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Corporate  
Responsibility  
Report





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# A Message From Our CEO

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I am pleased to present Midmark Corporation's 2023 Corporate Responsibility Report. It highlights our efforts and achievements in creating positive social and environmental impacts through our business operations, products and services as well as our focus on people, teammate engagement, community and philanthropic outreach. We remain committed to providing the best possible experience for patients and caregivers and delivering on our promises to our customers, teammates, communities and stakeholders.

I am proud of all that Midmark has accomplished in 2023 and look forward to continuing our efforts in the years to come.

**Jon Wells**  
President and CEO

# Midmark Overview

Midmark Corporation is the only company transforming healthcare experiences through innovative design, within medical, dental and animal health environments. We focus on harmonizing space, technology and workflows, creating a better experience for caregivers and patients at the point of care.

## Our Mission

Improving the experience between the patient and the caregiver is at the heart of everything we do.

## Our Vision

To transform healthcare experiences through innovative design.

## Our Values

We are passionate leaders, courageous, curious, agile and authentic.



- o Headquarters located in Versailles, Ohio
- o Founded in 1915
- o 2,200+ teammates worldwide
- o United States total square footage: 1,143,103 square feet
- o 12 locations in the United States
- o 2 International Locations: Quattro Castella, Italy + Mumbai, India

## PRODUCTS + SERVICES



### Medical

Workflow solutions and products that optimize the efficiency and effectiveness of equipment, such as exam and procedure chairs, advanced with RTLS and lean consulting services.



### Dental

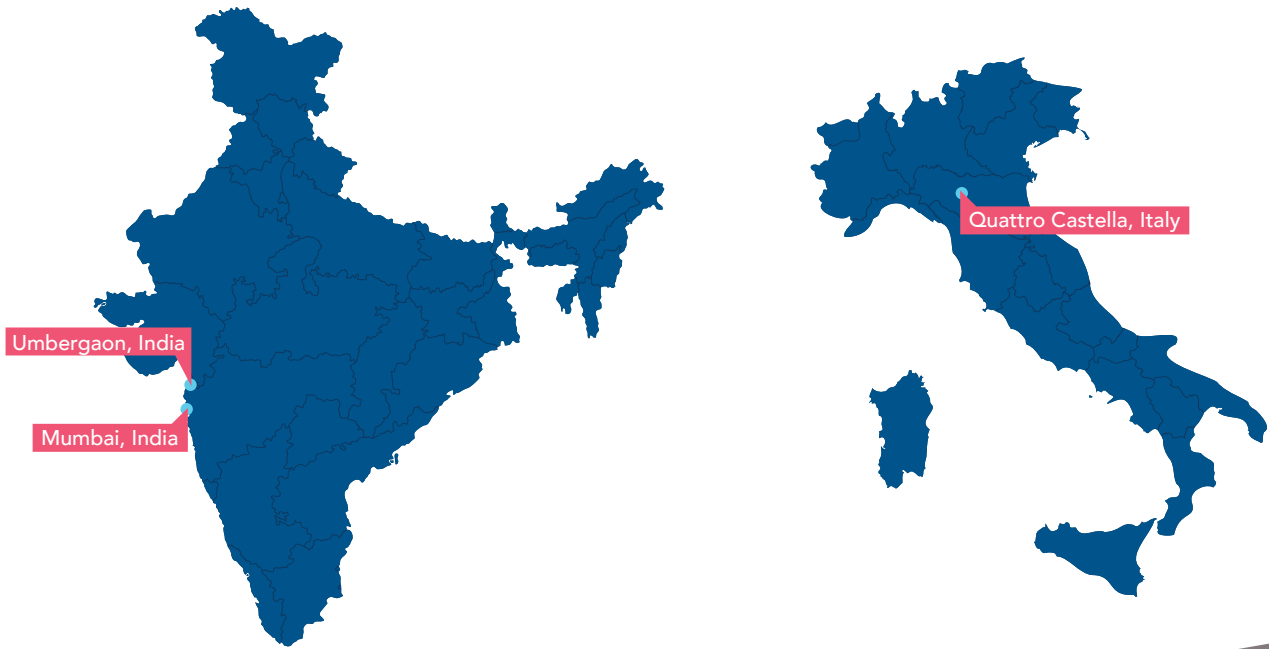
Solutions and products designed for better ergonomics, safety and performance in the utilization of operator, imaging, digital impressions, instrument processing, dental cabinetry and mechanical room equipment.



