

Introduction

Online pharmacies make their contribution to a fair, equal, environmentally friendly and sustainable world together with our suppliers, ultimately with the aim to support our patients to improve their health (more details [here](#)). The EAEP is taking a collective step towards a healthier and more sustainable future while adhering to the different standards and guidelines which have been set over time, such as relevant UN and OECD Declarations, but also the Corporate Sustainability Reporting Directive (CSRD) and the forthcoming Corporate Sustainability Due Diligence Directive (CS3D).

The EAEP Supplier Code of Conduct provides a set of ethical and social responsibility standards that the online pharmacies have established to ensure that their suppliers operate in an ethical, socially responsible and sustainable manner. The Code outlines the expectations that the EAEP and their members have for their suppliers, including human rights, labour practices, environmental impact, business ethics and compliance based on our belief that we fulfil a responsible role together with other actors in the supply chain. It also demonstrates to stakeholders (employees, investors/shareholders, customers, policymakers, etc.) that the EAEP members are aware of their responsibility and take active steps to mitigate potential risks.

Instead of merely acting on the company level, we believe that the EAEP is the appropriate forum to set up the Code as it demonstrates unity and transparency. It also strengthens the voice of the sector vis-à-vis policymakers and competitors outside of the EAEP and sends a strong positive signal both internally and externally.

CONTENT

Ethics

Supplier shall conduct its business ethically and act with integrity. This includes:

Anti-Bribery and Corruption: All forms of bribery, corruption, extortion, and embezzlement are prohibited. (...)

Fair Competition: Supplier shall conduct its business consistent with fair and vigorous competition and in compliance with all applicable anti-trust laws. (...)

Animal Welfare: Animals shall be treated humanely with pain and stress minimized. (...)

Data Privacy and Security: Supplier shall safeguard and make only proper use of confidential information to ensure that company, worker, patient, subject and donor privacy rights are protected. Supplier shall comply with applicable privacy and data protection laws and ensure the protection, security, and lawful use of personal data.

Patient Safety and Access to Information: Supplier shall ensure that adequate management systems are in place to minimize the risk of adversely impacting on the rights of patients, subjects, and donors, including their rights to health and to access information directly. (...)

Human Rights & Labour

Supplier shall be committed to uphold the human and employment rights of workers and to treat them with dignity and respect. This includes:

Freely chosen employment: Supplier shall not use forced, bonded or indentured labour or involuntary prison labour. No worker shall pay for a job or be denied freedom of movement.

Child labour / Young workers: Supplier shall not use child labour. The employment of young workers below the age of 18 shall only occur in non-hazardous work and when young workers are above a country's legal age for employment or the age established for completing compulsory education.

Non-Discrimination & Fair treatment: Supplier shall provide a workplace free from discrimination and harassment (...). There shall be no discrimination for reasons such as race, colour, age, pregnancy, gender, sexual orientation (...). Supplier shall provide a workplace free of harassment, harsh and inhumane treatment, including any sexual harassment, sexual abuse (...).

Wages, Benefits, Working hours: Supplier shall pay workers according to applicable wage laws, including minimum wages, overtime hours and mandated benefits. (...) Overtime shall be consistent with applicable national and international standards.

Freedom of Association: Open communication and direct engagement with workers to resolve workplace and compensation issues is encouraged. Supplier shall respect the rights of workers, as set forth in local laws, to associate freely, join or not join labour unions, seek representation and join workers' councils (...).

Health and Safety

Supplier shall provide a safe and healthy working environment, including - where applicable - for any company-provided living quarters. Health and Safety measures shall extend to contractors and subcontractors on supplier sites. This includes:

Worker Protection: Supplier shall protect workers from over exposure to chemical, biological, physical hazards and physically demanding tasks in the workplace and in any company provided living quarters.

Process Safety: Supplier shall have management processes in place to identify the risks from chemical and biological processes and to prevent or respond to catastrophic release of chemical or biological agents.

Emergency Preparedness and Response: Supplier shall identify and assess emergency situations in the workplace and any company provided living quarters (...).

Hazard Information: Safety information relating to hazardous materials - including pharmaceutical compounds and pharmaceutical intermediate materials - shall be available to educate, train, and protect workers from hazards.

Environment

Supplier shall operate in an environmentally responsible and efficient manner to minimize adverse impacts on the environment. Supplier is encouraged to conserve natural resources, to avoid the use of hazardous materials where possible and to engage in activities that reuse and recycle. This includes:

Environmental authorizations and reporting: Supplier shall comply with all applicable environmental regulations. All required environmental permits, licenses, information registrations and restrictions shall be obtained, and their operational and reporting requirements followed.

Waste: Supplier shall have systems in place to ensure the safe handling, movement, storage, disposal, recycling, reuse, or management of waste, and wastewater discharges (...).

Emissions: Supplier shall have guidelines in place to limit global temperature rise to 1.5 degrees, which means cutting GHG emissions in half by 2030 and reaching net-zero CO2 emissions by 2050.

Spills and releases: Supplier shall have systems in place to prevent and mitigate accidental spills and releases to the environment and adverse impacts on the local community.

Resource use: Supplier shall take measures to improve efficiency and reduce the consumption of resources.

Sustainable sourcing and traceability: Supplier shall carry out due diligence on the source of critical raw materials to promote legal and sustainable sourcing.

Management Systems

Supplier shall use management systems to maintain business continuity, facilitate continual improvement and compliance with the expectations of these Principles.

Commitment and accountability: Supplier shall demonstrate commitment by allocating appropriate resources and identifying senior responsible personnel.

Legal and customer requirements: Supplier shall identify and comply with applicable laws, regulations, standards and relevant customer requirements.

Risk management: Supplier shall have mechanisms to determine and manage risks in all areas addressed by these Principles.

Documentation: Supplier shall maintain documentation necessary to demonstrate conformance with these Principles and compliance with applicable regulations.

Training and competency: Supplier shall have a training program that achieves an appropriate level of knowledge, skills and abilities in management and workers to address the expectations in these Principles.

Continual improvement: Supplier is expected to continually improve by setting performance objectives, executing implementation plans and taking necessary corrective

actions for deficiencies identified by internal or external assessments, inspections, and management reviews.

Identification of concerns: All workers shall be encouraged to report concerns, illegal activities or breaches of these Principles in the workplace without threat of or actual reprisal, intimidation or harassment. Supplier shall investigate and take corrective action if needed.

Communication: Supplier shall have effective systems to communicate these Principles to workers, contractors and supplier.

Confirmation

By complying to this Code of Conduct, the supplier not only itself will adhere to the Code, but will also impose the Code and its contents to all their suppliers involved in the supply chain linked to the production and trade of the products and services supplied to the EAEP members. Such compliance shall also be monitored by the supplier and shall upon request, be transmitted and shared with the EAEP members.

About the EAEP

The [European Association of E-Pharmacies](#) (EAEP) represents the interests of e-pharmacies on the European continent. The EAEP voices its interests mainly with political stakeholders, regional and business actors, with the ultimate aim to improve the health of Europe's citizens and strengthen the European healthcare system. E-pharmacies have digitalised the classical pharmacy, and therefore act at the crossroads of digitalisation, healthcare, e-commerce and sustainability. As pioneers in providing digital solutions and our innovative and secure processes in dealing with health data, offering medicinal products and digital healthcare service while complying with national and EU law, the EAEP members continuously seek for ways to enhance the quality, safety and efficiency of healthcare for Europeans.