



MISSIONPHARMA  
cfaogroup.com

On a mission  
for better health

Missionpharma

# Sustainability report 2023/24



# Contents

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**ABOUT THIS REPORT**

Missionpharma's sustainability report summarises our Environmental, Social, and Governance priorities and progress for the financial year 2023-24.

We present our performance towards the UN Global Compact's Ten Principles on human rights, labour, environment, and anti-corruption aligned with the UN Sustainable Development Goals.

All data included in this report covers the period 1/4-2023 to 31/3-2024, which corresponds to our financial year, unless otherwise mentioned.





## Statement from our CEO

Missionpharma operates on the foundation of responsible business conduct, constantly seeking new opportunities to advance our Environment, Social, and Governance (ESG) commitments.

Missionpharma's history is marked by our ability to deliver healthcare products that significantly improve the lives of estimated more than 100 million people every year, and we take great pride in the impact we achieve.

As a global company, it is crucial for us to contribute positively to both society and the environment. This has always been at the heart of what we do, but the way we understand and act on this responsibility has grown and deepened over the years. And our mission for better health has never felt more relevant.

Now, as we have been a participant of the UN Global Compact for almost six years, we continue to stand firm in our commitment to uphold human and labour rights, protect the environment, and fight corruption. Our sustainability report shows how we have kept working to make a real difference, focusing on making our efforts count even more.

This year, we are every excited to just have launched emergency sales of pharmaceutical products directly from stock, which helps us respond quickly to healthcare needs around the globe. Our partnership with our sister company, Fazzini, has further strengthened us to also offer a wide range of quality hospital equipment from stock.

Responding to the growing demand for local production, we have started sourcing and buying products from African pharmaceutical manufacturers. This strategy shows our commitment to helping local industries grow, while still assuring high quality products and processes.

In line with the CFAO Group's target to implement solar energy, we are proud to be an early mover with our own electricity generation for our warehousing in Kandla.

Looking forward, we are excited about the opportunities for growth, supported by strategic investments and our ability to move quickly.

A big thank you to all employees at Missionpharma, our customers, and our partners for your dedication, hard work, and the great things we have achieved together over the last year. Let's keep up our shared mission for better health, working to make safe healthcare accessible to people all over the globe.

**Christian Overgaard**  
CEO, Missionpharma Group



# Locations

## HEADQUARTERS

Missionpharma A/S  
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## 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.



## 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.

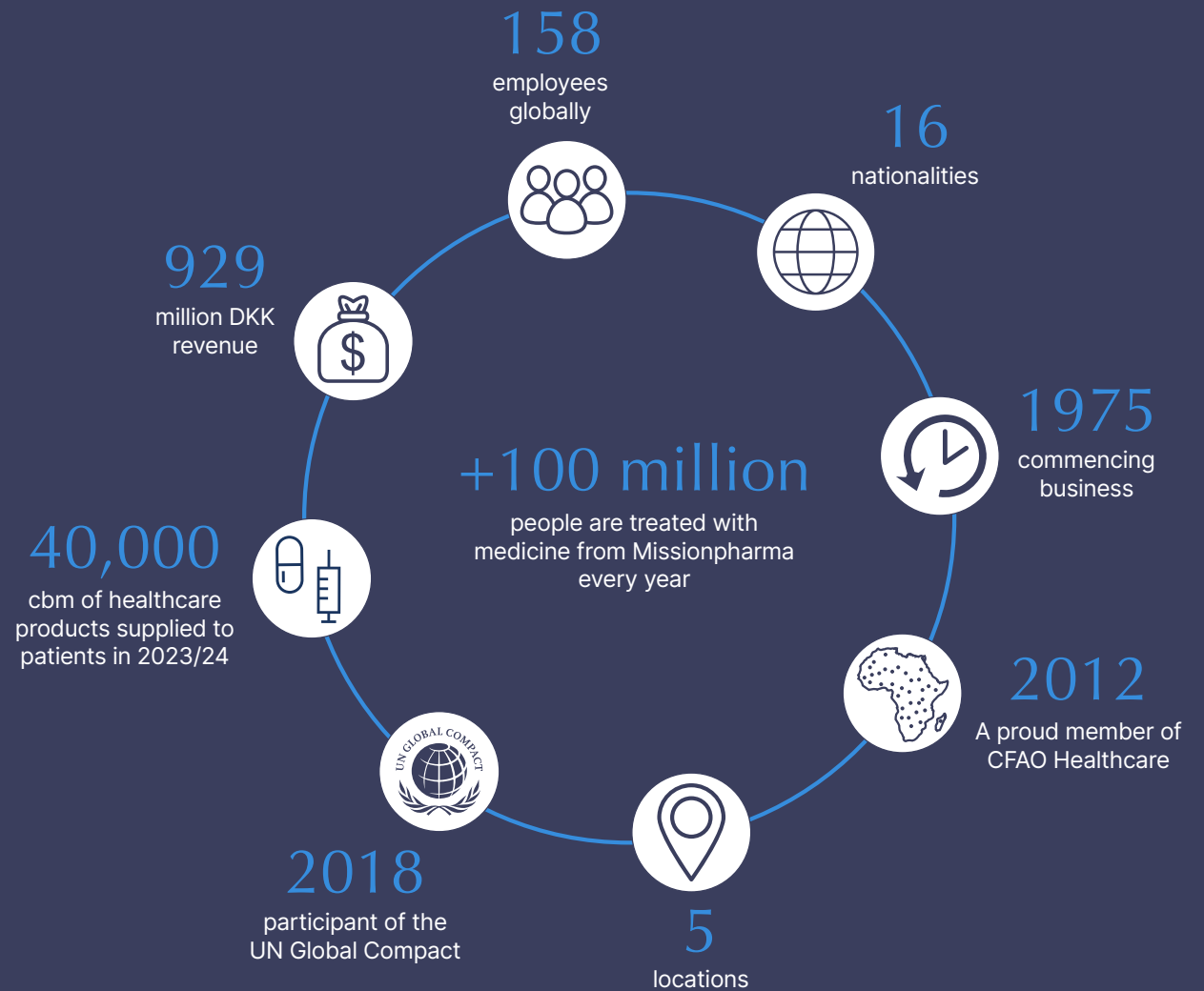


### We are one

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



# Facts & figures



# About us

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

As a private, global pharmaceutical wholesaler, we make significant impact by improving the health of millions of people worldwide. For almost 50 years, we have been dedicated to our mission to ensure access to safe, affordable healthcare for all.

Our team spans the globe, with 60 people at our Danish headquarters in Lyngby and close to 100 across our offices in India, China, and Zambia. Additionally, we have a local agents and distribution networks in over 30 countries, primarily on the African continent.

## ON A MISSION FOR BETTER HEALTH

We are committed to improving worldwide access to safe, affordable healthcare, while incorporating environmental and social responsibility into our operations.

We manage complex health supply projects, ensuring reliable deliveries worldwide. Specialising in comprehensive project management, we simplify complex challenges, prioritising respect for individuals and societies.

Our deep understanding of market needs drives our efforts to improve our market position and develop new strategic business areas, all while maintaining a commitment to quality, affordability, and societal impact.

Our business model and values drive us towards fulfilling our mission for better health and we focus on sustainable growth by leveraging collaborations with customers and local partners to develop solutions that benefit and engage communities.

## OUR PRODUCTS



Generic pharmaceuticals



Medical consumables



Hospital equipment



Medical kits



▶▶ Read more about us at [www.missionpharma.com](http://www.missionpharma.com)

For almost 50 years we have been dedicated to our mission for better health by working to ensure access to safe and affordable healthcare for all. Every year, we supply life-saving medicine to more than 100 million people worldwide.



# Quality in every aspect

We strongly believe that access to quality-assured essential pharmaceuticals and medical supplies is a fundamental human right, and we work hard to improve access to quality products on a global scale.

Our commitment to patient safety is the foundation of all our operations. We uphold the highest quality standards in every aspect of our activities to continuously advance the safety, reliability, and quality of our products and services.

Our dedication to quality permeates every layer of our operations. All our manufacturers must pass our comprehensive pre-qualification programme, which includes regular on-site Good Manufacturing Practice (GMP) audits conducted by our own certified auditors, as well as continuous performance monitoring and assessment.

## CERTIFICATIONS AND STANDARDS

Missionpharma holds ISO 9001, ISO 13485, and ISO 14001 certifications awarded by Bureau Veritas. Our pharmaceutical warehousing and kit packing facilities in Denmark are EU-GDP certified from the Danish Medicines Agency, while our facilities in India are WHO-GDP certified by Bureau Veritas.

Additionally, our integrated Quality Management System complies with WHO Model Quality Assurance System for Procurement Agencies and is continuously refined to drive improvements in safety and quality.



## GLOBAL QUALITY TEAM

We employ a global quality organisation with pharmacists based in Denmark, India, China, and Zambia. Our quality team includes a permanent team of highly trained and certified auditors, who ensure that we work with audited and approved suppliers only, conducting more than 60 GMP inspections every year.

Our strict quality practices not only ensure compliance with international standards but also support our mission to deliver impactful healthcare solutions worldwide.

Over 20% of our employees work in the quality department, underscoring our commitment to the highest standards of quality in all operations.

