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**UFH Vendor Code of Conduct**

The United Family Healthcare (UFH) vendor code of conduct is established to ensure vendor business practices at UFH hospitals and clinics align with UFH’s commitment to patient safety and quality.

1. All vendors must obey all laws and regulations of the People’s Republic of China, as well as all UFH policies.
2. All vendors must only sell or promote commodities or services in line with their business and medical device distribution licenses.
3. All vendors must conduct business with UFH using the highest standards of integrity and professional ethics.
4. Vendor representatives must be appropriately authorized through written documentation, and trained by their employers, to ensure all instructions, information and statements provided to UFH are accurate and truthful.
5. All UFH related data, and any information acquired by vendors in business with UFH, must be kept strictly confidential, and must never be disclosed to any third party.
6. Vendors are prohibited from directly accessing clinical areas without prior coordination with, and consent from, UFH Purchasing, to promote products/services or conduct other activities related to sales promotion. (This includes, but is not limited to, reception areas, cashier desks, consultation rooms, inpatient rooms and operation rooms). Vendors authorized to access clinical areas are prohibited from disturbing UFH clinical work in any way.
7. All vendor training required by clinical departments related to products or services must be coordinated through the UFH purchasing team.
8. It is prohibited for vendors to provide benefits to UFH staff in order to obtain or retain business with UFH. (This includes, but is not limited to, gifts, commission, or other beneficial rewards).
9. Upon first visit to a UFH hospital or clinic, vendors must always contact the UFH Purchasing Team to go over procedures or anything that may be unclear.
10. Should vendors have any concerns regarding business ethics and conduct with UFH, they should communicate these directly with the UFH Internal Audit Department at email: [audit@ufh.com.cn](mailto:audit@ufh.com.cn).
11. Vendors who violate rules will be given a verbal warning upon first occurrence, and be subject to more serious penalty including a warning letter, or potential disqualification of contract with UFH, when the second or a serious violation occurs.
12. UFH reserves the right to make all final interpretations and decisions regarding the UFH Vendor Code of Conduct.

**UFH Supply Chain Management Center**