

ALK Code of Conduct



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Living our purpose and our cultural beliefs

Dear colleagues,

Thank you for being part of ALK. Our company provides products and solutions that will help foster healthier lives for people with allergy, and I am proud to contribute to this great purpose every day. With so many colleagues all over the world, we are in a great position to make a difference for the better – for ourselves, for people with allergy, for our partners and suppliers, and for society in general by living and working according to the principles outlined in this Code of Conduct.



Our company is built on good practices in the sourcing, manufacturing, marketing and sale of our products. The principles outlined here, along with our cultural beliefs and behaviours, provide the foundations that guide our behaviour as employees. Knowing, understanding and living this Code of Conduct are integral to being an ALK employee.

As global challenges grow in number and severity, we have to set a good example for others as we continue growing the business in order to help more people with allergy. We want the ALK name to continue to be associated with integrity and trust so we can continue to deliver prosperity for our stakeholders, for our business and for society.

Carsten Hellmann
President and CEO

Your role as an ALK employee

The purpose of this Code of Conduct is to outline the standards of behaviour that we expect from all ALK employees.

Your role

As ALK employees we all have a responsibility to make ALK a great place to work. In practice, this means that we need to treat each other with respect and accept each other's differences and qualities. ALK should be a workplace where everyone feels safe, welcome and where everyone has equal opportunities.

As a manager you have the additional responsibility that comes with being entrusted with your position. You must talk about the Code of Conduct, stay informed about how to respond to questions, facilitate a speak-up culture that allows employees to raise any concerns, and let employees know that you expect them to do the right thing.

Our cultural beliefs and behaviours describe the aspiration for our company culture and encompass the attitude and mindset required to reach our Lighthouse. They also describe key behaviours that we believe will ensure ALK's continued, sustainable growth.

However, as a global company, our responsibility extends beyond the world of ALK, as we also impact other businesses, partners, the environment, as well as people and communities. By conducting our business with integrity, as described in this Code of Conduct, and following applicable rules and regulations, we can continue to grow ALK and help many more people with allergy.

Scope and application

This Code of Conduct applies to all ALK employees. By signing off on this Code of Conduct, you agree to follow the guidelines that are outlined here, while using your common sense to fill in the gaps. No Code of Conduct can ever cover all circumstances or anticipate every situation. The following should serve as a guide. If you encounter situations that the Code of Conduct does not specifically address, you should apply the overall philosophy of the Code of Conduct to the situation. If you still have questions, you should reach out to Human Resources.



