

Sustainability Report 2019 - 2020



OFET

GROUP OF PHARMACEUTICAL COMPANIES



Pharmaceutical Laboratories S.A.





Addressing the COVID-19 Pandemic



14,000 litres

of disinfectant donated to the National Health System and the Mobile Units of the National Public Health Organisation (EODY).



24 million

Unikinon doses provided to the National Health System at a total cost of €1.3 million (which corresponds to approx. 20% of net profit). 60,000 doses of Unikinon donated to the Cyprus Health System.



Sponsored an open-label clinical trial called HOPE, to investigate the safety and efficacy of chloroquine phosphate in the management of COVID-19.



Sustainability Report 2019 - 2020



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01

Message of the Management



Group President
and CEO,
Ms. Ioulia Tseti

"Value for People, Responsibility towards Society"; the key message of pharmaceutical companies **UNI-PHARMA, InterMed, PharmaBelle & UniHerbo** is now more relevant than ever. To this we must add the need for a future based on the Ten Principles of the UN Global Compact and the 17 Sustainable Development Goals, because we will always be faced with social, health, energy, and environmental challenges.

Therefore, we must focus firstly on understanding the material aspects and secondly on mobilising all our efforts towards adopting practices aligned with **Sustainable Development** and the **Agenda 2030**. I believe that actions taken to develop an inclusive society free from environmental burdens, by constantly investing in innovation and new technologies, must be reflected not only in our products but also in the entire spectrum of our business.

The Tsetis Pharmaceuticals Group pursues an integrated approach to Sustainable Development that now encompasses **Corporate Responsibility** and revolves around the pillars of **Environment, Society** and **Corporate Governance**.

Our primary concern is to strengthen domestic production, win back lost jobs and regain the growth rates we deserve by creating innovative, high value-added pharmaceuticals, capable of withstanding the international competitive environment.

Successive crises require vigilance, quick reflexes, good organisation, and social cohesion. Therefore, sustainable development has, for years, been a major focus point within the broader strategy of our companies. Supporting vulnerable social groups, encouraging, and empowering the next generation of scientists, participating in Environment and green economy actions are among the priorities of the Group's strategy for Sustainable Development and Corporate Responsibility.

To ensure sustainable development we must use our resources in a smart, sustainable way. It is now crystal clear that the linear economic growth model is not in line with the needs of modern societies in the globalised environment we live in.

Sustainable development and responsibility based on SDGs are main dynamic components that support society in the creation of new public infrastructure projects, that European countries and Greece are in such dire need for.



02

About the Sustainability Report

Purpose

The purpose of the first Sustainability Report of the **Tsetis Pharmaceuticals Group** (OFET) is to offer complete and comprehensive information to stakeholders on the actions and performance of **UNI-PHARMA** Kleon Tsetis Pharmaceutical Laboratories S.A. (hereinafter "UNI-PHARMA S.A.") and Ioulia and Irene Tsetis Pharmaceutical Laboratories S.A. (hereinafter «InterMed S.A.») for 2019 and 2020.

Scope and Reporting Period

This report is the Group's first attempt to capture its strategy and annual activities on Corporate Responsibility and Sustainable Development (Reference period 01.01.2020-31.12.2018).

Implementation of the Global Reporting Initiative (GRI)

This Sustainability Report is based on the standards of the Global Reporting Initiative (GRI) for Sustainability Reports and, more specifically, on the Standards version (In Accordance-Core), the most acknowledged and demanding guidelines of their kind, globally.

Communication about the Report

For clarifications regarding the 2019-2020 Sustainability Report, please contact Ms. Elena Kyriakopoulou, Environment, Health and Safety Manager at OFET Group; T. 210-8072512 (ext.1786), email: kyriakopoulou@uni-pharma.gr



03

Group Profile

For more than fifty years, the **Tsetis Pharmaceuticals Group (OFET)** has been a benchmark, not only in pharmaceuticals and health, but also regarding society at large.

Its industrial units, with their ground-breaking and innovative preparations produced in privately owned industrial facilities in Kifissia, Greece, are the best and most credible ambassadors of Greek production in markets abroad.

The Group consists of pharmaceutical companies **UNI-PHARMA S.A.** and **InterMed S.A.**, the trading company **PHARMABELLE** in Cyprus, and the newly established model medicinal plant extraction industrial company **UniHerbo**.

In recent years, however, the Group's culture has been best described by the phrases 'continuous offer', 'solidarity' and 'sustainable development'. The Group pursues its targeted strategy with great dedication. This strategy is all-encompassing and cascades down from Management to all 538 employees.







Pharmaceutical Laboratories S.A.

About UNI-PHARMA

UNI-PHARMA S.A. was created by the restless pharmacist and researcher **Kleon Tsetis**, to research, develop and produce innovative products meeting high technological standards, and provide treatments that help patients improve their quality of life. The Group's portfolio includes innovative pharmaceutical preparations that have left and are still leaving their mark, such as **T4, Apotel, Salospir, Trebon**, medical devices, nutritional supplements, vitamins, probiotics, supplements supporting the health of joints and bones, strengthening the immune system and the proper functioning of the gastrointestinal system. The

company made a very large investment in the new **UNI-PHARMA** bioclimatic plant that was completed and has been in full operation since 2015.

UNI-PHARMA's current production facilities which operate using state-of-the-art technology, with robotic systems, high level of security and well-trained personnel, resulted from the expansion of older facilities following one of the largest investments ever made in the pharmaceutical industry in Greece in recent years.



About InterMed

InterMed S.A. was created in **1996** by **Kleon Tsetis**. The Company creates innovative and ground-breaking medical preparations, which help address the everyday and special health situations of concern to modern patients. **InterMed** has created several strong brands including **Algofren, Unisept, Chlorhexil, Eva, Eva Belle, Reval, Luxurious**, which are by now established not only in Greece, but also in demanding international markets. **InterMed** employs the **InterTECH** seal of quality, which attests to the know-how and research that goes into every single product, highlighting the corresponding letters of the word **TECH**.



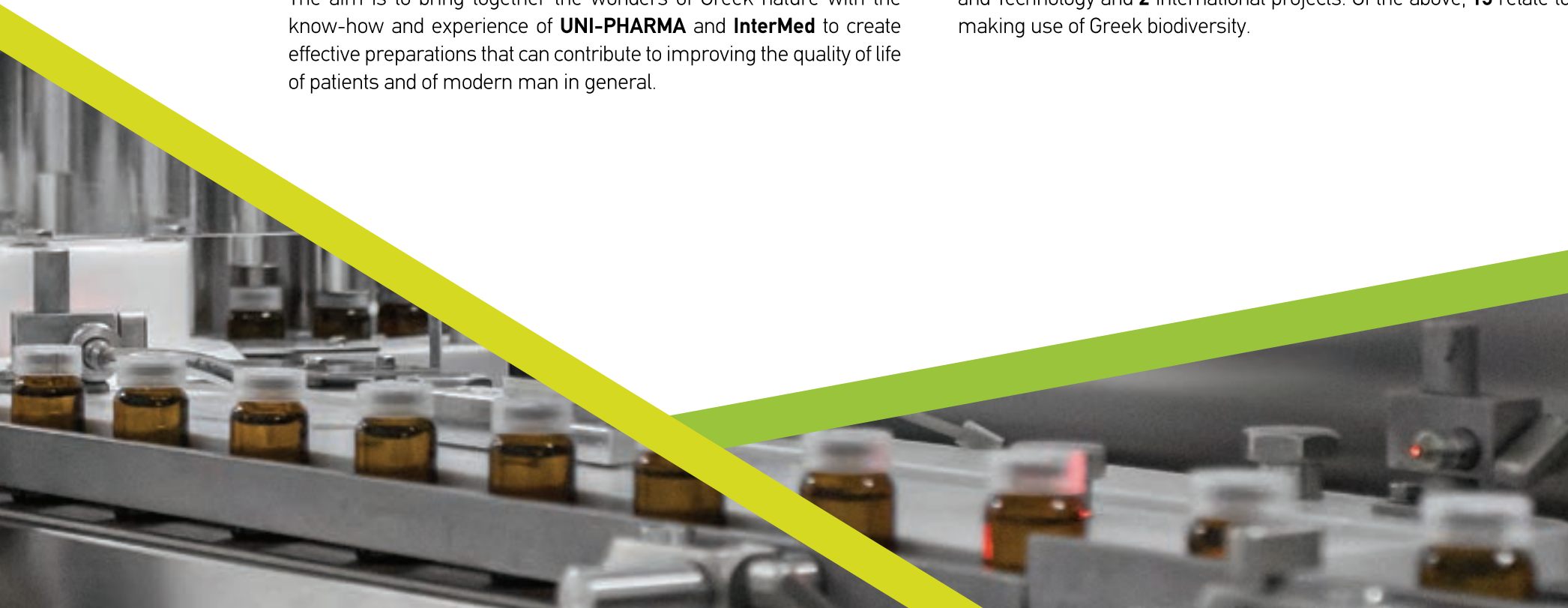
About PHARMABELLE and UniHerbo

PHARMABELLE and **UniHerbo** are also part of the Group. **PHARMABELLE** is a Cyprus-based company established in 2014 marketing innovative pharmaceutical and parapharmaceutical products in Cyprus and internationally. It represents the leading pharmaceutical companies **UNI-PHARMA** and **InterMed** and develops strategic partnerships with high-standard suppliers and businesses. Furthermore, the new medicinal plant extraction unit called **UniHerbo** was completed in Oinofyta in 2020.

The aim is to bring together the wonders of Greek nature with the know-how and experience of **UNI-PHARMA** and **InterMed** to create effective preparations that can contribute to improving the quality of life of patients and of modern man in general.

Over the last few years, **OFET** has invested more than 80 million Euros, and in 2019-2021 the investments exceeded 40 million Euros with the completion of the radical renovation of the original and historic **UNI-PHARMA** plant on the Athens-Lamia National Road, not forgetting, of course, the Group's investment in the newly established **UniHerbo**.

In **2019-2020**, the Group funded **27** research proposals (**19** of which are scholarships of the Kleon Tsetis Foundation) and is also a partner in **6** research projects co-funded by the General Secretariat for Research and Technology and **2** international projects. Of the above, **13** relate to making use of Greek biodiversity.



History and Milestones

Establishment of Pharmetan

Kleon Tsetis establishes **Pharmetan**, an Athens-based company representing foreign pharmaceutical brands.

1957



1998

European Patent

In 1998 **UNI-PHARMA** was granted a European Patent for injectable solutions of paracetamol and paracetamol combinations with other active substances.

Establishment of UNI-PHARMA

UNI-PHARMA was established by Kleon Tsetis, a pharmacist and restless researcher with a vision to enhance the presence of Greek businesses in the pharmaceutical industry, through the development, production, and distribution of innovative medicines. This was achieved as early as the first year of operation and UNI-PHARMA was the first company worldwide to introduce phenobarbital as an oral solution in **LUMIDROPS®**, as well as a combination of phenobarbital and omatropin in **NOVALUMINE®** (a sedative and antispasmodic).

1963



2012

Construction begins on the state of the art bioclimatic UNI-PHARMA plant

During Greece's deepest economic recession since the war, the company's Management under the leadership of Ioulia and Irene Tsetis, launches the ambitious plan to create the new bioclimatic plant in Kato Kifissia. It is a state of the art plant not only by Greek but also European standards.

Launch of SALOSPIR®

SALOSPIR®, was the first acetylsalicylic acid-based product introduced in Europe in the form of enteric-coated tablets, with formulations ranging from 80-1,000 mg.

1977



2014

Pharmabelle created in Cyprus

Pharmabelle is established in Cyprus to represent all **UNI-PHARMA** & **InterMed** products in Cyprus, currently employing 12 people.

Specialization in the treatment of thyroid gland diseases

T4®, a product for treating thyroid disorders, is the result of multi-annual research and is available in 13 different concentrations, enabling full individualization of dosage schemes.

1990



2015

UNI-PHARMA's vision comes to life...

Completion of all the necessary validation work to enable the commissioning of key production lines.

The new facilities are a model bioclimatic application, geared towards making full use of climate conditions in their operation, while reducing all energy-intensive processes, to fully align with the natural environment.

Launch of APOTEL®

APOTEL®, is the world's first injectable paracetamol drug, based on a method of paracetamol solubilization developed by **UNI-PHARMA**.

1992



2018

The SEV challenge

The election of the Group's CEO, Ms Ioulia Tsetis, to the General Council of the Hellenic Federation of Enterprises, is expected to function based on her firm belief that we can and must keep all brilliant minds in our country - following the effects of the brain drain that cost and continues to cost the Greek economy dearly - and on the basis of building a new Greece focusing on creativity, extroversion and sustainable development.

Establishment of InterMed

Kleon Tsetis intended to create a pharmaceutical industry with innovative medical preparations that would help address the everyday and special health situations of concern to modern man.

1996



Early 2019

UniHerbo

First steps in the process of creating the Group's new model industry involving medicinal plant extraction, **UniHerbo** in Oinofyta, which will also operate as a Study Institute for students and scientists.

History and Milestones

Completion of all renovation - maintenance work on **UNI-PHARMA's** first historic plant in Kifissia. Furthermore, the Group acquired a new raw materials warehouse, and new production lines were created at **InterMed**.

December 2019



March, April, November 2020

Major donations for addressing the pandemic to the Greek and Cypriot health systems, as well as to the Mobile Units of EODY - millions of doses of Unikinson (chloroquine) and thousands of litres of disinfectant.

Growth Award: UNI-PHARMA in the Top 18 companies in Greece, out of a total of 8,000 companies.

February 2020



December 2020

UNI-PHARMA & InterMed rank among the 25 Most Sustainable Companies of Greece. On 7/12/2020, the Tsetis Pharmaceuticals Group was among of the leaders of "The Most Sustainable Companies in Greece 2020".



Vision, Mission, Values



VISION

Lead a constantly changing pharmaceutical environment by providing high quality, innovative, safe, and effective products.



VISION

To contribute to the health and improvement of the quality of life of modern man, by developing and producing innovative products.



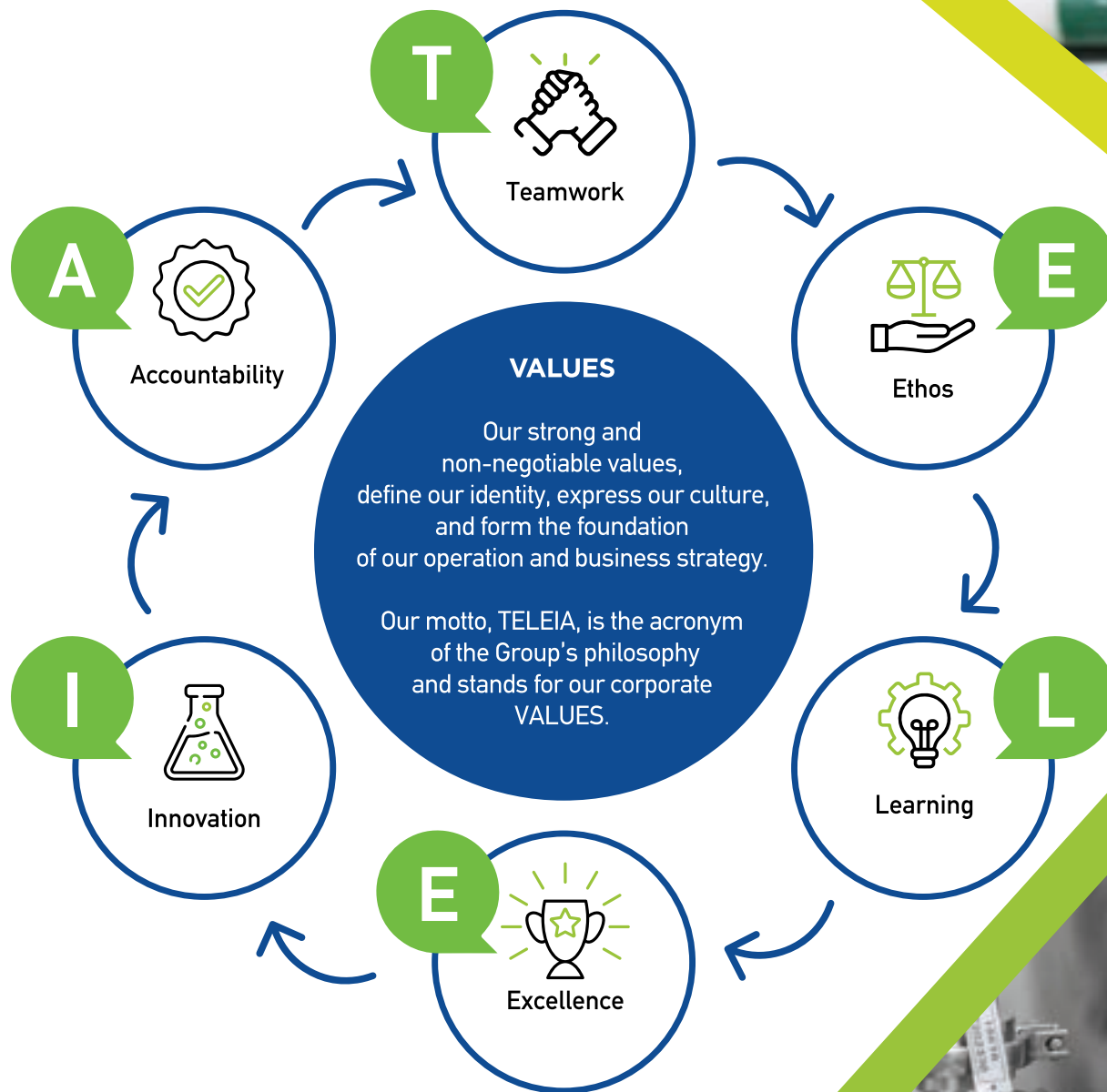
MISSION

To produce innovative pharmaceutical products of the highest quality, promising effectiveness, and security of know-how, but also through dynamic initiatives that stem from a deep sense of responsibility for our fellow human beings and for future generations.



