

STATEMENT ON HUMAN RIGHTS, WORKPLACE RIGHTS AND LABOUR AND EMPLOYMENT PRINCIPLES

Cura Day Hospitals Group Pty Ltd (Cura) recognises the inherent dignity and worth of all human beings and is committed to embedding a culture where individual human rights are understood, respected and promoted across all aspects of our business.

Cura's approach to human rights and labour and employment standards are an integral part of our corporate responsibility.

We continuously work to provide hospital facilities of the highest quality to ensure excellent outcomes for our patients, and also work to provide and promote a culture of safety and wellbeing for our employees, patients and other parties.

Cura works alongside our parent organization, Fresenius Medical Care, to ensure compliance with the laws of Australia and where appropriate international laws as they pertain to our organization.

In developing this statement on human rights, workplace rights and labour and employment principles (the Statement) we have considered the principles described in the United Nations Universal Declaration of Human Rights, the International Labor Organization's 1998 Declaration on Fundamental Principles and Rights at Work; in combination with the Australian Charter of Health Care Rights 2019; Modern Slavery Act 2018 (Cth); various Human Rights Acts as in force in Australia, amongst other legislation.

This Statement complements our commitment and our principles toward respecting human rights, as addressed in our Human Rights Policy and the Code of Conduct.

We consider the following to be particularly relevant to our business.

We will look after patients

Cura recognises that its patients are under a special vulnerability when seeking health care and may need additional human rights protection. We are committed providing healthcare services that meet the needs of our patients. We encourage patients to ask questions and will respond with clear information to enable patients to provide informed consent. We will protect private and sensitive health information. In all areas of our interactions with patients and those involved in their care, we will build a relationship of reassurance, openness and honesty. Our focus is on the provision of high quality patient care that meets the national healthcare standards and our patients' expectations. We will listen and learn from feedback given by our patients and other parties involved in their care, and will act in good faith to address concerns in an open, transparent and timely manner.

Treating our employees with respect

Cura Day Hospitals Group seeks to maintain a respectful workplace and is committed to providing all employees with fair and safe working conditions. Our employees are paid salaries and compensation that at least meets applicable legal standards. Regular working hours and additional hours should be reasonable as defined in the industrial instrument governing an employee's employment. We prioritise workplace health and safety management to provide a healthy and productive workplace for our employees. At all levels of the organization we promote a safe and secure work environment to prevent harm.

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We do not tolerate any instances of child labour, forced or involuntary labour or behaviours that are oppressive, degrading or otherwise demeaning or restrictive of a person's liberty. Cura Day Hospitals Group is committed to respecting and complying with the applicable legal minimum age for regular employment when hiring. Everyone should be working of his or her own free will.

All employees are responsible for promoting a culture of human rights and understanding and complying with the policies governing their employment.

Every employee has the right to terminate their employment after giving a reasonable period of notice.

We take a clear stand against discrimination and promote equal opportunities

Cura takes a clear stand against discrimination and supports equal opportunities for its employees.

Cura believes the quality of work life is about cooperation, communication, teamwork and respect for other people within the organisation. Cura also recognises the need to respect and value the diversity of the workforce and is committed to facilitating that diversity by preventing, as far as reasonably practicable, workplace discrimination, sexual harassment or bullying.

We seek to provide a work environment free from all forms of discrimination under applicable law, including verbal or physical harassment or intimidation from supervisors, co-workers, vendors, consultants, visitors, patients and other customers of Cura Day Hospitals Group. We do not tolerate harassment or intimidation in any form. We also do not tolerate violent or abusive conduct, including verbal or physical abuse by any employee, patient, customer, client or visitor in the conduct of our business.

Cura is an equal opportunity employer where the recruitment, status and advancement of workers is based on the competence, experience and qualifications of the people involved, without regard to age, sex, relationship status or any other factor not applicable to the position.

We provide grievance mechanisms and support an open communication

Cura Day Hospitals Group recognizes the importance of open communication and aims to create an environment where patients and employees can **report grievances**. We strive to create a place of work where everyone can raise concerns and issues in an appropriate form. We are committed to ensure that concerns and issues are addressed in a fair, reasonable and prompt manner, and investigated and resolved appropriately, as applicable. We believe that an open communication where communication can flow across all levels of the organization is essential to resolve employees' and/or patient / customer concerns quickly and effectively.

We actively seek staff feedback, which is delivered through engagement mechanisms such as staff surveys and by asking staff to complete exit surveys / interviews.

Cura is committed to the highest standard of conduct and ethical behaviour and to supporting a corporate culture of honesty, integrity and good corporate conduct and governance.

All **employees** of Cura Day Hospitals Group are encouraged to report potential cases of non-compliance with laws, regulations, internal policies, as well as actual or suspected misconduct that violates the Code

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of Conduct. Several options are available for this. For example, employees can report actual and potential misconduct to their superiors, to human resources or to the compliance officer. In addition, any suspected misconduct may also be reported anonymously via a dedicated toll-free telephone number to Fresenius; Compliance Action Line, or e-mail addresses set up for this purpose.

The Compliance Action Line is also available to **Suppliers and business partners' employees** who can raise grievances related to the company or its business partners' activities performed on behalf of Cura. Further information on the Compliance Action Line or e-mail address is available by contacting Cura's head office (phone: 07 3218 3700) or from the posters visible in each Cura location.

All **patients** are provided with the opportunity to express their concerns or complaints. Patient surveys are provided to each patient in the patient discharge information. Patients may also contact the hospital manager directly, or the Chief Operating Officer of Cura.

A person may report concerns regarding potentially unethical, unlawful or improper practices or behaviours, and be protected from reprisal because of such report, if they have reasonable grounds for making the report.

Cura will respond in good faith to complaints about human rights and act fairly and expeditiously in trying to resolve those complaints. If an individual complaint is unable to be resolved, the matter may be suitable for referral to an external agency such as a Human Rights Commission, a Health Ombudsman or Health Complaints Commission or an Information Commissioner. All complaints about human rights will be treated as an opportunity to learn and improve our systems and processes.

We expect our business partners to act responsibly

Cura's commitment to embedding a human rights culture is also achieved by setting expectations for how we approach internal operations, service delivery for our patients and our dealings with our suppliers and business partners.

Cura will incorporate human rights expectations in its procurement policies and contracts with external suppliers wherever appropriate and we will speak up and take action when we have concerns about how our stakeholders are conducting themselves in relation to human rights. Therefore, we expect our suppliers to comply with our expectations along their own supply chain and establish adequate procedures for this purpose. The principles describe Cura's minimum expectations in the areas of human rights, working conditions, workplace health and safety as well as compliance with applicable laws and regulations