.
	Discussion of due diligence process to qualify suppliers of drug products and medical equipment and devices	Discussion and analysis	HC-DI-260a.2	2024 SR, Ethical sourcing, p16.  Ongoing risk assessments, social audits and corrective action-planning are undertaken to verify that suppliers uphold the Medline Supplier Code of Ethics. In 2024, the supplier due diligence processes were strengthened to enhance global compliance, ensuring alignment with emerging regulations and ethical sourcing standards.
	Discussion of process for alerting customers and business partners of potential or known risks associated with counterfeit products	Discussion and analysis	HC-DI-260a.3	2024 SR, Product safety, labelling and marketing, p28.  In the cases of known counterfeit risks, Medline initiates a formal recall process, which is compliant with applicable regulations. A dedicated recall team notifies regulatory authorities and issues customer alerts.
Product lifecycle management	Discussion of strategies to reduce the environmental impact of packaging throughout its lifecycle	Discussion and analysis	HC-DI-410a.1	2024 SR, Responsible packaging, p30. 2024 SR, Life cycle assessments, p29.
	Amount (by weight) of products accepted for take-back and reused, recycled or donated	Metric tons (t)	HC-DI-410a.2	2024 SR, Responsible programs, p31. 2024 SR, Charitable giving, p42.  Medline engages in both the take-back and reprocessing of single-use medical devices for reuse in the U.S., as well as donation of medical supplies each year.  In 2024, Medline ReNewal reprocessed more than 2,200,000 medical devices through the program's own facilities.



SASB content index

continued

SASB topic	Accounting metric	Unit of measure	Code	Response
Business ethics	Description of efforts to minimize conflicts of interest and unethical business practices	Discussion and analysis	HC-DI-510a.1	2024 SR, Ethics and compliance, p16.  Medline's Enterprise Ethics & Compliance Program articulates the company's cultural emphasis on integrity, ethical decision-making and compliance with corporate policies and procedures, applicable laws and other relevant standards. This is supported by Medline's Code of Conduct & Ethics and Supplier Code of Conduct.
	Total amount of monetary losses as a result of legal proceedings associated with bribery, corruption or other unethical business practices	Presentation currency	HC-DI-510a.2	Medline has elected not to disclose performance on this metric for 2024.

Activity Metric	Unit of Measure	Code	Requirements
Number of pharmaceutical units sold by product category	Number	HC-DI-000.A	Medline has elected not to disclose performance on this metric for 2024.
Number of medical devices sold by product category	Number	HC-DI-000.B	Medline has elected not to disclose performance on this metric for 2024.



## Glossary of terms

Term/Acronym	Definition/Context
<b>ABAC</b>	Anti-Bribery and Anti-Corruption
<b>CEO</b>	Chief Executive Officer
<b>CO2e</b>	Carbon dioxide equivalent, a standard unit for measuring carbon footprints
<b>CSRD</b>	Corporate Sustainability Reporting Directive (EU regulation)
<b>EAP</b>	Employee Assistance Program
<b>EMERGE</b>	Medline’s U.S. mentorship program
<b>ERG</b>	Employee Resource Group
<b>ERM</b>	Enterprise Risk Management
<b>ESG</b>	Environmental, social and governance
<b>FDA</b>	U.S. Food and Drug Administration
<b>GHG</b>	Greenhouse gas
<b>GAT</b>	Global Alignment Team
<b>HIRC</b>	Healthcare Industry Resilience Collaborative
<b>ISO</b>	International Organization for Standardization
<b>ISMS</b>	Information Security Management System
<b>LCA/LCAs</b>	Life cycle assessment(s)
<b>LEED</b>	Leadership in Energy and Environmental Design
<b>MDSAP</b>	Medical Device Single Audit Program

Term/Acronym	Definition/Context
<b>MIBV</b>	Medline International B.V. (Medline’s international business entity)
<b>NIST</b>	National Institute of Standards and Technology
<b>OECD</b>	Organization for Economic Co-operation and Development
<b>OptiView®</b>	Transparent wound dressing product by Medline
<b>PAR</b>	Periodic Automatic Replenishment (inventory system)
<b>PrefConnect™</b>	Surgical preference card management and analytics platform
<b>QMS</b>	Quality Management System
<b>ReNewal</b>	Medline’s program for reprocessing single-use medical devices
<b>S.A.F.E.</b>	Safety Awareness for Employees (Canada initiative)
<b>SASB</b>	Sustainability Accounting Standards Board
<b>SDGs</b>	Sustainable Development Goals (UN)
<b>SmartBoX™</b>	Sustainable glove packaging innovation by Medline
<b>TCFD</b>	Task Force on Climate-related Financial Disclosures
<b>UL Zero Waste Certification</b>	Certification for facilities diverting 90%+ of waste from landfills
<b>WRAP</b>	Worldwide Responsible Accredited Production