HENRY SCHEIN®
DENTAL

HealthCare Essentials

Employee Handbook



Table of Contents

Welcome! 4
Our Vision, Mission and Values 4
Henry Schein/Healthcare Essentials Act it Live It Values 5
Henry Schein/Healthcare Essentials Worldwide Business Standards 6
GENERAL EMPLOYMENT 7
Employee Benefits 7
Recognition Awards 7
Community Service 7
Health and Wellbeing 7
Building Security 8
Free Parking 8
Employment Agreement 8
Induction 8
Dress Code 8
Distribution Centre 9
Hours of Work 9
Flexible Working Arrangements 9
Meal Breaks 9
Attendance 9
Attendance of Staff Meetings, Training, Conferences or Functions 10
Employee Referral Bonus 10
Expense Reimbursement 10
Personal Property 10
Overtime 10
Time in Lieu 10
Internal Transfers and Promotions 11
Training and Development 11
Equal Employment Opportunities (EEO) 11
Resignation and Termination 11
LEAVE 12
Annual Leave 12
Personal/Sick Leave 12
Bereavement Leave 12
Parental Leave 13
Long Service Leave 13
Jury Service Leave 13
Unpaid Leave Of Absence 13

SALARY ADMINISTRATION & PERFORMANCE REVIEWS 13
Pay Periods 13
Salary Review 13
Performance Review 14
WORKPLACE HEALTH AND SAFETY 14
Emergency Evacuation 14
Injury Reporting 14
Smoke Free 14
Drugs and Alcohol 14
CONDUCT 15
Bullying, Harassment and Discrimination 15
Misconduct and Serious Misconduct 15
Grievance Handling/Dispute Resolution 15
Performance Management/Counselling and Discipline 16
Theft and Dishonesty 16
Conflict of Interest 16
Outside Employment 16
Personal Interests and Competition 17
Employment of Relatives 17
COMPANY PROPERTY 17
Mobile Phones 17
Company Vehicles 17
Laptops 17
Credit Cards 18
Business & Gifts to Customers 18
CONFIDENTIALITY 18
Privacy and Confidentiality 18
Personnel Records 19
INFORMATION TECHNOLOGY 19
Internet and Email Use 19
The Hub/MySchein Intranet 19
Surveillance 19

Welcome!

Please visit our Welcome site for New Zealand. Here you will find our online Employee Handbook to read through, in addition to information about our business, its people and our history. Here you will also find information about your induction and first two weeks at HSNZ/HCE, first 30 days and next 60-90 day onboarding activities. We really are looking forward to welcoming you as our newest Team Schein Member!

Website: https://hsnzwelcome.zohosites.com/
Password: Welcome20!

Our Vision, Mission and Values

Our Vision

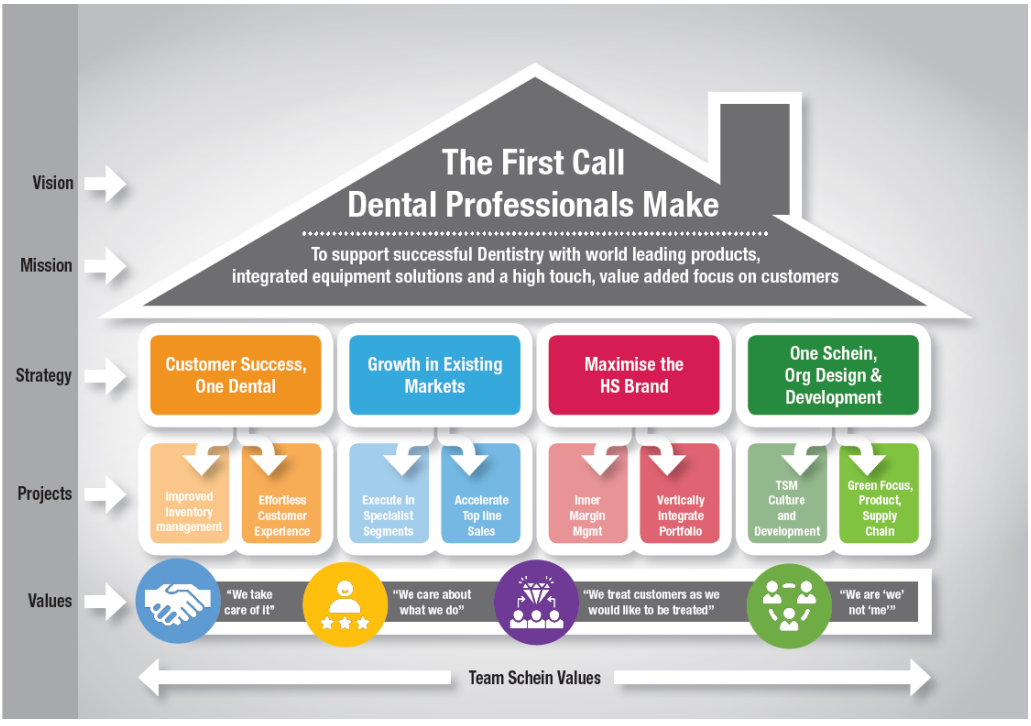
With our wide range of products, knowledge and services, our vision is to be **'The First Call Dental Professionals Make'**, whether that be in contacting their local Sales representative, our customer service team via email, live chat or phone, we strive to the first point of call for all dental professionals across New Zealand.