## QUALITY POLICY

Patient safety is of great concern to Missionpharma. Therefore, we ensure that our products comply with predefined quality standards and the individual requirements of our customers. This is achieved through a focused effort on quality, safety, and reliability of products and services and adherence to current legislation and relevant guidelines – assisted by an integrated Quality Management System and personal commitment on its continuous improvement.



# Global warehousing and kitting

As a leading supplier of healthcare products and medical kits we offer complete warehousing and kitting solutions from our facilities in India as well as in Denmark.



## GLOBAL OPERATIONS

Missionpharma has established a comprehensive integrated logistics setup, which includes state-of-the-art GDP-certified pharmaceutical warehousing, kitting, and stockholding facilities in India and Denmark, providing a total of 17,000 m<sup>3</sup> and 11,000 pallet positions.

All facilities are a fully integrated part of the Missionpharma Group and are subject to our comprehensive Quality Management System.

We primarily source products from manufacturers in Europe and Asia, with a special focus on serving non-European Union countries, particularly in Africa and Asia. The strategic location of our Indian logistics setup not only improves our inbound logistics but also provides significant advantages by shortening the distance to our manufacturers and markets in Africa and Asia.

## WAREHOUSE IN DENMARK

Our warehouse in Lynge is well located to optimise the supply chain and reduce CO<sub>2</sub> emissions when working with European manufacturers. Our Danish facilities offer complete pharmaceutical warehousing, storage, consolidation, kitting, and logistics services, providing 6,600 m<sup>3</sup> of space and 2,700 pallet positions.

Having warehousing facilities on two continents, in India and in Denmark, enhances our global distribution capabilities, ensuring efficient and timely delivery to our customers worldwide. This strategic advantage allows us to respond swiftly to market demands and maintain high service levels across different regions.

### GLOBAL WAREHOUSE CAPACITY

DENMARK:	6,600 m <sup>3</sup>		Pallet positions: 2,700
INDIA:	10,300 m <sup>3</sup>		Pallet positions: 8,250

## LOCALISATION STRATEGY

Recognising the growing preference for local production and kitting, we have taken strategic steps to expand our sourcing and supply chain activities to include selected African manufacturers and local partners. This aligns with emerging trends and regulations favouring local production, such as import restrictions and more stringent registration norms for non-local products.

To ensure the highest standards, African pharmaceutical manufacturers aspiring to join our network must successfully pass our comprehensive pre-qualification programme, which includes on-site audits. This strategic move not only supports donors' localisation strategies but also demonstrates our commitment to delivering high-quality products and services while fostering local industry growth and capacity building.

Our localisation strategy also extends to warehousing and kitting, responding to increasing client demands, and new manufacturers are continuously enrolled into our portfolio.



# Expanding our Indian logistics and warehousing capacity further

Missionpharma Logistics India offers GDP-certified pharmaceutical storage, consolidation and warehousing facilities as well as complete kit packing services.

Enhancing our ability to swiftly supply life-saving medical products is crucial to the services we provide. The capacity to store and manage healthcare products and medical kits is becoming increasingly vital for international institutions, such as UN entities and the WHO, especially when handling healthcare crises worldwide.

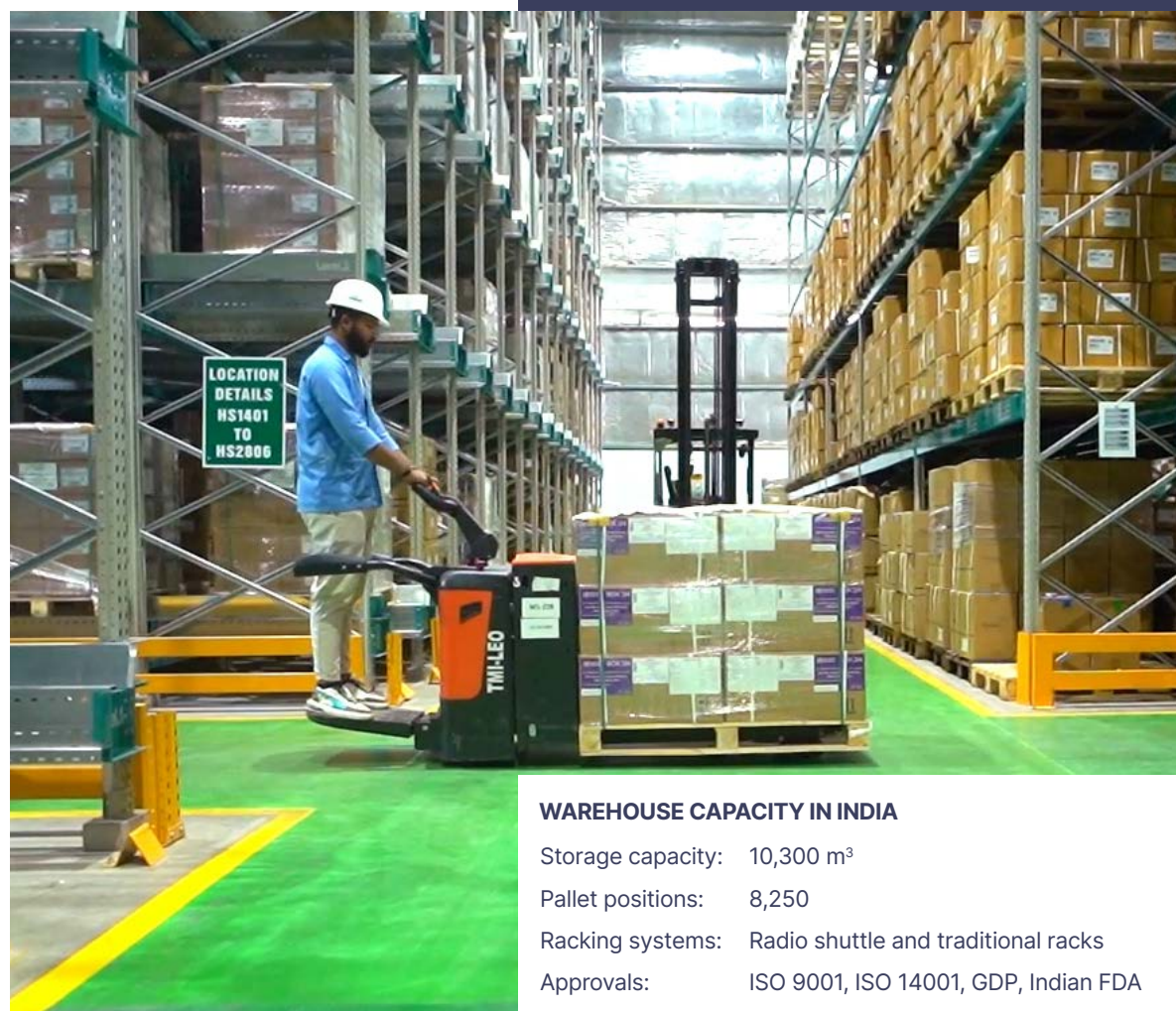
To meet the urgent needs of our clients and partners, we have expanded our offerings, making products available directly from stock in either India or Denmark.

## EXPANDING OUR WAREHOUSE FACILITIES IN INDIA FURTHER

As India serves as a central hub for our activities, we are continuously upgrading our warehousing facilities and services. Last year we established a new GDP-certified and locally FDA-approved warehouse in the Kandla Special Economic Zone (KASEZ), increasing our warehouse capacity by 30%. This expansion aimed at supporting our continuous growth and the growing demand for more storage and kitting capacity.

To keep up with increasing market and customer demands, and to demonstrate extended agility in our services, we have initiated new construction work to further expand our warehouse capacity in next financial year, aiming for completion in August 2024. The new warehouse will provide over 3,000 pallet positions and increase our total storage capacity by more than 20%.

Aligned with our dedication to minimising CO<sub>2</sub> emissions throughout our operations, the construction of our new warehouse emphasises an environmental focus, primarily utilising solar energy and integrating eco-friendly construction methods.



## STRATEGIC LOCATION

Missionpharma Logistics in India, located in the Kandla Special Economic Zone near the west coast of India, enhances our inbound logistics and lowers CO<sub>2</sub> emissions by being closer to our manufacturers and customers. Its proximity to Dubai's world-class trade and logistics hub offers additional advantages to our customers.

## WAREHOUSE CAPACITY IN INDIA

Storage capacity:	10,300 m <sup>3</sup>
Pallet positions:	8,250
Racking systems:	Radio shuttle and traditional racks
Approvals:	ISO 9001, ISO 14001, GDP, Indian FDA

# Launch of healthcare supplies in stock

Recognising the critical importance of immediate access to healthcare supplies in crisis situations, we have taken significant steps to keep stock of a wide range of essential medicines, medical supplies, hospital equipment, and kits in our warehouses in India and Denmark.

Holding bulk products and medical kits in stock is key to our ability to quickly address emergencies across the globe and supports our dedication to delivering impact where needed most.

At the same time, it underscores our readiness to support non-governmental organisations and UN entities in crisis situations. Our strategic approach to hold products in stock significantly improves our ability to serve our customers effectively in critical times.

Our inventory of pharmaceuticals aligns with the WHO's Model List of Essential Medicines in addition to a comprehensive selection of medical supplies tailored to meet the needs of hospitals and pharmacies in the regions we operate.