If you want to know more: CSR Policy

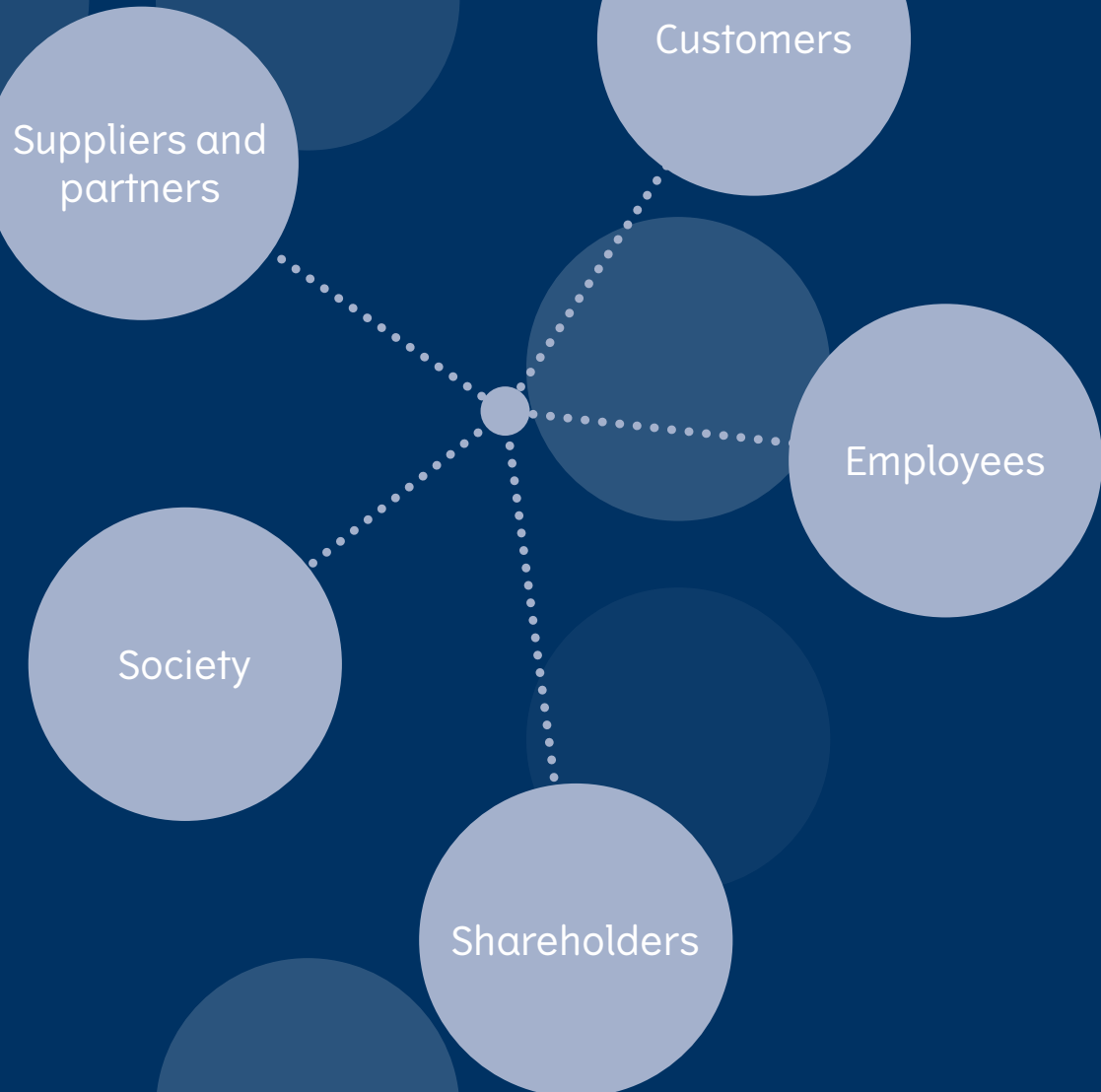
How we interact with stakeholders, how we approach the world.

At ALK, we want to develop and maintain long-term, positive relationships with all our stakeholders. We deliver value to our customers by providing allergy solutions for life. We strive to create a dynamic and attractive work environment with room for professional and personal development in which we can attract and retain the best employees.

We provide accurate, timely and relevant information about financial and non-financial performance on strategy, operations, performance, expectations, and our research and development activities.

We respect applicable laws and industry standards in our communication with people outside of the organisation, and we do business with suppliers and business partners who adhere to applicable laws and regulations.

Through meaningful engagement with our stakeholders, we want to support global development by using their input to make strategic decisions regarding our business.



We support the UN Global Compact's 10 principles in the areas of human and labour rights, the environment and anti-corruption and we have integrated these principles in the ALK Code of Conduct.

ALK Alertline

ALK Alertline is ALK's whistleblower system.

You can use ALK Alertline to report your observations if you become aware of potentially destructive or illegal actions in connection with ALK's activities. ALK Alertline enables ALK to learn a lesson from any wrong actions and implement measures to put a stop to them.

You can file a report online or by telephone. ALK Alertline is hosted by an independent third party, EthicsPoint, to ensure confidential and secure reporting. This means that it is not part of ALK's website or intranet. Reporters are encouraged to give their identity, but you can also file a report anonymously.

Filing a report via ALK Alertline is entirely voluntary, and no one will be punished for not filing a report via ALK Alertline.

What can be reported?