Our Mission

In joining us you are contributing to our New Zealand mission which is ***"To support successful Dentistry with world leading products, integrated equipment solutions and a high touch, value added focus on customers".***

Our Strategy and Values

Our Act it Live it values are our guiding behaviours for success, they are the foundation upon which the business is built. We have eight key projects identified to deliver on the strategic objectives outlined in this plan, that will drive the business forward over the next few years. Successful implementation of these projects underpins our mission statement and moves us towards our vision.



Henry Schein/Healthcare Essentials Act it Live It Values

Our people are key to our success. The 'Act it, Live it' values describe the collective attitudes and beliefs that will be vital to us all achieving our Vision, Mission, business goals and most importantly making this a great place to work.

We use our company values, standards and **Henry Schein/Healthcare Essentials New Zealand/Healthcare Essentials Values called 'Act it, Live it' as guiding principles** - both within our decision making and to define what successful behaviour looks like within Henry Schein/Healthcare Essentials New Zealand/Healthcare Essentials.



"We treat customers as we would like to be treated"

- We are focussed on the needs of our customers and suppliers
- "If I was the customer right now, would I be 100% satisfied?"
- We are committed to always meeting our customers expectations

ACT IT LIVE IT



"We take care of it"

- We take ownership and don't make excuses; it is the result that counts
- We work with a positive attitude; that way work is more enjoyable and success is easier to achieve
- We build trust and deliver on the commitments we make

ACT IT LIVE IT



"We care about what we do"

- We are committed to delivering excellence, therefore anything is possible
- We are proud advocates for our company and our brands
- We know what great looks like – and strive to achieve it

ACT IT LIVE IT



"We are 'we' not me"

- We treat Internal customers the same as external customers
- We collaborate across teams, sharing ideas, being accountable and celebrating success
- We use peer-to-peer feedback to understand and support each other

ACT IT LIVE IT

Henry Schein/Healthcare Essentials Worldwide Business Standards

In addition to our 'Act it Live it' Values, we are guided by the principles outlined in the **Worldwide Business Standards and HS International Team Schein Values** to realise our vision and goals. These guide our code of conduct and ethical behaviour throughout Henry Schein/Healthcare Essentials.



The Values of Team Schein

People Are Our Greatest Asset

The uniqueness of Henry Schein, Inc. has always been the richness of its history and the power of its values. They are tied together and have provided a strong foundation for the Company's present successes and future growth.

No Politics

We believe that politics distracts from great business practices; it never enhances them.

Mutuality

We believe that Henry Schein and its Team Schein Members are mutually responsible for the success of the business. Our promise is to create an environment in which all TSMs can realize their fullest potential.

Each Person is as Important as the Next

We recognize the value of all TSMs and their individual and collective contributions to the Company.

Recognize Creativity and Encourage It

We strive to encourage an environment where creative thinking is the norm, not the exception.

Open Communication

We believe that effective communication is critical to our continued success.

Ethics

We believe that conducting ourselves with the highest degree of ethics and integrity is foremost in driving a successful business.