MISSION

To develop, produce and make available innovative pharmaceutical and parapharmaceutical products that meet the everyday, general, and specific, needs of modern man.



Our Products



UNI-PHARMA plants produce and package:

Solids: Various forms of tablets (plain, coated, modified-release), capsules, granules in sachets and products requiring low moisture areas (effervescent tablets and granules as well as soluble granules and powders in sachets and vials).

Semi-solids: Creams, ointments, gels, and suppositories.

Liquids: Oral solutions (syrups, elixirs and suspensions in vials, solutions in drops and single-dose vials) and fluids for external use. Injectants: injectable products, either through sterile filtration or final sterilisation.



InterMed plants produce and package:

Cosmetics



Medical devices



Biocides



Special nutrition items



Dietary supplements



Tea herbs for beverages



Our Facilities

UNI-PHARMA's production plants currently occupy a total surface area of 14,000 m² of which 12,400 m² are production and packaging spaces. A separate 11,000 m² storage space is used to store finished products before distribution. The headquarters and registered office of **InterMed S.A.** are in Kato Kifissia, in a modern building complex with a total surface area of 17,000 m², just a few kilometres north of Athens.

The new Bioclimatic Building of UNI-PHARMA S.A.

UNI-PHARMA's current production facilities have resulted from expansion of older facilities following the largest investment in the Greek pharmaceutical industry in recent years. The new facilities, which were completed in 2012 and started operating in 2015, are a model bioclimatic application, geared towards making full use of climate conditions in their operation, while reducing all energy-intensive processes, to fully align with the natural environment. They are equipped with the latest production, packaging and quality control systems, and all processes taking place are monitored and controlled by new, innovative modern electronic systems (BMS). The capacity of the new facilities is 3 billion tablets and 50 million injectants per year.

Alignment with the Precautionary Principle

Both **UNI-PHARMA S.A.** and **InterMed S.A.** have adopted an Integrated Quality and Environmental Management System in accordance with International Standards ISO 9001:2015, ISO 14001:2015 and ISO 13485:2016 for medical devices, which ensures both the quality of its products and the environmentally friendly operation of **OFET Group** production units.

OFET Group Environmental Policy

With its Environment Policy, **OFET Group** Management commits to:

- » Full compliance with the applicable national and EU environmental legislation, as well as with other compliance requirements of the Company. Training and encouraging all staff to engage in environmental protection actions in their area of responsibility.
- » Systematic identification, evaluation and control of all environmental aspects and effects related to the Company's operation, to take all measures necessary to avoid, control and/or reduce any negative impact on the environment.
- » Efforts to minimise and safely dispose of all waste generated in the production units, applying best available technology, recovery, as well as reuse and recycling techniques, where possible.
- » Establish, document, and review Environmental Objectives and Targets using measurable Environmental Indicators and communicating relevant results to stakeholders.
- » Protection of the environment, including the prevention of environmental pollution and other specific commitments related to the Company's framework of operation, by properly designing products, processes, and activities.
- » Continuous improvement of the Integrated Quality and Environmental Management System to improve the Group's environmental performance.

UNI-PHARMA's Environmental Policy is regularly reviewed, communicated internally to all staff and is available to stakeholders.



Memberships

The Group participates, either as coordinator or as stakeholder, in national and international co-funded research projects (OLIVE-NET, EPHESIAN, NANOSCAPE, OLIVEHEART, ATX, CANNABISMED, BLOODY-BERRY, ALPHA-SYN), in collaboration with academic and research bodies, on the development of new pharmaceutical active substances and pharmaceutical products to improve the quality of human life.

The Group participates in an international infrastructure network (Instruct-EL) and a

national digital technology hub (LIVINGTRAC), and has collaborated with Universities of France, Spain, and Morocco in the framework of an international research project related to olive ingredients.

Finally, the Group has developed a research collaboration with new innovative companies such as Chalkida-based Pharmagnose, which specializes in the isolation of active substances from plant extracts, and Larissa-based FoodOxys, which specializes in the development and assessment of innovative functional foods. The Group's partnerships and memberships are presented below:

2020

January - February Ioulia Tseti, at the helm of the Global Compact Network Hellas	An important accolade - overall for Greece and the field of sustainable development - for the Group's CEO, Ms. Ioulia Tseti , as she was elected President of the first Board of Directors of the Global Compact Network Hellas, the Local Network of the UN Global Compact.
University and Research Institutions	Departments of Medicine, Pharmaceutics and Chemistry, National and Kapodistrian University of Athens; Biology, Molecular Biology and Genetics and Pharmaceutics, Aristotle University of Thessaloniki; Medicine, Democritus University of Thrace; Medicine, University of Ioannina; Food Science and Nutrition, University of Thessaly; Chemistry, University of Crete; National Hellenic Research Foundation (NHRF); NCSR Demokritos; Biomedical Research Foundation of the Academy of Athens; Biomedical Sciences Research Centre «Alexandros Fleming» and Foundation for Research and Technology in Crete.
SEV	The President and CEO of the Tsetis Pharmaceuticals Group is a member of the Board of Directors and responsible for the Diversity, Inclusion and Equality Committee of SEV, the Hellenic Federation of Enterprises.
United Nations Global Compact	The Group's two industrial units, UNI-PHARMA & InterMed , have been members of the Compact since 2016.
Alliance for Greece	Alliance for Greece is a Non-Profit Civil Society, founded in 2012, whose founding members include important personalities from culture, business, sport, and volunteering.



Awards and Accolades

The Group's activities and products receive accolades every year for their quality, and Management is recognised for its actions.

2019

MARCH HEALTH & SAFETY AWARDS 2019	Awards for the Group's Health and Safety practices.
MARCH PHARMACEUTICAL MARKET EXCELLENCE AWARDS 2019	The following Excellence Awards were presented: • Gold Award to InterMed for Corporate Social Responsibility. • Platinum award to UNI-PHARMA for a product advertising campaign or pharmacy service to the public (straben). • Gold award to InterMed for launching a new pharmacy product (InterMed Luxurius sunscreen).
MARCH MOST POWERFUL WOMEN	In March 2019, Ms. Ioulia Tseti was included in the 30 Most Powerful Women in Greece 2019 list of Fortune Hellas magazine.
APRIL CREATIVE BUSINESS	Creative Business - Investments, extroversion, job creation Awards.
JULY HONORARY AWARD	Honorary Award to Ioulia and Irene Tseti for their overall contribution to the pharmaceutical industry, health, and business at BEST IN PHARMACY 2019 .
MADE IN GREECE 2019 of the Hellenic Marketing Academy	Three awards - one Gold and two Silver - in the Business Excellence, Industrial Excellence and branded consumer product categories were presented to UNI-PHARMA & InterMed , at the Made in Greece awards.
OCTOBER	Ioulia Tseti , is included in ICAP's Leading Women in Business list for Greece .

OCTOBER Environmental Awards	OFET Group received 2 Environmental Awards, at the Manufacturing Excellence Awards 2019 Ceremony, which was held on October 14, 2019. The Environmental Awards are as follows: • Silver award for the "New Bioclimatic Building of UNI-PHARMA KLEON TSETIS PHARMACEUTICAL LABORATORIES SA". • Bronze award for "Environmental Management and Sustainable Development in the OFET Group".
NOVEMBER	Ms. Ioulia Tseti participated in the CEO INITIATIVE FORUM round table organised by Fortune Hellas magazine to exchange views on the pharmaceutical market, the business environment, and public-private partnerships.



NOVEMBER Energy Mastering Awards 2019	• Energy Efficiency Management - (Automation systems in the new UNI-PHARMA S.A. bioclimatic building (BEMS) - SILVER • Energy Engagement - Sustainable Development at Group level - GOLD • Energy Efficiency Improvement - (Energy savings at Group level) - GOLD • Energy conservation - (Energy planning at Group level) - GOLD TRANSITION COMPANY OF THE YEAR - GOLD
RESPONSIBLE MANAGEMENT EXCELLENCE AWARDS BY EBEN	Top accolades for business ethics, environmental protection, and effective implementation of the RMA (Responsible Management Awards) model.
NOVEMBER SALUS INDEX 2019	Award for the overall Corporate Social Responsibility Programme, which includes support for vulnerable social groups in remote areas, protection of the environment and marine ecosystem, as well as support for the younger generation.



JANUARY ACCI AWARDS	ACCI (Athens Chamber of Commerce and Industry) Environmental and Green Growth Award to UNI-PHARMA.
FEBRUARY IATRONET AUDIENCE AWARD	Gold awards to InterMed's Luxurious Sun care Invisible spray and to UNI-PHARMA's Repel products , following a vote on iatronet during the 11th Health Expo Athens.
FEBRUARY Growth Award	UNI-PHARMA was in the top 18 companies in the country , out of a total of 8,000 in the Growth Awards.
JUNE HEALTH & SAFETY AWARDS 2020	The Health & Safety Awards are detailed below: • GOLD Award for the new UNI-PHARMA S.A. Modern Bioclimatic Building. • SILVER Award to the OFET Group for Environment, Health, and Safety. • SILVER Award the OFET Group for Health and Safety. • WINNER in Category A.12 - Pharmaceutical Companies - Health and Safety, OFET Group. In addition, we received the Health and Safety Initiative of the Year award, having earned the most points from all the awards won by participating in Pillars A & B.
SEPTEMBER Best in Pharmacy Awards 2020	Best in Pharmacy Awards 2020: Seven Gold, Silver and Platinum awards were presented to Tsetis Pharmaceuticals Group on Wednesday, 16 September 2020, at the Best in Pharmacy Awards 2020: • GOLD award to InterMed in the Top Responsible Business section, COVID Actions pillar (nomination title "Supporting our healthcare system - The large donations of UNI-PHARMA & InterMed during COVID-19"). • SILVER award to UNI-PHARMA in the Top Green Business section, Best in Sustainability Pillar (nomination title "UNI-PHARMA's strong environmental footprint & its "Green" philosophy!"). • GOLD award to UNI-PHARMA in the Top Responsible Business section, Best in Sustainability Pillar (nomination title "Top Responsible Business / LIFE PHARMACEUTICALS GROUP!").

SEPTEMBER Best in Pharmacy Awards 2020	• SILVER award to UNI-PHARMA in the Top Launch section, Diet Supplements / Superfoods / Vitamins / Diet Products category, Best in Marketing pillar (nomination title "TONOSAN - 10 unique food supplements from UNI-PHARMA, one for each of your individual needs!"). • PLATINUM award for the actions framework "Supporting our healthcare system - The large donations of UNI-PHARMA & InterMed during COVID-19". • PLATINUM award as "Top Responsible Business / LIFE PHARMACEUTICALS GROUP!". • TOP DISTINCTION as a Pharmacy Company of the Year!
OCTOBER ENVIRONMENTAL AWARDS 2020	• GOLD award in the category Hazardous & Medical Waste Management Category of the Waste Management section (nomination title "Hazardous Pharmaceutical Waste Management at OFET Group"). • GOLD award in the Sustainable Built Environment section (nomination title "New UNI-PHARMA S.A. Bioclimatic Building". • SILVER award in the Water conservation – saving category of the Water Stewardship / Water Management and Conservation section (nomination title "Water consumption reduction at OFET Group"). • SILVER award in the Energy Efficiency category of the Energy Mastering section (nomination title "Smart Energy Management Solutions at OFET Group").
OCTOBER FACILITIES MANAGEMENT AWARDS 2020	UNI-PHARMA was awarded at the Facilities Management Awards 2020 photography event on Wednesday, 21 October 2020. • Specifically, we won the following Facilities Management Awards 2020: • GOLD award in the Facilities Maintenance / Building Maintenance System (BMS), Mechanical / Electrical & Plumbing (MEP) / Heating Ventilation & Air Conditioning Systems (HVAC) category of the Operation section, FM Activities pillar (nomination title "Facilities Maintenance/ BMS / EMS / HVAC"). • BRONZE award in the Digital innovations to address the needs of Building Automation Systems category of the Innovative Application of Systems or Technology in FM section, FM pillar (nomination title "Digital innovations at UNI-PHARMA S.A.").

SALUS AWARDS 2020 & KIND HEARTS	SALUS AWARDS 2020 & KIND HEARTS organized by NEW TIMES PUBLISHING, on Tuesday, 27 October 2020. We were awarded for the major donations of OFET Group during the pandemic, as well as our investments in UNI-PHARMA's first historic plant and the Group's significant financial results.
T4 - Top perennial brands	Yet another important award for T4 as one of the top perennial brands in Greece : The award - received by Mr Athanasios Archontikis - was presented by the BUSINESS REVIEW magazine on 23 October.



NOVEMBER Manufacturing Excellence Awards 2020	• WINNER in the Excellence by Industry section, Medicines and Cosmetics category for UNI-PHARMA (nomination title "INNOVATIVE EQUIPMENT AT UNI-PHARMA S.A."). • SLIVER Award in the Plant Management section, Productivity and Performance category to UNI-PHARMA (nomination title "INNOVATION AND CREATIVITY IN UNI-PHARMA S.A."). • GOLD Award in the Plant Management section, Industrial Facilities Management category to UNI-PHARMA (nomination title "NEW INNOVATIVE PRODUCTION SYSTEMS IN UNI-PHARMA S.A."). • GOLD award in the Quality, Service and Partnerships section, Business Continuity in production category to UNI-PHARMA and InterMed (nomination title "Pandemic Response").
DECEMBER "The Most Sustainable Companies in Greece 2020"	The Group ranks among the leaders of "The Most Sustainable Companies in Greece 2020", namely businesses with the best performance in sustainable development. The Group was awarded for its large donations to the Greek and Cypriot healthcare systems during the first wave of the pandemic. We must not forget that OFET Management supported the Greek and Cypriot healthcare systems with three major donations: 24 million doses and 60,000 doses of Unikinson (chloroquine) to Greece and Cyprus respectively, and over 14,000 litres of disinfectant for the needs of the Greek National Health System. The Group was also awarded for the 20 million Euros investments made in UNI-PHARMA's first historic plant, but also for its financial figures, which increased dramatically, with more than double net profit before taxes. • Best in Pharmacy Awards 2020: Seven Gold, Silver and Platinum awards were presented to Tsetis Pharmaceuticals Group on Wednesday, 16 September 2020 the Best in Pharmacy Awards 2020. • Patient Partnerships Awards 2020 - Two SILVER awards to InterMed & UNI-PHARMA for their contribution to patients!

DECEMBER
"The Most Sustainable
Companies
in Greece 2020"

- **DIAMONDS 2020: InterMed, a Diamond of the Greek Economy**
The DIAMONDS of the Greek Economy 2020 Business Excellence Event, held on Wednesday, 15 July 2020 at the Hilton Hotel, once again recognised the Tsetis Pharmaceuticals Group, and its industries **UNI-PHARMA & InterMed**, as a **Diamond of the Greek Economy**.
- **InterMed at the top of Occupational Safety with 5 Great accolades!**
UNI-PHARMA & InterMed, pharmaceutical companies of the **Tsetis Pharmaceuticals Group**, were awarded 5 important accolades ranking the Group very high on issues of Occupational Safety, Health and Culture, during the Health & Safety Awards 2020 Ceremony held on Thursday, 11 June at the American College of Greece.



04

Corporate Governance

Integrated Corporate Governance Plan as part of a Sustainable Development Strategy

In the spirit of aligning the Business Strategy with that of Sustainable Development, the Group has decided to launch an initiative to review the corporate governance system. The approach focused on bringing together all corporate governance practices applied in the

Organisation in one single framework, with a view to aligning with the principles of Sustainable Development and the Organisation's Strategy, but also creating an integrated plan to achieve this alignment, and continuously upgrading and enhancing these practices.

The Organisation has a long-standing history in industry - 65 years. The System of Governance was significantly revised in 2009 seeking to achieve balanced results & sustainable development in the framework of EFQM accreditation. This first major revision resulted in the following practices:



Strategic Development Plan and Performance Management System



Identifying Critical Performance Indicators (KPI Map)



Introduction of a Balanced Scorecard



Tracking Customer and Employee Satisfaction



Establishment of a CSR Programme



Environmental Management Programme



Supplier Evaluation



Introduction of a Code of Ethics - Policies - Risk Management



Throughout the Group's history, continuous improvements have been made, most notably in 2020, in the context of this initiative, including:

- » **Revision in light of ESG and full adoption of the principles of the United Nations Global Compact;**
- » **Annual ESG Report according to GRI;**
- » **Upgrading the Supplier Evaluation System with sustainability criteria (i.e. ethics and environment);**
- » **Continuous development and improvement of the Environmental Management System according to ISO 14001:2015;**
- » **Developing systematic approaches to Stakeholder Engagement - Implementation of Policies;**
- » **Digitising internal control processes for real-time execution;**
- » **Integrated Risk Management Plan - Risk Manual;**
- » **Full integration of all new Operating Procedures in the Integrated Quality Management System.**

Management Bodies & Committees

- » **Board of Directors**
- » **Management Team (Executive Committee)**
- » **Sustainability Team**
- » **Internal Audit Team**
- » **Compliance Team**

The main objectives of the initiative to create an Integrated Corporate Governance Plan as part of a Sustainable Development Strategy were the following:

- » **Upgrade the level of managing relations with suppliers and resellers, ensure that the Organisation's values are safeguarded in accordance with the United Nations Global Compact, and protect the Group from any non-compliant practices on the part of partners;**
- » **Ensure the rational management of financial resources and avoid wasting money;**
- » **Strengthen the rational management of natural resources thus having a positive impact on society at large;**
- » **Align with the findings of the Materiality Survey and take targeted actions with high impact on Stakeholders;**
- » **Strengthen rational decision-making and ensure a continuously improving working environment with benefits for all employees;**
- » **Align with EU legislation (Green Deal, Single Use Plastic Directive) to ensure environmental protection and help contain climate change;**
- » **Ensure sustainability criteria (i.e., ethics and environment) also within the Organisation, with a view to ensuring health and safety and an ever-increasing ecological awareness.**

Code of Ethics

The Code of Ethics of the Group's companies is complementary to the Code of Ethics of the Hellenic Association of Pharmaceutical Companies. Management has determined that the responsible and ethical behaviour of employees as well as executives is essential for the Group. The Group's main objective is sustainable development and improvement of the quality of human life. With our decision-making and sense of collective

responsibility, we support the implementation of our business strategy offering a development environment which enables a culture of trust where each employee can freely express their ideas and alternative views.