### Animal Health

Technologies and equipment that enhance veterinary care delivery, such as anesthesia monitoring and dentistry solutions, optimized with clinical training and environmental design services.







# Our Focus on People

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We recognize *Designing better care*® cannot happen without first being caring. With this, our focus on people begins with a focus on our teammates—the individuals who make what Midmark does possible. From our foundation of committed and caring teammates, we extend our focus on people to the patients and caregivers who interact with our products and solutions each day. Improving the experience between the patient and the caregiver is at the heart of everything we do. We are also very active in caring for our communities and are excited to share some of the many community-outreach and philanthropic efforts that were supported by Midmark during the past year.











# Diversity, Equity + Inclusion

Healthcare impacts all. As such, Midmark strives to address the diverse needs of the millions of patient experiences we touch every day. Our promise to design better care drives us to constantly review and advance our diversity, equity and inclusion efforts at Midmark.

We value the contributions made by our teammates of all backgrounds, beliefs and abilities. It is because of the unique perspectives brought by each of our teammates that Midmark has experienced over 100 years of success and has been able to reinvent itself to address the needs of our customers and improve the point of care experience. Midmark aims to reflect this commitment in our products and services, recruiting, communications and all we do.

Midmark has many active diversity, equity and inclusion practices in place and will continue to foster a culture where teammates from all backgrounds feel welcome and included. Below are a few examples of the work Midmark does in this space.

- o In 2023, 46 Midmark Teammates attended the Professional Women in Healthcare (PWH) Leadership Summit in San Antonio, Texas. PWH is built upon a strong history of women leaders in the healthcare supply chain industry who continue to create a platform for progressive leadership and mentoring for the next generation.
- o In 2023, veterans at all Midmark locations were honored at corporate events held at our various locations and in our Connection newsletter. We are proud to have veterans as teammates and are grateful for their service.
- o We conducted affirmative action training for all managers, directors and executives in 2023.
- o We continue to invest in office accommodations to ensure seamless transitions back to work for our teammates returning from maternity leave or who have other health concerns. Midmark has established a facility standard to include a private health room at all modernized locations for teammates to utilize for personal matters.
- o We partnered with the Ohio Department of Veterans Services to enhance our ability to recruit and retain veteran teammates at Midmark.
- o We participated in the 2023 Inclusive Hiring Summer Series hosted by The Ohio State University to continue our commitment and support of inclusive hiring, retention and advancement.

One of our core Midmark values is that we are authentic. We look forward to continuing to build an inclusive culture that supports teammates bringing their authentic selves to work each day.





## MIDMARK IS COMMITTED TO:



Communication and education for Midmark's Board of Directors and teammates regarding the importance of respect for all. This has been the cornerstone of Midmark's culture for decades. This education highlights the diversity, equity and inclusion (DEI) efforts and the Affirmative Action Plan results with the Board and leadership.



Ensuring pay equity through consistent review and benchmarking of our pay practices.



Recruiting and retaining talent with diverse backgrounds and experiences. We will continue to maintain and build our programs to actively monitor and update our recruiting practices for diverse applicants.



Providing safe channels of communication for teammates to report any concerns they may have.

# Teammate Development

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Midmark is dedicated to the professional growth and development of its teammates. To ensure the success of each teammate, we provide access to a wide array of training and development tools that allow our people to be actively engaged in their own career planning and growth.