Holding products in stock enables us to serve our customers quickly and effectively in emergency situations.

In partnership with our sister company, Fazzini, our product range also includes a broad selection of high-quality hospital equipment readily available from stock.

Products and kits are stored in our GDP-certified warehouses, which are strategically located in India and Denmark, and supports a swift and efficient dispatch to destinations worldwide. Our focus on securing the shelf life of products, both during transit and at their final destinations, remains vital.

Prepositioning healthcare products and medical kits demonstrates our commitment to delivering fast impact where needed most. Products are stored in our GDP-certified warehouses in India and Denmark, spanning a total area of 17,000 m<sup>3</sup>.





## CASE

# Emergency health kits in stock

Since 2020, Missionpharma has supplied PED/SAM kits to 39 countries worldwide. In addition to other kits, we maintain a stock of PED/SAM kits in our Indian warehouse to ensure rapid dispatch in emergency situations.

The WHO has developed standardised health kits with medicines and medical supplies tailored to meet diverse health needs in connection with humanitarian emergencies and disasters.

The kits are designed to provide reliable and affordable aid promptly to those in need and are widely used by United Nations agencies, non-governmental organisations, and national governments.

Based mainly on the WHO Model List of Essential Medicines and specific medical condition treatment guidelines, the contents of these kits are regularly reviewed and updated to reflect changing needs and experiences from emergency situations.

At Missionpharma, we stock emergency health kits as a key element of our preparedness strategy. This ensures we can respond swiftly and effectively to support global humanitarian crises.

## ABOUT PED/SAM KITS



PED/SAM stands for Paediatric Severe Acute Malnutrition. This kit, designed by the WHO, includes medicines, consumables, and equipment to address common childhood illnesses and severe acute malnutrition with medical complications.

The kit comprises eight stand-alone modules, each available for separate order as per individual needs in the country.

One kit can treat up to 50 children suffering from severe acute malnutrition and associated medical issues. It can also support a paediatric ward of 10-15 beds for three months.



● Countries where Missionpharma has supplied PED/SAM kits.

# Member of CFAO Healthcare

Missionpharma is a proud member of CFAO Healthcare, the healthcare division of CFAO Group – a major distributor of international brands in Africa.



Fazzini is Missionpharma's sister company and a leading international manufacturer and supplier of hospital furniture and medical equipment.

The CFAO Group specialises in distribution of a diverse range of brands across the mobility, healthcare, consumer goods, and infrastructure sectors. It operates under the ownership of Japanese Toyota Tsusho Corporation (TTC), listed on the Tokyo stock exchange.

CFAO Healthcare is the healthcare division of the CFAO Group and a leading distributor of branded-originator pharmaceuticals to the private market in Africa. Our partnership enables us to further develop and strengthen our operations, and thereby improve our ability to contribute to better health on a global scale.



## STRATEGIC PARTNERSHIP WITH FAZZINI

Missionpharma and Fazzini are both part of CFAO Healthcare and work together to serve CFAO Healthcare's institutional clients.

The cooperation between Missionpharma and Fazzini creates significant opportunities to better serve our institutional clients with a broad range of quality hospital furniture and medical equipment, along with associated services. Through our partnership, we are able to combine our resources and make joint bids for certain contracts related to hospital equipment.

Working closely with Fazzini enhances our product portfolio, especially in the area of hospital equipment, and our cooperation is vital to ensure our ability to offer a comprehensive selection of high-quality hospital equipment readily available from stock.



## JOINT PARTICIPATION IN REBUILD UKRAINE 2.0 CONFERENCE

Last year, Missionpharma and Fazzini jointly exhibited at the international exhibition and conference, ReBuild Ukraine 2.0, in Warsaw, Poland, to actively contribute to the positive transformation of Ukraine's healthcare system.

The conference aimed at attracting external financing for the purpose of rebuilding Ukraine.





# Group structure

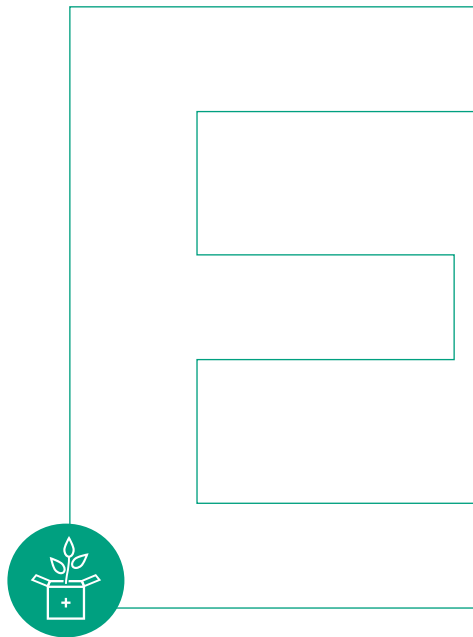


For further information, please visit:

Missionpharma: [missionpharma.com](http://missionpharma.com)  
CFAO Healthcare: [cfaogroup.com/en/healthcare-en/](http://cfaogroup.com/en/healthcare-en/)  
CFAO Group: [cfaogroup.com](http://cfaogroup.com)  
TTC: [toyota-tsusho.com](http://toyota-tsusho.com)  
Fazzini: [fazzini.it](http://fazzini.it)

# Our sustainability commitments

At Missionpharma, our biggest contribution to society is to make safe and affordable healthcare accessible, improving the lives of millions of people. We are dedicated to fostering better health on a global scale, recognising the critical intersection of our operations with our Environmental, Social, and Governance commitments and the relevant Sustainable Development Goals.



## ENVIRONMENT

We want to reduce our impact on the environment by integrating environmental responsibility into all our activities.



## SOCIAL

We want to add value to society by delivering impactful solutions. We care for our employees and we offer a safe, inclusive, diverse, and inspirational workplace.



## GOVERNANCE

We want to be a responsible and trusted partner by ensuring high ethical standards across the value chain.

# Our support to the Sustainable Development Goals

As a participant of the UN Global Compact since 2018, we have deeply integrated the Sustainable Development Goals (SDGs) into our ESG framework, highlighting our important role in global healthcare and our commitment to delivering impactful and sustainable solutions.

## TARGETING OUR IMPACT

Since we became a participant of the UN Global Compact, we have been fully committed to engage with the Sustainable Development Goals as an integrated part of our sustainability strategy.

As a leading pharmaceutical wholesaler to the global public healthcare market, Missionpharma touches, directly or indirectly, many of the goals, and we continuously focus on where we can make the most meaningful impact.

Historically, our focus has been on Goals 3, 8, and 13, where our capabilities and purpose align closely with their objectives. Goal 3, Good Health and Well-being, stands out as our primary area of contribution, reflecting our commitment to enhancing global access to safe and affordable healthcare. We also dedicate significant efforts towards Goal 8, Decent Work and Economic Growth, and Goal 13, Climate Action, where our initiatives drive positive change.



We are expanding our SDG engagement to also include Goal 17, Partnerships for the Goals, as we recognise our focus on fostering global partnerships.

This year, we are expanding our SDG focus to also include Goal 17, Partnerships for the Goals. Our entire business is built on long-standing global partnerships and without those, we would not be able to make a positive impact on global health.

SDG 17's emphasis on strengthening collaborative partnership between governments, the private sector, and society complements Missionpharma's existing commitments and supports a more integrated approach to sustainable development.

Our efforts take place on several levels; directly with governments and Ministries of Health and indirectly via donors and UN organisations - and both at Missionpharma level and as part of CFAO.

Our ultimate objective is to boost international support for effective and targeted capacity-building activities in developing countries, thereby supporting national plans to achieve the Global Goals.



# Our support to the Sustainable Development Goals



## SDG 3: GOOD HEALTH AND WELL-BEING

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

Missionpharma particularly contributes 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

### CONTRIBUTION TO SDG 3

Missionpharma is committed to support SDG 3 and to specifically contribute to selected sub-targets through dedicated efforts to provide access to quality medicine and medical supplies on a global scale.

We do so by organising 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. As the biggest supplier of the injectable generic contraceptive, depot medroxyprogesterone acetate (DMPA) to the global donor community, we actively contribute to providing women all world increased control of their reproductive health.



## SDG 8: DECENT WORK AND ECONOMIC GROWTH

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

### CONTRIBUTION TO SDG 8

We prioritise our employees' well-being, safety, and development by providing a safe, inspirational, and inclusive work environment. Additionally, we drive our company's economic expansion and secure long-term sustainable growth by constantly broadening our activities, growing our global workforce, and maintaining stringent compliance across the entire value chain.



## SDG 13: CLIMATE ACTION

Take urgent action to combat climate change and its impacts.

### CONTRIBUTION TO SDG 13

With climate change being among the world's biggest challenges we aim to foster a climate-conscious culture, promoting environmentally sustainable practices across our teams. Central to our approach is our ISO 14001 certifications in India and Denmark, serving as a cornerstone framework that guides our efforts to reduce our environmental footprint. Every year, we define concrete targets to reduce our environmental footprint, focusing on energy and CO<sub>2</sub> reduction supported by continuous investments in solar energy in our own premises.



## SDG 17: PARTNERSHIP FOR THE GOALS

Revitalize the global partnership for sustainable development.