The Code of Ethics combines various principles of the Group's policy and provides a working guide on how employees should apply the company's values and the respective behaviours in all our business practices and types of work.

The Code of Ethics outlines our key commitments which describe the Group's commitments to:



STAFF & PARTNERS



PATIENTS AND THIRD PARTIES



SHAREHOLDERS



SOCIETY

The key policies included in the Code relate to:



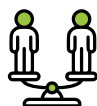
AWARDS



HARASSMENT



MANAGING MEDICAL
INFORMATION QUERIES



SOUND COMPETITION
AND ANTI-CORRUPTION



INSIDER INFORMATION
AND CONFIDENTIALITY



ELECTRONIC
COMMUNICATION

Quality Assurance-Certifications



We are resolutely committed to compliance with regulatory requirements and internationally recognised good practices and meeting stakeholders' high expectations regarding the quality, safety, and effectiveness of our products.

For this reason, all production stages of our products are subject to an Integrated Quality and Environmental Management System, certified according to ISO 9001:2015, ISO 14001:2015 and ISO 13485:2016 for the development, production, and distribution of medical devices and EU-GMP, which provides, inter alia:

- » **Standardised and validated production processes.**
- » **Intensified quality controls at all stages of the production process.**
- » **Recording, analysing, and managing any complaints and deviations from the set quality standards.**

Quality Policy

For **OFET Group**, quality means identifying and meeting the requirements of both customers and legislation and making continuous improvements to ensure ongoing customer satisfaction and quality of products. To reach this objective, Management provides the necessary resources for the implementation and continuous improvement of the Integrated Quality and Environmental Management System and sets measurable targets, which are reviewed at regular intervals and improved or adjusted as necessary.

To achieve continuous improvement, Management takes all necessary measures:

- » **By applying strict selection and continuous control and evaluation methods for Suppliers of Raw Materials and Packaging Materials.**
- » **By adhering to the Production Process Guidelines.**
- » **By rigorously applying all Health and Safety Rules in the Production Process.**
- » **By using modern and specialised equipment, perfectly suitable for the products manufactured.**
- » **By conducting continuous Quality Controls in all production process stages, in Raw Materials, Finished Products, as well as Packaging Materials.**
- » **By continually training staff on Quality, Environmental and Health and Safety Issues.**
- » **By informing its Customers on products and services.**
- » **By recording and reviewing customer comments and complaints about its products.**
- » **By establishing Measurable Indicators (KPIs) to be able to evaluate the functionality and performance of its Operational Processes and Objectives.**
- » **By defining the Corrective and Preventive Actions required to improve the Integrated Quality and Environmental System.**
- » **By allocating all the necessary resources to ensure the Health and Safety of employees.**
- » **By committing to supporting and rigorously implementing the Integrated Quality and Environmental Management System, in accordance with ISO 9001:2015, ISO 14001:2015 and ISO 13485:2016.**

The Quality Policy is communicated to all the Company's staff and partners and Management commits to taking all actions necessary.

This is why we invest dynamically in modern production units and advanced technologies, in highly skilled people, in organisation systems that ensure accountability and engagement, in high-level professional partners and in synergies with academic institutions that share the same values. This is a common theme among the individual actions of all employees, in terms of preserving the environment and making rational management of natural resources.



05

The Group's Strategy

OFET Group's Senior Management, in line with the Organisation's Vision, Values and Mission and considering the characteristics of the internal and external environment (Resources & Capabilities Analysis for the internal environment, SWOT, PESTEL and PORTER 5 FORCES Analysis for the external environment), sets out the company's 10-year strategy, with a view to maintaining a competitive advantage and maximizing value for shareholders.

By analysing business activities in the 3 main modules of "**Innovation**", "**Production**" and "**Customer Service**", the Group develops strategic objectives and approaches achievable over a 10-year horizon, as well as long-term objectives (Critical Performance Indicator values) which are then "reverse engineered" into medium term (5 years) and short-term (annual) objectives.

Meanwhile it prepares a 10 year Value Development Plan to benchmark the overall effectiveness of five-year business plans and annual programming. As far as reviews are concerned, these include the annual Performance Review for the entire Business Map. Senior Management also handles the review of the Balanced Scorecard (CEO Dashboard).

It is in this very context that the Corporate Responsibility and Sustainable Development strategy is aligned with the business strategy and developed around "Corporate Governance", "Environment and Ecosystem" and "Corporate Responsibility and Solidarity", while the

overall Sustainability direction is intertwined with" the Principle of achieving balanced results that the Organisation adheres to, as evidenced by the critical importance of the Balanced Scorecard in the management process and the weight that results bear on the Environment and on Customers, Human Resources, Supplier Evaluation and Management.

The above management model has been certified by EFQM, and the Organisation has received the highest 5-star Recognised for Excellence rating. Moreover, it is fully embedded into the Integrated Quality & Environmental Management System, which is inspected both by the National Medicines Agency in terms of Regulatory Compliance, and by competent certification bodies in accordance with ISO 9001:2015, ISO 14001:2015 & ISO 13485:2016 for the distribution of medical devices.

Identification of Impacts and Material Aspects

Another critical axis in the preparation of the aligned Business Development and Sustainability Strategy is the accession of **UNI-PHARMA** & **InterMed** to the United Nations Global Compact and the adoption of the United Nations 2030 Agenda, as such is represented in the 17 Sustainable Development Goals for 2030.





United Nations Global Compact

The Global Compact was created in July 2000 and is a framework that calls on businesses to align their operations and strategies with the 10 globally accepted principles in the areas of human rights, working conditions, the environment, and the fight against corruption.

The Group's two Companies, **UNI-PHARMA** & **InterMed**, have been members of the Global Compact since 2016. On the Global Compact website, we publish annually our commitment to the 10 principles, as well as our goals and performance progress of each Company in basic issues of environment, society and workplace.

Our Commitment to the Sustainable Development Goals

The Group has adopted the United Nations 2030 Agenda, as such is represented in the 17 Sustainable Development Goals for 2030. Management has decided to actively contribute to their achievement by promoting the health and well-being of the population as well as protection of the environment.

Our priority is to contribute to achieving those goals directly linked to the activities and challenges specific to our sector, to our operations and actions, and to all material aspects arising from this Report. Below you may see how our programmes and actions are associated with the Sustainable Development Goals.

The analysis of the Group's business model in the light of the 17 United Nations Sustainable Development Goals and of the stakeholder mapping revealed all critical impact areas, which were identified as follows:

United Nations Sustainable Development Goal	Material Aspects - Actions	GRI Indices
	» Occupational Health and Safety, » Health and Safety of Consumers (Quality Assurance), » Social contribution	403-1, 403-2, 403-3, 403-4, 403-5, 403-6, 403-7, 403-8, 403-9, 416-1
	» Training and Education	404-1, 404-2, 404-3
	» Diversity	405-1
	» Local Market Presence, » Occupational Health and Safety, » Training and Education, » Diversity	202-2, 403-1, 403-2, 403-3, 403-4, 403-5, 403-6, 403-7, 403-8, 403-9, 404-1, 404-2, 404-3, 405-1
	» Materials, » Energy, » Waste, » Human Rights	303-1, 303-2, 303-3, 302-1, 302-3, 302-4, 302-5, 306-1, 306-2, 306-3, 412-1
	» Energy, » Emissions	302-1, 302-3, 302-4, 302-5, 305-1, 305-2, 305-3, 305-4, 305-5
	» Evaluation of Suppliers' Social Performance, » Consumer Health and Safety, » Personal Data Protection	414-1, 416-2, 418-1

Environment impacts of our activities

- » **Supply Chain:** Suppliers and Resellers and the impact of their practices on the environment, water resources, soil, and the atmosphere. Identifying environmental aspects of Suppliers and Subcontractors with sustainability criteria, i.e. anti-discrimination practices, child labour, harassment and violence at work and practices in favour of equal opportunities, trade unionism and freedom of association and sustainable remuneration at work.
- » **Manufacture and packaging of pharmaceutical products:** identifying the environmental impacts of the Group's activities, rational management of hazardous waste and natural resources, protection of soils and aquifers, integrated waste management system certified according to ISO 14001:2015 with 100 % recycling of solid non-hazardous waste, recycling with at-source sorting and design of new sustainable products with identification of environmental impacts throughout their life cycle.

Occupational and Customer Health & Safety

- » **Occupational Health and Safety:** our purpose is to operate in a context that allows us to actively reduce workplace risk and visibly improve workplace health and well-being for all our staff. Our goal remains zero accidents for the next 10 years with continuous upgrades of our working environment, and strict observance of legislation and international standards.
- » **Customer Health & Safety:** Our goal is to enable access to quality treatment with safe and effective products to ensure the health and safety of our customers.

At the **OFET Group** we are all committed to serving health with passion, creativity and ethics and we put human life first. We constantly seek innovative medical care solutions; we contribute to improving the quality of life and we work hard for the prevention and treatment of the diseases of modern man.

The step that followed the mapping exercise was the development of impact-mitigating projects. The main projects were: Upgrading of the Environmental Management System with energy targets and setting even more ambitious targets for critical performance indicators in this area, such as energy indicators (EnKPIs), with a view to getting **UNI-PHARMA S.A.** certified according to ISO 50001:2018 for energy management within the next 2 years; upgrading the policy regarding management of relations with supply chain partners as well as their selection and evaluation based on the Supplier Code of Conduct; upgrading health and safety at work procedures, by applying criteria against racial and other discrimination, anti-harassment and violence at work criteria, etc., as well as establishing specific procedures in the context of COVID-19 management, upgrading internal control procedures.

Specifically, however, for the optimal prioritisation of areas where action will lead to the most important impact reduction for our Stakeholders and for developing the corresponding actions, we conducted a Materiality Survey.



Our Stakeholders

The Group seeks to communicate and systematically interact with its Stakeholders, which are part of the Group's internal or external environment. Our stakeholders are at the heart of our Group's operation, as they significantly affect and are affected by our business activity.

Acknowledging the importance of our stakeholders' views in achieving our business goals, we constantly strive to improve our relationships with them to listen to their needs and expectations and respond to any issues and opportunities that arise.

Our main concern is to be in constant and active communication with our stakeholders, with the aim of building mutual trust and excellent cooperation.

Furthermore, we are systematically investing in discovering new, innovative channels and methods of communicating with them. Communication with all our stakeholders is regular, but also ad hoc, whenever issues and needs arise that require immediate response and resolution.

Stakeholders	Communication	What they expect from us
 Healthcare professionals	Emails, meetings, events, briefings, conferences, surveys, clinical trials, telephone communication	» High-value-added products » Health promotion » Solutions to everyday personal hygiene and care challenges » Solidarity » Innovation » Ethical Business
 Patients/Consumers	Information campaigns, brochures, press releases, advertisements, sponsorships and donations	» High-value-added products » Health promotion » Solutions to everyday personal hygiene and care challenges » Solidarity » Ethical Business » Compliance with the regulatory framework » Data protection

Stakeholders	Communication	What they expect from us
 Universities & professors	Emails, meetings, events, conferences	» High-value-added products » Health promotion » Participation in surveys » Solidarity
 Employees	Emails, departmental meetings, information brochures, seminars/ trainings, employee survey	» Job creation » Health promotion » Solidarity » Compliance with the regulatory framework
 Suppliers	Emails, meetings, inspections, trade policy, market research	» Profitability » High-value-added products » Responsible waste management » Tackling climate change
 National Medicines Agency (EOF) and other national bodies	Emails, meetings, IT systems and software, participation of Group representatives	» Job creation» Profitability » Ethical Business » High-value-added products » Health promotion » Compliance with the regulatory framework » Responsible clinical trials » Responsible marketing
 Pharmacies and Pharma wholesalers	Emails, meetings, inspections, trade policy	» Profitability » High-value-added products » Health Promotion » Ethical Business » Solutions to everyday personal hygiene and care challenges

Our Material Aspects

Materiality Recognition

One of the most important and fundamental guiding principles in the GRI is the concept of Materiality. An organisation should oversee issues that cause the most significant economic, environmental, and social impacts, taking primarily into account those that are considered more important by its internal and external stakeholders. In identifying material aspects, an organi-

sation needs to actively involve its stakeholders and consider all aspects and issues falling within the limits of the organisation's report at the time.

In identifying material aspects, the Group conducted a qualitative online survey among Stakeholder representatives to review all important aspects related to Corporate Responsibility, as well as introduce a systematic dialogue with them on such aspects.

The methodology followed is described below:

STEP 1

Identify and prioritise key Stakeholders to be included in the process of identifying material aspects. This includes stakeholder groups such as customers, suppliers, employees, members of the academia and healthcare partners. The questionnaire was sent out and answered by specific stakeholder groups of both **InterMed** and **UNI-PHARMA**. The questionnaire was also sent and answered by stakeholders abroad.

STEP 2

Identify and prioritise key indicators (economic, environmental, social, labour practices, human rights, responsible services etc.) using the guidelines of the GRI.

STEP 3

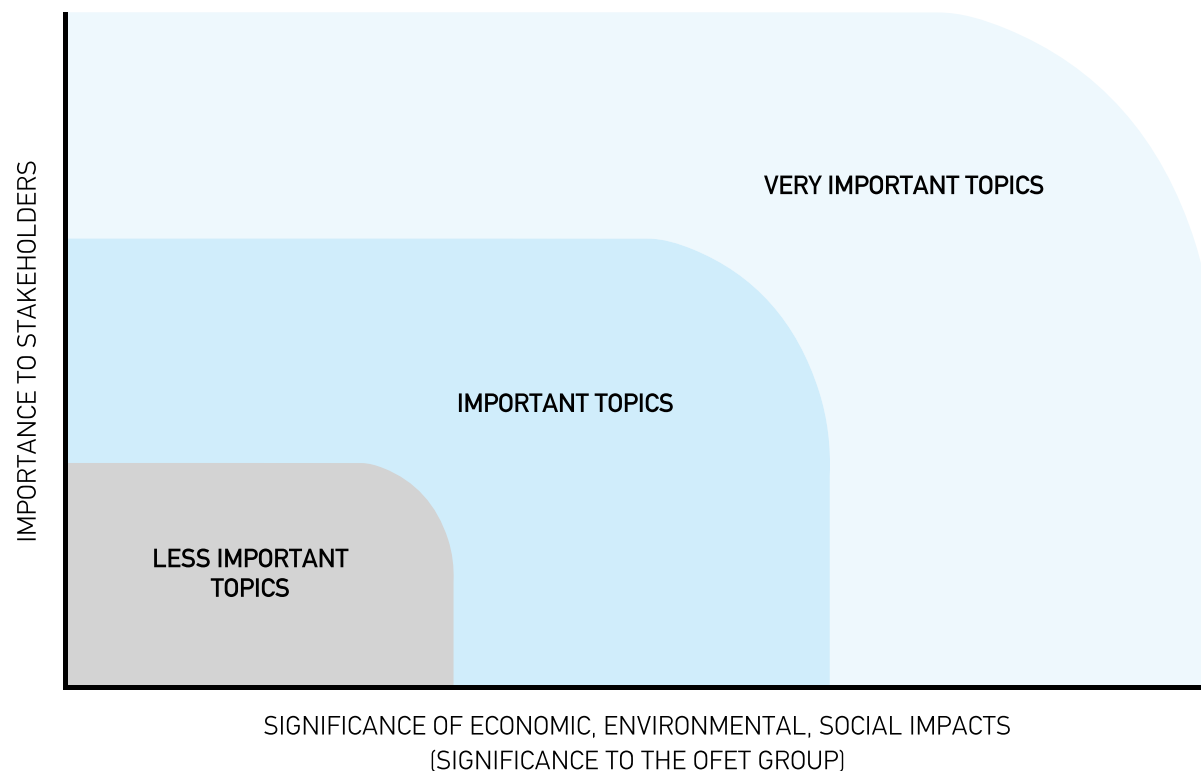
Conduct a survey, using a quality questionnaire, to identify the material aspects in the opinion of stakeholders and of Management. The following qualitative scale of importance was applied to each question: Very important, important, not important at all. The stakeholders that replied to the questionnaire include the following internal and external groups: employees (InterMed and UNI-PHARMA), customers (InterMed and UNI-PHARMA), suppliers (InterMed and UNI-PHARMA), healthcare partners (InterMed and UNI-PHARMA) and representatives of academia (UNI-PHARMA).

STEP 4

Create a matrix to identify material aspects. A numeric value was attributed to each response to the materiality questionnaire.