GENERAL EMPLOYMENT

Employee Benefits

HSNZ & HCE have a Benefits program that including our Extraordinary Health Plan Card. New TSM's are provided a Health Plan spend limit to use at any Health Provider. We also offer Income Protection Insurance and other subsidised initiatives such as Discount Cards, Product Discount, Health Insurance discounts.

We also hold a number of community and social initiatives throughout the year that we encourage staff to be involved in. Our benefits are renewed regularly and can change from time to time, please find a brief overview of our current benefits on offer here.

We refresh our employee benefits from time to time, and the below benefits are currently available to our TSMs.

Once you start you will have access to our full benefits via the Hub
https://hsnzhub.zohosites.com/benefits

Recognition Awards

Henry Schein/Healthcare Essentials/HCE values the service of all its TSMs. As a way to celebrate these milestones, Henry Schein/Healthcare Essentials recognises individual service anniversaries at 5 years, 10 years, 15 years and so on and so forth. Please refer to the *Staff Recognition Policy*.

Scheining Star awards are presented on a quarterly basis. Any person who has demonstrated the 'Act It, Live It values towards external or internal customers is eligible for this nomination. Any member of staff can nominate a colleague for this award by completing the nomination form on The Hub.



Community Service

Henry Schein/Healthcare Essentials recognises that service extends beyond the workplace to our home communities. This spirit of corporate citizenship is exemplified through Henry Schein/Healthcare Essentials Cares, our global social responsibility program, which seeks to narrow the disparity in the delivery of healthcare services and information to underserved communities locally and abroad.

We support many deserving charities throughout New Zealand with Ronald McDonald House being the main charity that we sponsor on a regular basis. Once a year, we organise and prepare a full cooked dinner for the families staying and visiting Starship and Auckland Hospital.

Health and Wellbeing

Henry Schein/Healthcare Essentials/HCE believes in supporting the health and wellbeing of all its TSMs through the promotion of various health and wellbeing initiatives implemented each year.

Building Security

Access to the building is controlled with a security swipe card. You will be handed your card on commencement of employment.

Free Parking

Henry Schein/Healthcare Essentials New Zealand's head office is located at 243-249 Bush Road, Rosedale, Auckland. Henry Schein/Healthcare Essentials is pleased to be able to provide free parking in Henry Schein/Healthcare Essentials only allocated parking spaces at most of its facilities. TSMs are advised to lock vehicles, as the company is not responsible for damage to or the theft of your cars or other personal property.

Visitors parking spaces at company premises must not be used by TSMs.

TSMs should not park on access roads/driveways so that delivery vehicles and forklifts have clear and free access to ramps or shipping/receiving areas.

Under no circumstances may TSMs park in parking spaces that are allocated to neighbouring businesses.

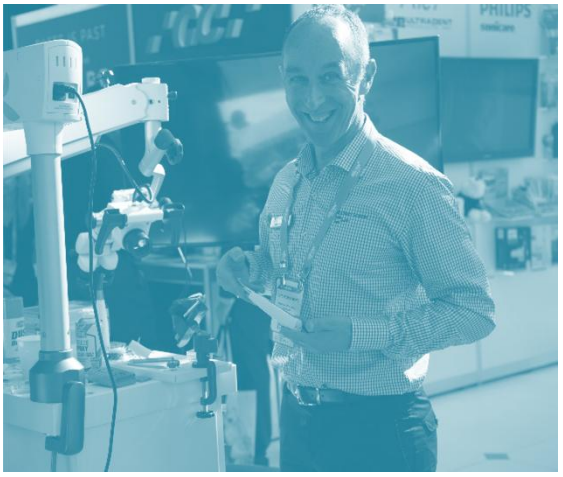
Healthcare Essentials Head Office is Level 4, 10 College Street, Te Aro Wellington with distribution at our Bush Road site.

Employment Agreement

At the commencement of your employment you will receive an Employment Agreement confirming the conditions of your employment. This agreement will contain commencement date, wage or salary, terms and conditions as discussed at the time of the interview and will be accompanied by your position description. Once you've read and signed the copy of the agreement, return it to your manager. You will be given a copy of your employment agreement for your own record.

