



LatinHealth
Group

Integrated Management System Policy / Latin Health Group

LatinHealth Group, as a company dedicated to the sale, storage and distribution of biomedical equipment, is committed to implementing, maintaining and continually improving its Integrated Management System in accordance with the requirements of the ISO 9001 and ISO 37001 standards.

We promote the active participation of our employees, customers and other interested parties, strengthening an organizational culture based on commitment, open communication and the timely identification of opportunities for improvement in the implemented systems.

This policy is communicated clearly and effectively at all levels of the organization and is made available to suppliers and other relevant external parties. It is also reviewed periodically to ensure its continued validity, suitability and alignment with the company's strategic objectives.

OUR MISSION

To distribute innovative, high-quality products dedicated to health.

OUR VISION

To be recognized as a leading company in the healthcare sector for providing comprehensive service that goes beyond the distribution of the products offered.

OUR VALUES

- Integrity.
- Respect.
- Responsibility and commitment.
- Teamwork.
- Service.
- Environmental responsibility.

Our policy is based on the following principles:

COMMITMENT TO QUALITY

We are committed to improving patients' quality of life through the promotion and commercialization of innovative products with high quality standards.

To this end, we have qualified personnel and a Quality Management System focused on continual improvement, the satisfaction of our customers and compliance with applicable legal requirements.

ENVIRONMENTAL COMMITMENT

At LatinHealth Group we carry out our processes with responsible practices, seeking to generate the social, environmental and economic conditions necessary in our activities for sustainable operation and growth in harmony with the environment.

We commit to the following environmental guidelines:

- a. We manage, identify and periodically update the materials required for the sustainability of our company.
- b. We seek to align the established sustainability commitments and the reduction of environmental impact with the expectations that our stakeholders have of our business.
- c. We evaluate our organization's processes, identifying risks and opportunities to promote best sustainability practices and efficient processes.
- d. We promote the efficient use of materials and resources to reduce their consumption, decrease waste generation, and facilitate the collection, recycling and responsible management of waste, both within our organization and with our customers.
- e. We adapt our business models to the potential impacts they may have on the environment, through efficient technology and planning strategies and reduced use of fuel, energy, water and paper.
- f. We seek to incorporate renewable energy into our operations, with the aim of reducing greenhouse gas emissions and contributing to climate change mitigation.
- g. We implement environmental management systems and pursue national certifications in accordance with internationally recognized norms and the standards applicable to our business.
- h. We encourage training and awareness activities with employees that enable them to identify their impacts on the environment, while also enabling and promoting a culture of care and preservation of the environment.
- i. We monitor, audit and report internally and externally on progress related to the implementation of this Policy and our environmental commitments, including the annual report for our Bandera Azul (Blue Flag) certification.

COMMITMENT TO SUSTAINABILITY

LatinHealth Groups assumes its responsibility for sustainable development, promoting the economic growth of the organization, the well-being of its employees and their families, and the social development of the communities where it operates.

We commit to the following guidelines:

- a. We establish business strategies that lead to the economic growth of the company, our employees and their families, and to the improvement of quality of life.
- b. As a company whose economic activity is based on health promotion and disease treatment, we have health professionals and encourage volunteering in at-risk areas through community programs of associations and foundations.
- c. We allocate a percentage proportional to the company's income to the donation of supplies and/or equipment to non-profit associations dedicated to serving at-risk populations.
- d. We encourage employment and the hiring of local services, under equal circumstances, as well as the purchase of national products, supplies and raw materials from local suppliers.

COMMITMENT TO INTEGRITY AND ETHICS

LatinHealth Groups demonstrates its commitment to Integrity and Ethics through document **GN-P-002 Anti-Bribery Policy**.

COMMITMENT TO LEGAL COMPLIANCE AND OTHER REQUIREMENTS

We comply with all applicable national legislation, as well as with contractual, regulatory and normative requirements related to quality, the environment and the prevention of bribery.

COMMITMENT TO LABOR HUMAN RIGHTS

LatinHealth Group recognizes and reaffirms its commitment to respecting and complying with the Human and Labor Rights established in the 1998 ILO Declaration on Fundamental Principles and Rights at Work and the provisions of the Political Constitution and the applicable legal framework in every operation carried out in the organization. We always bear in mind that Human Rights are the set of actions that uphold the dignity and well-being of the person, and must be implemented from a comprehensive perspective.

General Guidelines:

a. Compliance with Human Rights:

We recognize our human resources as the most important asset of our organization; we respect human and labor rights within a framework of respect and human dignity above any other business interest.

b. Compliance with legal regulations:

We comply with the regulations established in the laws of the Republic of Costa Rica regarding labor and Social Security matters, as well as with individual and collective contracts, agreements, conventions or labor pacts required by law.

c. Freedom of association:

We respect employees' right to freedom of association, as well as the right to establish or join an entity within the organization, voluntarily and freely.

d. Non-discrimination measures:

We ensure work environments free from discrimination, making no distinction, exclusion, restriction or preference based on factors such as nationality, skin color, marital status, age, opinions, gender, creed, political preferences, social or economic class, pregnancy, sexual orientation, health condition or disability. We maintain an environment in which human rights and freedoms are enjoyed and exercised regardless of the aforementioned factors.

e. Inclusive environment:

We understand the diversity of the human species as a strength in our work teams, and we promote that this diversity be exercised in an equitable environment in terms of access to development opportunities, focusing on actions and results rather than on subjective aspects of people's characteristics and diversity.

f. Environment free of harassment, violence and bullying:

At Grupo Salud Latina we reject, condemn, prohibit and sanction all forms of harassment, violence and bullying, whether workplace or sexual in nature.

g. Occupational health and safety:

We understand that the physical and mental integrity and safety of employees takes precedence over any economic or operational consideration. To promote this, we establish well-being and quality-of-life agreements for health promotion and disease prevention. We also ensure that our facilities have everything necessary to create a safe space and protect the physical and mental health of employees.

We ensure that we have action, evacuation and protection plans in case of emergencies to safeguard the integrity of our employees.