In general, observations or suspicion of behaviour that can give rise to serious criticism in the following three main areas should be reported via ALK Alertline:

- Offences with a potentially harmful or life-threatening effect on people
- Criticisable behaviour with a potentially harmful effect on ALK
- Criticisable behaviour with a potentially harmful effect on ALK's surroundings

Less serious offences such as cooperation problems, dissatisfaction with pay, incompetence or violation of rules on e.g. dress code, smoking, use of e-mail/Internet, should not be reported via ALK Alertline. In such cases you should use the ordinary channels of communication and contact your manager, Human Resources or EHS.



What do we expect from you?

- Report all concerns to your manager or their manager. If these options are not available to you, reach out to Human Resources or Corporate Affairs & Legal
- Report legal, financial or reputational risks to ALK Alertline
- Report all relevant incidents – those that have happened or are likely to happen



As an employee you are not allowed to:

- Make reports in bad faith
- Report minor offences such as breaches of a dress code, dissatisfaction with pay or disagreements with colleagues



Why is this important?

Whenever there is a breach of trust or legal obligation in a company, employees tend to know or suspect something long before it becomes public. Often, these offences could have been stopped in advance. Reporting issues and concerns openly, can help us to deal with problems directly, limiting the damage to our company, people or the environment.



If you want to know more: Visit the ALK Alertline site on Felix



Anti-corruption and fraud

We do the right thing in our interactions with third parties, such as customers, suppliers, governments and partners. We do not accept corruption, bribery or fraud in any form as part of our business, whether conducted by an employee, or on our behalf by a third party.

In general, as employees of ALK, it is our obligation not to offer anyone anything of value that could be interpreted as an attempt to influence behaviour that could inappropriately influence decisions in our favour.



What do we expect from you?

- Never offer, promise, or suggest a bribe or facilitation payment or an inappropriate gift or favour in order to gain an unfair advantage
- Only accept gifts, hospitality and entertainment of modest value and which do not go beyond legitimate business purposes
- Never accept anything of value that may improperly influence your decision
- If you become aware of anyone violating these rules, report it to your manager, their manager, the Corporate Affairs & Legal department, or through ALK Alertline
- If local law varies from what is described in this Code of Conduct, whichever is stricter applies
- Keep all interactions with external parties transparent
- When in a tender process, make sure that you do not offer or accept any gifts of any kind
- Always consider potential conflicts of interest
- Always maintain accurate books and records
- Never give or accept gifts in secret



As an employee you are not allowed to:

- Directly or indirectly accept, give, solicit, offer or promise payment of money, loans, discounts, hospitality, future business or career opportunities, contracts or favours, as an incentive to:
 - Influence any individual, customer, government official or company
 - Win or retain business
 - Gain an advantage
- Provide gifts, either in cash or in kind, to a healthcare professional or patients' organisation, or as a means to influence someone's judgement
- Accept lavish, inappropriate or frequent gifts or gift vouchers from partners or vendors for private use
- Offer, solicit or promise facilitation payments or 'kickbacks', as these are considered to be a form of bribery
- Engage with companies where you have a conflict of interest:
 - Avoid activities that influence, or appear to influence, decisions or actions made on behalf of ALK
 - Avoid activities on behalf of ALK where personal or family interests involved can create a conflict of interest
 - Avoid outside activities that would conflict with your obligations to ALK



Why is this important?

Corruption is one of the leading causes of economic inefficiency, as it disproportionately affects those who are in need and reduces global economic growth. It is our responsibility to help fight corruption in order to ensure that ALK continues to be a trusted company for healthcare providers, business partners and most importantly, people with allergy.



**If you want to know more:
Anti-corruption Policy**

Communication, promotion and social media

As employees in a pharmaceutical company, there are certain things that we are not allowed to say about our products and research. The authorities decide what is and what is not promotion, and to whom, on a case by case basis, which makes it a challenge to know what you can and cannot say as an employee.

