

PROVIDING GLOBAL ACCESS TO QUALITY MEDICAL CARE



Imres can offer solutions for all types of health programmes in the international relief market

imres

Introduction

Imres BV is a medical wholesale organisation providing high quality medical solutions to UN organisations, NGOs, MOHs, Institutional organisations and many clients in the private sector. Imres BV was founded in 1980, meaning we have more than 30 years of experience. We want to share this experience with our clients by helping them to find and execute the optimal solution for their medical projects or to help find the answers to their medical questions/problems.

Code of Conduct for Imres BV manufacturers, suppliers and (its') sub-contractors

A code of conduct is a set of standards or rules for ethical behavior which sets out minimum labour standards that Imres BV expect their manufacturers, suppliers and sub-contractors to comply with.

Labour standards

Imres BV has defined the following labour standards which suppliers and (its') sub-contractors should comply with:

- Abolition of forced labour*

Any forced or compulsory labour is prohibited, including work following a criminal conviction, as a means of :

 - political coercion or education, or punishment for the expression of political or ideological views,
 - workforce mobilisation for purposes of economic development,
 - labour discipline,
 - punishment for participation in strikes, or
 - racial, social, national or religious discrimination.
- Freedom of association and the right to collective bargaining*

Workers have the right to join a trade union of their choice. The freedom of association also includes the right to independence from government and employer interference and the right for trade unions to elect officials and organise their own affairs and to bargain collectively.
- Health & Safety*

Employers are made responsible for ensuring that work and equipment are safe and that the health of employees is not put at risk. Workers need to have access to clean toilet facilities and potable water
- The elimination of child labour*

The minimum working age should not be less than the age for completing compulsory schooling and in no event less than 15 years.
In case of hazardous work the minimum age may not be less than 18 years.

5. *Living wages*
In determining the level of minimum wages states must consider the needs of workers and their families, the general level of wages in the country, the cost of living, social security benefits, and the relative living standards of other social groups. Economic factors must also be considered, including the requirements of economic development, levels of productivity and the desirability of attaining and maintaining a high level of employment. Employers need to ensure that workers are paid their wages regularly and in legal tender, rather than in the form of promissory notes, vouchers or coupons. Wages must be paid directly to the worker concerned and deductions from wages are permitted only where prescribed by law or collective agreement.
6. *Working hours*
Working hours shall be limited to 9 hours a day or 48 hours a week. Work weeks, are not to exceed the legally allowed number of working hours. Workers should be entitled to have 1 full day's rest every week. At the time overtime occurs workers are to be compensated according to the laws' prescriptions.
7. *Equality*
To eliminate discrimination in access to employment, training and working conditions, on grounds of: race, color of skin, sex, religion, political opinion, compensation, national extraction or social origin, and to promote equality of opportunity and treatment.
8. *No harsh or inhumane treatment*
The following forms of inhumane treatment are prohibited: Physical abuse or discipline, the threat of physical abuse, sexual or other harassment and verbal abuse or other forms of intimidation.

Environmental standards

Imres BV has defined the following environmental standards which manufacturers, suppliers and (its') sub-contractors should comply with

1. *Pollution prevention*
All suppliers and (its') sub-contractors of Imres BV are obliged to reduce all types of waste in order to not pollute the environment (air, water or soil).
2. *Resource reduction*
All suppliers and (its') sub-contractors of Imres BV shall recycle and re-use material as much as possible in order to minimize the waste and pollution to the environment
3. *Regulations*
All suppliers and (its') sub-contractors of Imres BV are to adhere to all applicable laws and local government regulations regarding the reduction of environmental pollution.

Violations of the Code of Conduct

If a manufacturer, supplier or (its') sub-contractor of Imres BV violate this Code of Conduct, corrective actions and preventive actions needs to be taken within an agreed time table. If a supplier or (its') sub-contractor does not take the agreed actions within the agreed time table, Imres BV will terminate the business cooperation with this manufacturer, supplier or (its') sub-contractor immediately. If the violations continues, Imres BV will terminate the business cooperation as well. Any outstanding (purchase) orders will be cancelled and will not be paid by Imres BV.

General

Every manufacturer, supplier or (its') sub-contractor who has a business relationship with Imres BV is obliged to sign off this Code of Conduct.

The manufacturer, supplier or (its') sub-contractor will be checked during a contingent audit at appointment if this Code of Conduct has been pursued correctly. This also counts for every new manufacturer, supplier or (its') sub-contractor.





THE IMRES DIFFERENCE



Over more than **35 years**, Imres has proved that we are a reliable, efficient and trusted partner in **healthcare strengthening programmes** in developing countries.



As an organisation, we are big enough to **make a difference**, but small enough to give our customers personal attention, and to care about the difference that we are making in lives and communities, and in our partners' health projects.



We have **offices** in the **Netherlands, Dubai, India, Canada, China** and the **Democratic Republic of Congo**.



Our **production areas** include a GMP room for secondary packing and a **Class D clean room** for primary packaging, as well as a **450 m² kit production area**. As a supplier, we do not make promises that we cannot keep. If we commit to a project and specific deliverables, it is because we really can deliver, as promised.



Like the projects that we are **proud** to be part of, Imres has heart. We are good at what we do, but we also feel good about what we do. We feel responsible for our partners' projects until each one ends **successfully**.



Then we move onto our **next challenge**; our next opportunity to turn humanitarian dreams into **concrete solutions** and **decisive action** that saves lives.