



MISSIONPHARMA
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On a mission
for better health

Missionpharma

Sustainability report 2022-23



WE SUPPORT



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ABOUT THIS REPORT

Missionpharma's sustainability report summarises our Environmental, Social, and Governance priorities.

We present our approach to and the results of our efforts to generate measurable and beneficial impact within human rights, labour, environment, and anti-corruption aligned with the Sustainable Development Goals (SDGs).

All data included in this report cover the Missionpharma Group for the period 1/4-2022 to 31/3-2023, which corresponds to our financial year, unless otherwise mentioned.

Missionpharma has been a participant of the UN Global Compact since 2018. Please refer to our participant page for further information.

<https://unglobalcompact.org/what-is-gc/participants/133872-Missionpharma-A-S>



Statement from our CEO

Having a global footprint comes with responsibility, and the decisions we make are guided by our purpose and values. Missionpharma operates based on responsible business practices and we continuously explore new opportunities to progress on our ESG priorities.



Missionpharma has a long history of delivering healthcare products that positively impact the lives of millions of people around the world. In 2022 alone, over 100 million people have benefitted from our healthcare supplies.

As a global company, we must take active responsibility for the society and the environment we operate in. While this belief has been part of our DNA from the beginning, the understanding of what it implies to take active responsibility has changed over time, and never more than in the last few years.

Today, working actively and strategically with corporate risks and responsibility is a baseline requirement from our customers, investors, employees, partners, society and other stakeholders.

ON A MISSION FOR BETTER HEALTH

Global challenges have proven Missionpharma's purpose of being on a mission for better health more meaningful than ever. Especially in times of crisis, there is a need to secure medical supplies in many countries around the world, and Missionpharma faces unique challenges but also opportunities to make a positive impact in these situations.

It has been nearly five years since we became a participant of the UN Global Compact, and we continue to recognise our corporate responsibility to respect human and labour rights, to commit to environmental protection and to work against corrupt behaviour.

In this sustainability report we present the results of our efforts to generate measurable and beneficial development impacts with the ambition to track progress and keep improving our work. Sustainability is an integrated part of our operations, and our ambition is to continuously improve business operations across our value chain, making them more efficient, environmentally friendly, and socially responsible.

Looking into the future, I am confident that our ambitious plans for growth underpinned by investments and determination will enable us to scale up the impact of our work. At the same time, our agility and commitment to secure availability and urgent deliveries of medical supplies will make us a valued partner to stakeholders and society at large.

I would like to thank all Missionpharma employees, customers and partners around the world for your dedication, hard work, and important achievements during the past year.

We shall continue our joint mission for better health by making safe healthcare available for people all over the world.

Christian Overgaard
CEO, Missionpharma Group

Locations

HEADQUARTERS

Missionpharma A/S
Vassingerødvej 9
3540 Lyngby • Denmark
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www.missionpharma.com
CVR no.: 26 90 23 98



OUR PURPOSE

On a mission for better health

We believe that access to safe and affordable healthcare is a human right. Since 1975 we have contributed to improving global health by supplying quality medicines and medical devices to people all over the world.

Missionpharma is driven by our purpose of improving global access to safe and affordable healthcare. Since 1975 we have delivered healthcare products that positively impact the lives of millions of people around the world.

With a dedicated team of 150 employees in five locations on three continents, we work closely to empower people and create long-term positive change. Our people are the very core of our organisation, and they are the real reason why our strong culture stands after almost five decades in the global healthcare industry.



We strongly believe that our purpose drives our performance and that we are better equipped to positively impact society by making sure that our employees can identify with our purpose every day.

Underlying our purpose are our long-held values, which we continue to commit to and ensure continued relevance of in the context of a changing world.

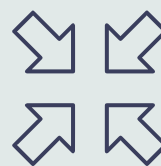
We look forward to making our commitments come to life together with our employees and partners.

OUR VALUES



We care

We care about people. We take responsibility and treat each other and the world around us with respect.



We deliver impact

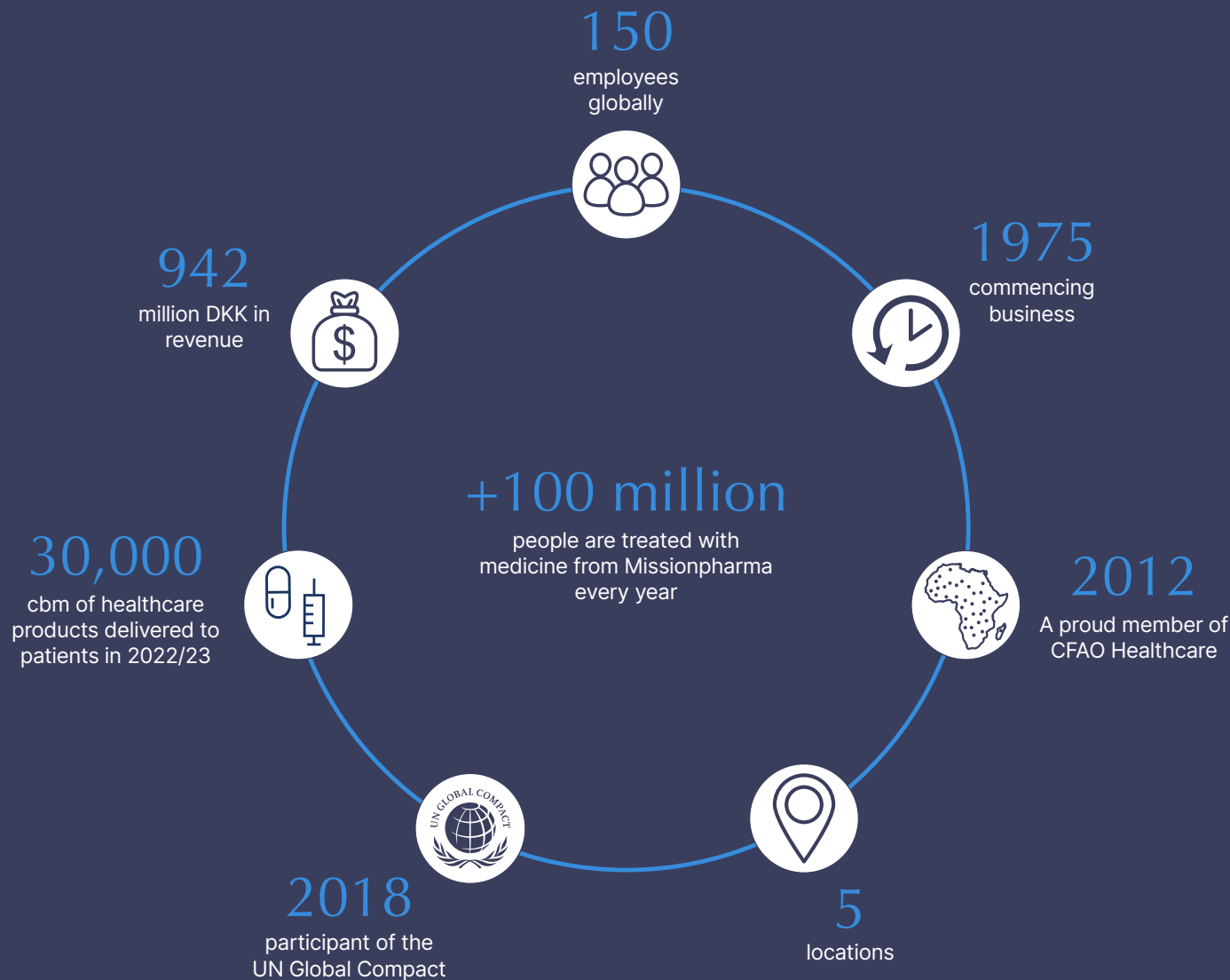
We are dedicated to making a difference. We work relentlessly to deliver solutions with impact.



We are one

We succeed by working together as one – a diverse team of specialists. We are the sum of our collective expertise.

Facts & figures



VALUE PROPOSITIONS

We provide access

We work to provide access to healthcare for everyone. Whoever you are, wherever you are, you have the right to safe treatment. For nearly five decades we have reached people all around the globe with our products — through public and private institutions, international development aid organisations and the United Nations. We are experts in providing access to healthcare everywhere.

We make complexity easy

We develop simple solutions to complex challenges. We understand our customers' needs and organise efficient solutions that make an impact. We take pride in managing the entire supply chain - from sourcing and procurement of the right product at the right price, through comprehensive quality assurance and kit packing to delivery at the final destination.

We stand for transparency and reliability

We know that vulnerable communities rely on our supplies and services. That's why we pay meticulous attention to ensuring safety, transparency and reliability in our supply chain. We do what we say and say what we do. We are proud participants of the UN Global Compact and we are grateful to be trusted by customers, authorities, and partners.

We create positive change together

We have long standing working relationships with customers and partners. By working closely as a team, we empower people and create long-term impact. In our view, every project is a chance to grow the communities we work in. Together, we are on a mission for better health.

About us

Missionpharma is a global supplier of generic pharmaceuticals, medical devices, hospital equipment, and medical kits to public and private institutions, international development organisations, and UN entities.

Being a private company with a global reach and a long history of delivering healthcare products, we are committed to positively impacting the lives of millions of people around the world.

For nearly five decades, we have supported people with our products and our services. As one of the world's largest pharmaceutical wholesalers, we work to provide access to safe and affordable healthcare for everyone.

In addition to 60 employees at our Danish headquarters in Lynge, we employ 90 people in our offices in India, China, and Zambia, and we have a comprehensive network of local representatives in over 30 countries worldwide.



We offer a fully integrated logistics setup that includes GDP-certified pharmaceutical warehousing and complete kit packing facilities in India and Denmark. Products are primarily sourced and procured from manufacturers based in Europe and Asia and supplied to customers outside the EU; mostly in Africa and Asia.