Induction

Upon commencement of your employment your manager will take you through an induction program designed to assist with your integration into the company. This will also include a range of compulsory online induction courses suitable to your role, including but not limited to the Worldwide Business Standards and Henry Schein/Healthcare Essentials Values. For further information, please refer to the *Recruitment Policy.*



Dress Code

If you are unsure of appropriate clothing for your first day, please check with your manager prior to your start date. All information regarding Dress Code can be found in our Schein Together agreement. If you are scheduled to meet with customers or suppliers, appropriate business attire is to be worn. For more information, please refer to our Dress Code policy in our Schein Together document.

Under no circumstances will you be allowed to work in clothing or jewellery that may present a risk in terms of Workplace Health and Safety. If in doubt, check with your manager. All TSMs should present hair that is worn in a clean, neat and tidy manner. TSMs who work in distribution centres should wear long hair tied back for safety.

Distribution Centre

In order to ensure a safe work place, TSMs working in the distribution centres must, at all times, wear high visibility shirts or vests and enclosed flat shoes.

TSMs who do not normally work in the distribution centre, but are required to enter the warehouse for work or other purposes must wear a high visibility vest and covered shoes.

Hours of Work

Your normal working hours will be detailed in your Employment Agreement. Daily starting and ending times, lunch and tea breaks should be decided between yourself and your manager. Hours of work among departments and individual TSM within the same department may differ. Each manager is responsible for establishing the working hours and shift combinations best suited to the departmental business needs.



Flexible Working Arrangements

An employee can talk to their employer at any time about varying their work hours as part of their terms and conditions of employment. This policy now sets out a formal process which can be followed. Please refer to *Flexible Working Arrangements Policy* for more information.

Meal Breaks

For information on scheduling of breaks, please speak to your manager. More information on break entitlements can be found in your Employment Agreement. *Please note:* the Company does not support skipping lunch in order to leave work early.

Attendance

Henry Schein/Healthcare Essentials is committed to providing quality customer service to our customers. It is important for every TSM to work as a team to attain this goal. Consistent and regular attendance, punctuality and timely return from scheduled breaks will help ensure the company succeeds in this objective.

TSMs are required to attend work as scheduled and on time, minimize absences and to take personal responsibility for attendance. The company approaches attendance issues or concerns in a positive and concerned manner, based on the following expectations:

- TSMs must contact their supervisor or manager as soon as practicably possible, prior to their start time if unable to come to work or expect to be late for any reason. If a TSM is unable to reach the supervisor/manager, he/she should contact another manager, and be sure to follow-up later in the day.

- If a TSM is absent from work and does not contact his/her supervisor for a period of three (3) consecutive days, Henry Schein/Healthcare Essentials will commence proceedings towards consideration of abandonment of employment.

- A medical certificate substantiating sick leave absences may be requested at any time and at the discretion of your manager/supervisor.

Attendance of Staff Meetings, Training, Conferences or Functions

Depending upon your role within Henry Schein/Healthcare Essentials/Healthcare Essentials, you may from time to time be required to attend staff meetings, training, conferences or functions. You will be provided with ample notice of the meetings and you should advise your Manager if you are unable to attend.

When you attend meetings, you are encouraged to participate and to raise any issues you may have. These meetings provide you with an opportunity to have your say and we value your comments and opinions.

Employee Referral Bonus

If a staff member recommends a friend, acquaintance or former colleague to apply for an advertised position at Henry Schein/Healthcare Essentials NZ, they will be eligible for a referral bonus, if certain conditions are met. For further information please refer to the *Employee Referral Bonus Policy*.

Expense Reimbursement

TSMs will be reimbursed for reasonable, pre-authorised business-related expenditures. For further information, please refer to the *Expenses* and *Credit Card* policies.



Personal Property

TSMs are encouraged to protect personal property, as Henry Schein/Healthcare Essentials is not liable for the loss of or damage to personal property on Company premises. For this reason, it is strongly recommended that valuable items or possessions are not brought to work or stored in lockers or desks. For further information please refer to the *Personal Property Policy.*

Overtime

Payments for overtime are not generally made by the company. Where employees are paid a salary, this figure is inclusive of any compensation for overtime hours worked, with exception for employees who are required to work on a statutory holiday, as identified in the Holidays Act 2003, and are entitled to be paid at the rate of time and a half and to receive an alternative holiday (day in lieu). Any work required on a public holiday must be approved by the employee's manager.