### CONTRIBUTION TO SDG 17

Missionpharma is committed to fostering partnerships across borders and sectors. Our approach includes building robust relationships with suppliers, customers, Ministries of Health, and other partners worldwide, thus creating a unified force for partnership progress. Understanding the importance of financial resources in driving development, we actively work to mobilise funds for developing countries from diverse sources. In addition to global partnerships, we explore localisation partnerships, aiming to build capacities within communities and ensure that development benefits are shared widely and equitably. We also cooperate with our group of sister companies, Laborex, operating across 22 countries, offering direct access to an extensive distribution network throughout Africa.

# Aligning our sustainability commitments with the SDGs

Missionpharma's strategy towards sustainability has developed systematically in recent years. We actively participate in the sustainability agenda and have thoroughly incorporated sustainability into our corporate strategy and business operations.

## A FOCUSED SUSTAINABILITY STRATEGY

Our sustainability strategy is built around our key sustainability and environmental, social, and governance priorities as reflected in the graphics to the right. This visual aid demonstrates how our ESG commitments are closely linked with the SDGs we support.

By having a clear and targeted strategy, we ensure that our team is united and focused on achieving our sustainability objectives. It guides us in allocating resources effectively and prioritising our efforts to make the most significant impact. To keep our momentum and continually improve, we review and adjust our short-term and long-term ESG goals every year. This ongoing evaluation helps us stay on track and enhance our sustainability initiatives.





## CASE

# Transforming maternal care in Ivory Coast

Missionpharma takes part in an impactful project in Ivory Coast, where the initial phase includes construction or refurbishment of 62 primary healthcare clinics across Ivory coast, aiming to significantly improve the maternal health in the country.



Missionpharma takes part in an impactful project in Ivory Coast, working alongside GCC Service Ltd., ABD Group, and GE Healthcare. Supported by an export loan from the Export Credit Agency of Denmark (EIFO), our collective goal is to improve the healthcare infrastructure in the country and open new doors for Danish exports.

We focus on establishing and improving primary healthcare clinics across Ivory Coast, with a special emphasis on maternal health. The initial phase brings 62 new or refurbished clinics all over the country, aiming to benefit around 2.7 million women.

This hospital equipment project fully aligns with our support to SDG 17 by strengthening local capacity-building through strategic partnerships.

This initiative is crucial for reducing infant mortality rates, with the hope of significantly decreasing the current rate of 55.9 deaths per 1,000 births (WHO, 2021).

In close partnership with our Italian sister company, Fazzini, Missionpharma's role in the project includes supply, installation, and training for all essential hospital equipment necessary for the clinics to operate effectively.

We are honoured to contribute to this significant project, helping to strengthen the provision of safe childbirth facilities for mothers and their babies. This effort marks a step forward in ensuring better health outcomes for families in Ivory Coast.

## 2.7 million

The first part of the project aims to benefit 2.7 million women in Ivory Coast.

The Ministry of Health in Ivory Coast has expressed a keen interest in expanding the project scope further. This endorsement underscores the importance and effectiveness of our efforts to make an even broader impact on healthcare in the country.



## CASE

# Empowering women in Ethiopia

Missionpharma is making a significant impact in Ethiopia by supporting over 10 million women in the fight against anaemia.

Since 2010, Missionpharma has supplied more than 2.7 billion iron and folic acid tablets to the country, significantly contributing to the reduction of anaemia - a condition that poses serious health risks for the mother and the child during pregnancy.

Following the World Health Organization's guidelines, the provision of daily supplements has been fundamental to our approach, underscoring the importance of comprehensive pregnancy care. Our commitment to improving maternal health exemplifies our core values of caring and delivering impactful change.

We are immensely proud of the meaningful difference our efforts have made in the lives of women and children in Ethiopia, reinforcing our mission for better health on a global scale.

## 10 million

women in Ethiopia are impacted by Missionpharma's supply of more than 2.7 billion iron and folic acid tablets.

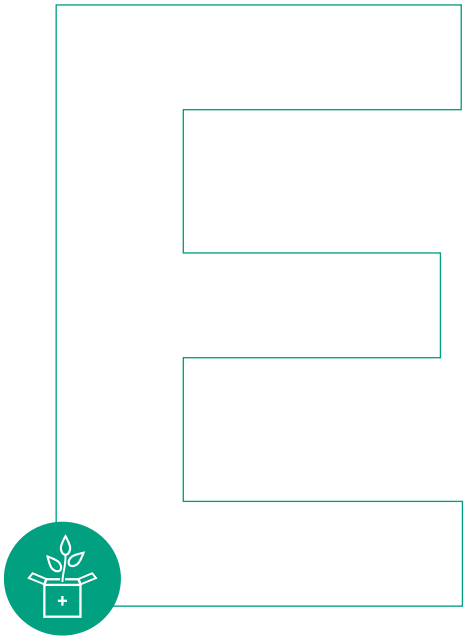


The prevalence of anemia among pregnant women in Ethiopia is 22%, making it a moderate public health problem as defined by WHO standards.

Daily iron and folic acid supplementation is recommended by the WHO as part of antenatal (during pregnancy) care for prevention and treatment of iron deficiency and to supply a maintenance dosage of folic acid to reduce the risk of:

- Low premature birth
- Low birth weight
- Anaemia, which increases the risk of maternal mortality
- Iron deficiency, which may lead to infectious diseases
- Birth defects





# ENVIRONMENT

We want to reduce our impact on the environment by integrating environmental responsibility into all our activities.





# Environment

We are dedicated to minimising our environmental impact through continuous improvement initiatives, while carefully balancing business goals with the environmental effects of our entire value chain.

## 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. We continue to work deeper with our ISO 14001, supporting processes and awareness throughout our organisation.

## ENVIRONMENTAL AMBITIONS

We want to reduce our environmental footprint every year through focused efforts to reduce energy consumption and CO<sub>2</sub> emissions, while also investing in green energy solutions, such as solar. 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.

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.

## Commitment

We want to reduce our impact on the environment by integrating environmental responsibility into all our activities.

## UN SDGs



3.1, 3.2, 3.3  
3.4, 3.7, 3.8

## Main progress 2023/24

- 98% of shipped value is handled by ISO 14001-certified International Freight Forwarders.
- 16% electricity savings in Lyngø as a result of LED investments (only part-year effect).
- 432,000 kWh green energy generated from 400 kW solar power installations in India.
- Established a CO<sub>2</sub> consumption baseline on goods transportations for focused reduction efforts.

## Main targets 2024/25

- Evaluate and conclude on further expansion of solar panels in India.
- Realise full-year effect on electricity savings in Lyngø as a result of LED investments.
- Maintain min. 90% of shipped value with ISO 14001-certified International Freight Forwarders.



Additional electric car chargers are installed in Lynge to support greener transport solutions for our employees.



### MINIMISING CO<sub>2</sub> EMISSIONS DURING TRANSPORTATIONS

Being an leading supplier to healthcare programmes worldwide, transportation of goods constitutes by far the biggest environmental impact within our part of the supply chain. Therefore, we use ISO 14001-certified International Freight forwarders to handle the vast majority of our shipments.

The strategic location of our logistics setup near the western coast of India directly contributes to minimising CO<sub>2</sub> 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.

### PHARMACEUTICAL DESTRUCTION LEVELS

At Missionpharma, we are committed to reducing our pharmaceutical destruction levels as part of our ongoing efforts to minimise waste and enhance environmental sustainability and operational efficiency.

**35%** reduction in pharmaceutical destruction levels compared to last year, while maintaining revenue.

This commitment is reflected in our corporate stock keeping strategies and is closely monitored as a Key Performance Indicator within our ISO 14001 framework.

In financial year 2023/24, we reduced our pharmaceutical destruction levels by 35% compared to previous year through improved procurement strategies, stock management processes and a centralised replenishment role.

The positive impact of these reductions leads to environmental benefits, cost savings, and reduced waste, which not only supports our sustainability goals but also reinforces our commitment to financial responsibility.

### LED LIGHTS IN LYNGE OFFICES

In the beginning of this financial year, we switched all lighting in both the warehouse and in our offices in Lynge to LED lighting. This has led to a reduced energy consumption in addition to creating a brighter and more productive work environment for our employees.

The shift to LED lighting has resulted in 16% reduction in electricity usage this financial year compared to last year. We anticipate that the full benefits of our LED investments will be fully realised in financial year 2024/25.

### ELECTRIC CAR CHARGES

This year, we have invested in additional electric car chargers at our Lynge facility. The increased availability of chargers is not just considered an employee benefit; it also supports our employees' conscious shift towards greener transportation solutions and underlines our ongoing commitment to securing that our employees have the possibility to take sustainable choices.

