



FAIR TRADING PRINCIPLES

OVERVIEW

The Competition and Consumer Act 2010 (Cth) (CCA) aims to:

- promote competition between businesses by prohibiting certain anti-competitive conduct; and
- protect consumers and businesses from unfair trading and business practices (under Schedule 2 – Australian Consumer Law (ACL)).

The Australian Competition and Consumer Commission (ACCC) is the regulatory body responsible for administering the CCA and significant penalties apply to both companies and individuals for certain breaches.

Similar 'anti-trust' requirements apply across most international jurisdictions.

The Fair Trading Principles are grouped by business activity and are intended to provide an easily accessible reference point for the Device Technologies Group. In this document references to 'We', 'our' or 'us' refers to members of the Device Technologies Group including employees of Device Technologies Australia, Device Technologies New Zealand and all subsidiaries in Australia, New Zealand and Asia.

If you have any questions or concerns, please reach out to Legal or the Compliance and Risk Manager.

DEALING WITH OUR SUPPLIERS

1. We deal fairly, openly and honestly with our suppliers.
2. We do not force unfair or harsh terms on our suppliers. We give them the opportunity to negotiate.

We encourage our suppliers to:

- fully consider the terms and conditions on which they do business with us; and
 - seek independent advice.
3. When negotiating our pricing and promotional activity with our suppliers, we focus on our own dealings with the supplier. We do not use our relationship with the supplier to influence our competitor's activities.
 - We do not penalise or reward a supplier to influence how they deal with any of our competitors;
 - We do not seek or encourage our suppliers to provide us with information regarding our competitor's pricing or promotional activity; and
 - We do not allow or encourage suppliers to share our information with a competitor.

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4. We determine our pricing. Whilst our suppliers can recommend a minimum price for the goods that we sell to our customers, they cannot impose it upon us.
5. We seek advice from Legal if we are considering:
 - entering into long term exclusive arrangements with suppliers; or
 - requiring our suppliers, as a condition of their supply of goods to us, to buy some other product or service from a third party.

SOURCING DECISIONS

6. We ensure that the products we source and range:
 - Are safe for use and carry applicable warnings; and
 - Meet all regulatory requirements for the region.
7. We only source product from suppliers where we are satisfied that they have the capability to supply us with safe and compliant products.
8. We ensure the claims on packaging and labelling are not misleading – that they are accurate, true and able to be substantiated.

DEALING WITH AND REACTING TO COMPETITORS

9. We do not discuss, engage in co-operative behaviour, or reach understandings with our competitors about our activities, including:
 - Pricing;
 - Promotional activity;
 - Product range;
 - Customers;
 - Suppliers;
 - Supplier Terms; or
 - Disclosure of commercially sensitive information.
10. We set our prices in order to be competitive. Our objective is to satisfy our customers – not to damage a competitor.

MARKETING AND PROMOTIONAL ACTIVITY

11. We ensure our marketing and promotional information is not misleading - that it is clear, truthful and always carefully checked.



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12. We ensure that when we undertake promotions, adequate stock is available to meet reasonable demand.

CONSUMER AND PATIENT ACTIVITY

13. We ensure our ticketing and signage is current, clear and truthful.
14. We respect our customers' and/or end users' rights to a remedy where the goods or services we sell do not meet our legal consumer guarantee obligations or where we have made representations regarding product quality or customer satisfaction.
15. We treat product and patient safety as a priority.
 - Where we become aware of a product safety issue - such as a serious injury, or significant safety hazard that has or could be caused by a product - we report it as a matter of priority using the correct channels to ensure the safety of our customers and patients and meet our regulatory requirements.
 - We are thorough in our execution of product recalls and withdrawals.
 - promptly isolating affected product;
 - removing it from customer sites and other locations; and
 - ensuring the product cannot be sold inappropriately.

When recalling a product, we alert our customers to the issue and their ability to return the product or have the problem rectified.

16. Where we wish to make an offer to our customers on the condition that they purchase goods/services from a party outside of Device Technologies Group, we seek advice from Legal.