

Our sustainability commitment

HOW WE
CREATE
SHARED
VALUE





Missionpharma is a leading supplier of generic pharmaceuticals, medical consumables and hospital equipment, and is the world's largest manufacturer of medical kits to public institutions worldwide. For more than 40 years, Missionpharma has provided safe and affordable healthcare products to the African continent. We are a part of Eurapharma, owned by the CFAO Group – a major distributor of international brands in Africa. The Group has wholesale operations and local branches all over Africa.

How we create shared value

Pick a pharmacy in Mali, a health centre in Zambia, or a hospital in Mozambique, and there is a good chance you will find pharmaceuticals, consumables, or hospital equipment from Missionpharma. Our strong presence in Africa allows us to make an impact on many people's lives, whether they are patients, partners, customers, or employees. Making a difference for these people is the core goal of our company. It's why we do what we do.

Contributing to better healthcare in Africa is no simple task. It takes in-depth understanding of the needs of customers, the business environment, and the entire healthcare system. We want to deliver social, environmental, and economic value to the people and societies we engage with. We call this approach our sustainability commitment. And it's not something we apply on top of our business model. It's the prime mover for our entire operation.

By delivering intelligent solutions, we grow the communities we work in – and we grow Missionpharma. We believe that a better tomorrow is possible only if we can create shared value.

Kim Ginnerup
CEO and Member of the Board

Our four sustainability commitments



COMMITMENT 1

**We
create local
value**

by helping to advance
the communities in
which we are present.



COMMITMENT 2

**We
empower
people**

by fostering an inclusive
culture where people
can grow and develop.



COMMITMENT 3

**We reduce our
environmental
footprint**

by striving to integrate
environmental responsibility
into all our activities.



COMMITMENT 4

**We
stand for
integrity**

by aiming for the highest
ethical standards in our
business practices.

We create local value



Our ambition is to be present locally in the countries where we operate. Local involvement and a commitment to enriching the community and supporting sustainability create true value. This is how we want to ensure a long-term positive impact in the healthcare sector in our markets. By cooperating with local stakeholders and building capacity, we empower and support the countries in which we are represented. We are constantly expanding our local presence, and intend to become even more engaged in African communities in the years to come.

CAPACITY BUILDING AS KEY TO GROWTH

We share technological processes and knowhow with our affiliates in Africa. We create jobs, educate staff, foster local expertise and create business for local companies. We believe that local capacity building helps create growth and prosperity in the region. That's why we seek to gather our activities and ensure our presence in the areas where our services are actually being used.

LOCAL PRODUCTS AND LOCAL HANDLING

We invest in state-of-the-art logistics facilities to increase local kit packing and distribution management. In close collaboration with local stakeholders, we strive to deliver medical kits for Africa, packed in Africa. We seek to procure quality healthcare products from the local pharmaceutical industry and to share expertise in a manner that is mutually beneficial.

PROGRESS

The majority of our new employees are hired through our African affiliates, and we expect this trend to continue going forward.

AMBITION

We want to significantly improve health conditions for people in Africa through our presence.



We take an active part in advancing healthcare in Africa through our local engagement.



**At Missionpharma,
we take great
pride in offering
our employees
a career with
a meaningful
purpose. We work
together to create
better healthcare
for Africa.**

We empower people



We strive to inspire people to share our commitment in Africa. Creating a great place to work is a key factor in achieving this. Our priority is to provide a safe and healthy environment for our employees and to foster an inclusive culture where people can grow and develop. We encourage ongoing skill development for everyone who works for us and run extensive training programmes in our locations around the globe. We believe safe and fair working conditions are a human right.

GREAT PLACE TO WORK

We focus on attracting, retaining, and developing capable employees. We do our best to ensure that our global organisation is appropriately organised and consistently complies with local health, safety, and labour laws. By offering employees professional and personal training programmes, we make sure they acquire the right set of skills. We believe in people's ability to act responsibly when provided with the right guidance.

DIVERSITY IS AN ASSET

We promote social diversity and fight discrimination. We strive to provide a fulfilling and inclusive environment for every employee. We see the benefits of having many different nationalities represented in our offices, and we always seek a fair balance between men and women among our staff.

PROGRESS

We have repeatedly won the award for being one of the best workplaces in Denmark by the Great Place to Work® Institute.

AMBITION

We want to make an inclusive working culture a benchmark for all our affiliates across Asia and Africa.

OUR ZAMBIAN WAY

Local commitment is key to creating true value and ensuring long-term positive impact. We are proud to take an active part in helping to advance healthcare in Zambia via this approach.

For more than 40 years, we have focused on refining our fundamental purpose: To ensure timely supplies of safe and affordable medicine to those who need it. It's easy to say and much harder to do. Over the years we have learned that in order to get the healthcare products out to where they are needed, we first and foremost need a strong local presence and trusted partners who share the same goals. This is the only way to achieve our purpose and run a sustainable business.