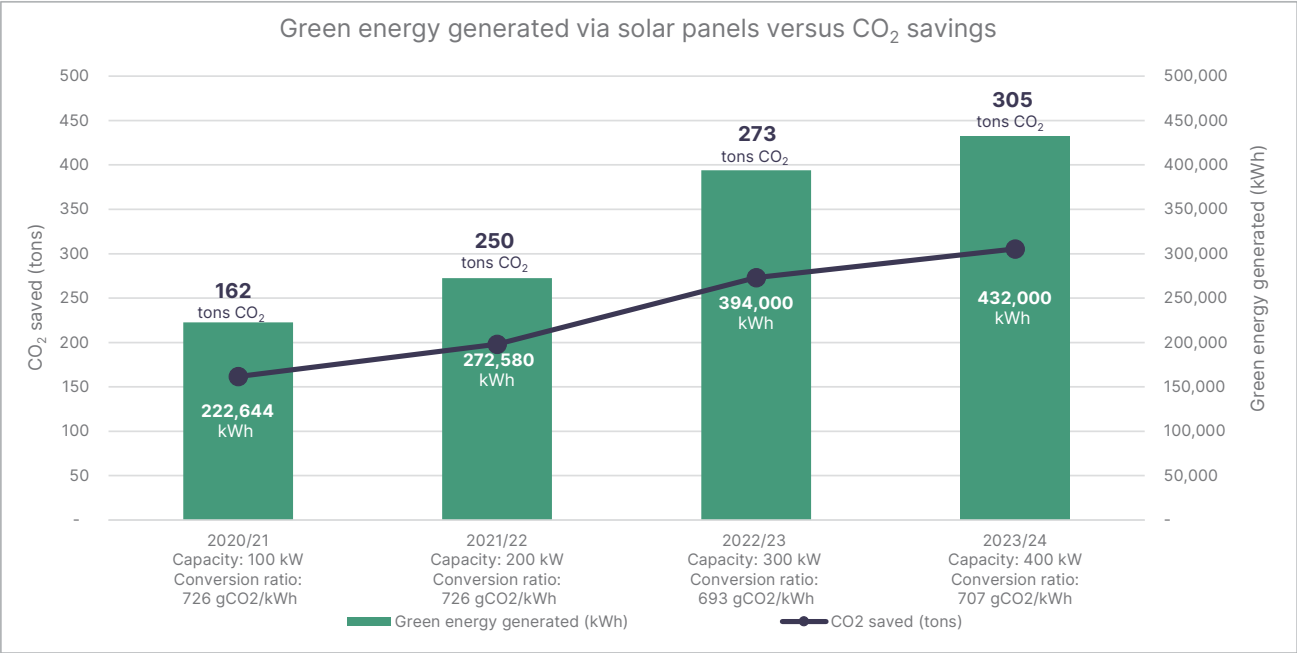
CONTINUOUS INVESTMENTS IN SOLAR POWER

With our warehouse operations in India constituting over 70% of the energy consumption across all locations, we have prioritised to invest in solar energy in line with the CFAO Group's carbon neutral strategy. Embracing this commitment, we have systematically installed solar panels on the roofs of our Indian warehouses since 2018 to produce green electricity for our operations.

In March 2023, we completed of the 4th phase of our solar power installations, increasing our total capacity to 400 kW. This investment plays an important role in minimising our environmental footprint by substantially contributing to our electricity needs in Kandla.

GROWING ENERGY NEEDS

Last year in March, we celebrated the inauguration of our new warehouse in Kandla, which provided a significant 30% increase in storage capacity. To ensure optimal temperature conditions for stored goods, we installed 10 additional air conditioning units, consequently increasing the total energy requirements for our warehouse operations in India.



Our expanded warehousing capacity has significantly increased the energy demands for running our warehouse operations, leading to a reduction in the proportion of energy covered by our solar panel installations compared to previous years.

Presently, our 400 kW solar panel installations generate approximately 30% of the energy needs for managing our Indian warehouse operations, including the power consumption required for air conditioning to uphold temperature control in all warehouses.

Our commitment to solar power as the primary energy source for our Indian operations remains firm, as we continue to invest in additional solar power.



KEY FIGURES 2023/24

Solar power capacity:	400 kW
Green energy generated in FY:	432,000 kWh
CO <sub>2</sub> savings:	305 tons
Green energy electricity coverage:	30%*
(of total warehousing, packaging and air conditioning needs in Kandla)	

\*Full effect of our 400 kW solar installations expected seen in financial year 2024/25.



© Franck Dunouau

### CFAO CARBON NEUTRAL STRATEGY

In 2021 CFAO committed to a carbon neutral strategy, aiming for a 50% reduction in its greenhouse gas (GHG) emissions by 2030.

This ambitious target is part of a wider business strategy, focusing on significant carbon reduction initiatives. Specifically, the Group is dedicated to lowering its own greenhouse gas emissions and investing in projects that have a positive impact on Africa.

#### GROUP EMISSION TARGET:

**50%** reduction in CO<sub>2</sub> emissions by 2030

In 2023, CFAO has intensified its efforts to promote renewable energy development across the African continent.

### DEVELOPING RENEWABLE ENERGY IN AFRICA

The International Energy Agency (IEA) projects that, by 2030, solar and wind energy will account for over 80% of new power generation capacity in Africa, constituting 56% of the continent's energy mix - a significant increase from 20% in 2020.

Committed to promoting a respectful and sustainable African continent, CFAO has strengthened its commitment to renewable energies in 2023 by working to create sustainable infrastructures and develop clean energy across Africa.

By 2035, the goal is to provide 1 gigawatt (GW) of clean energy to Africa. This involves setting up or expanding facilities that use sun, wind, and water to generate electricity in partnership with international energy suppliers.



The Group's goal is to contribute to the decarbonization of society and also step up the decarbonisation of CFAO sites in Africa to reach the target of halving CO<sub>2</sub> emissions by 2030.

### SUPPORTING GROUP EMISSION TARGET

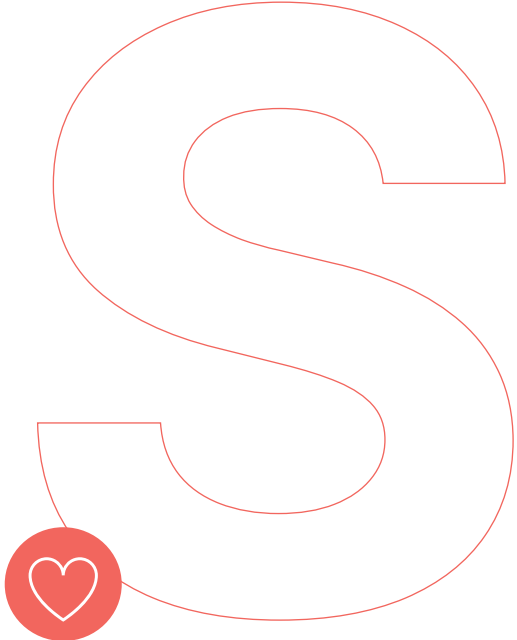
As a member of the CFAO Group, Missionpharma actively contributes to supporting the Group's ambitious environmental target through dedicated focus on implementing initiatives to reduce our environmental footprint. Our commitment is deeply integrated with our environmental strategy and aligns with our ISO 14001 certification.

To date, 55 CFAO sites across 14 countries are equipped with solar panels. Missionpharma Logistics India highly invests in this energy source to cover an increasing part of the electricity needs in our Indian warehouses.



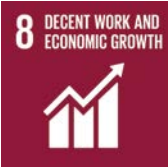


*Celebrating Navratri dance festival in our Ahmedabad office. The festival spans nine nights with dancing, fun, music, colourful dresses, and cultural bonding as some of the key components.*



# SOCIAL

We want to add value to society by delivering impactful solutions. We care for our employees and we offer a safe, inclusive, diverse, and inspirational workplace.





# Social

At Missionpharma, we believe that global access to safe healthcare is not just a privilege but a universal right. We prioritise creating a safe, inclusive, and diverse workplace that inspires every employee to contribute towards realising our vision.

## OUR SOCIAL RESPONSIBILITY

At Missionpharma, our core mission is to ensure healthcare is safe, affordable, and available for all. We are dedicated to delivering our products in a way that is responsible, sustainable, and respects human rights throughout our supply chain.

We recognise that our employees play a crucial role in achieving our mission. In acknowledgement of this, we offer a secure and inclusive work environment that promotes both physical and mental well-being.

## HUMAN RIGHTS POLICY

Missionpharma has a zero tolerance for the 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.

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 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.

## HUMAN RIGHTS VIOLATIONS IN 2023/24:

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

## Commitment

We want to add value to society by delivering impactful solutions. We care for our employees and we offer a safe, inclusive, diverse, and inspirational workplace.

## UN SDGs



3.1, 3.2, 3.3  
3.4, 3.7, 3.8



## Main progress 2023/24

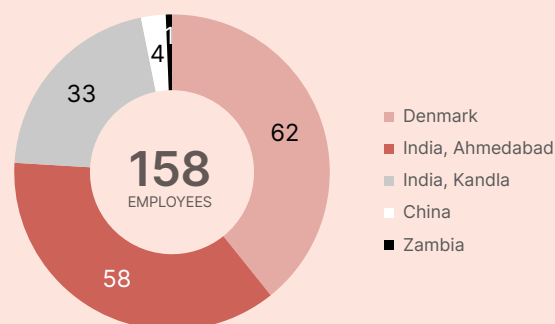
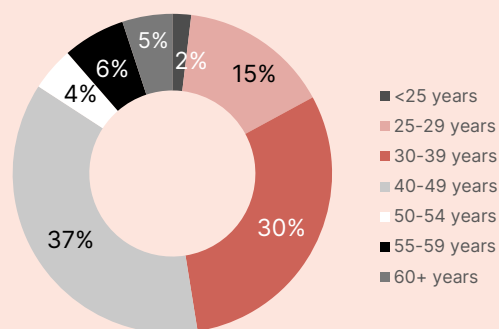
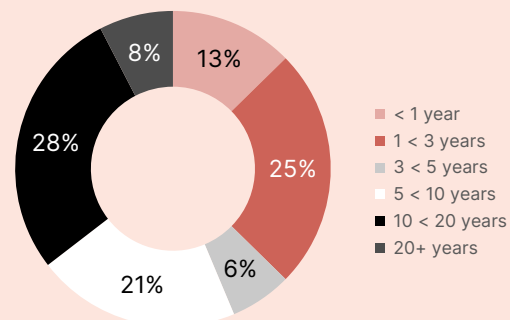
- Increased organisational coherence through global process harmonisation and Insights Discovery® personality profiling and training.
- Global employee satisfaction score of 95% with Missionpharma as a great place to work.
- Employment of HR Manager in India.