## **Comprehensive Performance Management**

Midmark has implemented a comprehensive development and performance management program that ensures teammates have opportunities to establish their career goals and receive manager engagement and support in reaching them. One of the centerpieces of this program is a teammate's Individual Development Plan—a structured process for teammates to reflect, plan and execute annualized goals that ensure their continued growth and success, while remaining focused on living Midmark's values and delivering our mission.

## **Tuition Reimbursement**

We also offer a tuition reimbursement program, where teammates can receive up to \$5,250 of tuition reimbursement per year upon successful completion of academic work directed toward associate's, bachelor's or master's degree programs. Encouragement of lifelong learning will continue to be one of our core values.





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## Learning Opportunities

For many years, we have offered multi-session, small-group leadership training seminars through our Business of People program, which focuses on developing leadership skills at all levels of the organization through effective communication, emotional intelligence and team building. We also regularly provide training to our managers and directors in our leadership meetings.

In furtherance of our focus on teammate training and learning opportunities, we also established and filled the role of Director of Enterprise Learning and Organizational Development. With a deep understanding of our market landscape and extensive experience in the development of training programs, this role will lead us in further evolving and expanding our training programs and offerings. This role highlights Midmark's ongoing commitment to provide first-class training and learning opportunities for all teammates.

## Succession Planning

We take an active and strategic approach to the development of internal talent in ways that will ensure we have a continuum of skilled teammates ready to meet changing business needs and allow us to stay consistently focused on the success of our customers.



# Teammate Safety

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Midmark maintains comprehensive teammate safety programs at each of its locations. Our philosophy is one of being proactive in our approach to identify and reduce risks by deeply involving our teammates in our safety performance efforts.

As part of these efforts, teammates engage in individual and team-based safety kaizen activities that are in alignment with our Midmark Production System processes. In these activities, teammates proactively identify risks, such as slip and trip potential, sharp edge elimination, areas for personal protective equipment use, motion risks associated with body mechanics and many other types of potential risks.

We continue to foster a culture of leading with safety, where teammate safety is more than a regulatory obligation and becomes an initiative teammates truly believe in and feel genuinely engaged with. Through this continued focus and hard work, 2023 was another excellent year for teammate safety at Midmark.







# Teammate Wellness

As a healthcare company, Midmark has always invested heavily in teammate health and wellness. In 2023, our ongoing efforts in this area earned us a gold-level Healthy Worksite Award from the Healthy Business Council of Ohio. The award recognizes Ohio employers who demonstrate a commitment to employee wellness through comprehensive worksite health promotion and wellness programs. In addition, we were recognized as the Healthiest Employer by the National Wellness Institute.

Among other benefits, Midmark offers free professional support and counseling for both teammates and their families through its Employee Assistance Program, giving our teammates the resources they need to handle life's challenges. In 2023, we added a free fitness-on-demand benefit for teammates who do not have access to an onsite fitness center. Our Wellness Center is staffed by a nurse and offers flu shots, mammograms, vascular and dermatology screenings, blood pressure and other wellness checks throughout the year as well as remote care for teammates at all locations.

In addition to physical health, we increased our awareness around mental health in 2023. We expanded teammates' access to care by offering a carve-out mental health/substance abuse and employee assistance benefit through Behavioral Health Systems (BHS). We hosted live mental health awareness training sessions to all teammates and managers. The goal of these training sessions was to increase awareness, combat the stigma and provide information about the resources available for support through the current mental health crisis.

A focus on the physical and mental well-being of our teammates and their families is part of our DNA. We look forward to continuing to provide a wide variety of health and wellness offerings to our teammates.