Time in Lieu

Salaried staff will be allowed to accrue time in lieu as a result of working what is deemed above reasonable additional hours for their role. You must clarify your entitlements with your manager prior. For further information please refer to the *Time in Lieu Policy.*

Internal Transfers and Promotions

An important part of our philosophy is to provide TSMs opportunities to grow and succeed. Therefore, we prefer to promote and transfer from within wherever appropriate. Promotions and transfers are based solely on merit, i.e. ability, performance, experience, training, education and potential to master increased responsibilities, as determined by Henry Schein/Healthcare Essentials.



Training and Development

We believe that it is beneficial to you and the company to develop your skills and knowledge (where mutually beneficial), and for this reason a budget has been allocated for staff training and courses. If you wish to attend training programs or develop your skills, please discuss this with you manager as part of our Development Planning process.

The business has access to many online training module and material, please speak to HR for more information. For formal training requests, please present your request in writing outlining the relevance of the training to your current or desired role within Henry Schein/Healthcare Essentials, along with the necessary course information to your Manager.

For further information please refer to the *Training and Development Policy.*

Equal Employment Opportunities (EEO)

Henry Schein/Healthcare Essentials is an equal opportunity employer and is committed to compliance with New Zealand Legislation. For further information please refer to the *Equal Opportunity Policy.*

Resignation and Termination

In the event of your resignation or the termination of your employment, notice will be required in accordance with your Employment Agreement. In most cases you will be offered the opportunity to take part in an exit interview prior to your departure. Where possible, you will receive your final pay in the next pay period. Prior to receiving your final pay however, all uniforms and any property belonging to the company must be returned.

Any outstanding monies owing to the company for staff purchases or any other reason must be paid prior to your departure or the amount owing will be deducted from your final pay.

LEAVE

Annual Leave

Full-time permanent TSMs are entitled to 4 weeks of paid leave per year for the duration of employment. Part-time permanent TSMs have a pro-rata entitlement.

All annual leave must be authorised by the department manager.

Annual leave is generally to be taken at a mutually acceptable time agreed upon between the TSM and manager. Staff will be encouraged to take leave during the period when the business is traditionally quiet. The employer has a close down period of the office at Christmas and New Year and employees must take holidays at this time.

Annual leave should not accumulate more than 160 hours. TSMs are expected to take annual leave within 12 months of it falling due. Managers may request staff to reduce excessive accumulated annual leave. Upon termination annual leave entitlements will be paid out.

For further information please refer to the *Annual Leave Policy*.

Personal/Sick Leave

All employees, except casuals are entitled to personal/sick leave of 10 days per year. Untaken sick leave during the course of employment or upon termination will not be paid out.

TSMs may access 10 days per year personal / sick leave entitlements, if needed to provide care and support for members of immediate family, which includes:

- Spouse, partner, adult relative or child living in the same household;
- Adult child, parent, grandparent, grandchild or sibling of the employee or his/her partner, not living in the same household but where the employee has primary care responsibilities.

Employees are required to substantiate this leave entitlement with a medical certificate.

For further information please refer to the *Sick Leave Policy*.



Bereavement Leave

After 6 month's continuous employment all permanent employees are entitled to a minimum of 3 days paid bereavement leave on the death of a close family member. Up to two days paid leave is available to employees where a member of the employee's immediate family passes away. The amount of time approved up to two days depends on the TSM's involvement in funeral arrangements, travel to funeral requirements and other factors.

Immediate family includes:

- Spouse, partner, mother, father, brother, sister, child, grandchild, grandparent or partner's parents.

- For further information please refer to the Bereavement Policy.

Parental Leave

Parental leave is unpaid leave for employees having or adopting a child. Employees qualify for parental leave after completing at least 12 months continuous service with Henry Schein/Healthcare Essentials and a minimum of 10 hours per week. For further details please refer to the *Parental Leave Policy.*

Long Service Leave

TSM's who reach long service milestones are eligible for rewards and this is detailed in our policy for five, ten, fifteen, and twenty years service. For more information, please refer to the *Staff Recognition Policy.*

Jury Service Leave

TSMs required for jury duty will be released for service as per legislation.

Unpaid Leave Of Absence

Unpaid leave of absence may be available to employees who require additional leave,but have exhausted annual leave entitlements.