WE CREATE POSITIVE CHANGE TOGETHER

We fundamentally believe that access to safe and affordable treatment should be a human right. In a constantly changing world, we possess the agility to work with both long-term procurement programmes and emergency deliveries of medical supplies.

By delivering solutions with a long-term positive impact, we grow the communities we work in – and we grow Missionpharma. We focus on continuously improving our services and at the same time developing new business areas through focused strategic initiatives. We are motivated by creating value to all our stakeholders, but our core focus is to provide safe medicines to vulnerable communities all over the world. Together, we are on a mission for better health.

WE MAKE COMPLEXITY EASY

We develop simple solutions to complex challenges. We understand our customers' needs and organise efficient solutions that make an impact. We take pride in managing the entire supply chain, from sourcing and procurement of the right product at the right price, through comprehensive quality assurance and kit packing, to delivery at the final destination.

OUR PRODUCTS



Generic pharmaceuticals



Medical devices



Hospital equipment



Medical kits

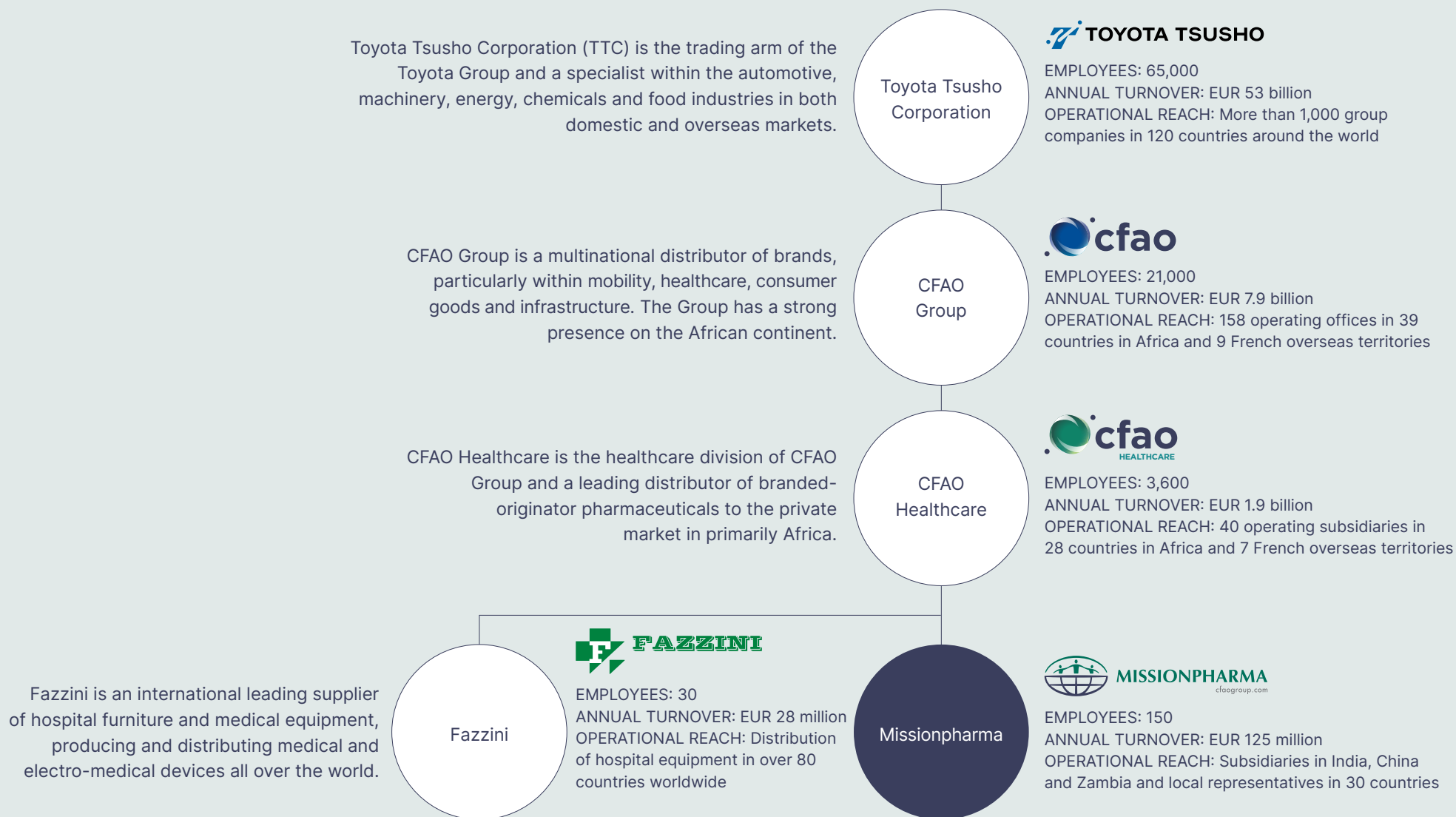
MEMBER OF CFAO HEALTHCARE

Missionpharma is a proud member of CFAO Healthcare – the healthcare division of CFAO Group; a multinational distributor of brands, particularly within mobility, healthcare, consumer goods and infrastructure, and ultimately owned by Japanese Toyota Tsusho Corporation (TTC).

CFAO Healthcare is one of the leading distributors of branded-originator pharmaceuticals to the private market in Africa. Our partnership empowers us to further develop and strengthen our operations and improve our ability to contribute to better health on a global scale.

▶▶ Read more about us at www.missionpharma.com

Our Group structure



For further information, please visit:

Missionpharma: missionpharma.com

CFAO Healthcare: cfaogroup.com/en/healthcare-en/

CFAO Group: cfaogroup.com

TTC: toyota-tsusho.com

Fazzini: fazzini.it

View a complete group chart on Missionpharma's website at missionpharma.com/about/#global-organisation

About our business

We are founded on a strong desire to increase global access to safe and affordable healthcare and to integrate environmental and social responsibility in the way we act as a company.

BUSINESS MODEL

Our business model, our strategic focus, our organisation and the values upon which we perform our business form a solid foundation for living our purpose, achieving our long-term targets and creating shared value for all our stakeholders. At the same time, our business activities are targeted towards creating a platform for sustainable growth.

With operations and supply chains extending around the world, we need to understand the conditions in locations far from our headquarters. Missionpharma specialises in developing products and projects in collaboration with customers and local partners. Our solutions are based on knowledge, experience, commitment and hard work. They are always developed with respect for and in close dialogue with our partners.

BUSINESS APPROACH

Our proven ability to handle complex supply projects ensures reliable delivery to the final destination, even to the most remote clinics or health posts. Handling product sourcing with multiple manufacturers and performing sufficient quality assurance and quality control can be substantial tasks. Missionpharma specialises in managing the entire range of activities involved in a project. We always seek to offer simple solutions to complex challenges - with respect for the people and the societies we engage with.

Our in-depth understanding of customer needs and operating environments enable us to market and sell impactful solutions. We focus on continuously improving our market position in relation to customers, markets and products, while at the same time optimising contract execution and simultaneously developing new business areas through strategic initiatives.

CREATING SHARED VALUE

Missionpharma focuses on creating value for all interested parties, including:

- Customers and patients in our markets by securing availability of essential healthcare products at affordable prices with consistent high quality.
- Addressing societal challenges by actively contributing to the UN Global Compact's Ten Principles for human rights, labour, environment, and anti-corruption.
- Securing our shareholders a competitive total return on investment.
- Providing a safe and healthy work environment for our employees and fostering an inclusive and diverse culture where people can grow and develop.



Our business model

Our business model forms the framework for how we use our resources to create social, environmental and economic value to the people and societies we engage with.

OUR RESOURCES



VALUE CREATED



Patients

We believe that access to safe treatment is a human right. Every year, we supply life-saving medicine to more than 100 million people worldwide.



Partners and stakeholders

We rely on constructive relationships with our partners to deliver efficient solutions with impact. Always based on respect and sustainability considerations.



Our people

Our employees are among our most important asset. With 17 different nationalities represented globally, we foster an inclusive and diverse culture, where people can grow and develop.



Society

We take active part in empowering communities by developing simple solutions to complex challenges - with respect for the people and the societies we engage with.



Shareholders

Our revenue comes from sales of life-saving medical supplies. Focusing on long-term shareholder returns allows us to invest in sustainable solutions.



IDEALLY LOCATED

Our logistics setup in India, Missionpharma Logistics, is strategically located in Kandla Special Economic Zone near the western coast of India.

This location directly contributes to optimising our in-bound logistics as well as reducing CO₂ emissions connected to our transportation activities, as we are geographically much closer to our manufacturers and our customers.

The proximity to the global trade and logistics hub in Dubai, offering unrivalled infrastructure and world-class logistics facilities, is also an advantage which many of our customers appreciate.

Warehouse expansion in India

Demonstrating extended agility to secure immediate availability of life-saving medical supplies is an increasingly important part of the services we offer our customers.

The ability to hold stock of pharmaceutical products and kits, and effectively manage the same, is increasingly important for international institutions, such as the UN, which are managing the supply chain and programmes around global crisis situations. To respond to the requests and expectations from our customers and partners on emergency deliveries, we have taken the strategic decision to extend our services and offer products from stock.

In order to support our business growth and accommodate the increasing capacity and storage needs in India, we have built a new GDP certified and local FDA approved warehouse at our plot in Kandla Special Economic Zone (KASEZ).

The new warehouse provides additional storage capacity of 2,500 pallet positions with semi-automated radio shuttle racking systems for space optimization of warehouse height of 12.5 meters.

The new warehouse not only increases our storage capacity but also enhances our total kit packing speed and efficiency,

as it features large space for kit palletization and material handling. The entire warehouse is temperature controlled and powered by green solar energy.