In Zambia, our ambitions for the future are coming together. We have delivered medical kits to the country for decades. We have developed intelligent solutions. We have worked closely with partners throughout the entire healthcare system, created jobs, transferred knowledge, and built local capacity. Now, we are beginning to see the impact spread in circles in a ripple effect. We still run into obstacles and things don't always go our way, but we are on the track to achieve our vision of accelerating the new Africa through a promising setup in Zambia.

FOSTERING LOCAL EXPERTISE

Empowering people is one of our commitments. Since we sat foot in Zambia, we have focused on strengthening national skills by training our local staff and

developing local managers. To meet the demands of the Zambian marketplace, we have needed to tailor global best practices in sourcing, warehousing and distribution of high quality medicines and consumables to the specific needs and requirements of the local market. Only educated local staff can truly make this happen.

INCREASE DOMESTIC MANUFACTURING

We believe that we can best support the Zambian business environment through building in-country capacity and taking active part in developing the domestic pharmaceutical industry. We do this by sharing mutually-beneficial expertise and by sourcing selected products for our Health Centre Kits from the local manufacturers.

We reduce our environmental footprint



We want to reduce our environmental footprint every year. We strive to integrate environmental responsibility into all our activities and to reduce emissions throughout the entire supply chain. We optimise shipments and logistical routing with the clear purpose of reducing our carbon footprint. Shipping healthcare products directly from facilities in China and India to Africa – and avoiding passage through Europe – helps reduce emissions and reinforce our commitment to environmental responsibility.

ENVIRONMENTAL AWARENESS

We work hard to reduce our environmental impact. We pay special attention to the consumption of electricity and fuel in all of our locations worldwide, we minimize waste, and we optimise benefits from intercompany synergies. We share and encourage best practices among our affiliates and towards our partners. To limit the negative environmental impacts of pharmaceutical manufacturing and ensure constant improvements, we keep manufacturers’ social and environmental responsibility top of mind at all times.

OPTIMISED TRANSPORTATION

Transportation of goods constitute by far the biggest environmental impact within our part of the supply chain. That’s why we always plan for the most environmentally-effective mode of transportation, given the circumstances. As a project-oriented company, we are often subject to a range of external factors on which we have limited influence. We always seek to influence our customers’ and suppliers’ transportation preferences towards the method with the lowest possible environmental impact.

PROGRESS

Our logistics platforms, packing systems, and distribution systems are constantly being refined to minimize energy consumption and waste.

AMBITION

To ensure constant improvements in sustainability throughout the supply chain, we will intensify our environmental requirements for our manufacturers, suppliers and partners.

To limit our environmental impact, our medical kits are designed to optimally fit the contents as well as the inside measurements of containers. The compact design provides safety, optimises transportation, and limits our footprint.



Integrity,
respect and
transparency
are core values
in all aspects of
our business.

We stand for integrity



We aim for the highest ethical standards in our business practices. We stand for integrity, respect, and transparency in all aspects of our activities. All business relations must pass through our comprehensive vetting procedures to ensure compliance with Missionpharma standards of integrity. Our Code of Conduct defines an elaborate set of guidelines that everyone in our organisation must learn and commit to. We run extensive inspections of all suppliers to influence production methods, and to align with our own as well as international standards.

RESPONSIBLE BUSINESS CONDUCT

We believe that corruption and other unethical practices are incompatible with our vision and undermine the support and confidence of our business environment. That's why we implement policies to counteract corruption in all possible forms. Our Code of Conduct guides employees and partners to make responsible business decisions and act ethically and according to the highest standards of integrity.

PROMOTING TRANSPARENCY

We believe that conducting business with honesty and transparency boosts competitiveness. Our TRACE membership helps us conduct business ethically and in compliance with the U.S. Foreign Corrupt Practices Act, UK Bribery Act and other similar anti-bribery regulations, all while remaining competitive. We have clear policies stating that gifts and hospitality can never be accepted or given to obtain an undue advantage.

PROGRESS

We are TRACE certified and have completed a comprehensive due diligence process through the globally recognized anti-bribery business organisation, TRACE International.

AMBITION

We want to advance our commitment to integrity by continuing the rollout of training programmes to relevant employees, suppliers, and partners.

Missionpharma contributes to progress in Africa
by strengthening tomorrow's healthcare with
intelligent solutions and trustful partnerships.

www.missionpharma.com



Missionpharma supports the **UN Sustainable Development Goals** that encourage us to put sustainability at the heart of our strategies. We are very much aware that we alone cannot save the world, but we do the best we can to contribute to better healthcare in Africa. When we all work with the goals in mind, we are one step closer to addressing the most urgent agendas of today.

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