Simply put, in most cases you are not allowed to talk about ALK branded prescription products, such as allergy immunotherapy products and research, with the general public, including people with allergy.

However, even though it can be a minefield – communication with the outside world is important to us and our company, and it helps us connect with people with allergy, current and potential employees, the media and investors.



What do we expect from you?

- Be respectful of others
- Refer all media contact regarding ALK as a company to Corporate Communications
- Follow the local, ethical guidelines for the promotion of pharmaceutical products to healthcare professionals
- If you want to, feel free to:
 - Comment, like and share everything klarify.me related (if permitted by applicable laws and regulations)
 - Comment, like and share allergy related posts (disease awareness)
 - Comment, like and share stories about your experience as an ALK employee
- Report any side effects to **drugsafety@alk.net**
- Reach out to Corporate Communications or Global Medical Affairs if you are in doubt



As an employee you are not allowed to:

- Talk about ALK prescription products with members of the public in person or online
- Recommend ALK prescription products
- Advise others on personal medical matters
- Promote the use of ALK products for other purposes than indicated
- Comment, like or share press releases about ALK online
- Comment, like or share images or names of ALK prescription products online
- Comment, like or share clinical results from ALK studies online
- Talk to the media as an ALK spokesperson unless instructed to do so



Why is this important?

ALK respects applicable local laws and regulations. In most of the world, promoting prescription products to the general public (i.e. direct-to-consumer advertising) is strictly forbidden, because it might induce people to ask for specific drugs, even though they might lack the necessary medical knowledge to consider any potential side effects or why they might not be suitable for treatment with a particular drug.

We are allowed to promote our prescription medicine products towards healthcare professionals in countries where a product has been approved for use (i.e. granted marketing authorisation). Promotion of prescription medication to healthcare professionals must comply with applicable national laws and regulations. All promotional materials must be accurate, balanced, fair, objective and sufficiently complete to enable the recipient to form his or her own opinion of the therapeutic value of the product. Promotional claims must be in accordance with the approved product labelling. It is prohibited to promote a product for any use other than that approved by the local regulatory authority.



**If you want to know more:
Social Media Guidelines, reach
out to Global Medical Affairs
and Regulatory Affairs
(North America)**

Competition

We are committed to fair, transparent and open competition in all our business dealings. We comply with applicable competition laws and we expect all employees to have a basic understanding of how to interact with competitors.

Agreements and exchanges with competitors must never aim to reduce competition in an open market. Examples of anticompetitive behaviour include: the establishment of cartels – whereby members engage in price fixing or other secret or illegal activities, or agreeing to divide territories – whereby companies agree to stay out of each other's way in an otherwise open market.

As the world's leading allergy immunotherapy company, we have an additional responsibility not to charge unreasonably high prices that exploit customers, not to charge unreasonably low prices that might push out competitors, to discriminate against customers or force business partners to adopt certain trading conditions.

We want to sell our products on their merits; therefore, we expect that any comparison between our products and those of our competitors to be based on substantiated, complete and accurate information.



What do we expect from you?

- Do not engage in anticompetitive behaviour
- Be careful when you attend industry events and congresses, not to discuss competitively sensitive information, such as production capacity, suppliers or customers, pricing, margins or marketing strategies and plans
- Do not talk disparagingly about our competitors to our customers, but focus on the virtues of our own company and the high-value products we produce



As an employee you are not allowed to:

- Coordinate with competitors to fix prices, jointly establish a minimum price level or make arrangements to share markets, or agree to limit production or distribution
- Agree on customer allocation
- Agree on production limitation
- Disseminate untrue or misleading statements about our competitors' products



Why is this important?

The competition laws were put in place to protect the public from aggressive and unfair competition. Companies who do not comply with these laws risk large fines. People who are found violating these laws risk serious penalties, including prison.

Confidential information

Everyone at ALK is responsible for safeguarding confidential information. Our confidential business information is very valuable and must be protected at all times, also from unintended or unauthorised disclosure internally. At ALK, we distinguish between confidential information and insider information.