An employee requesting unpaid leave of absence must have a minimum of one year of service with the company. For further information please see the *Unpaid Leave of Absence Policy.*

SALARY ADMINISTRATION & PERFORMANCE REVIEWS

Pay Periods

All TSMs are paid on a monthly basis. The pay period covers two weeks in arrears and two weeks in advance.

All net pay is paid into a TSM's nominated bank account by close of business on the 14th of the month.

Each TSM may access their pay advice in the employee self-serve online system "ADP" You will be provided with your user name and password to access the self-service online system upon commencement.

Salary Review

The Salary Review Committee convenes in every year to discuss the annual salary review. The following considerations are taken into account when the Salary Review Committee approves salary increases to individual TSMs.

- The benchmark against salary market data.
- Your performance during the prior year.
- The company's capacity to pay salary increases and or bonuses based on its performance and profitability

Salary increases and bonuses may, or may not, at the sole discretion of the company be awarded.

Performance Review

Henry Schein/Healthcare Essentials believes that performance reviews are a valuable tool designed to assist both the Company and the TSM. The appraisal not only gives the Company an overall view of each TSM's contributions, work ethics and standards, it also provides a forum for open discussion for performance and future goals.

For further information about performance reviews and when they happen, please refer to the *Performance Appraisal Policy (HR-006).*

WORKPLACE HEALTH AND SAFETY

The employee is required to comply with the employer's health and safety rules and procedures and in particular, to take all practicable steps to ensure his own fitness for work and safety and the safety of others in the place of work.

Emergency Evacuation

In the event of an emergency, an alarm will be raised. The designated warden or deputy warden will ensure all staff have evacuated the office area. Each TSM and any visitors to the department should leave the building via the appropriate exit and collect at the designated collection point. For more information, please refer to the *Health and Safety Manual.*



Injury Reporting

In the event of a workplace injury or incident please notify a supervisor/safety representative immediately and when convenient, complete an injury/incident form.

Smoke Free

Henry Schein/Healthcare Essentials is committed to ensuring that all TSMs, contractors and visitors are not exposed to the dangers to health of tobacco smoke in the workplace.

At Henry Schein/Healthcare Essentials, all facilities are smoke free including the car park. This also applies to company vehicles.

For more information, please refer to the *Smoke-Free Workplace Policy.*

Drugs and Alcohol

Henry Schein/Healthcare Essentials provides a work environment which aims to ensure the health, safety, respect, and productivity of all employees.

Drugs:

- Henry Schein/Healthcare Essentials has zero tolerance to employee's use of and being affected by illegal drugs.
- The possession, transfer, or sale of any controlled drugs or substances, marijuana or any illegal drugs and alcoholic beverages while at work is strictly prohibited.

Alcohol:

- TSM must refrain from consuming alcohol before the commencement of work, during work or during breaks. The acceptable alcohol limit for the work environment is **zero**.
- Where a TSM drives a company vehicle or forklift, a zero alcohol limit must be adhered to.

Where a manager has sound reasons, he/she may request that a TSM is tested for drug or alcohol levels. Testing will be provided by an accredited testing service provider. Breaches of this policy may involve disciplinary action which may result in dismissal.

For more information relating to Drugs and Alcohol, please refer to the *Alcohol & Drug-Free Workplace Policy.*

For more information regarding Workplace Health and Safety, please refer to the *full list of policies and the Health & Safety Manual.*

CONDUCT

Bullying, Harassment and Discrimination

Every TSM is entitled to work in an environment that is free from bullying, harassment and discrimination and which values each individual's contribution. At Henry Schein/Healthcare Essentials, all TSMs, contractors, visitors, customers and other business associates are to be treated with dignity, respect and courtesy.

For more information on bullying, harassment and discrimination please see the *Anti-Harassment Policy (HR-004) and the NZ Harassment and Discrimination Policy.*

If you or someone in your workplace is affected by bullying, harassment or discrimination, consult your direct manager or HR as soon as possible.

Misconduct and Serious Misconduct

In most cases of misconduct or poor performance, informal or formal counselling and appropriate disciplinary procedures will take place.

In the case of serious misconduct, your employment may be terminated by the Employer without notice or payment in lieu of notice.

For more information on misconduct and serious misconduct, please refer to the *Disciplinary Policy* and/or your employment agreement.