## Main targets 2024/25

- Intensify training of our global leaders through cross-organisational leadership training.
- Maintain a global employee satisfaction score of >90%.
- Continue donation efforts to Mercy Ships and local communities in India.

**SOCIAL FIGURES BY 31 MARCH 2024**

(Group figures)

**EMPLOYEE DISTRIBUTION****AGE DISTRIBUTION****SENIORITY****FULL TIME HR MANAGER IN INDIA**

This year, we have expanded our management team in India by employing a full-time HR Manager, who works closely with our HR Director in Denmark. This is a big step for us in strengthening our global HR focus and emphasises the importance of India as a part of our global strategy.



Mital Shukla  
HR Manager, India

Having a dedicated HR resource in India means that we can better support and develop our local teams. Our HR Manager helps us secure our employees' well-being and professional growth by making sure that our global processes fit the Indian culture in an optimal way, and that local processes are developed and implemented when needed.

Employing a full-time HR resource in India enhances communication and bridges cultural gaps, by simplifying interactions between our Danish headquarters and our Indian locations and fostering better cultural understanding.

**SICK ABSENCE**

Sick absence rate among our employees continues to be low across our locations.

	2023/24	2022/23	2021/22	2020/21	2019/20
DENMARK*	1.2%	1.6%	1.2%	1%	2.2%
INDIA	1.2%	1.1%	2.1%	0.5%	0.7%

\*Average sick absence rate among Danish companies in 2023 is 3.7%  
Source: Dansk Arbejdsgiverforening (Confederation of Danish Employers)

**GLOBAL LEADERSHIP DEVELOPMENT**

This year, our focus has been on strengthening leadership globally and developing managers at all locations with the purpose of improving knowledge-sharing, boost collaboration, and gain organisational coherence in our global teams.

Throughout the year, we have rolled out quarterly manager meetings in India, organised to reflect the established manager meetings in Denmark. These meetings aim to level up leadership on a global scale by facilitating know-ledge-sharing, promoting development, and cultivating globally minded leaders across locations and cultures with a consistent focus on diverse leadership topics.

Additionally, we are actively using Insights Discovery® personality profiling to help improve how we communicate and work together. This year alone, we have conducted more than 10 trainings of different length and detail level, all supporting our employees and managers in gaining valuable skills that improve teamwork and internal communication.

To enhance our operational efficiency, we have also automated several internal processes and introduced a global manager handbook, which has been adapted to accommodate local needs.

**GENDER DISTRIBUTION**

Recognising that gender is only one dimension of diversity, we continue to focus on greater diversity in our teams. The table below presents the number of female and male employees relative to the total number of employees at year end for Missionpharma A/S.

	MARCH 2024	MARCH 2023	MARCH 2022	MARCH 2021	MARCH 2020
Employees (Female/Male)	39% / 61%	37% / 63%	37% / 63%	30% / 70%	27% / 73%
Other managerial levels (Female/Male)	32% / 68%	33% / 67%	31% / 69%	29% / 71%	33% / 67%
Executive management (Female/Male)	25% / 75%	25% / 75%	0% / 100%	0% / 100%	0% / 100%
Board members (Female/Male)	25% / 75%	25% / 75%	20% / 80%	20% / 80%	20% / 80%



## ANNUAL EMPLOYEE ENGAGEMENT SURVEY

By conducting annual employee engagement surveys we continuously strive to stay informed about our employees' work satisfaction and well-being.

We have been using the Great Place To Work® survey platform to measure our employees' work satisfaction every year since 2010, and last year we expanded the scope to fully include our employees in India, China, and Zambia as well. Great Place To Work® is a workplace certification programme that evaluates workplaces from the employees' perspective. The programme aims to identify and recognise companies that create a positive and engaging work culture.

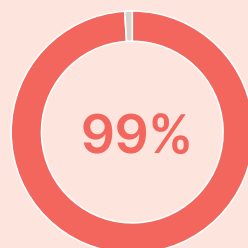
The Great Place To Work® survey helps us to quantify our employees' experience of Missionpharma as a workplace and to continuously measure our progress.

This year, 99% of our employees responded to the survey, which demonstrates both strong support for the survey and also high validity in the survey results.

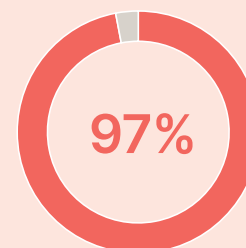
Results of the survey prove that work satisfaction at Missionpharma remains high, but we continuously identify areas where there is room for improvement.

This year, we focused on the area impartiality, with a particular attention to favoritism and fairness, which are central to our company culture. This led to changes in processes and intensified dialogues about leadership. We are pleased to see our efforts reflected in improved results in these areas, and we will continue to prioritise them.

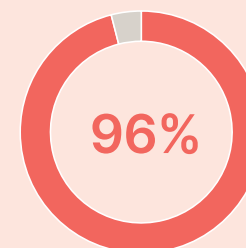
### KEY RESULTS 2024



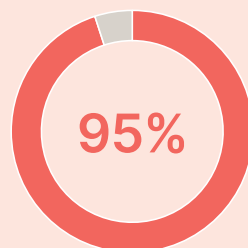
of employees feel good about the ways in which we contribute to the community.



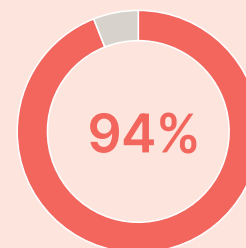
of employees feel a sense of pride when they look at what we accomplish.



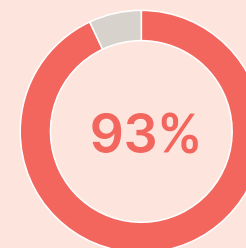
of employees look forward to coming to work.



of employees think that taking everything into account this is a great place to work.



of employees think that management is honest and ethical in its business practices.



of employees feel that their work has special meaning and is not "just a job".

## CULTURAL DIVERSITY

At Missionpharma we proudly employ people from 16 different nationalities. We consider this cultural diversity as a key strength that helps us to grow and develop as a workplace.

High scores in the survey this year also included fair treatment regardless of sexual orientation, race, gender, age, and position; all areas that obtained above 90% positive scores across our locations. These figures support our social priorities for promoting diversity and inclusion in our company.



Again this year, Missionpharma was Great Place to Work® certified in both Denmark and India.

### WORKPLACE IMPROVEMENTS IN INDIA

This year, we have made a number of workplace improvements in our Indian locations with the aim of enhancing the well-being, comfort, and work satisfaction for our employees.

In our Ahmedabad offices we have expanded the staff canteen to fit 60 people for a better lunch experience, added more washrooms for female staff, and refurbished the recreation room into a more welcoming space for relaxation.

In Kandla, we have a new staff canteen with modern furniture, creating a comfortable and inviting environment. This canteen is more than just a place to enjoy a meal; it's a space where colleagues can come together, share a laugh, and create memories. With an connecting recreation room, it offers a perfect spot for leisure activities.

We are also constructing a spacious canteen for our female casual workers with washroom facility and are in a process of refurbishing canteen facility for the male casual workers.

These steps not only enhance physical comfort but also provide a more supportive and positive environment for everyone.



### UNITING TEAMS ACROSS LOCATIONS

Earlier this year, all employees from our subsidiaries in Ahmedabad and Kandla had the unique opportunity to step away from their daily tasks and come together for an outdoor picnic on the beautiful island of Diu in the southern part of Gujarat.

The beautiful beaches, historic fort, and local attractions provided the perfect setting for a few enjoyable days filled with laughter, bonding, and the discovery of hidden talents within our team.

For new employees, the event served as a warm welcome to Missionpharma, offering them a chance to build connections with their colleagues in a relaxed and friendly environment. Meanwhile, more established team members enjoyed the chance to strengthen existing bonds and create new ones.



The picnic in Diu in the southern part of Gujarat brought together our employees from Ahmedabad and Kandla. Such an event truly underscores our commitment to fostering a strong, cohesive team spirit across our locations.



## DONATION

# Our donation to Mercy Ships changed 39 lives

Our commitment to improving health in Africa is more than just a promise. This year, through the "Missionpharma Charity Run" initiative, the dedication of our Lynge team translated into significant support for Mercy Ships with a donation enabling 39 operations aboard the ships.