Confidential information in a business setting is information that cannot be shared with people who are unauthorised to receive it.

Insider information is information regarding a publicly traded company that can provide a financial advantage in the markets. It can be many different things such as new partnerships, changes in the financial outlook, clinical trial results etc. Rules and regulations governing insider information are comprehensive and unauthorised access to or sharing of insider information is a criminal offence.



What do we expect from you?

- Respect confidential information and never share it with anyone who is not authorised to receive this information
- Only share confidential information with third parties if you personally know that a confidentiality agreement has been signed that allows you to do so
- Be mindful about who can overhear any conversation about confidential matters
- Never make copies of confidential information unless it is absolutely essential for your work



As an employee you are not allowed to:

- Disclose any information about ALK that is not publicly available
- Use ALK's confidential/insider information to your advantage



Why is this important?

Confidentiality is the cornerstone of developing trust with our stakeholders – patients, employees, business partners, customers etc. Although we do not want to build a culture of secrecy, we expect you not to improperly share information that is confidential and could prevent a plan or activity from succeeding.



**If you want to know more:
Contact Investor Relations**





Environment

Protection of the environment is important to all of us at ALK, as climate change is one the biggest problems facing the world today.

We strive to reduce our impact on the environment and climate through responsible consumption and production. We acknowledge that we, as a manufacturing company, are both part of the problem and contributors to the solution, which is why we strive for sustainable resource consumption and take measures to reduce the climate impact of our production processes.



What do we expect from you?

- Be conscious of how you can reduce your impact in your daily work – and act on it
- Help reduce environmental risks
- Come forward with ideas and suggestions of how we can achieve environmental sustainability
- Report any situation that you think may pose both immediate and long-term risk to the environment



Why is this important?

We know that climate change will not only impact how we live but may even affect where we can live in the future. For a long time now, it has been clear that businesses have a role to play in driving global development so that it becomes more sustainable. We are always looking to reduce our energy and water usage, along with our CO₂ emissions and waste.



**If you want to know more:
EHS Policy, CSR Policy**

Grants, donations and political contributions

ALK is owned by the Lundbeck Foundation whose activities make a difference for people's health and well-being through the foundation's support for scientific research.

ALK only provides grants and donations to institutions and never to individuals directly. ALK only makes donations to charitable events and for charitable purposes that are legal and ethical. Charitable donations are only given if ALK does not receive any tangible consideration in return. All donations must be approved by a General Manager, Executive Vice President, CEO or appropriate committee.

ALK does not engage in any political activity, and therefore if employees choose to participate in the political process outside of the workplace, it is important that they make it clear that they do not speak on behalf of ALK.



**If you want to know more:
Anti-corruption Policy**

Health and safety

The health and safety of our employees is a responsibility we take extremely seriously, and we work to ensure that systems and processes are implemented globally to support a healthy and safe work environment.

We continuously train and involve our people in health and safety issues to make ALK a better place to work both physically and psychologically.

We are also committed to safeguarding human and labour rights, because we believe it is the right thing to do to create sustainable societies and ensure well-being at work. As employees of ALK, we all have a responsibility to ensure health and safety at work.



What do we expect from you?

- Say something if you see practices that are unsafe or unhealthy
- Keep yourself and your colleagues safe at work
- Play an active part in ensuring well-being at work
- Use appropriate protective equipment where necessary



As an employee you are not allowed to:

- Act in a way that puts you or your colleagues at risk
- Work with business partners who disregard human and labour rights
- Work without the proper health and safety training



Why is this important?

Our employees are the driving force behind ALK's further growth. Feeling healthy and safe when you come to work is a huge part of making the workplace a positive place to work for everyone.



**If you want to know more:
EHS Policy, CSR Policy**

Human rights

At ALK, we respect human rights, and we expect our business partners, suppliers and customers to do so as well. People with allergy depend on us for solutions they can trust, and in turn we empower them to take control of their life.