TOTAL WAREHOUSE CAPACITY IN INDIA

Storage capacity:	11,000 m ²
Pallet positions:	9,000
Racking systems:	Radio shuttle and traditional racks
Approvals:	ISO 9001, ISO 14001, GDP, Indian FDA



Environmental focus

- The entire warehouse is temperature controlled and more than half of the energy needs are expected covered by green solar power generated by our 400 kW solar power installations.
- All light sources are based on LED with low energy consumption. Motion sensors are installed to illuminate paths only where there is a movement of man or machine.
- Translucent sheets are installed in the walls that allow sunlight through the walls and thereby minimize electricity needs for indoor lighting.
- The air conditioning system is optimally designed to use the chlorine-free and energy-efficient refrigerant R-410A. This type of refrigerant meets the U.S. Environmental Protection Agency's (EPA's) most stringent environmental guidelines and does not release harmful chemicals into the ozone.
- Installation of insulation in roof and walls to keep the inside temperature lower and hence reduce energy needs.



RAINWATER CONSERVATION

One of our initiatives towards a sustainable conservation of natural resources is our rainwater conservation project in our Kandla facility, which is extended to its second phase this year.

The scarcity of water in Gujarat region has encouraged us to invest in big water tanks to collect and store rainwater. With a total capacity of 200,000 liter, the tanks collect the rainwater, which we use for landscape irrigation and cleaning of our premises and solar panels. All excess water is again cleaned and recycled.

Our sustainability framework

Missionpharma's most important positive impact on society lies in our contribution to providing access to safe and affordable healthcare, thereby improving quality of life for millions of people worldwide.

INFLUENCING GLOBAL HEALTH

As a global business with activities in numerous countries worldwide, we not only have an opportunity – but also an obligation – to address, influence, support and change global healthcare issues.

Our leading market position and many activities around the world allow us to impact many people's lives, whether they are patients, partners, customers or employees. Positively impacting access to quality healthcare worldwide – directly or indirectly – is the core goal of our company. It's why we do what we do.

According to the WHO, about one-third of people across the world lack access to essential healthcare and estimated 1 in 10 medical products in low- and middle-income countries is substandard or falsified.

Since 1975 Missionpharma has worked to provide access to safe treatment for everyone through dedicated focus on quality, safety and reliability of our products and services, while still acting responsibly in all parts of our business and relations.

WE CREATE SHARED VALUE

We are determined to create economic, environmental and social value for the people and communities we engage with. Our sustainability commitment is founded on this triple bottom line approach which ensures that business decisions balance all three areas, while always keeping in mind the best interests of our stakeholders.

As a participant of the UN Global Compact we conduct our business activities with respect for the Ten Principles for human rights, labour, environment and anti-corruption and the relevant UN Sustainable Development Goals.

We also work actively to identify, prevent and mitigate any adverse impacts and risks associated with our sustainability commitments.

COMMITMENT TO CONTINUED SUPPORT

Sustainability is not new to us. It has been almost five years since we became a participant of the UN Global Compact but even long before our active engagement, acting responsibly while continuously focusing on creating a positive impact on society has been an integrated part of our work and deeply rooted in our company culture.

We will continue to support and make progress on the Ten Principles and further to contribute to the Sustainable Development Goals (SDGs) by taking them into account when planning and reporting on our work.



Our sustainability commitments

Corporate responsibility is deeply rooted in our culture and in the way we work. Missionpharma has defined four sustainability commitments which guide us in acting responsibly in all parts of our business and in our relations with our surroundings.

CORPORATE RESPONSIBILITY

We know that responsible business conduct provides sustainable and long-term business results and that responsibility is a prerequisite for retaining the trust and confidence of our customers, partners and employees.

The backbone of our sustainability work is shaped by the Ten Principles of the UN Global Compact within human rights, labour, environment and anti-corruption. Missionpharma has defined four sustainability commitments – in line with the four focus areas of the UN Global Compact – which we adhere to and seek to continuously develop and integrate further into our global organisation.

Our commitment to enable better health in a challenged world through partnership and focused efforts remains strong. Together, we want to work towards a more responsible supply chain and we want to make sure that our collaborations add value to local economies.

UN SUSTAINABLE DEVELOPMENT GOALS (SDGS)

The UN Sustainable Development Goals represent a framework of international priority areas as part of the 2030 Sustainable Development agenda.

The 17 Sustainable Development Goals (SDGs) include 169 targets and are the world's plan to build a better world for people and our planet by 2030.

Businesses are not required to work with all 17 goals, but to address the goals that make sense in their business area, as this is where they can make a real difference.

OUR FOUR SUSTAINABILITY COMMITMENTS

HUMAN RIGHTS



**We improve
global health**

by making safe
healthcare affordable.

LABOUR



**We empower
people**

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

ENVIRONMENT



**We reduce our
environmental footprint**

by striving to integrate
environmental responsibility
into all our activities.

ANTI-CORRUPTION



**We stand for
integrity**

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

Sustainable Development Goals (SDGs)

Missionpharma is committed to contributing to the SDGs as they inspire our strategies and targets and constitute important elements towards strengthening our corporate sustainability. Therefore, we have incorporated universal principles of responsibility and sustainability into our core operations and across our value chain.

SDG FOCUS

Missionpharma has been a participant of the UN Global Compact since 2018 and it is a natural consequence of our commitment to the Ten Principles to engage with the Sustainable Development Goals (SDGs). The goals are closely interlinked with our sustainability commitments for human rights, labour, environment and anti-corruption.

Looking across the SDGs and underlying targets, Missionpharma touches, directly or indirectly, many of the goals. We have chosen to target our efforts towards specifically the UN Sustainable Development Goals no. 3, 8 and 13 and the relevant sub-targets.



Goal 3, Good health and well-being, is by far the goal, where Missionpharma has the best ability to significantly contribute to large-scale positive transformations, as this target directly relates to our focused efforts to improve access to safe and affordable healthcare globally. In addition to Goal 3, we contribute particularly to Goal 8, Decent work and Economic growth and Goal 13, Climate action.



SDG 3: GOOD HEALTH AND WELL-BEING

Ensure healthy lives and promote well-being for all at all ages.

In particular, Missionpharma focuses on contributing to the following sub-targets:

- 3.1: Reduce the global maternal mortality ratio
- 3.2: End preventable deaths of newborns and children
- 3.3: End the epidemics of AIDS, tuberculosis, malaria
- 3.4: Reduce premature mortality from non-communicable diseases
- 3.7: Ensure access to sexual and reproductive health care services
- 3.8: Achieve universal health coverage

OUR CONTRIBUTION TO GOAL 3

Our activities reach further than supplying healthcare products; we organise dedicated initiatives to improve maternal and child health and reduce the maternal mortality ratio, we supply products to combat HIV, TB and malaria epidemics, we provide products to prevent and treat non-communicable diseases (NCDs), we offer solutions to address family planning issues and we improve access to universal health coverage through providing access to quality medicine and vaccines. See how we contribute to SDG 3 and our selected sub-targets on the next page.



SDG 8: DECENT WORK AND ECONOMIC GROWTH

Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.

OUR CONTRIBUTION TO GOAL 8

Both permanent and casual employees count as a vital resource in our organisation. We do our best to protect the well-being of our employees by providing a safe and healthy work environment and fostering an inclusive culture where people can grow and develop.



SDG 13: CLIMATE ACTION

Take urgent action to combat climate change and its impacts.

OUR CONTRIBUTION TO GOAL 13

With climate changes being among the world's biggest challenges we have an obligation to continuously improve our environmental performance and to define concrete goals to reduce our environmental footprint every year. We also aim to monitor and influence the environmental performance of our partners around the world.

SDG 3 impact

Missionpharma significantly contributes to SDG 3 and the relevant sub-targets through focused efforts to improve access to safe and affordable healthcare globally. We are proud to contribute to supplying quality medicine that improve health conditions for people on a global scale.



DELIVERY OF IMPLANT KITS TO ETHIOPIA

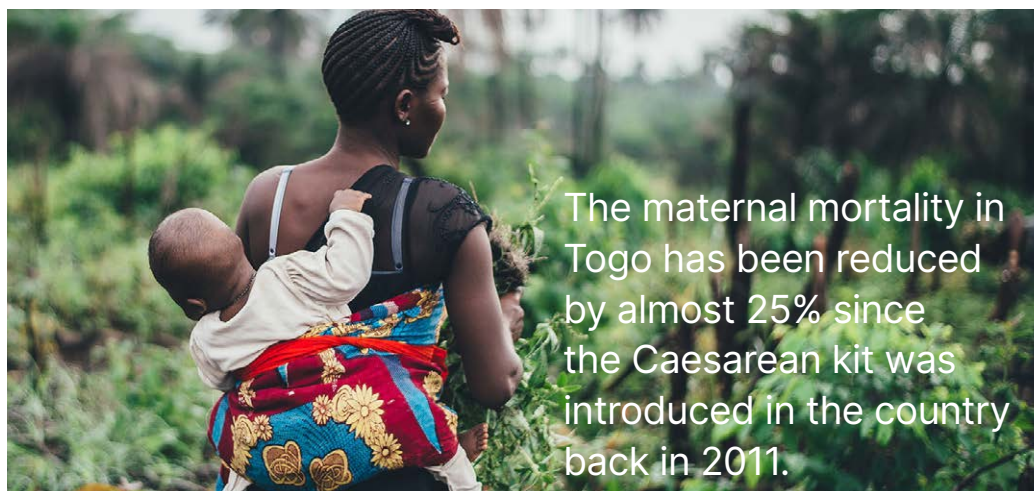
Women in Ethiopia have limited access to contraception, especially in the rural areas of the country. Already in their teenage years, 20% of all girls give birth to their first child. Giving birth at such young age can pose a serious threat to the health of both mother and child, which is why effective birth control is highly needed in the country.

