

Code of Ethics

Fimlab's Code of Ethics is based on the values verified by the company's Board of Directors. We are responsible, we do things together, we continuously develop our operations, and we are worthy of our clients' trust. Our activities are as impactful and cost-efficient as possible. Our position as Finland's leading laboratory is founded on solid expertise and active evaluation and development of our activities. We develop our service processes in collaboration with public healthcare service providers and their partners to ensure a smooth, efficient and impactful service experience.

The Code of Ethics guides all our activities. The Code of Ethics is supplemented by Fimlab's detailed programmes, policies and guidelines. The Code of Ethics is binding for the Board of Directors, CEO and entire personnel of Fimlab and it must be followed across company activities. The CEO is responsible for drawing up the Code of Ethics and the Board of Directors for approving it. We also require our partners and their supply chains to comply with the Code of Ethics. The minimum standards concerning responsibility set for our partners have been compiled in writing in the Supplier Code of Conduct.

Legal and ethical conduct

We comply with relevant legislation and official regulations in all our activities. Fimlab is a taxable and socially responsible corporate citizen.

Every Fimlab employee is responsible for knowing the regulations applicable to their job and consulting their supervisor in cases of uncertainty. Healthcare professionals in Fimlab's service must also comply with the code of ethics of their field.

Objective and independent conduct

Fimlab does not engage in activities that could undermine trust in the competence, neutrality, judgement or independence of the laboratory. Fimlab's management and personnel are free from any commercial, financial or other pressure or factors that could have unfavourable effects on the quality of their work. Any disqualifications and conflicts of interests are communicated about transparently and appropriately.

Preventing corruption and bribery

Fimlab has zero tolerance for all forms of corruption and bribery. Fimlab's management or personnel do not give, offer, accept or receive gifts, donations, money or other benefits, which aim to steer the decision-making processes of our stakeholders or legislation or pursue inappropriate business advantages or which could otherwise be considered an inappropriate reward or benefit.

Service quality and safety

We provide high-quality and client-oriented laboratory and diagnostics services to support high-quality care. Client and patient safety is always considered and ensured in all our activities.

Fimlab's personnel handles clinical specimens according to applicable legislation. Confidential patient information is processed with special care in compliance with data protection and privacy regulations.

Data security and data protection

We process the personal data and confidential information of our patients, employees, clients, suppliers and other stakeholders with care and in a secure manner by complying with the European General Data Protection Regulation (GDPR), national legislation and official regulations. Our [Data Security and Data Protection Policy](#) outlines Fimlab's principles, objectives, responsibilities and monitoring and control measures relating to data security and data protection.

Equality, parity and non-discrimination

We value and respect people and embrace diversity. We are actively promoting our personnel's equality, preventing discrimination at work in line with our Equality and Non-Discrimination Plan and addressing any problems that may arise. We also promote the equality and non-discrimination of our clients through our services.

Well-being at work and safe working environment

We promote the occupational well-being of our personnel, provide safe working conditions and versatile and high-quality occupational health services, and strive to prevent occupational accidents and mitigate their impact. We aim to address issues relating to occupational well-being and work motivation at an early stage.

Respecting human rights

We respect human rights. We are constantly assessing the human rights impacts of our activities and seeking ways to prevent, mitigate and eliminate adverse human rights impacts linked to our activities. Furthermore, we require all our partners and their supply chains to also respect human rights.

Sustainable and climate-resilient conduct

Fimlab is committed to developing its activities in a more sustainable and climate-resilient direction. We are constantly assessing our activities' impact on the environment and climate, and we report the results regularly. We strive to prevent, mitigate and eliminate the adverse environmental effects of our activities and reduce our direct and indirect greenhouse gas emissions to tackle climate change.

Communication and transparency

We are actively promoting the transparency of our activities, communications and interactions. We encourage our employees and other stakeholders to engage in an open and constructive dialogue. We act honestly and do not distort facts.

Compliance with the Code of Ethics

Compliance with Fimlab's Code of Ethics is monitored regularly by means of daily supervision and management, through quality audits, internal and external feedback and by carrying out internal inspections and audits. Violation of the Code of Ethics may lead to a warning or the termination or cancellation of the employment contract or contractual relationship or, in certain cases, liability for damages.

Reporting identified or suspected misconduct

We encourage our stakeholders to report any violations of the Code of Ethics, shortcomings or misconduct without delay. All reports are processed confidentially in a secure manner.

In the event of suspected misconduct, Fimlab's personnel is encouraged, in the first place, to communicate transparently with their supervisor. For the representatives of other stakeholders, the primary point of contact is their contact person at Fimlab. If the matter cannot be handled in person, an anonymous report may be filed through Fimlab's whistleblowing channel.