The guidelines of the Global Reporting Initiative (GRI) recommend arranging aspects onto a matrix according to their materiality, with the X-axis representing aspects with a significant impact on the company's operation (Management view), and the Y-axis representing aspects that are considered important among stakeholders (Stakeholder view). Taking both above parameters into account, the following material aspects emerge:

- » Consumer Health and Safety
- » Human Rights
- » Occupational Health and Safety
- » Materials
- » Waste Management
- » Diversity and Equal Opportunity
- » Personal Data Protection
- » Suppliers' Social Assessment
- » Employee Training and Education
- » Local Market Presence
- » Energy
- » Emissions/Climate Change



- | | |
|--|---|
| ▶ Marketing and Communication | ▶ Consumer Health and Safety |
| ▶ Socio-economic | ▶ Human Rights |
| ▶ Compliance | ▶ Occupational Health and Safety |
| ▶ Environmental Compliance | ▶ Materials |
| ▶ Procurement Practices | ▶ Diversity and Equal Opportunity |
| ▶ Anti-competitive Behaviour | ▶ Personal Data Protection |
| ▶ Indirect Economic Impacts | ▶ Evaluation of Suppliers' Social Performance |
| ▶ Support of Local Communities | ▶ Employee Training and Education |
| ▶ Employee Benefits | ▶ Local Market Presence |
| ▶ Water | ▶ Energy |
| ▶ Evaluation of Suppliers' Environmental Performance | ▶ Emissions/Climate Change |
| ▶ Anti-Corruption | ▶ Waste Management |
| | ▶ Financial Performance |

Risk Management

The risk identification and management process applies to all Group activities and is essentially an integral part of the Group's operation and mode of Management. The risk recognition and management process includes analysis and assessment of the economic and socio-political environment in which the Group operates. The main risks identified in the external environment are:

Financial/ Political Risk: These are entirely interwoven. The COVID-19 pandemic initially created an environment of unprecedented recession that was followed by inflationary waves caused by the measures to strengthen local economies taken by all major economic decision-making centres. In this new environment of inflationary pressures, unprecedented disruptions have arisen in all supply chains, and as governments monitor the course of the pandemic and try to adjust their policies to balance the sustainability of Healthcare Systems and the normalisation of economic activity and preservation of living standards, vigilance and adaptability are required.	Technology Risk: Platforms and tools providing market information are now available to more stakeholders and offer high level consolidated information. Moreover, further automation and increased effectiveness in the construction and operation of plant equipment is the only way forward. Finally, corporate content management systems are constantly upgraded.
Social Risk: Stakeholders in society, such as patients/consumers, share views through social networks very quickly, shaping perceptions about companies and products.	Legal Risk: The EU framework is expected to remain relatively stable – however cGMP (current Good Manufacturing Practice) standards are expected to become even stricter, as well as the requirements for product development and approval.
Environmental Risk: Regulatory requirements for the Environment and Health and Safety are expected to be tightened, and there is also increased social awareness on said issues that should be addressed through preventive initiatives, in addition to meeting legislative obligations.	Energy and climate change risk: Rational use of fossil fuel resources, reduction of energy consumption, a shift to green and clean energy are expected to play a key role in the next 5 years, in the context of circular economy and sustainability.

Risks in the internal environment related to the following main categories are also identified:

- » **Financial risk:** Creditor and debtor management, financial performance, liquidity, prevention and tackling of corruption.
- » **Compliance:** Risk from non-compliance with regulatory and legislative obligations.
- » **Occupational Health and Safety:** Risk emanating from occupational accidents, natural disasters, emergency actions, COVID-19 complications at the workplace.
- » **Corporate Data Protection & Business Continuity:** Risk from loss of data or the complete collapse of computer systems because of natural disasters or malicious third-party actions, and preparation of a comprehensive plan to ensure business continuity in case of occurrence of any such risks.

Risk management is performed by the Management bodies and the Committees of the System of Governance, and the Group's short-term objectives include the preparation of a complete Risk Manual which, in addition to risk sources identification and mapping, will also include a quantification of possible effects, a prioritisation, as well as risk mitigation measures. At this stage, these measures are embedded into the Group's Policies which relate to functions involving the above risks.



Corporate Responsibility and Sustainable Development Strategy

Responsibility, both individual and corporate, is an integral part of the Group's philosophy and culture and a central pillar of its Corporate Responsibility Strategy.

With actions ranging from aiding vulnerable social groups in remote areas, to supporting science and the younger generation, sustainable development and protection of the environment, the Group's Management and 600 employees, prove that responsibility lies in their DNA and is a top virtue.

The Group aims to further increase its social footprint while reducing its environmental and energy footprint, committed to effective corporate governance and ethical business.

The 3 pillars of the Group's Strategy, which are the three cornerstones of sustainability and include a holistic approach to responsible business through ESG, relate to:

- » **Corporate Governance**
- » **The environment and**
- » **Corporate responsibility & sustainability, through targeted actions towards society.**

With the programme **"U & I Care - UNI-PHARMA & InterMed"**, the Group focuses on offering continuous support to society and vulnerable groups, in collaboration with Scientific Societies, NGOs and Academic and Research bodies.

For the Environment, under the umbrella of **"U & I Care"** and specifically the **"U & I Green - You and I care for the environment"** set of actions, the Group applies an ISO 14001:2015 certified Integrated Environmental Management System and focuses on actions to reduce its environmental and energy footprint, protect aquifers and the soil, pursue responsible hazardous waste management, reduce gaseous emissions, perform 100% recycling of solid non-hazardous waste and adopt rational management of natural resources.

As far as the Market is concerned, the aim is to create added value and provide optimum and innovative environmentally friendly products and services, while attaching great importance to aligning the supply chain with the UN Global Compact principles.

Moreover, Group employees see proper guidance and continuous training as well as ensuring health and safety at work as a priority.

Having set the above objectives and with the development of an integrated framework for managing relations with internal stakeholders and external financial, social, institutional and academic partners, within the broader context of the Corporate Governance System that follows, the Group aims to maintain its leading role in the domestic market, by designing, developing and producing safe and effective products, as well as taking actions, related to the continuous improvement of its environmental performance, reducing the energy footprint and ensuring a safe working environment.

The Group's management underlines its environmentally responsible attitude and its commitment to the Circular Economy and Sustainable Development principles. The Group invests in operations with a long-term benefit, creating value for people, society, and the economy.

Emphasis on ESG over the next 5 years

Over the next 5 years, special emphasis will be placed on **ESG** (Environmental, Social, Governance), and mainly on reducing the carbon footprint, on circular economy and on energy saving.

In this context, we take actions to prevent and reduce the impact of certain plastics on the marine environment and human health, as well as promote the transition to circular economy, with innovative and sustainable business models, products, and materials. Examples of actions include the gradual mandatory use of reusable utensils and the **SAVE THE SEA** actions by the **Group's Green Team** for offshore and underwater cleaning of the seas from plastics and other waste on the Greek islands.

Furthermore, focusing on sustainability and sustainable development, in recent years the Group has been focusing on digital transformation, investing in new technologies to optimize production and reduce operating costs and its environmental footprint.

The Corporate Responsibility and Sustainable Development Strategy for 2030, with an intermediate stage in 2022, focuses on actions and results on four main axes:

- » **zero carbon footprint,**
- » **zero water waste,**
- » **zero accidents at work,**
- » **reducing gaseous emissions with electro-mobility, and promoting diversity and inclusion in the workplace.**

ESG Strategy		
 Environmental	 Social	 Governance
» Climate Change » Energy Efficiency » Water Consumption » Biodiversity » Environmental Management System	» Equal Opportunities » Freedom of Association » Health and Safety » Product Responsibility to Customers » Human Rights	» Business Ethics » Compliance » Independence of Management » Remuneration Policy



"Responsibly Together"

What we achieved in 2019-2020



24 million Uniknon doses donated to the National Health System at a total cost of €1.3 million (which corresponds to approx. 20% of net profit).



60,000 doses of chloroquine donated to the health system of the Republic of Cyprus.



More than **14,000 litres** of disinfectant offered to the National Health System and the Mobile Units of the National Public Health Organisation (EODY).



Open-label clinical trial on chloroquine, called HOPE in collaboration with research centres and reference hospitals, to further support the scientific data on the active substance.



Continuation and enhancement of the actions of the KLEON TSETIS Foundation - created in 2018 - with scholarships for young researchers, scientists, students, PhD candidates.



OFET Group's DROP OF LIFE blood donation teams and Running Team.

For us all, the constant effort to preserve the social, environmental - ecological and cultural protection is an integral part of our activities, always in compliance with legislation, business ethics and fundamental human rights. We apply environmental rules, promote business ethics, and contribute to mitigating social inequalities, promote and encourage a corporate culture of respect for future generations and belief in a better world. With creativity, humanity, and significant investments, we build and demonstrate the Group's commitment to a society with a sustainable future.

Our top priority is the development, production and distribution of value-added medicinal products that help our fellow human beings rid

themselves of disease and contribute to improving their quality of life. In this context:

- » **Ensure access to pharmaceutical and medical supplies.**
- » **We work with Non-Governmental Organisations (NGOs) and take initiatives on our own to ensure that in natural disasters, economic difficulties and social unrest, our fellow human beings will not be deprived of medicines and care.**
- » **Promote public information.**
- » **Targeted briefings of journalists and scientists.**





Addressing the COVID-19 Pandemic

The Group is proud of its ongoing and tireless actions aimed at supporting vulnerable groups of society, science, and the younger generation and at environmental protection.

During the COVID-19 pandemic, the Group clearly demonstrated that it does not cave into hardship and emergencies, on the contrary, it thrives on big challenges!

The four major **Unikinon** (chloroquine) and disinfectant donations (on behalf of **UNI-PHARMA** & **InterMed**) to the Greek and Cypriot health system, but also to EODY and specifically its Mobile Units are nothing more than our debt to society and patients, at a time of need. A debt stemming from the Group's Corporate Social Responsibility and Sustainable Development Strategy.

March – April 2020 – The major COVID-19 donations

During the most serious public health crisis the country and the entire planet have ever experienced, the Group decided to donate the drug Unikinon containing chloroquine as its active ingredient, to the Greek and Cypriot health systems, to help patients hospitalized with SARS CoV-2. According to scientists, chloroquine was considered a successful treatment for COVID-19 and had already been included in the treatment protocols of many patients in public hospitals.

Donations reached 24 million doses of free **Unikinon** for the Greek and 60,000 for the Cypriot health system. The cost of this donation for **UNI-PHARMA** was 1.3 million Euros (approx. 20% of the net profit). With a sense of responsibility, fully protected employees went above and beyond, without ever risking their health, to man all shifts and keep the production machines going non-stop to ensure that products arrived at their destination when needed.

One month later – April 2020 – the Group made a third donation, offering over 14,000 litres of disinfectant to the Greek NHS. This time, the Group's second pharmaceutical company, **InterMed**, delivered more than 14,000 litres of World Health Organization-compliant disinfectant to the Ministry of Health free of charge, which was used entirely in hospitals.

The quantity was produced at the **InterMed** facilities utilising the company's employees and resources. **InterMed** has a long experience and know-how in disinfectants with its Reval preparations.

The HOPE Clinical Trial

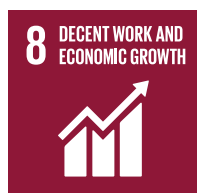
The Group, showing quick reflexes, proved that when there's a will even the most daring and difficult project can be quickly implemented in unprecedented conditions. The Group's management decided to act promptly and purchased 5 tons of chloroquine from India. A little while later India's borders were closed and almost no one in the world could obtain the valuable active substance.

Furthermore, during the same period, **UNI-PHARMA S.A.** carried out an open-label clinical trial on chloroquine, called **HOPE**, in collaboration with research centres and reference hospitals, to further support the scientific data on the active substance.

"U & I Care" - UNI-PHARMA & InterMed Social Actions

- » With its scholarships, the **KLEON TSETIS Foundation** supports the younger generations and wants to send a vibrant message that our young people should remain in Greece and help reverse the brain drain. It is now brain gain time.
- » **SCIENCE ON THE GO.** A mobile science laboratory which roams the country, and the Group's scientists, in collaboration with Academia and Universities, provide the know-how for formulations such as mouthwash, disinfectants and nutritional supplements.
- » **LIFE MISSION**, the Group's well-established holistic Programme, visits remote areas of Greece and works together with the Hellenic Endocrinology Society and local Medical, Pharmaceutical and Dental Associations, to inform, empower local communities and conduct preventive tests. Essentially, it is an integrated Strategy, aiming to stand by the side of and truly support small and remote communities facing difficulties accessing basic health services and especially the Primary Health Care network.
- » Cooperation with **Axion Hellas** to support the population in remote frontier areas and support them on health issues. Indeed, the Group and specifically the KLEON TSETIS Foundation, has signed a Memorandum of Understanding with AXION HELLAS since 2018.
- » In September 2020, the **Group's DROP OF LIFE (STAGONA ZOIS)** blood donation team supported voluntary blood donation for the 9th consecutive year with a very big turnout. For years we have been collaborating with the Agia Olga Hospital where we keep our own blood bank for all the relatives of our employees.
- » In recent years, the **OFET Running Team** has been supporting LEAP OF LIFE (ALMA ZOIS) and the brave women fighting breast cancer. Both **UNI-PHARMA S.A.** and **InterMed S.A.** are fervent supporters of running and walking. Furthermore, in 2019, the OFET Running Team also started a collaboration with the biggest charity and sporting event supported by the **"TOGETHER FOR CHILDREN"** Foundation called **"No Finish Line"** at the Stavros Niarchos Foundation Cultural Center. This action continued in 2020.
- » Two more smaller-scale yet equally important actions are the **PRI-MAL CELL (ARCHEGONO KYTTARO) - Association of Volunteer Bone Marrow Donors of Kalamata** in collaboration with the **Hellenic Society of Haematology**, and the **Dental Run**, a new drive organised in collaboration with the GREEK PHARMACEUTICAL STUDENTS' FEDERATION. In April 2019, a running event was held in Goudi Park.
- » **MAGIC DIABETES BUS:** In December 2019 and for 5 days, we once again supported another important NGO, GUIDED BY DIABETES. The Magic Christmas Bus, all decked out, made a big tour around Athens stopping along the way so we could showcase our preparations, such as slim fix, slim fix gummies and Diabetel, and to inform the public.
- » In April 2019, the Group's management decided to extend its support to the island of Kastellorizo, with a significant act for the soldiers serving on the border island. **It donated a gym to the island's Military Camp.**
- » **Flooding the buildings in pink light every October** - breast cancer prevention month.





"Our people are our strength"

What we achieved in 2019-2020



538 employees, of which 35% are women



5.9% increase in the number of employees in 2020 compared to 2019.



Zero occupational accidents



23% increase in training hours per employee (35 hours per employee in 2020 compared to 28.4 hours per employee in 2019).



In 2019-2020 **no incidents** of discrimination were reported.

We recognize that our people are our strength, the most valuable asset for achieving our strategic goals, for ensuring our competitiveness and sustainability. We are committed to ensuring optimum working conditions, health and safety, respecting human rights, avoiding discrimination and offering equal training and development opportunities.



2019						
GROUP	Number of employees			%		
Type of Work	 Men	 Women	 Total	 Men	 Women	 Total
Full Time	263	262	525	50.0%	50.0%	100.0%
Part Time	0	0	0	0.0%	0.0%	0.0%
Total number of employees	263	262	525	50.0%	50.0%	100.0%

2020						
GROUP	Number of employees			%		
Type of Work	 Men	 Women	 Total	 Men	 Women	 Total
Full Time	255	310	565	45.1%	54.9%	100.0%
Part Time	0	0	0	0.0%	0.0%	0.0%
Total number of employees	255	310	565	45.1%	54.9%	100.0%

The Group does not have an Enterprise-level Collective Bargaining Agreement. As regards human resources, the Group keeps track of the relevant labour legislation including all issues related to the respect of human rights and working conditions and is fully in line with the National Collective Bargaining Agreement.

100% of the Group's employees in 2019 and 2020 are covered by the applicable National Collective Bargaining Agreement.

100% of the Group's employees are paid with salary exceeding the minimum wage set by the respective National Collective Bargaining Agreement.

Social Interaction Code, OFET

The Group has created the Social Interaction Code in relation to the Group's Values and the Working Regulations, which sets the framework for cooperation, communication, and interaction among employees. The purpose of the Code is to set the boundaries of behaviour and clarify the ideal profile of employees by ensuring a sound environment of work and cooperation. The Code is also an additional tool in the hands of **OEFT's** executives to help achieve Positive Impact among their teams.

Occupational Health & Safety - "U & I Safe" - UNI-PHARMA & InterMed



Occupational Health and Safety is a top priority for the Group. In the most disruptive and challenging year, the Group's industrial companies stood out, once again raising the bar for safety, prevention and an organised and coordinated strategy, not only for their employees but also for all their partners and suppliers. Even during the most difficult healthcare crisis, the Group leads the way. For us, ensuring the health and safety of our employees and partners around the world is a non-negotiable principle. Right from the start, the Group has been committed to a strict Health and Safety Policy, enabling it to identify risks early on and minimize risks related to all activities.

In this context:



Health and Safety at Work

In the most disruptive and challenging year, **OFET's** industrial companies stood out, once again raising the bar for safety, prevention and an organised and coordinated strategy, not only for their employees but also for all their partners and suppliers. Even during the most difficult healthcare crisis, **OFET** leads the way.

For us, ensuring the health and safety of our employees and partners around the world is a non-negotiable principle. Right from the start, **OFET Group** has been committed to a strict Health and Safety Policy, enabling it to identify risks early on and minimize risks related to all activities.

In this context:

- » **Complies with the provisions of national, EU and international health and safety legislation**
- » **Recognises risks and takes appropriate preventive measures to minimise their consequences. Provides appropriate training to all employees, suppliers, partners, and visitors**
- » **Incorporates good practice and operating procedure technologies that guarantee safety conditions**
- » **Monitors, assesses, and improves Health and Safety actions**

"Health and safety concerns us all!"

JUST GO ZERO - 10 Yards ZERO ACCIDENTS

The target for 2021 - 2030 with regard to ensuring health and safety in the workplace is zero accidents **"JUST GO zero - 10 Years ZERO ACCIDENTS"** in every Group facility, which results in avoiding occupational accidents for more than 10 years.

The Group fully aligns its operation with the new Environmental Sustainability and Development Policies, automating and digitalizing the Health & Safety processes in its facilities. In this context, it has already implemented the Work Permit procedure which enables authorized personnel to perform each task digitally, ensuring the safety and reliability of the required actions.

With this project, procedures become safer with the active participation of the workforce, so that incidents can be identified before the potential risks can affect safety, through continuous analysis of operation data and the provision of relevant real time information. EHS (Environmental Health and Safety) is managed more efficiently and effectively by integrating risk management into day-to-day operations. Finally, business continuity is ensured by protecting the integrity of assets and optimising production.

