

2019 Social Responsibility Report

Executive Summary



**Creating
a healthy
future
for all**

We believe we can—and should—make a lasting, positive social and environmental impact in the U.S. and around the world.

The same hard work and entrepreneurial spirit that drives our business, drives our commitment to making a difference. This executive summary highlights the progress Medline made in 2019 through our Corporate Social Responsibility program.

Our philosophy and approach

Corporate Social Responsibility brings the best of Medline—our hands-on expertise, breadth of experience and financial resources—to the people and organizations that need us most. We focus on creating positive change in three key areas: Global Health, Community Impact and Sustainability. We work together with our healthcare partners, employees and communities to identify the places—and the causes—where we can make the biggest impact.



Global Health

Through our [Global Health Initiative](#), we help overcome the barriers that prevent people from getting the healthcare they deserve. We bring everything that we've learned from working with the world's top health systems to the communities that need it most. These efforts help build strong, resilient health systems all around the world.



Community Impact

We help strengthen our communities by working to ensure every person has an equal chance at leading a healthy, productive life. We do this by supporting local organizations and programs to address the social, environmental and economic conditions that impact health and well-being.



Sustainability

We create sustainability solutions that are accessible and affordable, helping to protect the environment and build healthier communities. We're committed to making healthcare more sustainable by reducing our impact on the planet—and helping our partners do the same.



Global Health

Making healthcare run better, everywhere we go

Much of the world lives in a clinical desert, unable to access even the most basic care. Through our [Global Health Initiative](#), we partner with nonprofit organizations and health facilities in low-resource settings to overcome the barriers to care. Here are three ways we're making healthcare run better, everywhere we go.



Supply chain optimization

We [analyze supply chain performance](#), looking for bottlenecks, process breakdowns and opportunities to work more efficiently. We then introduce new processes to help control costs, effectively manage donations, reduce inventory waste and optimize performance.



Perioperative efficiency

We work with healthcare facilities to [improve operating room efficiency](#), from identifying the right processes to managing inventory and organizing supplies. These improvements help facilities save time and costs, empowering clinicians to treat more patients, more effectively.



Health education

We help people understand the importance of everyday health habits such as hand hygiene, oral hygiene and basic first aid. Reinforcing—and practicing—these habits create a ripple effect, advancing the health and well-being of whole communities.

Our 2019 impact at-a-glance

471
patients served

\$3.1 million
in product donated
for medical relief

8
global health
projects

14,594
pairs of surgical
gloves donated for
sight-restoring surgeries

Community Impact

Helping people reach their full health potential

We believe every person deserves the opportunity to lead a healthy life. However, many people do not have an equal chance because of the social and environmental conditions they live in. These conditions are known as social determinants of health.

We address social determinants of health by donating human and financial resources to community programs dedicated to expanding social services and empowering people to reach their full health potential, regardless of their circumstance.



Community grants

Our [Community Impact Grant Program](#) awards financial support to nonprofit organizations committed to improving the well-being of our communities.

In 2019, we awarded grants to organizations raising awareness around breast cancer, providing access to medical transportation and delivering healthcare to people at risk.



Employee-led contributions

Through our Employee Recognition Program, we celebrate employees who volunteer in their communities and give charitable donations on their behalf. In 2019, we recognized 10 employees, and donated \$3,000 to each of the causes they support.



Volunteering in our communities

We create opportunities for employees to serve their communities. One way employees can engage is through our Service Corps.

Volunteers in our Service Corps are committed to furthering our Global Health, Community Impact and Sustainability initiatives. To date, the Service Corps has over 600 members.

Our 2019 impact at-a-glance

\$250,000

donated to community service organizations

698

pints of blood donated

150,000

meals packed for children in need

13

high school seniors mentored

Sustainability

Protecting our future by protecting our planet

We're committed to helping healthcare run more sustainably. To achieve this, we're taking several measures to become more eco-friendly and energy efficient, and encouraging our partners to do the same by offering a range of sustainable solutions.

Creating sustainable solutions for our partners

We create programs designed to help health systems reduce waste and lower costs.

- **Medline ReNewal** helps our healthcare partners reduce waste by reprocessing medical devices so that they may be used again.
- Our **Waste-to-Energy Gloves Program** transforms exam gloves into clean, renewable energy.
- Our **Tote Exchange Program** delivers products in reusable totes, reducing the amount of corrugate cardboard in our supply chain.
- Through our **OR Towel Take-Back Program**, we facilitate free-of-charge pick up for used operating room (OR) towels so that they may be repurposed in non-healthcare industries.

Reducing waste throughout our supply chain

We're helping reduce waste by donating surplus products to clinics in need and offering greener options using sustainably-sourced materials.

- 116 metric tons of waste diverted from landfills

Investing in renewable energy

To preserve Earth's natural resources, we invest heavily in renewable sources of power.

- 3 facilities using geothermal power
- 1.2 million square feet of solar rooftop space with over 24,000 solar panels

Building with sustainability in mind

We build and operate facilities in sustainable ways.

- 15.1+ million square feet of LEED-certified distribution space
- 8 locations certified according to ISO 14001

Being transparent about our progress

We openly share information about our environmental impact so that everyone can see our progress toward becoming a more environmentally responsible company.

- 5% reduction in emissions per square foot of space





Interested in learning more?

- Read our complete [2019 Social Responsibility Report online](#).
- Explore [Medline Corporate Social Responsibility](#).
- See how we're [changing stories around the globe](#).
- Visit our company website at [Medline.com](#).



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