# Clinical Education Efforts

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In 2023, we continued our focus on advancing clinical outcomes at the point of care and paid special attention to blood pressure (BP) accuracy. We know how critical it is to get BP right at every encounter. To ensure proper patient positioning, as described in our Better BP® solution, is positively improving measurement accuracy at the point of care, Midmark sponsored an independent clinical study. The results of the study were significant enough to achieve publication in a top-tier, peer-reviewed journal and an invitation to present at the American Heart Association's annual meeting. The study showed that Midmark's Better BP solution has a positive impact on BP measurement accuracy, so much so, that without proper positioning, millions of Americans are prone to incorrect classification or diagnosis of hypertension and, thus, potentially unnecessary pharmaceutical interventions. Midmark's Better BP solution has been shown to have a meaningful impact on improving both care efficiency and effectiveness.

Today, we are acting on the opportunity to improve cardiovascular care through knowledge dissemination and training. We continually produce educational materials for patients and providers on the importance of adhering to proper technique guidelines for capturing BP. We have deployed our nurses to further this education directly at the point of care and augment our reach through media engagements, including newspapers, blogs, interviews and webinars.

**“With thousands of Midmark exam room ecosystems deployed nationally, we are uniquely positioned to make a difference in improving how care is delivered.”**

Beyond BP, we help to ensure all our clinical ecosystems are being used effectively, including educational activities for all solutions. Several options are provided, from a complimentary video series to virtual and onsite visits. With thousands of Midmark exam room ecosystems deployed nationally, we are uniquely positioned to make a difference in improving how care is delivered. In 2023, we completed an award-winning Clinical Education Diagnostic Curriculum recognized by the Brandon Hall Group with an HCM Excellence Award on best practices for care delivery using a Midmark exam room ecosystem.

We focused on the Midmark 626 Barrier-Free® Examination Chair with scale, diagnostic devices and electronic medical record (EMR) workflow. By improving workflow efficiency and diagnostic accuracy and providing continuous virtual and onsite educational resources to care teams, Midmark's solutions are having a positive impact on provider and patient satisfaction. We truly care for the caregivers, which is essential today with the concerning rise of care team burnout nationally.

Learning from the pandemic, we understand more than ever the essential role infection prevention plays in achieving the desired outcomes at the point of care. In 2023, to further advance our goal of reducing avoidable point of care infections, we hired a certified infection preventionist to teach care teams best practices. We understand it is our responsibility to ensure our clinical ecosystems are safe and free of risk for healthcare-associated infections (HAIs). Through all our efforts, Midmark's clinical education teammates truly embody our mission of working each day to improve the experience between the patient and caregiver.







A young boy with dark hair and blue-rimmed glasses is smiling warmly. He is holding a small, fluffy white dog with dark markings around its eyes. The background is softly blurred, showing warm indoor lighting. A large, semi-transparent red circle is overlaid on the left side of the image, containing the main text.

# Community Outreach + Philanthropy

At Midmark, we are passionate about anticipating, creating and leading the best healthcare experience for all. We are committed to carrying out this vision and helping to ensure all patients—human and animal—have access to quality healthcare by addressing healthcare and educational needs globally. Why? Because we care.® Our approach uses a combination of non-profit partnerships, donations, teammate-led fundraising and volunteerism to local and global causes that are carefully evaluated to ensure maximum impact.





## Partnering for a Global Reach

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Since 2005, Midmark has partnered with World Vision®, a Christian humanitarian organization conducting relief, development and advocacy activities in its work with children, families and their communities in nearly 100 countries.

In 2023, Midmark Teammates worked with World Vision to assemble backpacks filled with school supplies that were distributed to children in need across the United States.

The Midmark Store, which offers Midmark branded merchandise to teammates and customers, continues to donate 5% of all store purchases to World Vision's Teacher Resource Center. The World Vision Teacher Resource Center donates school supplies to students in need across the United States and ensures students are well-equipped with the best learning tools.



# Supporting Our Local Communities

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## Community Meals

Through our partnership with Trinity Lutheran Church in Versailles, Ohio, and with the help of many teammate volunteers, Midmark was able to provide more than 1,223 community meals to those in need.