In accordance with our Maternal and Child Health strategy, and in cooperation with the Ethiopian government, Missionpharma has provided continuous supplies of contraceptive implant kits to the country since 2020. In addition to containing essential products to conduct a safe procedure, the kit includes the contraceptive implant, Etonogestrel, which is a highly effective, convenient and rapidly reversible long-acting method of contraception providing three years' efficacy.

Missionpharma directly supports sub-targets 3.1, 3.2 and 3.7. by providing safe and effective contraception to more than two million women in Ethiopia.



By the end of 2023, around 5% of all Ethiopian women above 15 years of age are covered against unwanted pregnancy through supplies from Missionpharma.



The maternal mortality in Togo has been reduced by almost 25% since the Caesarean kit was introduced in the country back in 2011.

REDUCING MATERNAL MORTALITY IN TOGO

Missionpharma has contributed to the reduction of maternal mortality in Togo by almost 25%, since we started supplying Caesarean kits to the country back in 2011.

Missionpharma's Caesarean kit contains all products needed to perform a C-section. Constant and immediate product availability provides a considerable reduction of the surgery preparation time, which is the most critical elements in an emergency situation. Before introduction of the kit in Togo, it took an average of 2½ hours from the decision about performing a C-section was made until all products were ready in the operating theatre. With the Caesarean kit in place, waiting time has been reduced to just 30 minutes.

Thousands of lives have been saved since we started delivering Caesarean kits in Togo, which directly responds to sub-targets 3.1 and 3.2 on maternal and child health.

SDG 3 impact

Missionpharma is the biggest supplier of the injectable generic contraceptive, depot medroxyprogesterone acetate (DMPA) to the global donor community. Thereby, we actively contribute to providing women all over the world increased control of their reproductive health.

The generic DMPA is a WHO prequalified injectable contraception, which provides effective birth control for a period of 3 months.

Through effective global partnerships, Missionpharma secures access to affordable and high-quality reproductive health products to women worldwide, thus supporting national family planning programmes and ultimately contributing to improving quality of life in the communities we serve.

DMPA directly supports SDG 3 and in particular sub-target 3.7 of ensuring access to sexual and reproductive healthcare services.

+100

million injections

+50

recipient countries

4

continents

43

product registrations
(registered, submitted or pending)

Since 2018 Missionpharma has delivered +100 million doses of DMPA globally. This corresponds to effective birth control for more than 100 million women for a three-month period.

3 GOOD HEALTH
AND WELL-BEING



"After giving birth to my second child, I chose DMPA as my preferred method of protection. My choice is based on recommendation from my midwife, as DMPA can be used while breastfeeding as it does not contain estrogen. Today, DMPA continues to be my choice of method and I highly recommend it to all couples who are seeking a short-term acting method that offers quality and affordability".

Acil Ida, user of DMPA, Indonesia



Human rights

We want to improve access to safe and affordable healthcare worldwide, while consistently focusing on ensuring that products are provided to patients under responsible and sustainable conditions and with respect for human rights throughout the supply chain.

APPROACH TO HUMAN RIGHTS

We fundamentally believe that access to safe and affordable healthcare is a human right. In many countries medical supplies from Missionpharma constitute the backbone of local healthcare solutions. We work continuously to refine our fundamental purpose: To ensure timely delivery of quality-assured medicine and medical devices to those who need it. We continuously seek to advance our supply chain to make healthcare products available and to actively address barriers to accessibility.

In addition to contributing to making a difference for millions of people every year, it is our obligation to protect human rights within our organisation and, to the largest possible extent, to influence those of our manufacturers and partners throughout the value chain.

HUMAN RIGHTS POLICY

Missionpharma has a zero tolerance of infringement of human rights, including the use of child labour. Working in global partnerships, we are guided by national laws and internationally proclaimed human rights.

The International Labour Organization's (ILO) Declaration on Fundamental Principles and Rights at Work and the UN Universal Declaration of Human Rights (1948), serve as guidelines for our approach to universal human rights and corporate social responsibility.

HUMAN RIGHTS PRINCIPLES

- We do not engage or get involved in any business that is against human dignity.
- We do not discriminate based on race, colour, gender, religion or national origin.
- We do not get involved in any child labour, human trafficking or any other kind of forced or involuntary labour.
- We do not tolerate any form of harassment.
- We do not deal with any person that engages in or is involved with any human rights abuses.

We do not accept any kind of forced or compulsory labour, we work actively to abolish child labour and we aim to assure that no breach of local and global regulations takes place in our operations or with our partners, to the extent possible. We value diversity high and we do not discriminate based on race, colour, gender, religion or sexual orientation.

HUMAN RIGHTS VIOLATIONS:

Discrimination:	Zero reports
Forced labour:	Zero reports
Freedom of Association and Collective Bargaining:	Zero reports
Child labour:	Zero reports

GLOBAL CODE OF CONDUCT AND ETHICS



Acting with integrity is essential to ensure the sustainable growth of our activities and to create a long-term competitive advantage for Missionpharma and for our parent companies. All members of the Toyota Tsusho Corporation (TTC) Group are guided by the Global Code of Conduct and Ethics (COCE), which fundamentally covers the following 10 principles:

1. We are committed to creating a safe and healthy work environment.
2. We will comply with all applicable laws and regulations; including anti-corruption, anti-trust and competition law, and trade laws and regulations.
3. We are committed to accurate financial reporting.
4. We are accountable for compliance with all company rules.
5. We will act with integrity, honesty and transparency, and protect and develop trust among all stakeholders.
6. We will contribute to the sustainable development of society.
7. We will promote and pursue environmentally friendly corporate activities.
8. We will add value through continuous improvement.
9. We will respect human rights.
10. We will embrace diversity and inclusion within our company and society.

Human rights

Commitment

We improve global health by making safe healthcare affordable.

Ambition

We want to improve access to safe and affordable healthcare worldwide, while consistently focusing on ensuring that products are provided to patients under responsible and sustainable conditions and with respect for human rights throughout the supply chain.

UN SDGs



3.1, 3.2, 3.3
3.4, 3.7, 3.8



Main progress 2022/23

- Awarded as No. 1 exporter of healthcare products in Kandla Special Economic Zone.
- Sponsor partnership with the international humanitarian organisation, Mercy Ships.
- CSR donations to our local communities in India.

Main targets 2023/24

- Increase our contribution to SDG 3, and in particular to sub-targets 3.1, 3.2 and 3.7 on maternal, child and reproductive health.
- No observations of infringement of human rights in our own organisation or with our suppliers.

MISSIONPHARMA CHARITY RUN

In September 2022 all Missionpharma's Danish employees gathered for the event "Missionpharma charity run" to support children with cancer. For every kilometre completed, Missionpharma donated DKK 125 to the Danish Childhood Cancer Foundation (Børnecancerfonden).

Greatly motivated by the good purpose, we managed to run a total of 290 km, resulting in a total amount of DKK 36,250, which all employees worked hard to secure.



The Danish Childhood Cancer Foundation directly supports childhood cancer research and provides psychological, rehabilitation and social support to the children and their families. The foundation depends fully on donations.

Thanks to targeted research, 6 out of 7 children survive cancer today. However, the work continues to realise the vision that no children should ever die from cancer.



AWARD FOR EXCELLENCE IN EXPORT

Missionpharma Logistics India has again been recognised for its performance in exports. For the 13th time, and the 9th year consecutively, we have won the award as the No. 1 exporter by the Kandla Special Economic Zone (KASEZ) authorities in Gujarat, India, in the category 'Drugs, Pharmaceuticals and Allied Products'.

This is a tangible testimony of the huge difference we make to the lives on millions of people around the world. We are definitely on the right track on our mission for better health.



HUMAN RIGHTS ASSESSMENT WITH OUR SUPPLIERS

As a fully integrated part of our GMP audit programme, we assess and document manufacturers' potential use of child labour and forced labour during every single audit – being physical or virtual – in addition to assessment of specific human rights areas and ethical practices.

This process has helped us to assess and evaluate our suppliers' respect of human rights before entering into a new supply relationship.

CSR initiatives in India

Making a tangible difference for people in our local communities in India is one of our priority causes. Guided by our corporate strategy and aligned with our sustainability goals, key areas for our donations in India in financial year 2022-23 focused on supporting local hospitals with high-end medical equipment and sponsoring students at a local school with school benches to boost their learning environment. The gratitude we experience is overwhelming and we look much forward to continuing our support to and cooperation with local partners. Perfectly in line with our mission for better health, we are honoured to be able to make a substantial difference to students, patients and health personnel in our local areas.

DONATION: SCHOOL BENCHES



We have recently completed the donation of 140 school benches to grade 1 to 5 students at the Shree Matruchhaya Kanya Vidyalaya School in Gandhidham.

The school currently has 900+ students and over 90% of the children are from poor families. Mrs. Kailash Ben Bhatt, the founder of the school, actively helps these financially challenged children by charging only symbolic school fees.

This donation of colourful school benches benefits around 400 students and makes a huge difference to their learning environment.

DONATION: HAEMATOLOGY ANALYZER



Missionpharma has donated an automated haematology analyzer to a pathology laboratory in Gandhidham.

The laboratory provides a range of pathological services, such as analysis of blood, urine and tissue samples to examine and diagnose diseases. The donation of a blood analyzer will enable the laboratory to rapidly run tests on blood samples.

The donation is part of a planned roll out of a number of CSR initiatives in our local communities in India.

DONATION: LAPAROSCOPIC SURGERY UNIT



The donation of a laparoscopic surgery unit truly made a difference to the Jain Seva Samiti Hospital in Gandhidham.

Laparoscopy is an operation performed in the abdomen or pelvis using small incisions with the aid of a camera. It allows for minimally invasive surgery and is most commonly used in connection with surgeries related to gynaecology, gastroenterology and urology.