Grievance Handling/Dispute Resolution

At Henry Schein/Healthcare Essentials, we believe that reasonable people can solve problems by working together. A clear and open channel for suggestions, concerns and complaints is a fundamental principle of positive TSM relations.

In the event of a TSM having a grievance or difference of opinion with another TSM, it is

strongly encouraged that the following steps are taken to solve the issue first:

(i) The issue should be firstly discussed between the two employees involved, ensuring that composure is kept at all

times and the discussion focuses on resolving the issue at hand.

(ii) If the issue cannot be resolved, the issue should then be discussed between the employee and his or her Department Manager/Supervisor. The Department Manager/Supervisor will facilitate a meeting between the parties and an outcome or resolution, which may be a compromise by one or all parties, will be agreed upon.

Performance Management/Counselling and Discipline

Performance Management is the general term used to deal with performance or conduct that does not meet the expectations and requirements of Henry Schein/Healthcare Essentials.

In circumstances where it is identified that a TSM is performing at an unsatisfactory level, his/her Manager will commence a process of counselling discussions, which outline the expected standards of behaviour or performance required and specify for the TSM where improvements are required.

Theft and Dishonesty

Henry Schein/Healthcare Essentials prohibits the removal of any company property or assets from company premises without the prior approval of the Department Manager or Managing Director. Any such removal of property or assets may be regarded as theft and will be treated as serious misconduct. *See our Disciplinary Policy.*

Conflict of Interest

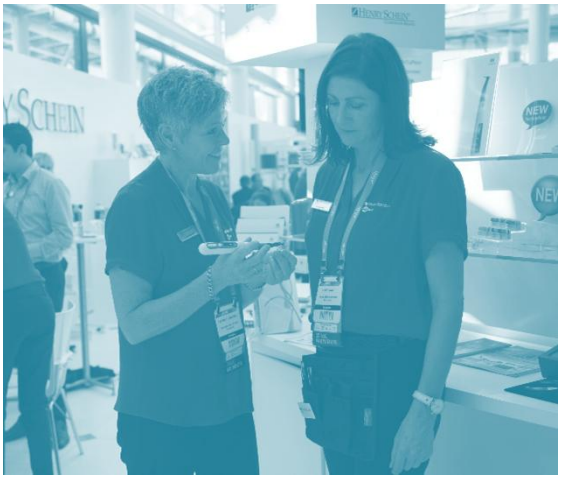
Conflict of interest is defined as part of the Worldwide Business Standards. Its purpose is two-fold:

- to prevent competition with Henry Schein/Healthcare Essentials's businesses
- avoid personal or family interests influence, or appear to influence business decisions.

Outside Employment

Henry Schein/Healthcare Essentials respects the right of employees to involve themselves in activities of their choice outside of the workplace. Accordingly, the company has no objection to any employee holding an additional or "second" job or earning additional income from other activities provided that there is no conflict with any Company business, negatively affect the TSM's ability to perform his/her job, or otherwise directly or indirectly affect the Company's business or public image.

However, in instances where a TSM may need to have other employment, it is imperative that both manager and Human Resources are informed and the secondary employment is authorised prior via written consent.



Personal Interests and Competition

TSMs are restricted from entering into an unauthorized business relationship with a competitor. This includes, but is not limited to, assisting family or friends in creating, developing, and designing, marketing or selling any product or service that competes with Henry Schein/Healthcare Essentials. Generally, the sale of any product or service to any customer, vendor, or supplier of the Company is also a conflict and is not permitted.

Employment of Relatives

Although exceptions have occurred in the past, the company generally does not seek to hire ''related TSMs. The definition of "relative" includes: spouse, child, parent, brother, sister, niece, nephew, aunt, uncle, cousin, grandparent, grandchild, in-laws or any person sharing the same household with the person in question.

For further information on conflict of interest, please refer to the following policies:

Outside Employment Policy (HR-005), Employment of Relatives Policy (HR-003)

If you think you may be in breach of Henry Schein/Healthcare Essentials's conflict of interest policies, please raise this with your manager immediately.

COMPANY PROPERTY

Mobile Phones

A company issued mobile phone should be used for business purposes and private usage of the mobile phone should be kept to a minimum.

In Australia and New Zealand, the use of a mobile phone while driving is illegal. If justified, a 'Hands-Free Car Kit' may be provided to the employee to be installed into their company car.