"We are not afraid - we protect ourselves"
"Stay negative - think positive"

Supporting vulnerable social groups, encouraging and empowering the next generation of scientists, actions related to environmental

protection, green economy, sustainable development, as well as the response to the pandemic, with donations of disinfectants to the National Health System, but also to the mobile units of EODY, are all at the forefront of the Group's Strategy for Corporate Social Responsibility. This nexus of actions led to the creation of Emergency Response Plans which include protection instructions against the pandemic, and procedures for managing suspected coronavirus cases. Our motto is: **"We are not afraid - we protect ourselves"** and **"Stay negative - think positive"**

By combining initiatives at Company and Group level, we systematically approach - at all levels of the company - issues such as health and safety in the workplace, human resources development, sustainability of local communities, transparency, and business ethics. Knowing all too well that creating a safe and healthy working environment is our ethical and legal obligation, not only do we follow the provisions of Greek legislation on labour law, but we also assess the potential risks we may face and take the necessary measures to prevent any accidents in all facilities.

We also give due importance to the fact that Health and Safety management has a significant impact on our employees' performance. For this reason, we focus on the ongoing training of our employees to create a sense of security in both Group Companies. Note that no Group employees demonstrate a high incidence or risk of work-related illness.

It is worth noting that during 2019-2020, no workplace accidents were recorded in either of the two Group companies. For the Group, Occupational Health and Safety is a responsibility commitment and a sustainability-related material aspect. The high Health and Safety level

significantly increases the efficiency of our employees, the quality of our products and services, and enhances the trust of our customers.

Thus, our main concern is not only to take care of the safety of our employees when they are on our premises, but also to provide products that, throughout their life, do not put their safety at risk.

The Group strives to continuously improve its performance in the field of Health and Safety of its personnel and contractors and urges its suppliers and other partners to adopt similar views, practices, and initiatives.

For us, one important priority is to ensure that the Health and Safety of our employees in the workplace is respected by conducting intensive inspections in all the facilities of the Group's companies and by preparing a specific Occupational Risk Assessment Study to identify and assess risks at work.

Specifically, we have appointed a Health and Safety Officer for all Group activities, who inspects and checks compliance with all relevant procedures, in accordance with the applicable legislation, safety regulations and internal planning. The inspections, which are called **"Safety Walks"**, are carried out at daily, weekly, monthly, semi-annually and annually. Meanwhile, an Occupational Risk Assessment Study is prepared for each facility.

We also invest in the continuous and regular training of all employees, so that they can respond to emergencies that affect the safety of themselves and their colleagues, and we have created internal **Fire Safety Teams** and **Emergency Response Teams** to provide First Aid to employees of the two Group Companies.

In addition to the above, since 2016 we have taken several initiatives across the Group to improve our performance in the areas of Health and Safety, such as:

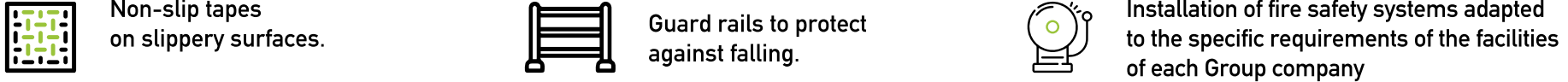
- » Informing employees on the risks to their safety and health, the preventive measures already taken, the measures and precautions to be followed, and the risks which remain in certain tasks or jobs making the use of Personal Protective Equipment (PPE) necessary.
- » Providing instructions for effective use of PPE, with relevant training of employees or practice sessions when needed.
- » Periodic checks for the proper use of PPE
- » Ensuring that PPE is stored in places with good cleanliness and hygiene conditions.

- » Providing all suitable facilities and means for the necessary maintenance, repair, and cleaning of PPE, in accordance with the manufacturer's instructions.
- » Replacing PPE in case of wear or when the permitted time of use has expired.
- » Installation of a noise monitoring system in all business units. In this context, the efforts made so far by each business unit independently will be aligned.
- » Training of staff in the prevention of major accidents at the Group's various facilities, including "Near Miss Reporting" to the Environment, Health and Safety Management Department.

In the framework of "U & I Safe - UNI-PHARMA & InterMed - Stay Safe", health and safety actions are implemented in the workplace at the facilities of the Group's companies. Health and Safety Actions are summarised below:



Taking appropriate preventive measures at the workplace to prevent accidents, including:



Appropriate Personal Protective Equipment to ensure adequate protection of employees' health at all levels and in particular:

- » **Half face or full face filtered masks to protect breathing from high concentration of suspended particles, which, if inhaled can cause acute and permanent damage.**
- » **High attenuation ear defenders or earplugs to protect hearing from high frequency noise.**
- » **Heavy duty safety goggles to protect employees' vision from hazardous chemicals.**
- » **Training of Fire Safety and Firefighting Teams (use of masks and fire extinguishers).**
- » **Training of Emergency Response Teams on work safety and first aid.**

To address health incidents, all Group's facilities have medicine cabinets stocked with all the necessary medicines and first aid materials. All Group employees receive regular training to be able to respond to emergencies that affect the safety of employees and of products. Every year in March, **UNI-PHARMA** and **InterMed** employees are trained in and practice on Fire Safety and Natural Disaster Response, in collaboration with KEMETA SA. Moreover, an Evacuation Drill was successfully carried out to verify the emergency preparedness of staff in all Group facilities.

The entire process takes place in the presence of a Fire Service Officer.

Also, in the context of Sustainability and Business Continuity, the Group has developed two new Emergency Plans for Coronavirus Infection Prevention Measures in the workplace and for COVID-19 suspected case management in the workplace. Furthermore, the Group's Senior Management, in collaboration with the Environment, Health and Safety Directorate, have drafted a Business Contingency and Business Continuity Plan in the event of a suspected COVID-19 case. The purpose of these Emergency Plans and the Business Contingency Plan was to ensure the smooth functioning of the business, to procure additional supplies of raw materials and packaging materials, as well as procure critical mechanical equipment and critical spare parts for 6 months, before borders were closed.

The Group's Integrated Management Plan, in force since March 2020, addresses all incidents to protect the health of all of us and, by extension, of our fellow human beings, as well ensure the smooth operation towards the fulfilment of our important social role. The Communication Team members ensure the rapid flow of information to the Coordination Team that answers questions and takes initiatives to protect the Health and smooth Operation.

To properly address and contain the spread of SARS-COV-2 in the Group's Companies, staff follow personal hygiene instructions and take basic protective measures against the coronavirus, with the motto **"Follow Instructions-Communicate Responsibly-Stay Safe"**.



Finally, as the spread of the coronavirus continues with its variants in Greece, the Group's Management decided to take the following emergency preventive measures:

1. **No internal movements between the Group's facilities.**
2. **No physical meetings, to be replaced by videoconferencing.**
3. **Purchase of forehead thermometers and daily temperature measurements of all employees and visitors by persons responsible for guarding the buildings.**
4. **No entry to any visitor, technician and/or external partner unless they have taken a COVID-19 test, at least 72 hours before entering the premises. No one will be allowed in the premises that have not taken a test, except employees.**
5. **VIOIATRIKI labs perform sample COVID-19 PCR tests on staff 2 times per week.**

Employee Training and Education



We are always looking to hire new staff, and constantly organise training programmes at the **OFET Academy** for the professional and personal development of our people. **OFET Academy** is the overarching organisation for all the educational programmes and other educational activities organized by the Group, not only for its own staff, but also for the staff of third parties (e.g. customers, partners, students, etc.).

THE MISSION

of the Academy is to offer, directly or through other appropriate educational institutions, practical training, experiential workshops and other on and off the job educational activities that promote applied knowledge and contribute to linking knowledge with professional and personal development and growth.

THE VISION

of the Academy is to help upskill our executives and staff, foster a culture of continuous learning and prepare the executives of tomorrow. To put into practice, that is, the corporate value of Learning.

	2019	2020	2019	2020	2019	2020
Breakdown by gender	 Men	 Men	 Women	 Women	 Total	 Total
Average training hours	26.6	31.6	30.2	37.8	28.4	35.0
Participation percentage	87.4%	87.2%	75.5%	78.9%	83.5%	81.9%
Participation percentage in the annual evaluation	87.9%	86,7%	80,1%	81,0%	85,5%	84,8%

Diversity and Equal Opportunities



Since 2017, the Group has reviewed the Code of Ethics with provisions that comply with the applicable national and EU legislation, the Group's work regulation and the **UN Global Compact's ten principles**.

The code of ethics is posted on an internal page of the Group so that it can be accessed by all employees. With this code we are committed to providing our employees and external partners with a safe working environment, free from unfair or unethical behaviours, where everyone can freely express their opinion and is treated with respect, fairness, and equality. Acceptance of diversity and the elimination of inequalities, wherever they come from, ranks very high in the Group's Strategy.

3% of the Group's total Headcount includes employees of different nationalities (Albania, Syria, India, Philippines, Ukraine, etc.) employed in different parts of the Group



In 2019-2020, no incidents of discrimination based on gender, age, disability, nationality, race, religion, political beliefs etc. were reported, including incidents of harassment, across all of the Group's activities.



Commitment with regard to Discrimination

The diversity of people's origins, cultures, languages, and ideas helps us maintain a competitive edge with innovation at the forefront. That is why we value diversity and treat all our employees as well as people seeking employment with the company respectfully, fairly, and equally, ensuring equal opportunities in the selection, on-boarding, remuneration, recognition, development and advancement, without discrimination based on sex, race, age, ethnicity, origin, religion, disability, sexual orientation, nationality, genetic information and any other relevant categorisation.



Commitment regarding Harassment

We behave professionally and respectfully within the workplace, and we do not tolerate any kind of harassment, physical or verbal, regardless of its source (colleague, customers, supplier, etc.). Harassment means any form of conduct, the purpose or effect of which is to violate the dignity of the person and to create an intimidating, hostile, degrading, humiliating or offensive environment, whether or not constituting a form of discrimination, including harassment based on gender or other grounds of discrimination.



Commitment with regard to Health and Safety

It is our commitment to provide our staff and external partners with a healthy and safe workplace, which is why our activities are conducted in compliance with applicable laws and regulations, corporate standards and best practices in health and safety, and we take all appropriate measures, at technical, organisational, and personal level. Each employee is personally responsible to protect their health and safety at the workplace, to the maximum extent depending on their work duties, knowledge, skills, and experience.



Commitment with regard to Personal Data protection

The protection of the personal data of our employees and external partners is a commitment for the company, and all employees must handle such data with due care and confidentiality, within the framework of the applicable legislation on personal data protection.



"The Future is Sustainable Development"

What we achieved in 2019-2020



In 2019 and 2020 there was no fine and no case of non-compliance with environmental legislation.



Established a 2030 strategic plan for climate neutrality.



Reduced specific energy consumption (in Kwatt per tonne of product manufactured) by 2.1% in 2020 compared to 2019.
100% energy from RES for 2020.



Reduced specific natural gas consumption (in m3 per tonne of product manufactured) by 8.7% in 2020 compared to 2019.



Reduce specific water consumption (in m3 per tonne of product manufactured) by 15% in 2020 compared to 2019.

As an industry, active in production with high technical specifications, we strongly feel that **Sustainable Development** and **Circular Economy** are the **FUTURE**. Respect and care for the environment and the ecosystem in general is a common denominator in every activity of the Group. We always act as a responsible organisation that has embraced the principles of sustainable development, that is to say development that is environmentally friendly and based on mutual respect and responsibility towards future generations.





Environmental protection and energy saving are a primary concern for the Group. In this context, our actions to protect the environment are not limited to those imposed by environmental legislation. Therefore, we closely monitor the effects of our activities and carry out a series of voluntary actions and interventions aimed at reducing our environmental impact, reducing the energy and environmental footprint, saving natural resources as well as raising awareness among employees and the public on issues of environmental protection and adopting a responsible attitude to life.

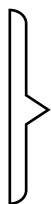
Both Group Companies are responsible for managing the environmental issues that concern them, such as identifying the environmental aspects related to their activities, monitoring environmental legislation, and taking measures to reduce the consumption of natural resources and energy.

Environmental Management Systems have been developed and are being implemented in all Group facilities to improve the monitoring and reporting of the environmental impact of our activities, in accordance with ISO 14001:2004. In addition, a review of the Environmental Management Systems was launched in 2019 to meet the new certification requirements, as defined by ISO 14001:2015.

It is worth noting that in 2019 and 2020 there was no fine and no case of non-compliance with the environmental legislation for the Group Companies.

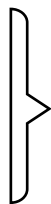
Environmental Actions - "U & I Green" - UNI-PHARMA & InterMed - You and I care for the Environment

Our actions are two-pronged:



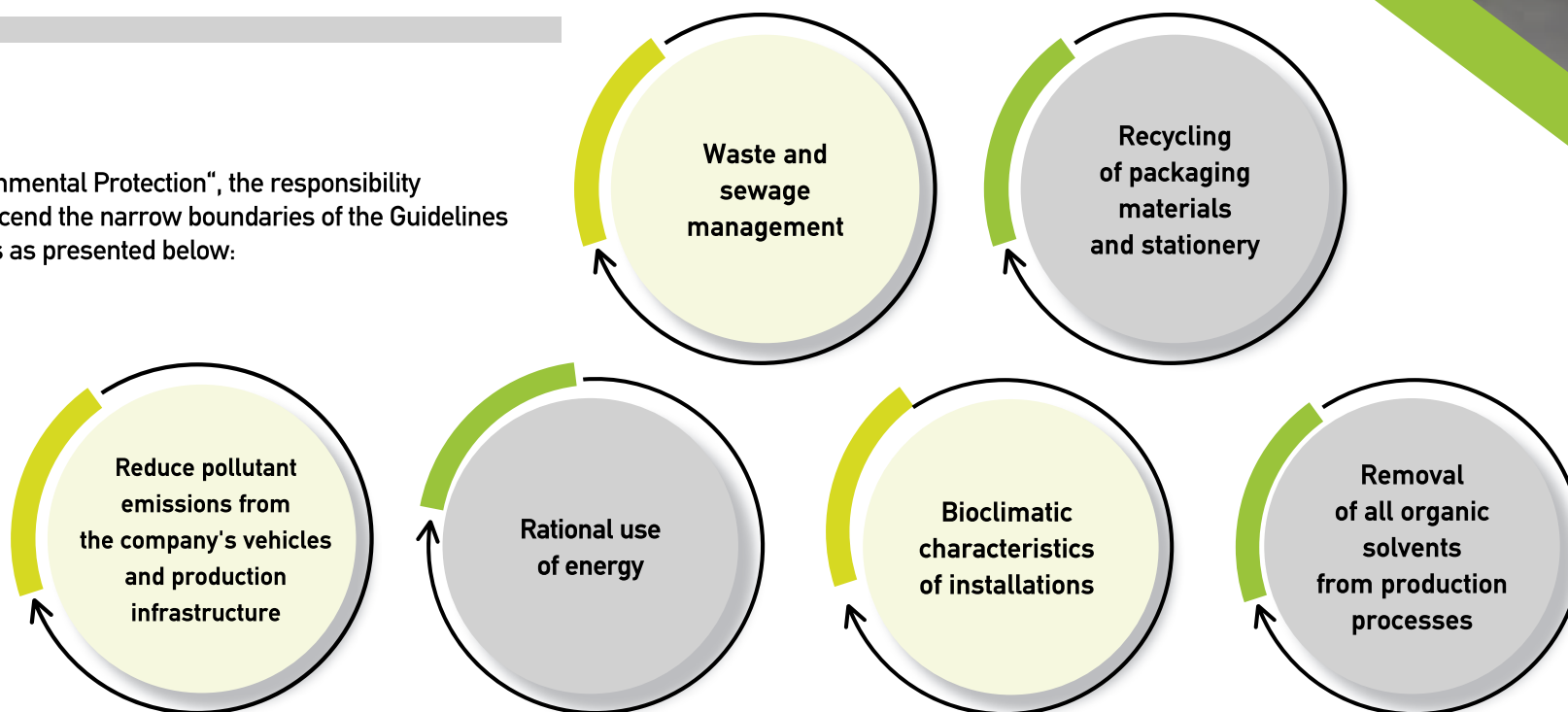
1

"Environmental Management", which brings together all corporate actions to continuously improve the eco-performance of our industrial units.



2

"Environmental Protection", the responsibility to transcend the narrow boundaries of the Guidelines in areas as presented below:





The Group's Management underlines its environmentally responsible attitude and its commitment to Circular Economy and Sustainable Development principles. Respecting the environment, it systematically invests in green growth actions and practices that reduce the Group's environmental footprint, ensure energy savings, and contribute to its optimal environmental performance. The continuous improvement of the Group's environmental performance, as well as the application of Circular Economy principles, is a commitment systematically implemented by the Group with measurable targets. The Group invests in operations with a long-term benefit, creating value for society and the domestic economy.

We aim for proper management of water resources, use of sustainable raw materials and development of products with improved sustainability packaging, i.e., made from recyclable material, using alternative materials, reducing the volume or weight of packaging materials, etc., and also replace conventional bulbs with LEDs, for energy saving.

SAVE THE SEA actions

The **Green Team** of the **Tsetis Pharmaceuticals Group** (with pharmaceutical companies **UNI-PHARMA & INTERMED**) is implementing important actions for the protection of the environment and the marine ecosystem in the Aegean islands.

Every year, the team clean the seabed and beaches of Aegean islands and removes all plastic waste in collaboration with the **Greek Environmental Organization "All for Blue"** and its specialized diving team, within the framework of the **"U & I Care - UNI-PHARMA & INTERMED"** and in particular the green actions **"U & I Green - UNI-PHARMA & INTERMED"** and **"You and I care for the environment"**.

These actions could potentially be the most successful among measures to reduce marine plastic litter, as they may prevent 16,000 tonnes of marine litter each year by 2030, as well as save 620,000 tonnes of CO₂ equivalent, helping to contain climate change.

"SAVE THE SEA: UNI-PHARMA's Green Team in Mykonos and Tinos. We care about clean seas and coasts!"

The Group celebrated **World Environment Day 2019** with a coastal and seabed cleaning operation of beaches in **Mykonos on 06 & 07 June 2019**. The Group also organised a **second sea and coastal cleaning operation in Tinos this time, on the weekend of 22 and 23 June 2019**.