We take great care to protect human rights and to avoid being complicit in any human rights violations. As such, within our abilities and with respect to local laws, we offer fair working conditions, we promote equal pay for equal work, freedom of association and collective bargaining, as well as prohibit all types of discrimination, harassment and retaliation, along with forced and child labour.



What do we expect from you?

- Uphold human rights
- Treat everyone with respect and interact in a dignified way
- Accept different ideas, opinions and perspectives
- Avoid biased and retaliatory decisions. Apply relevant and objective criteria when making decisions about hiring/firing, promotions/demotions, and compensation
- Never participate in any kind of harassment, for example unwanted comments or physical advances, which might create an uncomfortable environment at work
- Report any suspicions and violations of human rights to local or global Human Resources, or ALK Alertline



As an employee you are not allowed to:

- Discriminate against someone because of their race, colour, religion, sex (including pregnancy, gender identity, and sexual orientation), marital status, age, national origin, ancestry, disability, genetic information, or any other characteristics protected as established by applicable law
- Condone or engage in any form of child or forced labour
- Stop others from joining a union
- Turn a blind eye to harassment or discrimination
- Penalise or retaliate against someone for raising a concern



Why is this important?

Human rights are basic rights and freedoms that every human being has from birth to death. Many people still do not have basic rights such as free speech or the right to a fair trial. By setting a good example for others, we can influence positive change in the world.



**If you want to know more:
CSR Policy, EHS Policy,
Diversity Policy,
Harassment Policy**

Interaction with healthcare professionals and patients' organisations

Healthcare professionals are key to the success of our business. They are the first to see the real-world benefits of our allergy immunotherapy products and are well-placed to help us with the development of even better products.

Healthcare professionals also choose which products to prescribe to people with allergy and for this reason, our relationship with them is governed by laws, regulations, industry standards and codes of ethics. Similarly, our collaboration with patients' organisations allows us to understand more about people with allergy and their everyday lives.

As a rule, we always have to be able to prove that our interaction with healthcare professionals and patients' organisations has a professional purpose. Any interaction with healthcare professionals or patients' organisations must be strictly for legitimate reasons, and contributions must not be given with the intent to improperly influence the recipients to do something favouring ALK, to reward such behaviour, or to refrain from doing something disadvantaging ALK.

No gift or pecuniary advantage (in cash or in kind) may be supplied, offered or promised to a healthcare professional, healthcare organisation or patients' organisation. The transmission of informational or educational materials is generally permitted in most countries provided it is inexpensive, relevant to the practice of medicine, and directly beneficial to the care of patients.



What do we expect from you?

- Exercise caution when collaborating with patients' organisations and healthcare professionals
- Always familiarise yourself with the specific rules when working with doctors across borders
- Make sure that events and venues are modest and reasonable and held for a legitimate purpose
- Hire healthcare professionals as consultants when there is a legitimate need, and for his/her professional abilities and qualifications. Have a written contract in place with a consent to disclose all transfer of value
- Keep everything transparent, and be mindful of reporting interactions to your manager
- Disclose of all applicable fees and costs (i.e. transfer of value) in accordance with the national requirements of the healthcare professional's home country

**As an employee you are not allowed to:**

- Offer healthcare professionals any remuneration or incentive (in cash or in kind) that may influence them to recommend, prescribe, purchase, supply or administer an ALK product
- Give gifts or other financial advantages to healthcare professionals and patients' organisations*
- Offer any advantages to doctors' families, friends or acquaintances, including logistical assistance for travel and/or accommodation
- Offer a healthcare professional hospitality (food, beverages, travel or entertainment) that would be considered extravagant (e.g. 5-star hotel)

**Why is this important?**

Multiple studies have confirmed that doctors who receive extravagant gifts, money, food or entertainment from a pharmaceutical company are more likely to prescribe the company's products. In order to ensure that the decisions doctors make are in the patients' best interest, we do not offer doctors any gifts. Furthermore, we believe that our products should be chosen on merit, and not because of any item of value which might persuade doctors to choose our products over those of our competitors.