## Gifts from the Heart

The Midmark Gifts from the Heart committee raised \$8,600 at its golf outing fundraiser last year. Gifts from the Heart is a committee that raises funds throughout the year to help underprivileged families in communities surrounding the Midmark headquarters.

## Holiday Giving

Midmark Teammates at our Traverse City location packed 100 shoeboxes last year as part of the Samaritan's Purse: Operation Christmas Child project. These teammates also participated in the Paper Angels drive for Child and Family Services of Northwest Michigan, in which teammates collaborated to purchase gifts and create a giving tree to benefit local children.

## Midmark Technical Scholarship

Each year, Midmark offers a \$20,000 scholarship to a graduating high school senior who is a resident of Darke, Miami, Mercer, Auglaize or Shelby County, Ohio. To be eligible, applicants must pursue a bachelor's degree at an accredited four-year university in engineering, including mechanical, electrical, computer, industrial or software engineering, or computer information systems.

This scholarship offers not only money for tuition but an opportunity to gain experience. The scholarship recipient will intern at Midmark during their summer breaks, beginning in production and gaining more responsibilities each year. After college graduation, the student will receive full time employment with Midmark.

## Blood Donation

The Leesburg, Kansas City and Versailles locations participated in 20 blood drives this year. Teammates at the Versailles location donated over 7,000 units of blood, and every unit can save up to three lives.





# Midmark Cares Committee



The Midmark Cares Committee, led by our global philanthropic and corporate giving manager, is comprised of teammate representatives from each of our domestic locations and dedicated to expanding our philanthropic and community outreach efforts. In addition to providing increased opportunities for volunteerism among all our domestic teammates, the establishment of the committee will allow us to make a more consistent philanthropic impact in the communities where our teammates work and live.





# Our Focus on Environmental Sustainability

For Midmark, sustainability is not just a business objective—it's a promise to our teammates, communities and customers that we are committed to the health, prosperity and sustainability of future generations.

Our commitment to environmental stewardship and sustainability is ingrained into the business practices we adopt and the products and technology we develop. From our facilities to our product design, Midmark continuously advances that commitment through energy efficiency initiatives, recycling efforts, technology investment and design innovations.

When it comes to sustainability, everyone has a role to play. We believe the more involvement and engagement across our organization, the stronger our commitment grows. That's why we have established a supportive corporate environment where resources and time are allocated, and teammates are encouraged to participate in local and global causes, pursue individual opportunities and offer suggestions and ideas for consideration.

We also work closely with our customers and industry leaders to ensure our products, technology and services can most effectively strengthen their sustainability initiatives and programs.



# Sustainability In Our Facilities

When it comes to our facilities, we have a responsibility to our teammates and communities to ensure we create environments and buildings that exhibit sustainable principles and environmentally friendly attributes. Fulfilling that responsibility delivers a range of environmental benefits. Here are a few examples of our success.

- o Midmark continues to engage in efforts to increase energy efficiency within our facilities. In 2023, the Versailles location installed a new air compressor system in Plant B that we were able to tie into the air system in Plant A. This project is the main contributor to increasing our annual reduction of carbon dioxide from 3.4 million pounds to 4.6 million pounds. In the future, we plan to tie Plant C into the new air compressor system, thus reducing our annual carbon dioxide emissions even further.
- o We continually review our packaging design to save space, allow for greater packing efficiency and reduce the number of transport miles required. These efforts have resulted in significant environmental improvements, including reduced greenhouse gas emissions and reduced packaging waste. Much of our packaging is also now recyclable and made from renewable sources.
- o Midmark has a very active recycling program. Since 2018, over 1,300 tons of cardboard shipped to us from our suppliers and 19,000 tons of scrap metal have been recycled. We also have an active wood recycling program and have established partners for reuse of excess powder coat paint recaptured from our manufacturing operations.
- o Through our consistent sustainability efforts, we have reduced our amount of waste sent to landfill per \$1,000 of revenue by over 60% since 2009.