Under the motto **"Save the Sea"**, the dynamic **Green Team of OFET** visited the 2 islands to **clean the sea and coasts** (using underwater and coastal means). Once again, the volunteer team operated under the experienced guidance of the **All for Blue non-profit organisation**.

SAVE THE SEA - 2020 - UNI-PHARMA & InterMed Green Mission

In 2020, during the coronavirus, **OFET's Green Team** organised two important actions for the protection of the environment and the marine ecosystem, **in Syros and Marathonas on Saturday 11 July 2020**. Volunteers, certified divers, and local authorities created a human, ecological "protective shield" of the sea on the majestic island of Syros. Together with the Green Team of the Tsetis Pharmaceuticals Group

(**UNI-PHARMA & InterMed**), the Port Authority and the Municipality of Syros – Ermoupolis, we dived in the cool waters and cleaned the seabed and beaches at Agathopes and Fethouri, spreading the message that "the sea is our home and needs allies".

In our successful mission, which was organised for the third consecutive year with the support of **UNI-PHARMA**, participated twenty company volunteers, ten certified divers from **All For Blue**, a representative of the Port Authority who was responsible for team safety, and the Municipality of Syros-Ermoupolis which saw to the removal of waste after our activities, while the Health Center was on stand-by for precautionary reasons.

The results of our efforts filled us with satisfaction since we managed to remove 487 kg of waste in total. Among other things, we recovered an orange plastic road marker cone, eight worn-out car tyres, a 16-metre ship dock line, polyester boat components and of course many microplastics, cigarette butts and disposable plastics that pollute the seabed and beaches and are dangerous for the marine ecosystem's survival.

All actions follow **All For Blue's zero waste protocol** and were carried out observing all necessary safety measures. We used reusable equipment, gloves, sacks, and bags, while all the waste we collected was recorded in a global database and will be used for research purposes.

The beach cleaning operation in Marathonas (Marathon Tomb Square - Agios Panteleimon) was organised in collaboration with **HELMEPA**, and supported a **stray animal Bazaar**.

These two actions are part of the Corporate Social Responsibility Strategy of the Tsetis Pharmaceuticals Group and specifically the **"U & I Care"** Programme, in the context of **"U & I Green"**. Once again the Green Team's motto was **"Together we can and must protect the environment"**.



Commitments for 2030

- » Finally, the Group presented its progress and commitments on ESG issues for 2025-2030, including the neutral carbon, water & plastic footprint and 100% electric company car fleet by 2030.
- » The Group commits to fully electrifying its fleet of vehicles by 2030, to sourcing 100% renewable electricity by 2030, and to setting energy efficiency targets, including the systematic use of energy management systems. As part of its new sustainability strategy and the Group's ambition to contribute to a low-carbon society, the Group is committed to working with its customers and suppliers to reduce its emissions and achieve carbon neutrality in its own activities by 2030.
- » Carbon footprint reduction, waste reduction and the development of an environmentally responsible supply chain are essential commitments of the Group in the context of its long-term environmental, social and governance (ESG) objectives.

In the above context, the Group had set the following environmental actions as a goal for the 2017 - 2019 period:

- » Tree planting in the **UNI-PHARMA** and **InterMed** facilities, to increase open green areas in the production plants.
- » In collaboration with the Municipality of Kifissia, reforestation of the surrounding affected areas.
- » 100% recycling of solid non-hazardous waste.

Energy Savings



Electricity is used to operate the production equipment, environment protection equipment (coolers, central air conditioning units, dedusters, dehumidifiers), lighting, Quality Control Laboratory instruments, computers, and printers in the office spaces. Some examples of practices that we have followed to control and reduce energy consumption, in the context of "U & I Green" actions, include:

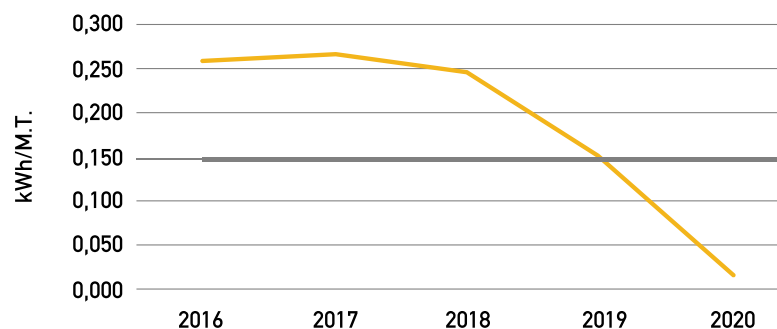
- » Careful use of lighting, both using technologies such as automated photocell mechanisms, instead of conventional switches, and applying other practical methods.
- » Replacement of conventional lamps with energy-saving lamps in all our facilities.
- » Use of new technology monitors across the entire Group.
- » Reduction of lighting needs in areas where automated machines operate, which attribute for 80% of the work.
- » Adaptation of staff shifts so that most of their work is carried out during daytime, at times of reduced workload.
- » Recruitment of expert staff in Production, Maintenance and Environmental Management, to better organise the production process, mechanical equipment, procedure upgrades and management of hazardous and non-hazardous waste.
- » Informing and raising employees' awareness on energy saving in workplaces.

- » Use of the new **UNI-PHARMA** and **InterMed S.A.** facilities equipped with modern and less energy-intensive mechanical equipment, with higher production capacity and efficiency. Furthermore, the new **UNI-PHARMA** bioclimatic building has been constructed according to bioclimatic criteria and energy saving specifications.
- » Upgrading all ISO 9001 and ISO 14001 Quality Management System procedures, with the new standards issued at the end of 2015, to better record and control all processes that make up the entire operation of the Group's facilities.
- » Upgrading all Environmental Objectives and Targets per item produced for both Companies, to take into account the environmental performance during operation of all facilities and to better reflect the environmental footprint of the two Group Companies.

The specific energy consumption (in Kwatt per tonne of product manufactured) is shown in the diagram below. The decline in consumption is the result of the energy savings made at the Group's facilities.



Specific energy consumption
(in Kwatt per tonne of product manufactured)





Natural Gas Savings



The efficient use and management of Natural Gas in the Group's facilities is an important sustainable development objective. The Group has natural gas leak detection systems in place in its facilities to monitor and optimise the use of Natural Gas and systematically report the relevant information.

Natural Gas is used to operate the central heating and steam generation systems at the facilities. The main measures that the Companies have jointly taken to save Natural Gas are:

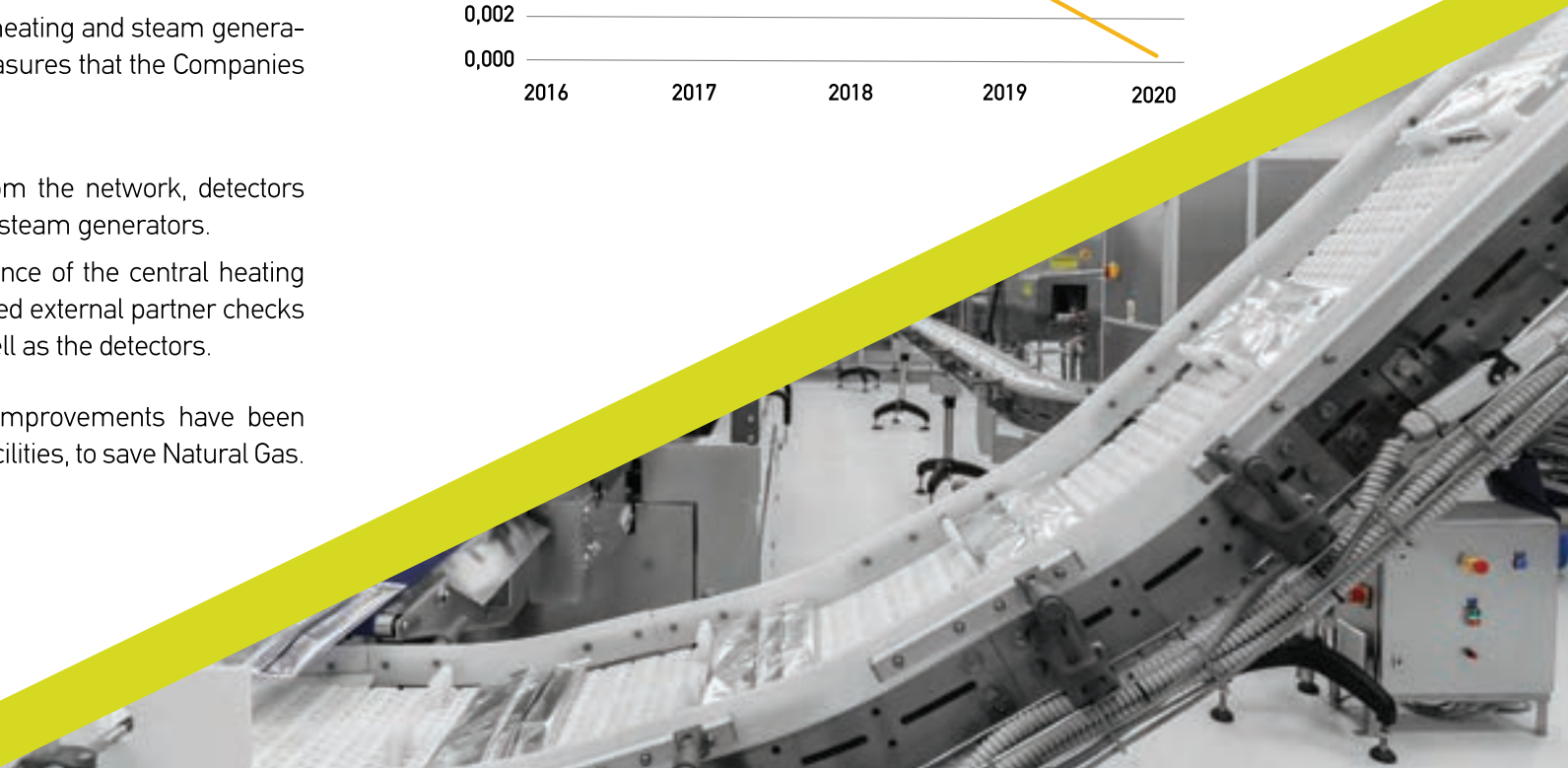
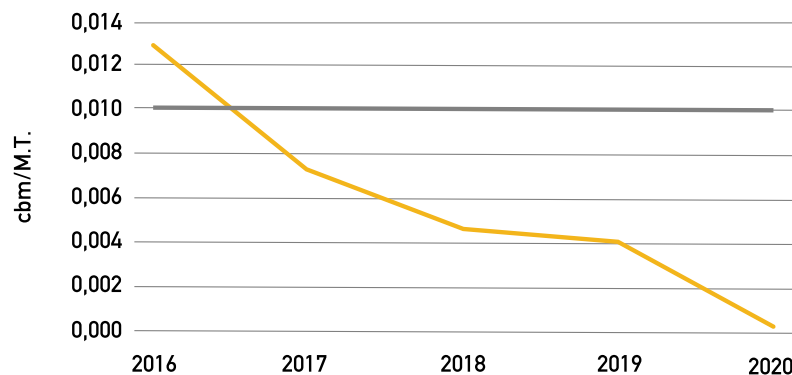
- » To prevent avoid Natural Gas leaks from the network, detectors have been installed in boiler rooms and steam generators.
- » During the scheduled annual maintenance of the central heating and steam generation systems, a certified external partner checks the Natural Gas network for leaks as well as the detectors.

For the operation of steam generators, improvements have been made in the steam rooms of the Group's facilities, to save Natural Gas.

The specific Natural Gas consumption (in m3 per tonne of product manufactured) is shown in diagram below.



Specific Natural Gas consumption
(in m3 per tonne of product manufactured)



Greenhouse Gas Emissions



Having undertaken to comply with Greek and EU legislation, the Group monitors exhaust emissions of the central heating systems (burner - boiler) and the steam generators in its facilities, both at **UNI-PHARMA** and **InterMed** production plants, and records them every month in a book certified by the Atmospheric Pollution and Noise Control Directorate of the Ministry of Environment and Energy (YPEKA).

Every year, the central heating (burner - boiler) and steam generation systems are maintained, checked, and regulated by a certified external partner, as provided by the relevant legislation. This way we ensure that exhaust emissions are within the limits set by legislation to prevent air and environmental pollution from the operation of our facilities.

Finally, Natural Gas is used exclusively as fuel for the central heating and steam generation systems since Natural Gas emissions are lower and less harmful to the environment compared to fuel oil.

In 2019, the Group calculated the carbon footprint for all its activities, with the aim of applying solutions to reduce it further. The measurement results are shown in the table below.

Carbon Footprint 2019		
Exhaust emissions from steam generators	Gas type	Value
Central Heating System - Steam Generator 1	CO	59.9 ppm
	NOx	61.8 ppm
	% O ₂	4.0
	Smoke according to Bacharach	0
Central Heating System - Steam Generator 2	CO	65.8 ppm
	NOx	54.6 ppm
	% O ₂	4.5
	Smoke according to Bacharach	0

Carbon Footprint 2019

Exhaust emissions of central heating burners	Gas type	Value
Central Heating System - Boiler 1	CO	56.5 ppm
	NOx	51.3 ppm
	% O ₂	4.4
	Smoke according to Bacharach	0
Central Heating System - Boiler 2	CO	56.4 ppm
	NOx	60.4 ppm
	% O ₂	4.1
	Smoke according to Bacharach	0

Transport



Recognising that company travel using the Group's fleet contributes to climate change due to the pollutants emitted and the consumption of natural resources (fuel consumption), the Group has since 2013 launched a program to replace petrol-powered company vehicles used by the Group's pharmaceutical sales representatives, executives, and drivers with diesel vehicles, which have lower pollutant emissions and lower fuel consumption. This was a 10-year programme, and its objectives are outlined in the table below. The program was successfully completed in early 2019, with the Group having already replaced 100% of its corporate fleet with diesel vehicles. The Group is committed to electrifying its entire fleet of vehicles by 2030, and to sourcing 100% renewable energy.

Water Savings



Monitoring water consumption is one more important component of our environmental policy. Recognizing that our facilities consume considerable amounts of water in the production process and for the production equipment, but also to cater for the hygiene needs of our employees and numerous visitors, we constantly strive to reduce consumption by monitoring it in each Company and taking measures where necessary.

The aim of the Group is to make rational use of water and reduce its consumption across all activities, using technology and making all necessary interventions, where possible.

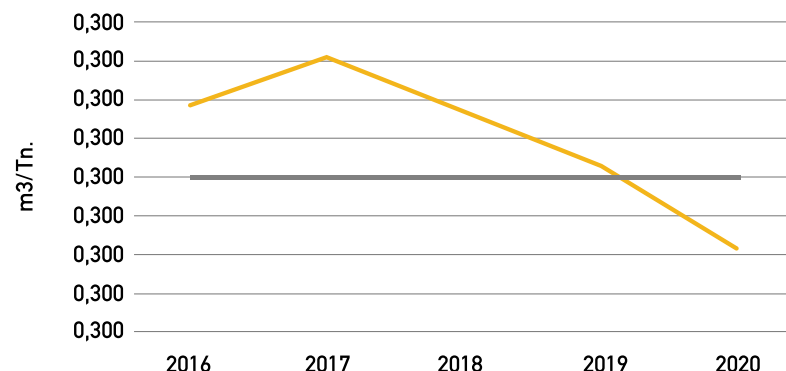
The main measures that the Companies have jointly taken to save water are:

- » Reduced washing of equipment through better production planning.
- » Systematic staff training in the rational use of water to avoid waste.
- » Use of new technologies and installation of photocell-operated taps with automatic flow systems in sanitary areas, instead of conventional taps, to reduce water consumption.

The specific water consumption (in m³ per tonne of product manufactured) and its rapid decline indicating water savings, are presented in the diagram on the right.



Specific water consumption
(m³/tonne of product manufactured)



Energy Policy



The Management of **UNI-PHARMA** is committed to responsible energy management as part of its overall Environmental Policy, across all its facilities.

The Company pursues the rational use of energy in the most efficient, cost-effective, and environmentally responsible way, aiming at:

- » maximising energy efficiency.
- » minimising operating costs.
- » reducing the environmental impact associated with the use of energy, while maintaining its business objectives and an acceptable work environment for employees.

The Management of **UNI-PHARMA** commits to making the necessary resources available to achieve the following strategic objectives:

- » Investments in energy-efficient facilities and projects with short-term depreciation.
- » Using energy as efficiently as possible.
- » Developing a system for targeting and monitoring energy consumption performance on an annual basis, with progress reports.
- » The energy footprint is the guiding principle for equipment design and modernization.
- » Using more environmentally friendly best available technology and new technology equipment.
- » Minimising gas (CO₂) and pollutant emissions likely to cause damage to the environment.
- » Reducing dependence on fossil fuels by using alternative or renewable energy forms, where practical and cost-effective.
- » Procuring raw and packaging materials from organisations demonstrating a positive commitment to energy efficiency, where practicable and cost effective.
- » Enhance staff awareness on issues regarding the use of energy, so that they can also suggest savings measures and implement them in their everyday lives.
- » Compliance with applicable legal and other regulatory requirements on energy use, consumption, and performance.

To fulfil the above and in the framework of its Environmental Management System, Management implements a specific Energy Management System, according to ISO 50001:2018, to ensure the proper implementation of this Policy and the continuous improvement of its energy performance.

Replacing conventional bulbs with LEDs has had significant benefits for the business:

- » Low consumption - energy saving of 67% compared to regular lamps.
- » Longer range of UV lighting.

We have also obtained a Guarantee of Origin from energy provider HERON, confirming that they covered 100% of the energy profile of **UNI-PHARMA S.A.** for January - December 2020, supplying the company with electricity introduced into the Grid and generated from 100% Renewable Energy Sources. Against this backdrop, 100% of energy consumption in our plants comes from renewable energy sources.