Furthermore, being in breach of the laws and regulations concerning the financial remuneration or sponsorship of healthcare professionals, healthcare organisations or patients' organisations can result in very large fines and/or criminal prosecution, as well as significantly harm the reputation of ALK.

* National deviations may occur in terms of stationary material (pens, writing pads) for closed meetings.



**If you want to know more:
SOP50178**

IT security

Technological advances have made information easy to access and hence more vulnerable to unauthorised access and manipulation. Any weakness in our approach to IT security can lead to breaches of personal privacy, the sharing of confidential corporate data, and violations of national and international laws.

All cases involving the theft, loss, or unauthorised disclosure of ALK proprietary information should be reported immediately to the IT security department by sending an e-mail to **security@alk.net**.

It is our obligation to help protect human rights, including the right to privacy of employees, customers and people with allergy. To ensure safety online, we monitor network traffic for any potentially illegal behaviour.

What do we expect from you?

- That you handle data and information responsibly
- Lock your computer whenever you leave it unattended
- Be on the lookout for potential viruses, hacking attempts and other security breaches. If anything seems out of the ordinary, log an IT ticket
- Use common sense even with trusted sources
- Double check all website links before typing in personal information
- Exercise caution when using removable devices such as USBs

- Only send and receive company data using ALK communication tools, e.g. company e-mail, Air etc.

As an employee you are not allowed to:

- Access information you are not authorised to access
- Download and install software on your ALK computer unless you are sure it is safe to do so
- Connect non-ALK computers or other foreign devices to our network without prior permission from Global IT
- Give others access to areas such as server rooms and data storage areas
- Reveal your account password to others or allow them to use your account. This includes family when working from home
- Copy confidential data to any device unless sanctioned by the data or asset owner and then only for a limited period of time. Data must be removed immediately after use
- Use your ALK e-mail and Windows password for external services (Facebook, Instagram, fitness clubs etc.)
- Open attachments from unknown sources, as they may contain malware



Why is this important?

Information and data are strategic ALK assets and as such, any unauthorised alteration, destruction or access to these data could be harmful to ALK's reputation and business.

IT security rules

Rule #1



It's important to pay attention to suspicious e-mails or strange behaviour

Rule #2



Don't download any files or activate links from e-mails that you are NOT 100% sure about

Rule #3



Never enter your user name or password on websites that you don't know!

Rule #4



Don't use your ALK e-mail and Windows password for any external services (Facebook, Instagram, fitness clubs etc.)

Rule #5



If you don't know where it comes from, don't plug it in!

Rule #6



Don't leave your computer or device in open, unlocked places

Rule #7



Always lock your computer before leaving it

Rule #8



Don't let people into our buildings without an access card and code (Tailgating)

Every day, you are the target of IT security attacks that might pose a risk to ALK.
If you have any questions contact: security@alk.net

Patient safety

Pharmacovigilance is the science and activities relating to the detection, assessment, understanding and prevention of side effects or any other drug-related problem (World Health Organization).

The objectives of the ALK Pharmacovigilance system are to ensure public health via patient care and the safe use of ALK's medicinal products. ALK Pharmacovigilance closely monitors all information about side effects and drug-related problems which are available or reported directly to ALK.

In our clinical trials which we conduct in close collaboration with healthcare professionals, scientists and people with allergy, safety, privacy and respect are our watchwords. In our monitoring, analysis, evaluation and control of these trials, we adhere to all regulatory requirements, as well as internationally recognised guidelines and industry principles for the ethical development of products.

Any ALK employee who becomes aware of or is informed about a side effect linked to ALK medicinal products, is personally responsible for reporting it to his/her local drug safety department. As an employee, you are instructed in how to report such information, and you must sign to confirm that you are aware of this obligation.

All information is assessed by ALK pharmacovigilance in order to provide high quality and balanced information about the benefit-risk profile of ALK products. In some cases, such an assessment may lead to a change in the way an ALK product is used.