This donation will benefit many people in Gandhidham, as they - due to this less invasive procedure - will experience less pain and bleeding after the operation, reduced scarring as well as a shorter hospital stay and a faster recovery time.

Hospital ships that transform lives

In 2023 Missionpharma partnered up with the international humanitarian organisation, Mercy Ships, which operates two hospital ships that deliver free surgical operations to the poorest people in Africa.



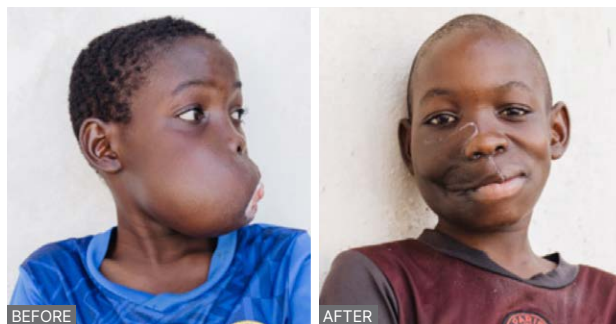
THE WORK OF MERCY SHIPS

More than 17 million people die every year from lack of safe surgical care, and in low-income countries, 9 out of 10 people lack access to essential surgical care.

Mercy Ships has focused their attention on treating conditions and diseases that are life threatening or significantly impairing living ability or quality of life to patients in the poorest countries in Africa - in addition to medical capacity building through education of local healthcare providers. Services are offered free of charge to those in need with no distinction of race, gender or religion.

FLOATING HOSPITALS OPERATED BY VOLUNTEERS

Mercy Ships operates two large non-governmental hospital ships, the Africa Mercy and the Global Mercy. The ships bring necessary medical care, surgeries and capacity building to Africa and offer in total 12 operating theatres and nearly 300 patient beds.



Daouda, age 13, before and after surgery of a massive and painful tumour, which started growing in his upper jaw at the age of 4.

Each year, more than 3,000 volunteer professionals from over 60 countries serve on board. Professionals such as surgeons, dentists, nurses, health trainers, cooks, and engineers dedicate their time and skills to accelerate access to safe surgical, obstetric and anaesthetic care. The medical department represents 50% of the crew on board.

ABOUT MERCY SHIPS

Mercy Ships is an international humanitarian organisation, which operates hospital ships that deliver free surgeries and other healthcare services to those with little access to safe medical care.

Mercy Ships has focused entirely on partnering with African nations for the past three decades. Working with in-country partners, Mercy Ships also provides training to local healthcare professionals and supports the construction of in-country medical infrastructure to leave a lasting impact. Mercy Ships was founded in 1978 and has offices in 16 countries globally as well as an Africa Service Center in Dakar, Senegal.

OUR SPONSOR PARTNERSHIP WITH MERCY SHIPS

The vision of contributing to improving global health, with a particular orientation towards Africa, has always been a part of Missionpharma's DNA. Our African focus is further substantiated by being a part of the CFAO Group, which has wholesale operations and local branches all over Africa.

Therefore, it was not a difficult decision for us to choose to partner up with Mercy Ships, and we are truly proud to contribute to making an impact through this amazing humanitarian initiative.

Missionpharma's donation to Mercy Ships is equivalent to 32 life-changing operations on board the ships.



Justine, 11 years old from Cameroon, received surgery to straighten her bowed legs at the Africa Mercy. Five months after the surgery, she was able to walk again - taller and filled with renewed confidence.



Mercy Ships local capacity building

In addition to providing free surgeries and direct medical care, Mercy Ships also focuses on medical capacity building and health systems development to create lasting change in the regions where they operate - in close cooperation with local partners and stakeholders.



By building the skills and resources of the local healthcare professionals and communities, Mercy Ships helps to improve access to healthcare and promote sustainable development.

TRAINING AND MENTORING HEALTHCARE PROFESSIONALS

Mercy Ships provides training and mentoring programmes for healthcare professionals in the regions where they operate. These programmes help to build local capacity in healthcare services, enabling local professionals to provide high-quality care to their communities.

INFRASTRUCTURE DEVELOPMENT

Mercy Ships invests in the development of healthcare infrastructure in the regions where they operate. This includes building or renovating medical facilities, providing medical equipment, and supporting the development of local healthcare systems.

COMMUNITY DEVELOPMENT

Mercy Ships works with local communities to identify their healthcare needs and develop sustainable solutions to address those needs. This includes promoting health education, providing access to clean water and sanitation, and supporting local healthcare initiatives.

Mercy Ships is run by volunteers and everybody on board the ships work for free and pay for their own stay.



MEDICAL CAPACITY BUILDING

Medical capacity building is performed through training of African healthcare professionals and by renovating infrastructures through:

- Training and mentoring
- Nutritional agricultural program
- Partner donations
- COVID response support
- Infrastructure projects
- Collaborative projects

ACHIEVEMENTS SINCE THE FOUNDATION IN 1978

+112,000

life-changing surgeries

+530,000

dental treatments

+268,000

local people trained in basic healthcare

+53,000

local medical professionals trained in their area of expertise



HEALTH SYSTEMS DEVELOPMENT

Health system development is performed by supporting countries with the development of their healthcare system and reinforcing partnerships.

Mercy Ships engages with governments and policy-makers at national and local level in each host country. Main achievements are assessment of access to surgical care in over 600 hospitals in 32 countries in Africa, and endorsement of the Dakar Declaration, a political commitment to improve access to surgical care in Africa by 2030, by 13 African ministers of health.



Labour

Attracting, retaining and developing our workforce remains a priority. We seek to accomplish this by ensuring purposeful work in a healthy and engaging work environment offering opportunities for personal and professional development.

APPROACH TO LABOUR

With goal 8, Decent work and Economic growth, as one of our primary SDG targets, we are committed to promoting sustainable economic growth and ensuring a productive and decent work environment for all our employees.

Our employees are vital for Missionpharma's growth and the successful execution of our strategy. Therefore, it is important for us to focus on building a company culture in which our employees thrive both personally and professionally and where passion and engagement are principal values. We believe that a healthy and inspiring workplace in which our employees get the opportunity to develop themselves will allow our people to perform to the best of their abilities.

LABOUR POLICY

We protect labour rights and provide a safe and healthy working environment for our employees. Staying healthy and safe at work is a fundamental right and we offer our employees a sound physical and mental work environment in addition to healthcare support and benefits.

We do not accept any form of forced, compulsory and child labour in any of our affiliates. We promote social diversity, we fight discrimination and we strive to provide an inclusive environment with equal opportunities for every employee.

We always seek a fair balance between men and women among our employees, as we believe it benefits our working environment and ability to develop.

We embrace diversity and have zero tolerance for any forms of discrimination and harassment. We consider diversity in nationalities, cultures, religion, gender, sexual orientation and backgrounds as a strength allowing us to achieve our vision and tailor our services to the needs and requirements of our customers and partners.

SICK ABSENCE

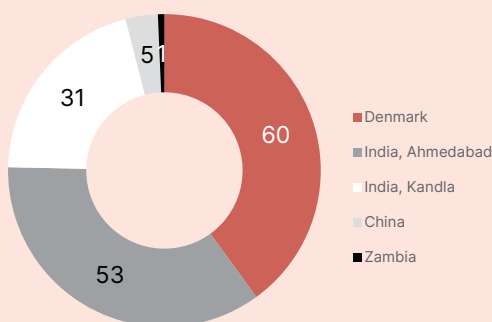
Sick absence rate among Missionpharma's Danish employees continues to be significantly lower than the average of 3.5% in 2021* among Danish companies.

2022/23	2021/22	2020/21	2019/20
1.6%	1.2%	1.0%	2.2%

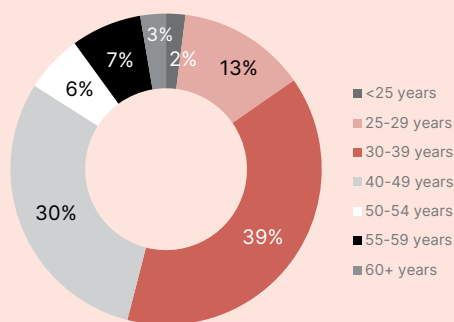
**Latest statistics from DA (Confederation of Danish Employers)*

WORKFORCE DEMOGRAPHICS BY 31 MARCH 2023 (GROUP FIGURES)

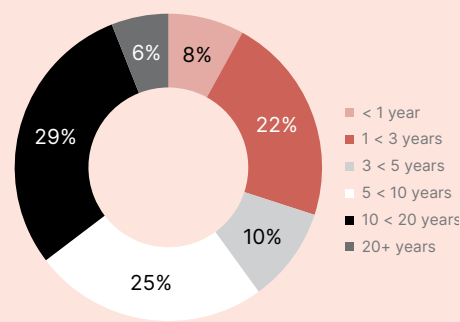
EMPLOYEE DISTRIBUTION



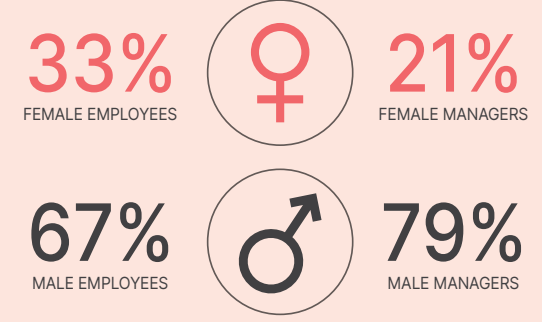
AGE DISTRIBUTION



SENIORITY



GENDER COMPOSITION



Labour

Commitment

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

Ambition

We want to attract, retain and develop our people by ensuring purposeful work in a healthy and engaging work environment offering opportunities for personal and professional development.

UN SDGs



Main progress 2022/23

- Employment of global Chief Human Resource Officer joining our Executive Team.
- Global harmonisation of employee satisfaction survey.
- 94% of all employees globally think that Missionpharma is a great place to work.