In addition, in the context of circular economy, we obtained a Guarantee of Origin from HERON, confirming that they covered 100% of the energy profile of **UNI-PHARMA S.A.** for January - December 2020, supplying the company with electricity introduced into the Grid and generated from 100% Renewable Energy Sources.

Materials



Acknowledging the great importance of material management both for preserving natural resources and securing their availability for future generations, as well as for improving our efficiency, we ensure the responsible management of the consumables we use. Meanwhile, we aim to raise employees' awareness on relevant issues outside the workplace.

Waste management

The Group's priority is to reduce the total amount of waste produced and manage it as efficiently as possible. To this end:

- » We monitor the waste produced.
- » We focus on the benefits of recycling, by investing in strengthening infrastructure and informing our employees and customers.
- » We monitor the recycling of materials by receiving the corresponding recycling and/or waste disposal documents from the respective companies.

Recycling data are collected and recorded by the Environment, Health, and Safety Directorate. Monitoring is based on material weight or number of pieces.

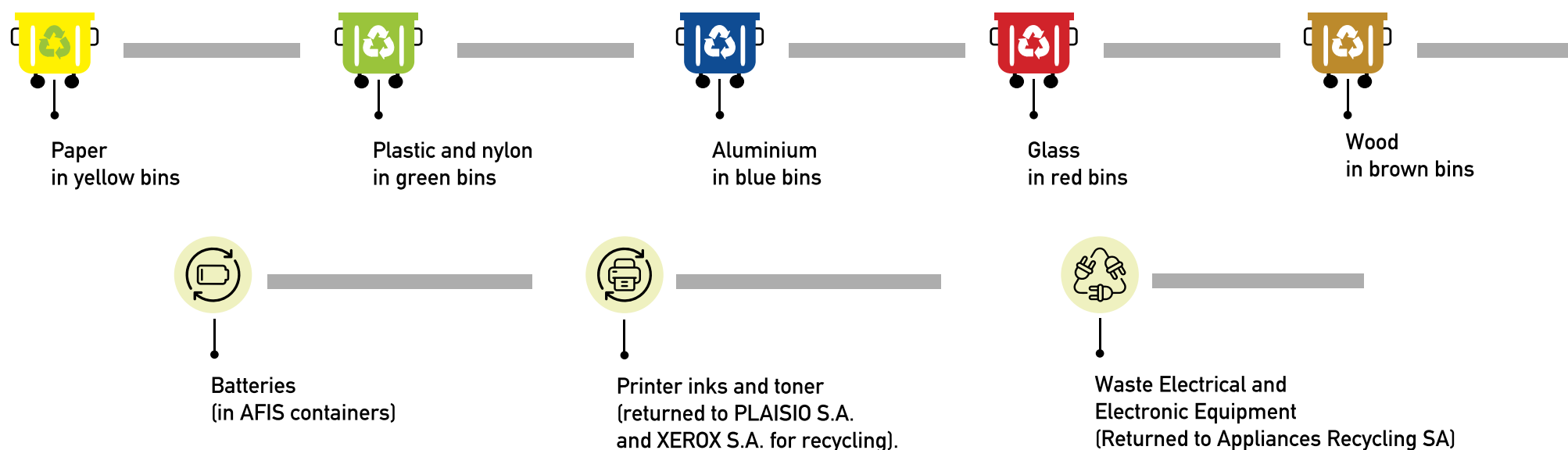


Recycling

In the framework of the **"U & I Green - UNI-PHARMA & InterMed"** programme, special recycling bins have been placed in the workplace as part of the recycling programmes implemented in the facilities of the Group's companies.

July 2019 saw the launch of a new environmental management programme using yellow bins exclusively for paper which is pressed to reduce its volume and sent for recycling. Overall, in the Group we aim to recycle 100% of all solid non-hazardous waste.

Specifically, we recycle the following:



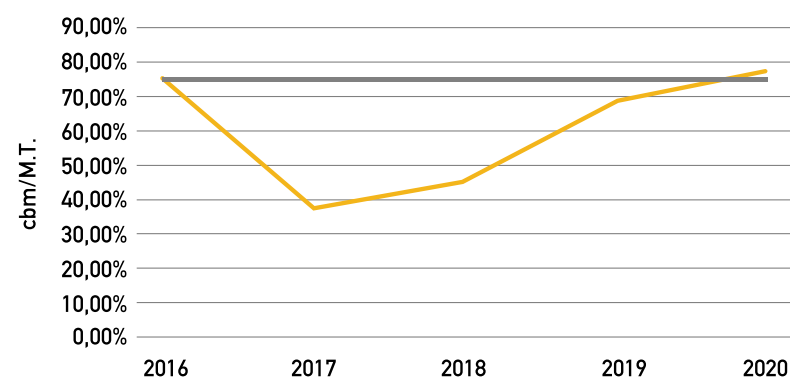
Furthermore, various drives and information campaigns are regularly carried out to raise employees' awareness. Recycling bins for paper, plastic, glass, aluminium, wood for at-source sorting of solid recyclable waste by colour are available in all Group facilities, as well as AFIS containers for battery recycling. At the Group, we collect and regenerate Waste Lubricating Oil (WLO) via the National Collective System of Alternative Waste Lubricating Oil Management. In particular, the Waste Lubricating Oil from production machines is collected and sent to a special WLO alternative management body for responsible management. The Group has entered into a contract with a special WLO alternative management body, so that Waste Lubricating Oil is collected in special catchment basins and sent for recycling and re-dilution, in the context of circular economy and sustainable development.

In general, we dispose of the above waste in the corresponding coloured bins for recycling, because we have a strong environmental sensitivity and collective conscience in favour of recycling within and outside the Group and we demonstrate this in practice, as shown in the Table below.

Waste	2019	2020
Paper (Tonnes)	143,417	35,166
Plastic (Tonnes)	7,304	4,808
Aluminium (Tonnes)	3,356	2,582
Glass (Tonnes)	8.45	0
Wood (Tonnes)	0.2	0
Batteries (Tonnes)	0.05	0.027
Waste Electrical & Electronic Equipment (Tonnes)	0.378	0.16
Inks - Toner (Tonnes)	0.843	0



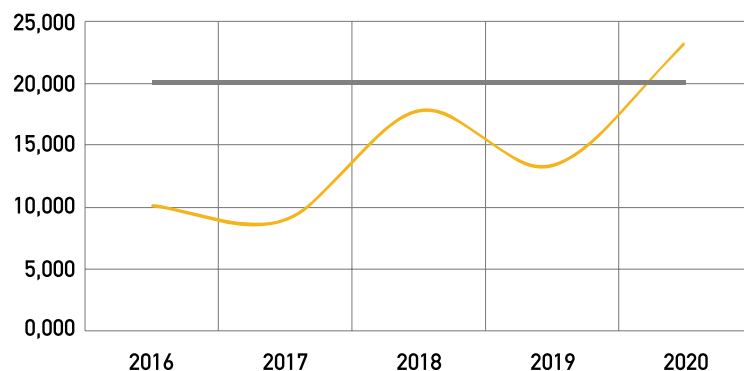
Waste managed - total waste - waste (%)



The percentage of solid waste recycled in relation to total solid waste, which has significantly increased over the last 5 years, is shown in the diagram below:



Percentage of solid waste recycled/total solid waste



Rational use and paper savings

In the context of the "U & I Green" actions and with a view to making rational use of and reducing paper consumption, we apply practices in all Group companies, such as:

- » Using fax servers.
- » Using duplex printing printers.
- » Application of electronic Human Resources Management tools.
- » Documents scanning and electronic storage.
- » Electronic archiving and monitoring of procedures (e-doc system).

Overall, the amount of paper we bought for stationery in 2020 dropped by 11% to 23,211kg, compared to 25,860kg in 2019.

Rational use and ink savings

Every year, our goal is to reduce ink consumption and reduce printing. We seek to achieve this goal by applying technological practices, such as the use of laser printers, which contribute significantly to environmental protection, as they require a smaller amount of ink to operate.

In this context and within the framework of the "U & I Green" actions, in 2020 we returned 210 cartridges to **XEROX HELLAS** for recycling. The corresponding number for 2019 was 69 cartridges.

Focus on circular economy – restricting the use of primary plastic in packaging

Among the Group's most recent achievements regarding packaging materials, which encourage circular economy in Europe, is the fact that the Group's objectives include reducing the use of primary plastic in packaging by 50% and achieving 100% recyclable or reusable packaging by 2030.

To this end, the Group has entered a certification process conducive to making plastic packaging part of circular economy, with the ability to trace materials along the entire production and consumption chain. Other aspects of the Group's commitment include its participation in the innovative "Recycling with at-source sorting" Environmental Programme to reach the 100% recycling target for solid non-hazardous waste, the reduced use of primary plastic, the increased use of recycled materials and the development of alternative product replenishment packaging on a large scale.

Specifically, we implement the ground-breaking and innovative "at-source sorting" environmental programme to achieve the goal of 100% recycling of solid non-hazardous waste by item, with colour separated special recycling bins and with **"zero waste"** technology. Our new environmental goals for 2021-2025 include the development of products with more sustainable packaging. The Group aspires to set a **"green"** example, through its commitment to reduce absolute CO₂ emissions. After 2025, a new era begins for the Group, a "green" and sustainable era, fully aligned with the national targets and the European Green Deal.

Specifically, the Group's objectives include the development of products with more sustainable packaging, with at least 80% recyclability, at least 30% recycled content, use of alternative materials and at least 10% volume or weight saving of packaging materials.

Within the framework of environmental protection and in line with the requirements of the European Green Deal, the Group has allocated significant financial resources regarding the treatment and disposal of its waste. In particular, HEPA filter systems have been installed that include special modern equipment, suitable for clean rooms in pharmaceutical industries with three tiers of filters capable of filtering out 85%, 99% and 99,997% of particles in all chimneys, leading to a drastic reduction of air pollutants.

Furthermore, the Group has signed a contract for the disposal of solid and liquid waste with a private hazardous waste management company which collects waste at regular intervals, while mechanical equipment is washed using mild disinfectants, without formaldehyde or glutaraldehyde to protect the aquifer.

All 538 employees of the **Tsetis Pharmaceuticals Group** join forces to promote circular economy and proper waste management, focusing on

prevention and at-source sorting. Effective synergies between private sector companies can have a significant contribution to improving recycling performance and achieving local and national waste management targets, maximising benefits for the local community and the environment.

Finally, over the next 5 years, special emphasis will be placed on **ESG (Environmental, Social, Governance)**, and mainly on reducing the CO₂ footprint, on circular economy and energy saving. Regarding sustainability and sustainable development, in recent years the Group has been focusing on digital transformation, investing in new technologies to optimize production and reduce operating costs and its environmental footprint.

With the incorporation of green practices, the Group ensures the safe management of expired or altered pharmaceutical preparations and the recycling of packaging materials, within the framework of sustainable development.

Save the Sea actions

These actions could potentially be the most successful among measures to reduce marine plastic litter, as they may prevent 16,000 tonnes of marine litter each year by 2030, as well as save 620,000 tonnes of CO₂ equivalent, helping to mitigate climate change.

The environment is interwoven and is directly linked to humans and their quality of life. For this reason, respect for the environment is a key pillar for our Group which constantly develops protection actions and procedures. This way, by designing and gradually implementing systems, installations and equipment and consistently investing in modern solutions, OFET Group has managed to reduce its environmental footprint. Our goal is to reduce our carbon footprint by 50% by 2030, contributing to the EU's ambitious climate neutrality goals.

Hazardous waste management

The procedure followed by **OFET Group** in collaboration with a special hazardous waste management body is the mixing of waste to use it as an alternative fuel and for energy recovery.

The above process contributes drastically to **Circular Economy** as waste is used for energy recovery and reduction of conventional fuel use.

Apart from the fact that this process actively contributes to circular economy, it reassures the waste producer that all the waste is being fully recovered -destroyed, and nothing is illegally dumped or land-filled. It therefore fulfils the zero landfill requirement.

Below is a brief presentation of how the Group manages various types of waste:

Pharmaceutical waste/cosmetics/filters/ Raw materials/solvents

The above waste types enter the treatment, destruction, and preparation for energy recovery line. In the first stage of the process, the off-specification products are destroyed by crushing and then mixed with petroleum sludges, fuel residues, additives, and other hazardous waste, with full homogenization of all materials for further treatment and conversion into alternative fuels. The liquid waste resulting from the initial stage of crushing of the off-specification products is also subjected to mixing and management. This process ensures the full destruction of off-specification medicines and cosmetics (solids, creams, and liquids) while it is clear that they cannot be reused.

In addition to the full destruction of the products, packaging that may depict marks, logos or features of the company is also destroyed. This process accelerates the full recovery of our waste. The resulting



alternative fuel is sent to the cement industry for combustion and energy recovery. Even the combustion residue – ash – is not discarded but is used in cement production. Essentially, this entails the full reuse and recovery of 100% of the waste.

In this process, waste is mixed to produce alternative raw material for the cement industry. Again, the entire amount of waste is used as an additive and reused at 100%.

Pharmaceuticals with special handling requirements/ Raw materials/Solvents

The management of waste which has been assessed for final disposal in licensed facilities abroad, is carried out as follows:

- » After being repackaged in UN special specification packaging and weighed, waste will be stored in facilities authorised for temporary storage, in locked areas under 24-hour guarding and surveillance by physical and technical means within the premises.
- » Once sufficient quantity is accumulated to be sent abroad, packaged waste is placed in a container and exported.
- » Packaged waste will be stowed in the container in such a way as to prevent any movement.
- » The container will be transported to the port of Piraeus or Thessaloniki, the cargo will be customs-cleared and then transported to a European Union port and from there to the final disposal facility.

- » All packaging - loading - stowage operations will be supervised by a Chemical Engineer and company representatives may be present at all stages of the process.
- » Waste is labelled with the IMDG code labels for maritime transport. There will also be ADR marking for road transport.
- » Waste will be managed by licensed final disposal recipients in the European Union.
- » The final management method for waste exported is incineration, which is the most optimal method for such waste.

Waste falling under this category include a special category medicines such as: cytotoxics, psychotropics, live viral vaccines, anaesthetic agents and other pharmaceuticals requiring special handling (raw materials, solvents, laboratory waste, narcotics).

It is worth noting that exported waste from **OFET Group** companies account for the smallest percentage of total waste, the bulk of which is treated in our facilities. Pursuant to the above, it is clear that the environmental footprint of **OFET Group** companies is zero, since all hazardous waste from our facilities is entirely managed.

Furthermore, the above methods have been used from the start of our collaboration, so we are considered a company that has been managing its waste with a zero environmental footprint for a decade.

Just Go Zero – the first circular economy "movement" in collaboration with POLYGREEN

OFET Group pioneers in both recyclable materials management and waste treatment for the production of alternative fuels for the cement industry, towards providing innovative circular economy and waste management solutions.

With a vision for a waste-free world, where nothing is superfluous and everything is recovered, the **"Just Go Zero"** initiative is taking shape at the **OFET Group** facilities in collaboration with a non-hazardous waste management company, which designs and implements innovative recycling solutions, signalling the first circular economy movement, aimed at reducing the environmental footprint. In addition, looking to change the culture, this new initiative offers targeted training and ecological awareness-raising actions among **OFET Group** staff, inspiring people to change their daily habits and actively participate in at-source sorting and in the environmental "movement".

"Just Go Zero" is the first step in changing our daily behaviour on the path to a zero waste world. All we need to do is imagine this world and together adopt a new, more responsible attitude towards the use of useful materials that today we call 'waste'.

The adoption of a sustainable growth model and the transition to a circular model of the economy is the only way forward for **OFET Group** in its effort to tackle climate change and embed the **ESG criteria** in its daily operation.

In practice, circular economy implies reducing waste to the minimum level possible, but also reducing the need for new resources to be sourced at high economic and environmental costs.



"Growth and innovation"

What we achieved in 2019-2020



In 2020, 90% of new suppliers were evaluated against their environmental and social criteria.



7.5 million Euros invested in state-of-the-art, more environmentally friendly, less energy-intensive and more efficient equipment.



Production increase by 80% and net revenue increase by 13% in 2019 compared to 2018.



No incidents of personal data loss reported in 2019-2020.

Supply Chain

Value chain management with a view to protecting the environment requires the adoption of a strategic sustainable development plan. The effort to link value chain analysis to the life cycle of products yields information useful for supply chain planning, creating added value in the eyes of consumers. Applying a circular economy model to the different stages of the product lifecycle is our main objective.

The classic production model **"supply - preparation - withdrawal"** that each product followed until the end of its useful life is no longer sustainable. Meanwhile, social/economic global developments and international trends and guidelines from Directives are consistent in the search for innovative methods in the selection of packaging materials, their management throughout the production chain, but also in lifecycle monitoring of these materials in the context of our Company's environmental initiatives. For packaging materials, we aim to implement **"reuse - recycling - recovery"**.



To save energy and make more rational use of natural resources, we select packaging materials that serve the purposes of circular economy seeking to minimise waste generated in the production process. Innovative materials and technologies provide us with competitive advantages on a sustainable basis, fully aligned with sustainable development methods. The main business partners are those upstream in the value chain in relation to the Group's companies, or that contribute to their processes. They are classified into Raw Materials or Technology Suppliers, Scientific, Know-How and Business Services Providers, and those downstream in the Value Chain, such as Resellers, Distributors and Marketing Service Providers.

Supplier Code of Ethics

The existence of policies and operating procedures for the selection and evaluation of suppliers based on environmental and social criteria

ensures that the supply chain is aligned with the group's sustainable development strategy. The suppliers' questionnaire is updated annually to record any changes in their practices as well as register new suppliers that have been added to our supply chain.

If irregularities occur on the part of suppliers, guidance will be provided followed by re-evaluation. In case the Group's social and environmental standards are not adequately adhered to, the company will select alternative suppliers. The suppliers' commitment through their annual evaluation is a strong measure taken to effectively eliminate human rights abuses in the supply chain.

In 2020, 90% of new suppliers were evaluated against their environmental and social criteria. In 2020 suppliers who replied to the questionnaire covered 90% of the company's overall turnover with suppliers. This evaluation did not reveal any irregularities and the target for 2021 is to reach 100%.