## SUPPORTING BETTER HEALTH IN AFRICA

9 out of 10 people in Africa lack access to essential surgical care. The international humanitarian organisation, Mercy Ships, operates two hospital ships that deliver safe and free surgical operations to the poorest people in Africa.

Again this year Missionpharma proudly supports Mercy Ships with money raised at the Missionpharma Charity Run; an annual event which is greatly supported by our Lynge employees.



The total distance completed in a span of one hour is converted to an amount, that is donated to charity. This year's donation from the Charity Run directly funds 39 life-changing surgeries aboard one of Mercy Ships' floating hospitals.

We are indeed proud to make a tangible impact in communities where healthcare access is very limited.



*Papa was just 21 years old, when a large tumor began growing from the left side of his face. Luckily, Papa received a life-changing surgery aboard the floating hospital, Mercy Ships.*



What started as a slight lump when Papa was just a teenager was initially dismissed as a toothache. At the age of 21, the lump had grown into a tumour, which impaired Papa's sight and caused significant pain, affecting his self-esteem and future dreams.

After a failed attempt to remove the tumour at a local hospital, Papa underwent successful surgery on the ship, Global Mercy, in Dakar in December 2023. His tumor was removed, restoring his sight and transforming his life.

## 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 African Service Center in Dakar, Senegal.





## DONATION

# A brighter impact

The generous donation of tricycles, glasses and footwear to the Blind People's Association was a personal and voluntary initiative from our Indian employees.

Missionpharma is committed to making a meaningful impact in our local communities; a commitment which is very much in line with our core purpose: to be on a mission for better health.

Our team in Ahmedabad has generously made personal donations to the Blind People's Association, a leading Indian NGO focused on empowering individuals with disabilities. Their collective contributions were matched by Missionpharma's management, effectively doubling our impact.

Tricycles, visual aid glasses, and footwear, purchased through funds collected from the personal donations, were distributed to disabled adults and children. We extend our heartfelt thanks to our employees whose compassion and dedication perfectly reflect our mission for better health.

"Our employees' personal contribution to the Blind People's Association truly embodies their dedication to making a real difference for people with all types of disabilities."

Mital Shukla  
HR Manager, India

*Representatives from Missionpharma India personally hand over tricycles and shoes to the disabled at the Blind People's Association in Ahmedabad.*



## DONATION

# Empowering local healthcare through donation to Gandhidham Jain Seva Samiti Hospital



In our continued mission towards better health, also in our local communities in India, Missionpharma India has proudly donated an Abbott i-STAT Analyzer to Gandhidham Jain Seva Samiti Hospital.

This donation is part of a series of CSR commitments, aimed at making a tangible impact in our local communities in India.

The i-STAT Analyzer is a portable blood analysis system that delivers lab-quality results within minutes and transforms the approach to critical patient care. With its rapid diagnostics, the i-STAT enables healthcare professionals to make swift, informed decisions, significantly improving patient outcomes.

At Missionpharma, we are driven by the real difference we make to the patients and medical staff and the gratitude we receive. We are so pleased to contribute to a future where healthcare is more accessible, efficient, and impactful.

"Thank you, Missionpharma, for giving us the chance to better support our society. We truly appreciate your ongoing CSR efforts."

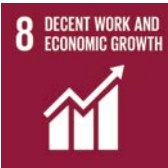
Mr. Jitendrasingh Poswal  
General Manager, Gandhidham Jain Seva Samiti Hospital





# GOVERNANCE

We want to be a responsible and trusted partner by ensuring high ethical standards across the value chain.







# Governance

Our high business standards reflect our dedication to being ethical in every interaction with customers and partners, fostering trust and long-lasting relationships.

## OUR APPROACH TO GOVERNANCE

Maintaining high ethical standards throughout our value chain is not just a commitment; it's a fundamental principle that guides every aspect of our operations. We are guided by the CFAO Anti-Corruption Code of Conduct, which aims to strengthen the prevention of corruption risks and to promote ethics in our professional relationships.

At Missionpharma, integrity is key to our principles and essential for building trust and strong partnerships. Our strict business standards show our dedication to ethical practices in every interaction with customers and partners.

## OUR GOVERNANCE STRATEGY

Our governance strategy aims at encouraging proper conduct throughout our organisation. Key elements encompass:

- Ensuring transparency: Keeping open communication with all stakeholders, offering clear and honest insights into our business activities and outcomes.
- Promoting accountability: We maintain and follow the highest ethical standards, with clear policies and guidelines to guide our behaviour.

- Fostering an ethical culture: Through continuous education and training, we empower our team to make ethical decisions and incorporate this responsibility as a part of our company culture.
- Engaging in fair practices: Our commitment to respect relevant laws and regulations, fully aligned with our Group's legal framework.
- Supporting community well-being: Our governance efforts extend to social responsibility, striving to positively influence not only our direct stakeholders but also the communities where we operate.

To summarise, governance at Missionpharma is about creating trust, supported by a culture of integrity and responsibility. We are firmly committed to ethical behaviour, as we strive to make a significant impact on global health-care.

**0** human rights violations have been reported in our part of the supply chain in 2023/24.

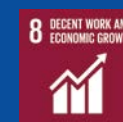
## Commitment

We want to be a responsible and trusted partner by ensuring high ethical standards across the value chain.

## UN SDGs



3.1, 3.2, 3.3  
3.4, 3.7, 3.8



## Main progress 2023/24

- Full implementation of new Group compliance policies and whistleblowing procedure in line with Group directives.
- 100% of employees globally trained in new compliance policies.
- 100% of target group completed individual trainings in assigned digital compliance courses.

## Main targets 2024/25

- Expand the target group eligible for our third-party vetting programme.
- Full implementation of new anti-harassment policy and supporting procedures.
- Roll out and implementation of new digital training in Global Code of Conduct & Ethics.

## FULL IMPLEMENTATION OF GROUP COMPLIANCE POLICIES

As a member of the CFAO Group, Missionpharma is not only committed to adhering to but also mandated to implement all compliance policies and tools established by the Group.

In the beginning of this financial year, Missionpharma implemented a series of new compliance policies, ensuring full alignment with the Group's directives:

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

These policies not only foster professional relationships and promote ethical business conduct across our operations, but they also assist our employees in navigating the complexities of global healthcare. In addition, the policies guide us towards ensuring that our environmental, social, and governance (ESG) goals are met.

Comprehensive training programmes have been conducted across the organisation to embed the policies and guidelines into our everyday work.

Furthermore, we have integrated these compliance policies into our operational procedures and in our interactions with external partners. This integration ensures that our business conduct consistently reflects our high standards of ethics and integrity.

By doing so, we reinforce our commitment to maintaining transparent and responsible business practices throughout the value chain.

## WHISTLEBLOWING SYSTEM

A key component of our compliance framework is our whistleblowing system, which is an integrated part of our group policies. The system is called Speak Up and is available through Missionpharma's and CFAO's website at any time.

The system provides all employees and partners with a dedicated and fully confidential communication channel to report potential cases of non-compliance or breach of the rules set forth in our Code of Conduct.

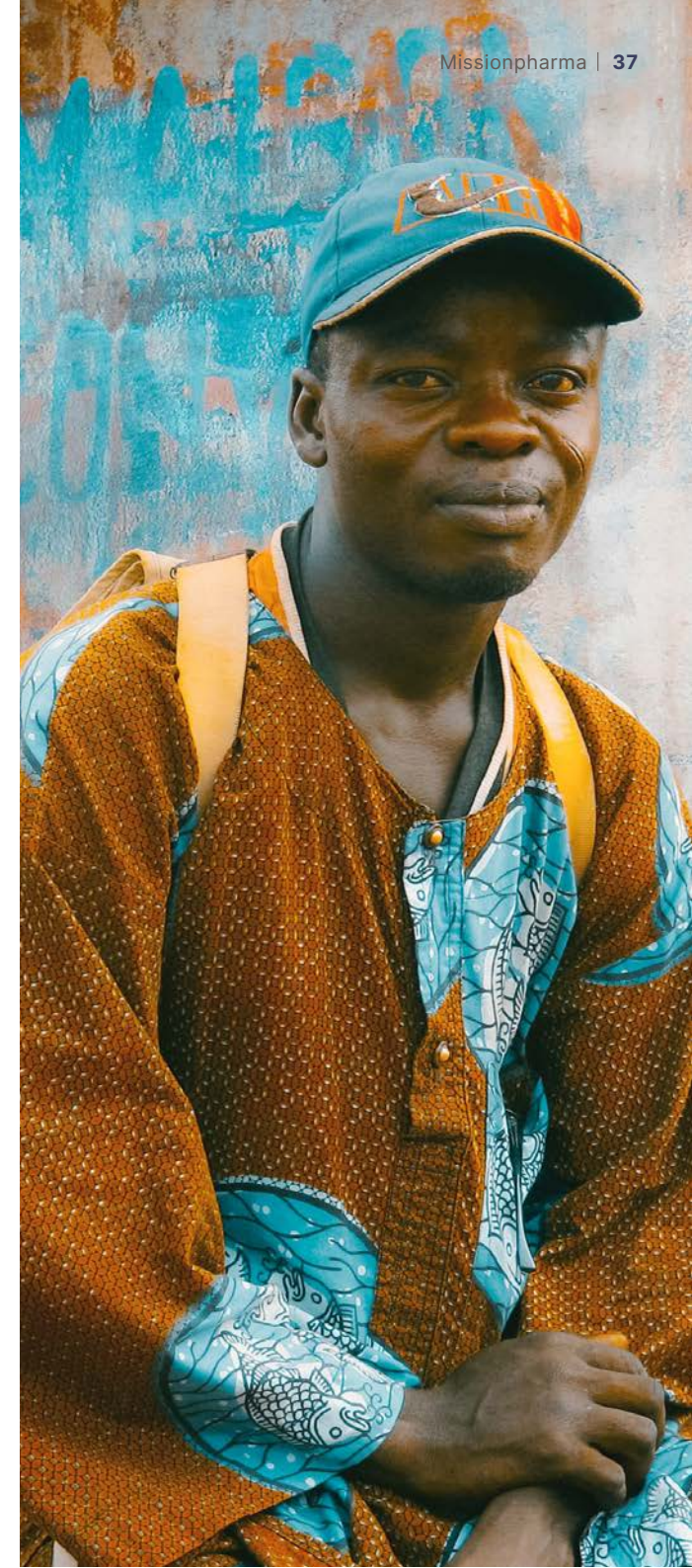
Having a stringent and anonymous communication channel helps identify and address unethical or illegal activities early, reducing potential harm and legal implications for our stakeholders and for Missionpharma.