Main targets 2023/24

- Increase the organisational coherence through global process harmonisation and activation of Insights Discovery® personality profiling.
- Maintain a global employee satisfaction score of minimum 94% with Missionpharma as a great place to work.
- Increase focus on strategic training needs.

GLOBAL HR FOCUS

The employment of a global Chief Human Resource Officer in Missionpharma's headquarters in Lynge was one of this year's labour targets. The fulfilment of the target emphasises our commitment to create a purposeful work for our employees by focusing on maintaining and developing a work environment, where all employees can contribute to their fullest.

Missionpharma has always aspired to create an engaging environment and to become a workplace where everybody across locations continuously experiences opportunities to develop personally and professionally. By investing resources in professionalising, developing and streamlining our HR processes, we believe that we can better secure success in the business growth that lie ahead.

Our people are at the very core of our organisation and to ensure that our work successfully impacts millions of lives across the world, we aim to bring Missionpharma's capabilities to the next level through a focused HR approach.

KEY HR INITIATIVES

Our HR strategy outlines a range of key initiatives to support our growth journey by driving engagement and motivation and attracting, developing and retaining employees across our locations in Denmark, India, China and Zambia.

One of the main HR focus areas in financial year 2022/23 included focused efforts to bring our global leadership capabilities to the next level through introducing initiatives to develop our managers and bridge our strong Missionpharma culture across locations.

In addition, we decided to fully harmonise our annual employee satisfaction survey to ensure equal opportunities for all employees to be heard (see more details on next page).

To further improve our ability to bridge cultural and professional differences across locations a global roll out of Insights Discovery® personality profiling to all employees has been completed.

2022/23 was also the year where we finally were able to reinforce our usual strong togetherness by meeting physically again after COVID-19. This led to a range of teambuilding events as well as an increased number of travels re-energising our organisational coherence and company culture across locations.

In particular, it has been great to again welcome our customers to visit our facilities and to be able to resume the important personal interaction.



"As global Chief Human Resource Officer in Missionpharma my ambition is to secure our employees a purposeful work, fair treatment, a sense of belonging for all, and good development opportunities.

I believe that this is best achieved through ensuring accountability at all levels in our organisation, supported by a value-based approach that retains and further anchors our long-held company values and supports our business results.

By introducing a range of HR initiatives that support, develop and harmonise our leadership capabilities across locations, we continuously substantiate our organisational coherence and thereby our ability to attract and retain the right people to support us on our mission to secure access to safe and affordable healthcare for people all over the world".

Helle Bak Sanden
Chief Human Resource Officer
Employed since 1/4-2022

GLOBAL EMPLOYEE SATISFACTION SURVEY

Missionpharma has a tradition of conducting a satisfaction survey among all our employees every year in order to systematically measure the level of employee satisfaction with the aim of making Missionpharma the best possible place to work for everybody.

The survey captures a multitude of dimensions related to our employees' well-being and satisfaction with Missionpharma as a workplace.

We consider the survey as an important management tool, which helps us identify leadership focus areas and pinpoint specific areas or teams that require extra attention. Supporting our strong feedback culture in Missionpharma, the survey offers all employees the possibility to be equally heard.

100% global response rate to the global employee satisfaction survey.

We have used the Great Place to Work® survey platform among our Danish employees since 2010, while using a more limited version in our other locations.

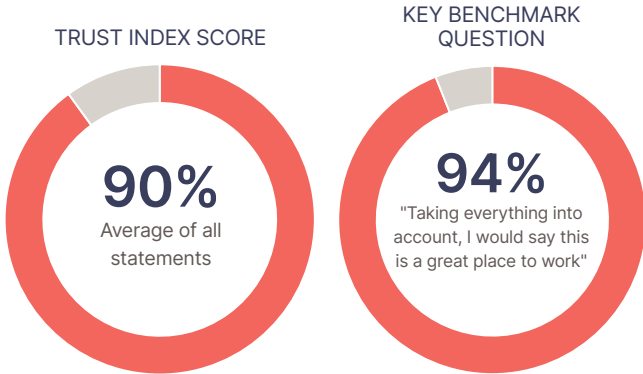
This year we decided to expand the scope to make a global harmonisation of the survey scope in all our locations by fully integrating India, China and Zambia in the scope. The main reason is to obtain unified feedback and thereby be better equipped to compare results and take actions.

In 2023 we chose to fully harmonise our employee satisfaction survey across all locations by including all employees into the Great Place To Work® survey platform.



Not only did we manage to obtain a 100% response rate, but we also obtained a global Trust Index Score® (average positive score of all 60 statements in the survey) of 90% on a global scale, which is a remarkably high score.

We are convinced that coherence between our values and our daily actions has built the path to achieve this certification. Over the coming months, we will organise group discussions to reflect on results, ideas and actions to make sure that Missionpharma continues to be a great place to work.



99% of our employees feel good about the ways in which Missionpharma contributes to the community.

GREAT PLACE TO WORK® CERTIFIED IN DENMARK AND IN INDIA

Missionpharma has been Great Place to Work® certified in Denmark every year since 2010. We are extremely proud to add India to the list this year.





Environment

We are committed to minimising the impact of our business operations on the environment and to continuously working to improve our environmental performance - not only today, but also well into the future.

ENVIRONMENTAL APPROACH

Missionpharma contributes to SDG goal 13, Climate action, through defined targets to mitigate our negative impact on the environment. With climate changes being among the world's biggest challenges we have an obligation to continuously improve our environmental performance and to define concrete goals to reduce our environmental footprint.

Our environmental efforts focus on implementing initiatives, where we as a global organisation can make the biggest positive impact on the environment. Being an important supplier to healthcare programmes worldwide, transportation of goods constitutes by far the biggest environmental impact within our part of the supply chain.

OPTIMISING TRANSPORTATION ROUTES

Our logistics setup in India, Missionpharma Logistics India, is strategically located in Kandla Special Economic Zone near the western coast of India.

The location directly contributes to minimising CO₂ emissions, as transportation distances to our customers in typically Africa and Asia are minimised when packing and shipping products from India as opposed to Europe. As the location is also close to our manufacturers mainly situated in Asia, our inbound logistics is optimised as well.

ENVIRONMENTAL AMBITIONS

We want to reduce our environmental footprint every year through focused efforts to our reduce energy consumption and CO₂ emissions. We strive to integrate environmental responsibility into all our activities on a global scale and, to the largest possible extent, to contribute to reducing the carbon footprint through our parts of the supply chain.

394,000 kWh

green energy generated in financial year 2022/23 via 300 kW* solar power installations in India.

**Additional 100 kW installed by March 2023*

We want to minimise the electricity consumption in our own locations and we encourage employees to use resources sustainably and to create a climate-conscious working environment.

To limit the negative environmental impacts from pharmaceutical manufacturing, and to ensure continuous improvement initiatives, we keep our manufacturers' social and environmental responsibility top of mind at all times. This is particularly addressed during periodical GMP audits, where we continuously monitor manufacturers' environmental policies.

Our partners' ability to obtain ISO 14001 certification is an increasingly important Key Performance Indicator for us and is consistently evaluated prior to entering into any relationship.

ENVIRONMENTAL POLICY

Missionpharma is committed to fulfilling all applicable compliance obligations, minimising our environmental impact, and continuously improving our environmental performance.

We strive to minimise our environmental impact from a product life cycle perspective, considering the impact of our manufacturers, our carriers and freight forwarders, and our own premises and customers, balanced with our other business goals.

We will establish, maintain and develop key performance indicators for significant environmental aspects to systematically monitor and improve our overall environmental impact.



The memorable "plant a tree" tradition for Missionpharma employees and partners visiting Missionpharma in India. In addition to creating memories, the ceremony highly contributes to enhancing our green and sustainable surroundings.

Environment

Commitment

We reduce our environmental footprint by striving to integrate environmental responsibility into all our activities.

Ambition

We want to minimise the impact of our business operations on the environment and to continuously work to improve our environmental performance - not only today, but also well into the future.

UN SDGs



Main progress 2022/23

- ISO 14001 certification of Missionpharma Logistics India by Bureau Veritas.
- Installation of additional 100 kW solar power in India, reaching a total capacity of 400 kW.
- 52% of key suppliers and 80% of contracted International Freight Forwarders are ISO 14001 certified compared with targets of 40% and 75%, respectively.

Main targets 2023/24

- Electricity savings of 20% in Lyngø, primarily as a result of replacement of all lights with LED.
- Establish complete CO₂ consumption baseline for focused reduction efforts.

ISO 9001 AND 14001 CERTIFICATIONS OF MISSIONPHARMA LOGISTICS, INDIA

Adding to our list of accreditations and in line with the Danish headquarters, Missionpharma Logistics India was awarded ISO 9001 and ISO 14001 certification by Bureau Veritas in financial year 2022/23.

The certifications clearly demonstrate that our continued commitment to the highest quality standards and a consistent service to all our customers, combined with acting environmentally responsibly in all touch points, is extended to our Indian operations.

ISO 14001 is an international environmental management standard which guides us towards measuring and improving our environmental performance on a global scale.

Our ISO 14001 certifications in both Denmark and India are fully aligned with our commitment to SDG 13, Climate action, through defined environmental obligations and established key performance indicators to systematically monitor and improve our environmental performance in all locations.



Employee involvement and empowerment across all locations are imperative when aiming for anchoring our environmental commitments across the organisation.

OUR ACCREDITATIONS

Missionpharma A/S

- ISO 9001 certified by Bureau Veritas
- ISO 13485 certified by Bureau Veritas
- ISO 14001 certified by Bureau Veritas
- Good Distribution Practice (GDP) certified by the Danish Medicines Agency (DKMA).