Supplier Code of Ethics We expect from our suppliers and subcontractors...				
ETHICS	WORK	HEALTH & SAFETY AT WORK	ENVIRONMENT	QUALITY
...to operate with integrity and apply high ethical standards	...to respect human rights, human dignity and the ILO international rules regarding work	...to provide to their staff a healthy and safe environment	...to demonstrate due consideration on matters of environmental management and the rational use of natural resources, demonstrating in practice their contribution to a sustainable future	...to highlight quality as a major component of their strategy and invest in it

Investment and Innovation



New investment in equipment

UNI-PHARMA has recently acquired state-of-the-art equipment technology, less energy-intensive, environmentally friendly and less energy-intensive, following an investment of 7.5 million Euros.

In particular, **UNI-PHARMA** is the only company in Greece that has **3 KORSCH XL 400 MFP discs machinery**, with the possibility of production of single, double and triple layer tablets with a large speed and efficiency. In addition, a state-of-the-art and innovative fluidized bed granulation unit, manufactured by **GLATT**.

UNI-PHARMA is very proud of these new acquisitions which have resulted in the creation of 9 new units production units with the construction of the new bioclimatic building, as well as the upgrading of the existing production plant, resulting in a steep increase in production by 80 % and a sharp rise in net production. The increase in production and net revenues respectively by 13% in 2019 compared to 2018, after the acquisition of the aforementioned and corresponding other new facilities, and the increase in production capacity and net income in the region of innovative machinery.



UNI-PHARMA bioclimatic plant – On the path to sustainable development & innovation

The **UNI-PHARMA bio-climatic plant paves** the way to sustainable development and health and safety at work.

UNI-PHARMA is based in Kifissia, where its production plants are located; the historic plant (14th km. from Athens to Lamia), which was completely renovated in 2020 and the **modern bioclimatic plant**, which was created during the recession.

UNI-PHARMA's "green" bioclimatic plant, a state of the art unit by European standards, is a spearhead of green philosophy for the Group's sustainable development, and a model building for ensuring health and safety in the workplace.

With the right energy orientation and cutting-edge technology, the impressive **UNI-PHARMA** plant paves the way towards growth and development and the future for Greece. It is a diamond of the Greek pharmaceutical industry and is considered the largest environmental investment in the pharmaceutical industry in Greece over the last 20 years.

The new 14,550 sq.m. facilities, which became fully operational in 2016 are a model **bioclimatic application**, geared towards making full use of climate conditions in their operation, while reducing all energy-intensive processes, to fully align with the natural environment.

They are equipped with the latest production, packaging and quality control systems, and all processes taking place are monitored and controlled by new, innovative modern electronic systems (BMS), making full use of cutting-edge technology and ensuring the health and safety of employees.

The new modern **Bioclimatic Building** is a Model Building in its kind, with modern technology systems, as it has:

- » Enhanced thermal insulation of the building shell on the vertical concrete structural elements and on the roof.
- » Exterior shading of windows using metal blinds with a southern and eastern orientation.
- » Excellent indoor air quality and optimal thermal comfort conditions, with air recovery and recirculation inside the building.

It is a **"Green Building"** with very low energy consumption, which contains:

- » Ground heat exchangers for pre-heating the air in the winter and pre-cooling it in the summer to minimise the building's energy consumption during winter and summer.
- » State-of-the-art Mechanical Equipment for Production, Packaging and Quality Control with optimal performance.
- » Production Process Monitoring and Control with new innovative, high-technology electronic systems (BMS).
- » Optimal use of natural lighting and energy savings in artificial lighting.

The **new UNI-PHARMA facilities**, geared towards making full use of climate conditions to ensure the smooth operation of the Company, and reducing all energy-intensive processes, are in full harmony with the natural environment, are a model bioclimatic application and a showcase for modern technology systems at local, European, and international level.

Increased thermal insulation reduces the building's heating needs by 8.6% per year.

The annual energy savings achieved thanks to the external shading using metal blinds with a southern and eastern orientation are 14% for cooling. Use of night ventilation in the production-laboratory and office spaces reduces the cooling load by 19%.

Using ground heat exchanger, the following energy savings are achieved:

» In heating by 15.3%.

» In cooling by 4.2%.

Overall, with the implementation of all the above energy measures, the annual energy savings achieved are:

» **23.5% on the heating load.**

» **50.6% on the cooling load.**

Moreover, **UNI-PHARMA's historic building was completely renovated in 2019** with new air conditioning units, new dedusting units, new air compressors and coolers, an investment of €7.5 million.

Digital innovations to address the needs of the building automation system

The new **UNI-PHARMA** bioclimatic facilities, geared towards making full use of climate conditions to ensure the smooth operation of the Company, and reducing all energy-intensive processes, are in full harmony with the natural environment, are a model bioclimatic (green) application and a showcase for modern technology systems at local, European, and international level.

The activities of both Companies are conducted with full respect for the environment, prevention of environmental pollution, strict compliance with national and EU legislation and continuous improvement of operations, with the aim of protecting the environment. The two Companies improve their operations using **Best Available Technology** to reduce pollution and the environmental footprint overall. This is because the Group's clear priority is to develop an ecological awareness and make rational use of natural resources.





The Management of UNI-PHARMA commits to making the necessary resources available to achieve certain strategic objectives, such as:

- » Investments in energy-efficient facilities and projects with short-term depreciation.
- » Using energy as efficiently as possible.
- » Developing a system for targeting and monitoring energy consumption performance on an annual basis.
- » Designing and modernising equipment to reduce the energy footprint.
- » Using more environmentally friendly best available technology and new technology equipment.
- » Minimising gas (CO₂) and pollutant emissions likely to cause damage to the environment.
- » Reducing dependence on fossil fuels by using alternative or renewable energy forms, where practical and cost-effective.

In this context, three automatic control systems have been installed in the new bioclimatic building in Kifissia.

- » BMS (Building Management System)
- » EMS (Environmental Monitoring System)
- » Power Monitoring System

A brand new ISO 50001 compliant Siemens SCADA, Power Monitoring System was put in operation in early 2020.

The new system can map the **energy 'footprint'** of building equipment and apply these measurements to identify and implement the optimisation potential and monitor the measures that arise.

With 30 control points (lighting, HVAC, other building equipment), we can create Energy Performance Indicators (Energy KPIs) and compare our performance by setting new targets.

State-of-the-art equipment

UNI-PHARMA has recently acquired state-of-the-art German-made, more environmentally friendly, less energy-intensive and more efficient machinery than the older equipment, with a EUR 2.5 million investment.

This includes **3 new Korsch XL 400 MFP tablet presses**, manufactured in the last 2 years and capable of producing single, double, and triple layer tablets. These are the only machines capable of producing triple layer tablets, and **UNI-PHARMA is the only Company in Greece that owns them.**

Until recently, just two other companies in the world, besides **UNI-PHARMA**, had similar machines - one such tablet press has been sold in Latin America and another in North-Eastern Europe. The strong points of these machines is that they are fast, efficient (little waste) and very reliable.

Fluid Blend Granulator

UNI-PHARMA has recently installed a state-of-the-art and innovative fluid bed dryer granulator by German manufacturer **GLATT**, in the renovated historic building; a **2.5 million Euros investment.**

This unit consists of an inlet air Management System, i.e., filtration, heating, cooling, humidification, dehumidification of incoming air, to

ensure optimal quality of products, as well as an outlet air management system, which minimises the emission of harmful materials to the environment, using filters and dedusting systems to protect the environment and reduce air pollution. Specifically, we purchased and installed one of the newest granulator models in the global market, the **GLATT GPCG PRO 120.**

New Innovative Systems in UNI-PHARMA's production process

UNI-PHARMA has been using the **SAP software since 2010.** Installation, support, and continuous improvement of the system to keep pace with the constant evolution of business processes in the production of medicinal products is performed in collaboration with d.d. Synergy Hellas S.A. In this decade-long cooperation, the following are main functions related to innovative and efficient use of the **SAP ERP system** with emphasis on production:

- » Material Supply Planning
- » Capacity Planning
- » Production Confirmation
- » Serialization of medicines
- » Computerized System Validation
- » Quality control.

Corporate Responsibility and Sustainable Development Goals

In the context of Sustainable Development, the Company is committed to, and strives to fulfil, the following goals on matters related to its employees, the communities where it operates, the environment and the market.

EMPLOYEES	
Goals for 2021-2022	Continue the existing voluntary actions within the COVID-19 context
	Zero accidents in every Group facility
	Staff Webinar on Corporate Responsibility and Sustainable Development

SOCIETY	
Goals for 2020-2021	Continue offering to vulnerable social groups
	Support of needs of unions and organisations
	Respond to emergencies
	Measure the social value of important corporate responsibility actions
	Enhance research funding programme, and participate, as a part-ner, in research projects (of the General Secretariat for Research and Technology and international ones) related to utilizing of Greek biodiversity

ENVIRONMENT

Goal for 2030	Carbon neutrality
Goal for 2030	100% electric company fleet
Goal for 2030	100% renewable energy
Goal for 2021–2023	WATER CONSUMPTION Goal for 2021–2023: Water consumption ml/bt Water consumption / piece produced: 2000 Long term (10 years) – 10% reduction
Goal for 2021–2023	NATURAL GAS CONSUMPTION Natural gas consumption / piece produced (Nm3/bt): 0.005 Long term (10 years) – 15% reduction
Goal for 2021–2023	ENERGY CONSUMPTION Energy consumption / piece produced (kWh/bt): 0.150 Long term (10 years) – 15% reduction
Goal for 2021–2023	WASTE Percentage of recycled waste / total waste (%): 75% Quantity of waste recycled / piece produced (gr/bt): 20 Quantity of wastewater / piece produced (ml/bt): 1 Percentage of solid waste recycled / total solid waste (%): 80% Long term (10 years) – 100% reduction
Goal for 2021–2023	STAFF SATISFACTION Staff satisfaction on the company's environmental management (%): 90%

ENVIRONMENT	
NEW ENVIRONMENTAL Goals for 2020-2023	• No nuisance due to noise complaints • Reduction in the use of primary plastic in packaging by 50% • 100% recyclable and reusable packaging by 2030 • Generated waste reduction • Water waste reduction • Gas emissions reduction through electrification • Development of products with recyclable packaging • New targets for monitoring GHG emissions will be implemented in order to identify the Company's carbon footprint. • New EnKPIs will be implemented with the new Power Management System, with 30 new energy meters located in the refrigerating units, HVAC System, steam generators, air compressors, luminaires, generators, PPC central meters, etc. • Zero occupational accidents.
MARKET	
Goals for 2020-2023	100% of new suppliers to be evaluated against their environmental and social criteria
CORPORATE RESPONSIBILITY	
Goals for 2021-2022	Introduction of a SASB standard in the Corporate Responsibility Performance Disclosure process
	Participation in the National Corporate Responsibility Index (CR Index)
	Support of Corporate Responsibility awareness campaigns

GRI Table

This is the Company's first Sustainability Report and covers all actions carried out by the Company in 2020. The Centre for Sustainability and Excellence (CSE) assessed the Company's Sustainability Report in accordance with the GRI Standards Guidelines and attests it qualifies for "In accordance Core" option.

GRI STANDARDS INDEX	DESCRIPTION	REFERENCE
GENERAL DISCLOSURES		
Organizational profile		
GRI 102-1	Name of the organization	P. 8
GRI 102-2	Activities, brands, products, and services	P. 20
GRI 102-3	Location of headquarters	UNI-PHARMA, 35 Kalyftaki str., Kifisia 145 64 InterMed, 27 Kalyftaki str., Kifisia 145 64
GRI 102-4	Location of operations	P. 20
GRI 102-5	Ownership and legal form	P. 12-13, 20 https://www.uni-pharma.gr/proionta/ https://intermed.com.gr/el/brands
GRI 102-6	Markets served	P. 12-13
GRI 102-7	Scale of the organization	P. 10-13
GRI 102-8	Information on employees and other workers	P. 58, 60
GRI 102-9	Supply chain	P. 92-94

GRI STANDARDS INDEX	DESCRIPTION	REFERENCE
Organizational profile		
GRI 102-10	Significant changes to the organization and its supply chain	P. 92-94
GRI 102-11	Precautionary Principle or approach	P. 20
GRI 102-12	External initiatives	P. 40-41, 52-57 https://intermed.com.gr/el/pages/oikoymeniko-symfono-inomenon-ethnon
GRI 102-13	Membership of associations	P. 22
Strategy		
GRI 102-14	Statement from senior decision-maker	P. 6
Ethics and integrity		
GRI 102-16	Values, principles, standards, and norms of behavior	P. 18-21, 32-37
Governance		
GRI 102-18	Governance structure	P. 32-34
Stakeholder engagement		
GRI 102-40	List of stakeholder groups	P. 44-45
GRI 102-41	Collective bargaining agreements	P. 60
GRI 102-42	Identifying and selecting stakeholders	P. 44-45
GRI 102-43	Approach to stakeholder engagement	P. 44-47
GRI 102-44	Key topics and concerns raised	P. 44-47
Reporting practice		
GRI 102-45	Entities included in the consolidated financial statements	P. 12-13
GRI 102-46	Defining report content and topic Boundaries	P. 46-47

GRI STANDARDS INDEX	DESCRIPTION	REFERENCE
GRI 102-47	List of material topics	P. 47
GRI 102-48	Changes in reporting	This report is the first Sustainability Report of the Group
GRI 102-49	Changes in reporting	This report is the first Sustainability Report of the Group
GRI 102-50	Reporting period	P. 8
GRI 102-51	Date of most recent report	This report is the first Sustainability Report of the Group
GRI 102-52	Reporting cycle	P. 8
GRI 102-53	Contact point for questions regarding the report	P. 8
GRI 102-54	Claims of reporting in accordance with the GRI Standards	P. 103 This report has been prepared according the GRI Standards: Core Option
GRI 102-55	GRI content index	P. 103-108
GRI 102-56	External assurance	This report has not been externally assured
SPECIFIC DISCLOSURES		
Market Presence		
GRI 103	Management Approach	P. 58-60
GRI 202-2	Proportion of senior management hired from the local community	The information will be available in the next report of the Group
Materials		
GRI 103	Management Approach	P. 70-76, 84-91 https://www.uni-pharma.gr/eteriki-ypethynotita/perivallontiki-diachirisi-aiforos-anaptyxi/
GRI 301-1	Materials used by weight or volume	P. 86
GRI 301-2	Recycled input materials used	P. 87
GRI 301-3	Reclaimed products and their packaging materials	P. 87

GRI STANDARDS INDEX	DESCRIPTION	REFERENCE
Energy		
GRI 103	Management Approach	P. 70-76, 77-79, 82-83 https://www.uni-pharma.gr/eteriki-ypefthynotita/perivallontiki-diachirisi-aiforos-anaptyxi/
GRI 301-3	Energy intensity	P. 77, 79
GRI 301-4	Reduction of energy consumption	P. 77, 79
Emissions		
GRI 103	Management Approach	P. 70-76, 77-83 https://www.uni-pharma.gr/eteriki-ypefthynotita/perivallontiki-diachirisi-aiforos-anaptyxi/
GRI 305-2	Energy indirect (Scope 2) GHG emissions	P. 80-81
GRI 305-7	Nitrogen oxides (NOX), sulfur oxides (SOX), and other significant air emissions	P. 80-81
Waste		
GRI 103	Management Approach	P. 70-76, 86-91 https://www.uni-pharma.gr/eteriki-ypefthynotita/perivallontiki-diachirisi-aiforos-anaptyxi/
GRI 306-1	Waste generation and significant waste-related impacts	P. 86-91
GRI 306-2	Management of significant waste-related impacts	P. 86-91
GRI 306-3	Waste generated	P. 86-87
Occupational Health and Safety		
GRI 103	Management Approach	P. 61-66
GRI 403-1	Occupational health and safety management system	P. 61-66
GRI 403-2	Hazard identification, risk assessment, and incident investigation	P. 49, 61-66

GRI STANDARDS INDEX	DESCRIPTION	REFERENCE
GRI 403-3	Occupational health services	P. 61-66
GRI 403-4	Worker participation, consultation, and communication on occupational health and safety	P. 61-66
GRI 403-5	Worker training on occupational health and safety	P. 61-66
GRI 403-6	Promotion of worker health	P. 61-66
GRI 403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	P. 61-66
GRI 403-8	Workers covered by an occupational health and safety management system	P. 61-66
GRI 403-9	Work-related injuries	P. 58
Training and Education		
GRI 103	Management Approach	P. 67
GRI 404-1	Average hours of training per year per employee	P. 67
GRI 404-3	Percentage of employees receiving regular performance and career development reviews	P. 67
Diversity and Equal Opportunity		
GRI 103	Management Approach	P. 68-69
GRI 405-1	Diversity of governance bodies and employees	P. 68
Human Rights		
GRI 103	Management Approach	P. 58
	Processes that have been subject to evaluation on human rights with their implications	All the Group's processes have been evaluated in terms of human rights implications. Following of assessment policies and procedures have been established for the protection of personal data

GRI STANDARDS INDEX	DESCRIPTION	REFERENCE
Supplier Social Assessment		
GRI 103	Management Approach	P. 92-94
GRI 414-1	New suppliers that were screened using social criteria	P. 92
Customer Health and Safety		
GRI 103	Management Approach	P. 36-37, 95-99 https://www.uni-pharma.gr/eteriki-ypefthynotita/piotita-ke-asfalia-proionton/
GRI 416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	During the time period covered by this report no incidents of non-compliance were noted
Customer Privacy		
GRI 103	Management Approach	P. 69 https://www.uni-pharma.gr/eteriki-ypefthynotita/ithiko-epichirin/
GRI 418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	During the time period covered by this report no incidents of non-compliance were noted

This Sustainability Report has been prepared in collaboration with the Centre for Sustainability (CSE).





OFET

GROUP OF PHARMACEUTICAL COMPANIES



Pharmaceutical Laboratories S.A.