## POUNDS OF WASTE TO LANDFILL PER \$1,000 REVENUE





# Sustainability In Our Products

At Midmark, we understand that quality care starts with a better designed care environment. Products that strengthen our customers' sustainability initiatives and contribute to a healthy environment are an important part of our approach. Bolstered by our clinical expertise, our product designs provide a number of sustainability benefits to our customers, including:

- o Our Midmark cabinetry is designed to contribute to specifier strategies and LEED credits that can impact building certification, including water efficiency, construction waste management, material reuse, recycled content, local/regional materials and low-emitting materials.
- o Midmark offers a line of seamless upholstery options for our exam and procedure chairs that offer the look and feel of leather with PVC-free material. Additionally, Midmark has eliminated the use of halogenated, organophosphorus, organonitrogen and nanoscale flame retardants in our upholstery.
- o Midmark offers a line of LED exam, task and procedure lights that reduce energy consumption and increase lamp life.

We also remain deeply engaged in efforts around the elimination of chemicals of concern from our products. From the European Union's Restriction of Hazardous Substances (RoHS) to California's Proposition 65, environmental regulatory obligations have a sustainability focus, requiring us to make eco-friendly decisions for parts and materials incorporated into our products. Not only does this reduce human and animal interaction with harmful chemicals but prevents them from ending up in landfills at the product's end-of-life.

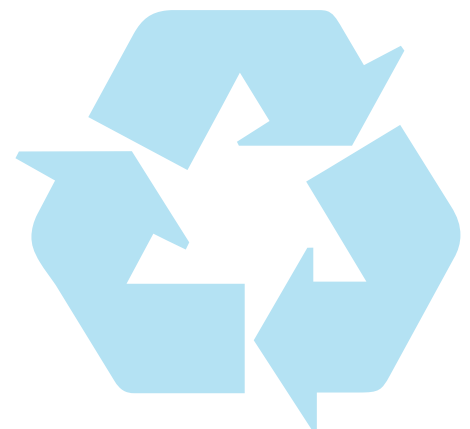




To demonstrate our commitment to this effort, Midmark has undertaken formal review projects to examine our continued product compliance with California's Proposition 65 as well as the Environmentally Preferable Purchasing (EPP) standards set by certain key customers. These projects have resulted in the real impact of eliminating over 2,500 pounds of lead-bearing metal alloys from our supply and thus waste streams. Furthermore, Midmark has worked to eliminate the use of flame retardant chemicals across all our upholstery offerings and is proud to offer upholstery solutions that are free from flame retardant, phthalate and PFAS chemicals. These efforts continue to be recognized by our customers who have allowed us the opportunity to share our sustainability journey with healthcare organizations through industry sponsored webinars.

An additional and critical aspect of our materials compliance program is a supply chain that shares our commitments and demonstrates knowledge of the parts and materials supplied to Midmark. To assist with the collection of information and documentation from our supply chain, Midmark has made significant investments in a partnership with a leading supply chain compliance management organization. The data collected by this partner, along with the knowledge of our in-house materials engineering experts, will ensure we maintain a robust and verifiable regulatory compliance process.

The global regulatory landscape as it relates to hazardous chemicals is evolving rapidly as governments and states enact new restricted substance requirements and customers demand environmentally friendly products. The resources Midmark has invested in, along with fostering a sustainability mindset, will allow Midmark to respond with agility to these changing demands.







## Our Commitment to Good Governance

At the close of 2023, our Board, consisting of 10 total directors, was comprised of eight independent directors, our President and CEO and our Chair. Our Board committees include the audit committee, compensation committee and nominating and governance committee. One of our independent directors also serves as the lead independent director and chairs executive sessions of the independent directors, serves as a liaison between the Chair and the independent directors and performs other duties and responsibilities as the Board may determine.

At the committee and Board level, our directors are committed to implementing governance practices that will foster Midmark's continued growth and success. To help ensure that the Board and committees are functioning effectively, our directors engage in annual self-assessments of the Board and bi-annual self-assessments of the committees. In addition, each director annually assesses their own knowledge and experience with respect to various dimensions important to Midmark and its business.