Missionpharma Logistics (India) Pvt. Ltd.

- ISO 9001 certified by Bureau Veritas
- ISO 14001 certified by Bureau Veritas
- Indian FDA licenses for storage, packing and export of pharmaceutical products
- Good Distribution Practice (GDP) certified by Bureau Veritas according to WHO Technical Report Series No. 1025, Annexure 07

In addition, we:

- Comply with WHO Model Quality Assurance System for Procurement Agencies (MQAS)
- Have obtained international accreditations and approvals and collaborate with several UN agencies and international organisations and donors
- Are regularly inspected by Ministries of Health from client countries

CANARIES FOR AIR QUALITY TRACKING

To improve the indoor climate in our offices in Lyngø we have installed so-called Canairi Birdies®, which is an innovative device that constantly monitors the air quality in the room via a built-in CO₂ sensor.



When the air quality is poor, the bird will drop downward letting us know that it is time to open a window to bring the bird back to life.

SOLAR POWER AS MAIN ENERGY SOURCE

Our warehouse operations in India account for almost 70% of the total energy consumption in the Missionpharma Group. As solar energy is available in abundance in India, we have systematically installed solar panels on our warehouse roofs to generate green electricity for our warehouse operations.

Our solar power installations generate enough energy to cover a large part of our electricity needs in Kandla and serve as a primary contributor to reducing our environmental footprint.

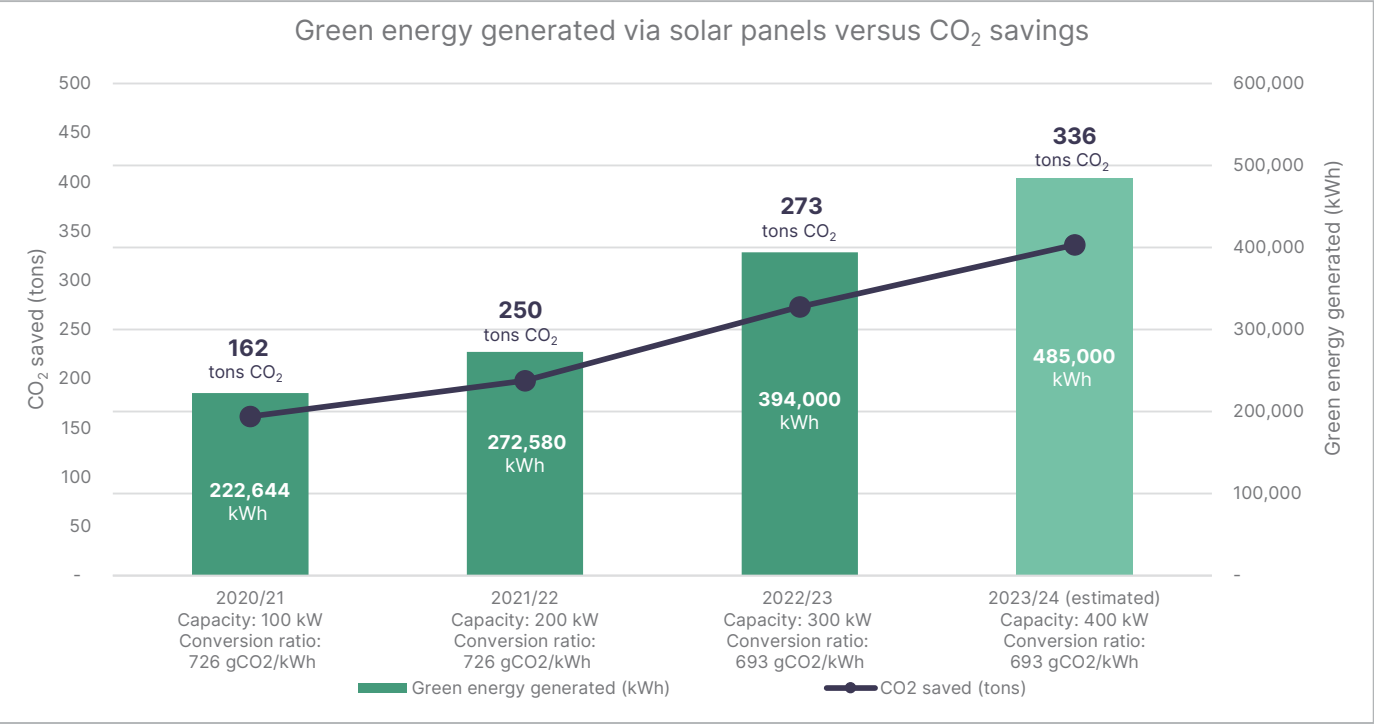
EXPANDING SOLAR CAPACITY

In March 2023, we completed the 4th phase of our solar power installations by expanding our capacity with another 100 kW, thereby reaching a total capacity of 400 kW.

In this financial year, our 300 kW installation has generated 394,000 kWh green energy, which is a 30% increase compared to last year.



Since 2018 we have systematically been installing solar panels on our warehouse roofs in Missionpharma Logistics India. With the present capacity of 400 kW, we expect solar energy to cover close to 60% of the total energy needs to run our Indian warehouse operations in next financial year.



CO₂ conversion ratio is adjusted to reflect consistency with Group ratios.

In 2022/23 the energy generated by solar panels covers more than 50% of the total electricity needs for our warehouse operations, including the air conditioning power consumption to maintain all warehouses under temperature control.

EXPECTATIONS TO NEXT YEAR

With the recent capacity increase to 400 kW solar power, we expect to save 336 tons CO₂ emission and generate around 485,000 kWh green energy in next financial year.

This is enough to cover almost 60% of the total electricity needs in our Indian warehouses.

KEY FIGURES 2022/23

Solar power capacity*:

300 kW

Green energy generated:

394,000 kWh

CO₂ savings:

273 tons

Electricity coverage:

>50%

of total warehousing, packaging and air conditioning needs in Kandla

*400 kW by March 2023



Environment

GROUP POLICY ON CO₂ TARGETS

Last year our parent company, CFAO Group, defined a target of achieving 50% reduction in group CO₂ emission levels in 2030 by integrating extensive carbon reduction efforts into its business strategies.



Specifically, the Group aims at reducing current own greenhouse gases, investing in value-chained projects with positive impact in Africa and offsetting remaining CO₂ emission beyond usual business scope.

Measuring, reporting and setting targets for carbon emission levels apply for all companies in the CFAO Group. In addition to setting ambitions for CO₂ reduction and compensation efforts, the action plan includes investments in low carbon initiatives and technologies in close collaboration and dialogue with business partners, staff and local communities.

GROUP EMISSION TARGET:

50% reduction in CO₂ emissions in 2030

As a member of the CFAO Group, Missionpharma is committed to measuring, reporting and improving on the wide range of environmental parameters defined at group level. All measurements fit well into our own environmental targets set up in connection with our ISO 14001 certification.

CFAO GROUP COMMITMENTS

CFAO Group has set the goal of achieving a 50% reduction in its CO₂ emissions by 2030. Accurately measuring and evaluating emissions by all companies in the Group make it possible to define and act on consumption reduction priorities.

REDUCING

Reduce current own greenhouse gases (scope 1 and 2) through greater efficiency in energy and materials, and using renewables.



SOLAR PANELS



VEHICLE FLEET



GENERATORS

INVESTING

Promote and invest in value-chained projects with positive impact in Africa.



NEW ENERGY VEHICLES



PLASTIC WASTE RECYCLE



LOCAL SOURCING



LOW-CARBON TRANSPORT

OFFSETTING

Remove carbon elsewhere beyond usual business scope.



BUYING CARBON OFFSETS
EQUIVALENT TO THE AMOUNT
OF CO₂ PRODUCED



FUNDING CERTIFIED
PROJECTS (FORESTS,
RENEWABLE ENERGY)





Anti-corruption

Upholding a high level of business ethics minimises any potential risks to our business, people and society. We act with integrity and in compliance with Group policies as well as international and local standards for responsible business conduct.

APPROACH TO COMPLIANCE

Acting with integrity has always been one of our core values. At Missionpharma, we are committed to upholding high business standards and promoting good business conduct globally in our interactions with employees, customers, healthcare professionals, public officials, suppliers and other business partners.

We focus on SDG 8, Decent work and Economic growth, as we want to promote sustainable growth for our company and our stakeholders, while still maintaining a productive work environment with transparent ethical standards for all.

Our compliance framework includes a number of compliance policies supported by sub-policies and procedures related to, among others, gifts, hospitality, donations, sponsorship and patronage - all in accordance with our Group Global Code of Conduct & Ethics.

Missionpharma's compliance policies apply to all employees of the Missionpharma Group as well as our local representatives and partners.

Employees, local representatives and third parties receive training in our compliance policies and practices and commit to adhere to them in writing according to defined procedures. New employees undergo mandatory training shortly after their employment.

POLICIES AND PROCEDURES

We firmly believe that responsible business conduct adds value to our business and to our employees and partners. Missionpharma is committed to ensuring that the business we conduct globally is fair, transparent and ethical and complies with the laws in the countries we do business with, to the extent possible.

Missionpharma does not tolerate any form of corruption or bribery. To mitigate the risk of unethical behaviour, we have implemented a comprehensive vetting programme which includes all business relations, to ensure compliance with Missionpharma standards of integrity. Processes include screening of critical information on persons and entities in addition to due diligence questionnaires and document review. Our local representatives go through a rigorous due diligence process and approval procedure.

Guidelines and instructions are implemented in our group policies which are supported by a whistleblower system, where employees and external stakeholders can report concerns in a secure and confidential way.

In the beginning of next financial year Missionpharma implements a range of new Group compliance policies to strengthen our fight against corruption and influence peddling.



Anti-corruption

Commitment

We aim for the highest ethical standards in our business practices by always acting with integrity in everything we do.