What do we expect from you?

- Report any side effects to the local drug safety department within 24 hours to **drugsafety@alk.net**
- Exercise caution during clinical trials and research
- Read and comply with ALK's safety reporting practices



Why is this important?

Our reputation and licence to operate are strongly linked with our ability to deliver our world-class products and services. We conduct clinical research to the highest ethical standard, with respect to human and labour rights and local regulations. We closely monitor the safety of our products both during clinical trials and once the products are marketed. We are regularly inspected by authorities to ensure that our safety surveillance system is robust and that ALK employees are suitably trained.

As employees, reporting any side effect is extremely important because it could reveal previously unknown side effects, whether people are administering the medicine correctly, whether our medicine cross-reacts with other medicine etc. All this information is extremely valuable as it allows us to protect the health and safety of people with allergy, and our reputation.



If you want to know
more: **CSOP62110**

Personal data privacy

Handling personal data in an ethical and safe manner is highly important to ALK and to our stakeholders.

As a pharmaceutical company, it is particularly important that people can trust us to protect their medical data. The same goes for employees, who rely on us to safeguard their personal information.

What do we expect from you?

- Read and comply with ALK's data protection best practices
- Reach out to local or global Data Protection representatives if you are in doubt
- Alert the Data Breach Team immediately on **data.breach@alk.net** and the IT Service Desk if you become aware of a breach
- Only collect, use, disclose and store personal data if it serves a legitimate purpose
- Appropriately inform others every time you gather personal data
- Follow up when a person exercises a personal data right
- Be especially careful about sensitive clinical data
- Be 'personal data smart' – double check recipients before sending an e-mail, lock your computer when it is not in use, and be mindful of with whom you are sharing information
- Generally, limit or do not store personal data on laptops

As an employee you are not allowed to:

- Retain personal data any longer than is necessary
- Be careless with the security of personal data
- Share personal data outside of ALK's approved systems without sufficient legal and technical safeguards

Why is this important?

Personal privacy is a basic human right and any infringement of that privacy represents a serious violation of this right. It is everyone's responsibility to treat personal data with respect and keep it safe during and after use. Companies caught with inadequate personal data safeguards are subject to very high fines and in the most serious cases, legal action from authorities. It is a key company responsibility to safeguard the privacy of those who have entrusted us with their personal data. This includes business partners, patients, consumers, employees and healthcare professionals, among others.



**If you want to know more:
Personal Data Policy, Privacy
onepager**



Quality mindset

Quality is an integral part of all aspects of our business, and it is a prerequisite to providing allergy solutions for life to people with allergy.

A quality mindset is relevant for everyone at ALK. As an employee, you must be sufficiently trained to perform your job and have quality as a guiding force for your deliverables, regardless of where you work in the organisation. Everyone is responsible for ensuring that our work processes are efficient and that they improve continuously. This mindset also requires embracing change, empowering others, being accountable and prioritising, even when it may be difficult.



What do we expect from you?

- Integrate quality into everything you do, and take responsibility to ensure that we do the right thing at every step
- Be proactive, think about how we can solve problems creatively and strive to do things better
- Ensure the safety of our patients, by complying with applicable specifications, international standards, the terms of our marketing authorisations, and the overarching principles of Good Practices (GxP)
- Follow quality and ethical principles emphasising patient engagement and provide sufficient scientific and medical data to help guide healthcare professionals and patients
- Help improve product quality, patient safety, customer satisfaction and compliance on a continuous basis



Why is this important?

Compliance underpins our very licence to operate. If we do not comply with the requirements of healthcare authorities around the world, and if we do not put patient safety first in everything we do, we will lose our licence to operate. Having a quality mindset supports our efforts with compliance – but more than that, it drives efficiency, ensuring that we do things right the first time, and that we drive continuous improvement in our work processes. Most importantly, it is a prerequisite for making sure that every person with allergy we help with our products is getting the best possible treatment and care available.



**If you want to know more:
Quality Mindset booklet**