For more information, please refer to the *Mobile Phone Policy.*

Company Vehicles

It is the policy of the Company to lease and maintain vehicles for use by employees while on Company business. Company vehicles are assigned to those employees whose work entails the use of a vehicle to carry out his/her work or as part of the employee's remuneration package.

For more information, please refer to the *Vehicle Policy.*

Laptops

A company laptop will be issued to TSMs who require it for their role.

Henry Schein/Healthcare Essentials reserves the right to monitor the use of the network and to assess, inspect, review and disclose any data created, transmitted from or received on it, including documents stored in computers, mobile phones or on disks at any time.

For further information please refer to the *IT Guidelines document.*



Credit Cards

A company Credit Card will be issued to TSMs who require it for their role.

All receipts must be processed for approval in the ANZ Expense Manager by the 15th of the month.

For further information relating to *Credit card expenses please see the Credit Card Policy and the Credit Card Guidelines.*

Business & Gifts to Customers

From time to time, TSMs may be offered products, services or other consideration from outside parties. All such offers should be reported to and authorised by management prior to a TSM accepting such a gift.

For more information, please refer to the *Business Gifts Policy (HR-009).* Information on business gifts will also be covered in the Henry Schein/Healthcare Essentials World Wide Business Standards training, which is compulsory for all new and existing TSMs to complete.

CONFIDENTIALITY

Privacy and Confidentiality

Henry Schein/Healthcare Essentials is committed to maintaining and protecting customer and TSM information as per Privacy legislation.

Personal information includes any factual or subjective information, recorded or not about an identifiable individual or where disclosure of the name itself would reveal information about the individual. Personal Information does not include name, title, and business address or business phone number.

Henry Schein/Healthcare Essentials will:

- Obtain consent to collect, use or disclose personal information;
- Clearly state the purpose of collecting, using or disclosing information;
- Limit collection of personal information;
- Provide access to customer or personnel files, as appropriate;
- Provide the right to dispute the correctness and completeness of information;
- Safeguard personal information.

Henry Schein/Healthcare Essentials, our customers and our suppliers generate important business related information that must be kept confidential. Accordingly, there is a strict requirement that employees must also maintain an extremely high degree of confidentiality at all times in regard to business-related matters.

Personnel Records

The company will maintain a folder containing your employment-related information. These folders are the property of Henry Schein/Healthcare Essentials; TSMs have the right to review his/her personnel records in the presence of a representative from Human Resources.

Any changes in address, telephone number, family status or any other pertinent information should be updated in the 'EMO' system as soon as a change occurs. For more information, please refer to the *Personnel Records & Release of Information Policy (HR-008).*

INFORMATION TECHNOLOGY

Internet and Email Use

Email is an important tool for our internal and external business communication. In order to minimize risks to our systems, Henry Schein/Healthcare Essentials reserves the right to monitor the use of the network and to assess, inspect, review and disclose any data created, transmitted from or received on it, including documents stored in computers, mobile phones or on disks at any time.

All TSMs are expected to take responsibility for managing their email accounts and to conduct themselves in a legal, ethical and professional manner whenever using email correspondence or accessing the internet. TSMs must not assume their use of email or internet is private.

Misuse of the electronic systems is clearly not acceptable in our workplace. Misuse includes, but is not limited to, offensive, threatening, rude, obscene or harassing language or images and downloading or transmitting documents, which may put the integrity of the system at risk. E-mail communication and internet usage is provided for business usage; misuse may result in disciplinary action.

The Hub/MySchein Intranet

The global intranet MySchein & The Hub is our on-line internal 'bulletin-board' where all general company information may be accessed as well as the home for the company ISO (International Standards Organization) Quality System is stored and maintained. Here you will find anything from company procedures, forms, policies to HR documents and staff news. The address for The Hub is https://hsnzhub.zohosites.com/.
For more detailed information please refer to the IT Guidelines document.

Surveillance

The Company, as part of its business operations may undertake computer surveillance. The Company may monitor from time to time, or with cause, the access, distribution, and storage of email, internet or other electronic device of employees, including by way of backup or other process of storing information.

For more information relating to information technology, please refer to the following policies:

Internet Policy (IS-404), Electronic Communications Policy (IS-403).