Ambition

We want to uphold high business standards and promote good business conduct in all our interactions with employees, customers, healthcare professionals, public officials, suppliers and other business partners globally.

UN SDGs



Main progress 2022/23

- 100% of target group completed individual TRACE training in assigned compliance courses.
- Intensified engagement of local compliance correspondents through scheduled compliance review meetings.

Main targets 2023/24

- Implementation of new compliance policies and whistleblowing procedure in line with Group directives.
- Streamlining third party vetting screening procedures.

NEW GROUP COMPLIANCE POLICIES ON THEIR WAY

We share the vision of the CFAO Group to support the development of the African continent and its citizens through offering sustainable solutions based on our ability to provide suitable and affordable products and services for the benefit of society - all supported by values of integrity, respect and transparency within the group and vis-à-vis our partners.

Acting with integrity is essential to ensure the sustainable growth of our activities and to create a long-term impact in the communities where we operate. Being a part of the CFAO Group Missionpharma is subject to all compliance policies and tools published by the CFAO Group.

In the beginning of next financial year 2023/24 Missionpharma will be implementing a range of new Group compliance policies, which will strengthen the prevention of corruption risks and promote ethics in our professional relationships.

Preparatory work has already started up, and we are looking forward to fully implementing the policies in the next financial year.

COMPLIANCE POLICIES 2022/23

- TTC Global Code of Conduct & Ethics
- MP Third Party Code of Conduct
- MP Anti-bribery and Anti-corruption Policy
- MP Whistleblowing Procedure



NEW COMPLIANCE POLICIES FROM 2023/24 AND ONWARDS

- TTC Global Code of Conduct & Ethics
- CFAO Anti-Corruption Code of Conduct
- MP Business Ethics Policy
- CFAO Whistleblowing Procedure and Reporting tool



"Acting with integrity is essential to ensure the sustainable growth of our activities and to create a long-term competitive advantage for our Group.

Our new Anti-Corruption Code of Conduct defines the ethical

principles that must be respected within the Group in terms of fighting corruption and influence peddling.

The principles contained in the Code of Conduct apply to all partners, particularly customers and suppliers in the context of their interactions with the Group".

Richard Bielle
Chairman and Chief Executive Officer, CFAO Group

DEVELOPING OUR GLOBAL COMPLIANCE ORGANISATION

During the past financial year, we have further developed our global compliance organisation by including local Compliance Correspondents in our Indian and Chinese affiliates.

Our Compliance Correspondents are local representatives, appointed to support the Compliance Committee in its functions, and especially to implement compliance policies and procedures. They also embody local compliance expertise, now made available to employees in the concerned affiliates.

In addition, the Compliance Correspondents secure a powerful channel of communication and information sharing between all group employees and Missionpharma's Compliance Committee, with whom the Compliance Correspondents conduct quarterly status meeting to ensure continuous action coordination and information sharing.

SCALING UP ON THIRD PARTY VETTING

With the aim of protecting third parties and Missionpharma against legal, human, economic and financial consequences of inadequate vigilance, we have established comprehensive vetting procedures, which structure guidelines for entering into business relationships with suppliers, customers, consultants, and partners.

In addition to performing vetting of all business relationships, procedures also cover major projects and/or contracts concluded with governmental organisations. The extent of vetting procedures is applied based on individual risk mapping. Non-compliance with defined criteria will result in exclusion from initiating the business relationship.

According to Group policies, and to further support our vetting activities, we adapted the advanced media screening solution, MemberCheck, in this financial year.

In addition to a comprehensive third party approval programme, vetting includes media screening performed through the advanced media screening solution, MemberCheck, which was adapted in this financial year according to Group policies. MemberCheck provides real time adverse media monitoring of any risk associated with a third party and offers a range of services to:

- Ensure compliance and minimise risks
- Stay compliant with identification verification
- Manage risks with PEP (Potentially Exposed Persons) and sanctions checks
- Know Your Customer (KYC) checks

Details of any negative news coverage in the media concerning the relevant partner helps us identify potential associated risks with that particular relation.

COMPLIANCE TRAINING

As a company with a strong corporate responsibility and high ethical standards, we want to ensure that all our employees globally are aware of our ethics and compliance culture and policies. Therefore, everybody is provided mandatory compliance training to guide them in making the right decisions and to raise awareness when facing questionable situations.

COMPLIANCE TRAINING COURSES:

- Global anti-bribery compliance challenge
- Anti-money laundering
- Economic sanctions
- Conflicts of interest
- Sexual harassment & prevention
- Shipping & Logistics

To supplement our internal compliance training programme, and with the aim to optimise training management, consistency and measurability, the entire CFAO Group uses the digital compliance training tool, TRACE, as its main training platform. All training is based on an advanced e-learning platform and courses are developed with experts within each selected theme.




In the coming financial year we are planning to extend the scope to also include third parties acting on behalf of Missionpharma in our compliance training programme.

In financial year 2022/23 Missionpharma's auditors conducted 39 supplier audits. No observations of infringement of human rights were reported.





Summary of progress and targets

The table below presents the highlights of our commitments, progress and targets in the context of the UN Sustainable Development Goals in financial year 2022/23.

AREA	HUMAN RIGHTS	LABOUR
UN SDGs	  <p>3.1, 3.2, 3.3 3.4, 3.7, 3.8</p>	
Commitment	We improve global health by making safe healthcare affordable.	To empower people by fostering an inclusive and diverse culture where people can grow and develop.
Progress 2022/23	<ul style="list-style-type: none"> Significant contribution to SDG 3, and in particular to sub-targets 3.1, 3.2 and 3.7 to support maternal, child and reproductive health. Awarded as No. 1 exporter of healthcare products in Kandla Special Economic Zone. Established sponsor partnership with the international humanitarian organisation, Mercy Ships, specifically focusing on African countries. CSR donations to our local communities in India. Cash donation to the Danish Childhood Cancer Foundation (Børnecancerfonden). Execution of 39 GMP audits versus similar level of 46 last year. Pharmaceutical destruction levels remained constant despite discontinuation of soon-to-expire drug donation activities remained constant at 9.5 tons despite a 30% higher revenue this year. 	<ul style="list-style-type: none"> Employment of global Chief Human Resource Officer joining our Executive Team. Global harmonisation of employee satisfaction survey. 94% of all employees globally think that Missionpharma is a great place to work compared with 93% last year. 100% response rate to this year's global employee satisfaction survey. % of female managers globally has slightly increased to 21% against 19% last year. 100% of global managers trained in leadership behaviours. Insights Discovery® personality profiling and feedback for all employees globally. Post-COVID teambuilding events in and across all locations. Job levelling concept introduced in India to support clear growth path and development.
Targets 2023/24	<ul style="list-style-type: none"> Further increase our contribution to SDG 3 and in particular to sub-targets 3.1, 3.2 and 3.7 on maternal, child and reproductive health. No observations of infringement of human rights in our own organisation or with our suppliers. Through our 2022/23 sponsorship to Mercy Ships to directly contribute to 32 life-saving operations in Africa. New CSR investments in our local communities in India. 	<ul style="list-style-type: none"> Increase the organisational coherence through global process harmonisation and activation of Insights Discovery® personality profiling. Maintain a global employee satisfaction score of minimum 94% with Missionpharma as a great place to work. Increase focus on strategic training needs. Higher degree of gender diversity in our recruitments. Employment of HR resource in India.

Summary of progress and targets

AREA	ENVIRONMENT	ANTI-CORRUPTION
UN SDG		
Commitment	We reduce our environmental footprint by striving to integrate environmental responsibility into all our activities.	We aim for the highest ethical standards in our business practices by always acting with integrity in everything we do.
Progress 2022/23	<ul style="list-style-type: none"> • ISO 14001 and 9001 certification of Missionpharma Logistics India by Bureau Veritas. • Installation of additional 100 kW solar power in India, reaching a total capacity of 400 kW. • 52% of key suppliers and 80% of contracted International Freight Forwarders are ISO 14001 certified against targets of 40% and 75%, respectively. • 394,000 kWh green energy generated from our 300 kW solar power installations resulting in reduced CO₂ emissions of 273 tons. • New warehouse in India is established with focus on integration of a large range of environmentally friendly solutions. • Additional rainwater conservation tanks installed with a total capacity of 200,000 liters installed in Missionpharma Logistics India. • 65% of Missionpharma's total electricity consumption across all locations is based on green energy sources. • Electricity consumption across our locations kept at the same level as last year, however, with an increased share of green energy (from 50% to 65%). • Windows replaced in Lynge warehouse for improved isolation. • Light sources in warehouse and offices in Lynge replaced with LED light. • Office temperature in Lynge lowered to limit energy consumption in line with Group policies. 	<ul style="list-style-type: none"> • 100% of target group completed individual training in assigned digital compliance courses (full or refresher courses) via TRACE training platform as per defined training schedule. • Intensified engagement of local compliance correspondents through scheduled compliance review meetings. • No observations of infringement of human rights were reported in our own organisation or with our suppliers. • Increased depth, extent and efficiency of due diligence screening of business partners through improved third party screening system in accordance with Group policies. • No reports received through our whistleblower scheme.
Targets 2023/24	<ul style="list-style-type: none"> • Establish complete CO₂ consumption baseline for focused reduction efforts. • Electricity savings of 20% in Lynge, primarily as a result of replacement of all lights with LED. • Utilisation of 400 kW solar power to cover 60% of total electricity needs for our warehousing and packing operations in India. • Develop more green transport solutions and bring more awareness into total "CO₂ cost" per shipment. 	<ul style="list-style-type: none"> • Full implementation of and training in new compliance policies and whistleblowing procedure in line with Group directives. • Streamlining third party vetting screening procedures. • Continue roll out of digital compliance training programmes (full or refresher courses) according to defined training schedule, incl. enrolment of agents and selected third parties.



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