Our Board also deeply invests in succession planning efforts, with a pragmatic and methodical approach to seeking the most highly qualified Board member candidates. Midmark has long had a strong focus on board diversity in its succession planning, and we're proud to share that our Board is currently over 50% diverse in regard to gender and ethnicity.



50%+ Diverse



80% Independent Directors

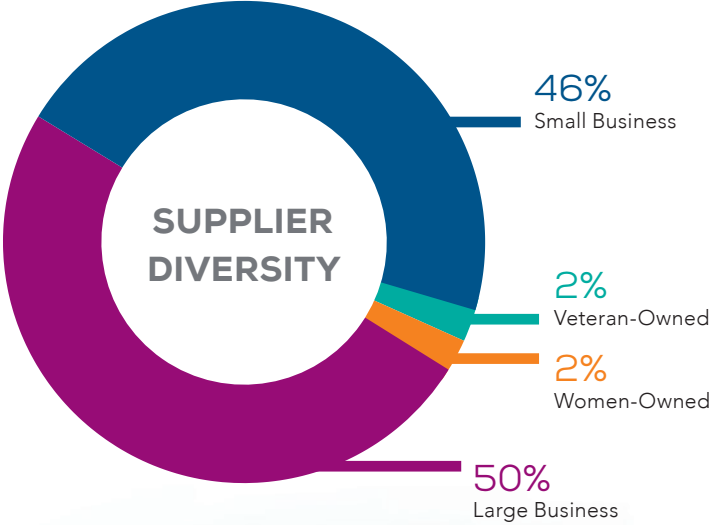


# Sustainable Sourcing

We are committed to conducting business in an ethical and lawful manner. We intentionally select and engage with suppliers that share our values and hold a high standard of honesty and integrity. Those who provide materials and services for Midmark products are expected to comply with all applicable national, state and local laws and regulations, including human rights and employee health and safety. Our procurement teammates complete Code of Conduct training annually to ensure they and their supply partners are meeting expectations.

We strive to source close to the point of use and consolidate freight where possible to reduce carbon emissions and cost. In addition, we partner with suppliers to implement reusable and returnable packaging programs to drive down the amount of packaging materials.

We actively source from small and diverse suppliers to support the growth of underrepresented businesses and communities in which they operate. A process has been established to identify diverse suppliers, set spend targets and track progress to increase awareness across the procurement team. In 2023, 46% of Midmark's spend for materials and services was awarded to small businesses and 4% to small, veteran-owned and woman-owned businesses.





# Enterprise Risk Management

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Midmark's Enterprise Risk Committee continued its work throughout 2023. The committee meets on a quarterly basis and is comprised of executives and key leaders from across our business. During these meetings, the committee reviews the latest areas of risk and provides updates and appropriate oversight where there is potential exposure that could adversely impact our reputation and achievement of goals and objectives as well as result in financial loss. The broad range of topics assessed include new and changing regulations, strategies to insure against all areas of company liabilities, cybersecurity management, current litigation matters and internal audits of processes and controls. The work of the committee ensures that Midmark appropriately manages corporate risk, allowing it to confidently deliver on our vision, mission and strategic business goals.

## Information Security + Data Privacy

In a world that is becoming more and more connected, we recognize the importance of a robust information security program. The Midmark cybersecurity council and the Midmark cybersecurity management team define and govern our approach to information security for our day-to-day business operations and products. These groups work diligently to ensure we incorporate industry best-practices and appropriate compliance controls to effectively secure the data of our business, teammates and customers.

We also continue to focus on the building of a comprehensive data privacy program. As a participant in the healthcare space, we understand the importance of proper handling and protection of patient health information. To this end, we provide annual Health Insurance Portability and Accountability Act (HIPAA) compliance training to all teammates who may handle or otherwise interact with patient health information.