**4** new compliance policies implemented

**100%** of employees globally trained in new compliance policies.

**1,937** third party vettings performed

**100%** of target group completed assigned digital compliance trainings





### SCALING UP ON THIRD PARTY VETTING

Missionpharma has established a comprehensive vetting programme that includes detailed vetting of all third parties prior to entering into any business relationship. The purpose of the programme is to safeguard both the third party, our employees, and Missionpharma against legal, human, economic, and financial consequences of inadequate diligence.

To supplement our own vetting procedures, vetting also includes media screening conducted through the advanced online media screening solution, MemberCheck, which provides realtime media monitoring for identifying risks associated with the third party in addition to advanced Know Your Customer (KYC) checks.

The depth of our vetting procedures is determined by individual risk assessments, and failure to meet defined criteria results in exclusion from potential business engagements.

As part of our commitment to continuous improvement and accountability, we have this year expanded the scope of our vetting programme to include a broader range of stakeholders and added further areas of potential risk.

By continuously enhancing and broadening our vetting programme in line with Group directives, we aim to strengthen our partnerships and to uphold the highest standards of integrity and ethical conduct in all business activities.

In financial year 2023/24  
Missionpharma's auditors  
conducted 60 supplier audits.  
No observations of infringement of  
human rights were reported.

### COMPLIANCE TRAINING PROGRAMMES

At Missionpharma, it is essential that all our employees globally, as well as selected third parties, understand and adhere to our corporate ethics and compliance guidelines. Consequently, we require all employees and selected partners to undergo regular compliance training. This training is designed to protect by helping them make well-informed decisions and have the necessary knowledge of how to act in potentially ambiguous situations.

Our training framework is supported by the digital training tool, TRACE, which is used across the entire CFAO Group. This e-learning platform is central to our training strategy, as it ensures that courses are consistent, easy to handle, and effectively implemented. To continuously improve the relevance and impact of our training, we regularly review and adjust the target groups for each training programme, ensuring new employees are assigned relevant courses.

Looking ahead, we will be expanding our training portfolio in the next financial year to include a training programme on Group Code of Conduct & Ethics (COCE), which will be rolled out to employees within the defined target group. The aim of this training module is to maintain a consistent focus on upholding the highest standards of safety and corporate ethics as outlined in Group policies.

### CURRENT TRAINING MODULES INCLUDE:

- Anti-corruption
- Anti-money laundering
- Economic sanctions
- Conflicts of interest
- Sexual harassment prevention
- Anti-bribery for Shipping & Logistics
- Code of Conduct & Ethics  
(will be introduced in 2024/25)

### THE TEN CREEDS (PRINCIPLES) FROM OUR GLOBAL CODE OF CONDUCT & ETHICS





# Safety At Work (ANZEN)

In 2017, the CFAO Group adopted the principle of “ANZEN” (the Japanese word for safety) into its Code of Conduct and Ethics.

All companies within the CFAO Group, including Missionpharma, are committed to upholding ANZEN to ensure a safe and healthy work environment for their employees through the "Safety First" principle.

## ANZEN DAY IN ALL CFAO GROUP SUBSIDIARIES

To mark the World Safety Day on April 28, CFAO organised its first ever “ANZEN Day” in 2023 with participation from over 60 subsidiaries. Celebrating the day is a great opportunity to promote safety at work across companies in the CFAO Group, as it allowed subsidiaries to initiate various awareness-raising activities and engage employees in innovative, focused efforts on safety.

Needless to say, it is highly important for Missionpharma to always prioritise the safety of our employees and ensure that they follow applicable safety guidelines.

## WORLD SAFETY DAY

The World Day for Safety and Health at Work is marked every year on 28 April. This day is an international annual campaign to promote the prevention of occupational accidents and diseases globally.

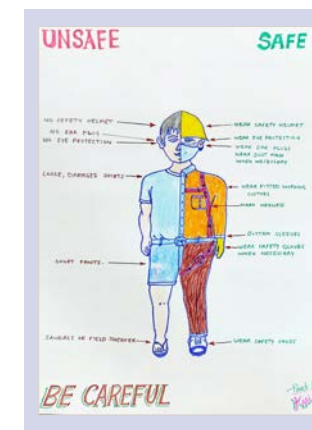
It is led by the International Labour Organization (ILO) and is intended to focus international attention on emerging trends in the field of occupational safety and health, and on the magnitude of work-related injuries, diseases, and deaths worldwide.



## BEST SAFETY POSTER AWARD 2023

Therefore, we actively involved our permanent and temporary employees, particularly in Missionpharma India, our largest blue-collar subsidiary, in celebrating the World Safety Day in 2023.

With a great amount of enthusiasm, dedication and creativity, our employees created a number of posters, each emphasizing the importance workplace safety.



*The 2023 winner poster was created by Mrs. Kesi, one of the temporary workers in Missionpharma Logistica India.*

Their creativity was rewarded by winning the “CFAO Best Safety Poster Award” in 2023 - a proud accomplishment for us all.

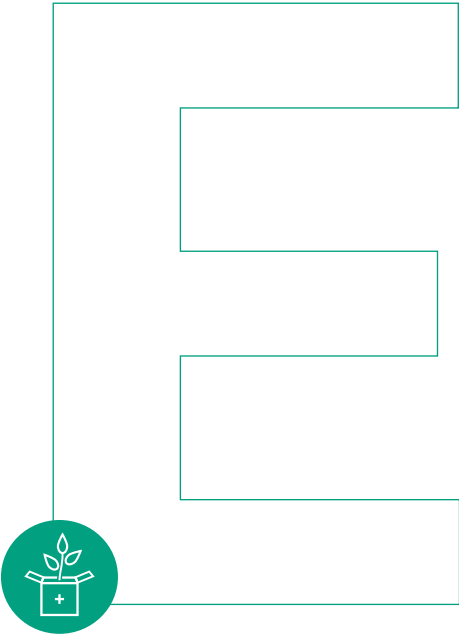
## CONTINUED SUPPORT

To continuously support the World Safety Day, Missionpharma is arranging a number of safety events in all locations also in 2024. Activities will include a range of first aid trainings as well as fire safety and emergency response sessions, in addition to a number of competitions, awards and celebration events.


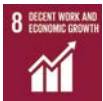

# Summary of progress and targets

The table below presents the highlights of our commitments, progress and targets in the context of the UN Sustainable Development Goals in financial year 2023/24.

AREA		ENVIRONMENT
UN SDGs	<div><div><div>3</div><div>GOOD HEALTH AND WELL-BEING</div><div></div></div><div><div>13</div><div>CLIMATE ACTION</div><div></div></div></div> <div>3.1, 3.2, 3.3 3.4, 3.7, 3.8</div>	
Commitment	We want to reduce our impact on the environment by integrating environmental responsibility into all our activities.	
Progress 2023/24	<ul style="list-style-type: none"><li>• ISO 14001 re-certification of Missionpharma Lynge by Bureau Veritas with zero non-conformities reported.</li><li>• 98% of our shipped value is handled by ISO 14001-certified International Freight Forwarders.</li><li>• Pharmaceutical destruction levels decreased by 35% compared to last year despite a similar revenue this year.</li><li>• 432,000 kWh green energy generated from our 400 kW solar power installations in India resulting in reduced CO<sub>2</sub> emissions of 305 tons.</li><li>• Utilisation of 400 kW solar power to cover 30% of total electricity needs for our Indian warehousing and packing operations (decrease from 50% last year due to increased capacity, airconditioning units, and volume handling).</li><li>• Electricity savings of 16% in Lynge, primarily as a result of replacement of all lights with LED. Full effect of investments expected seen in 2024/25.</li><li>• Investment in additional electric car chargers in Lynge to support employees' shift towards greener transportation solutions.</li><li>• Established a CO<sub>2</sub> consumption baseline for focused reduction efforts.</li></ul>	
Targets 2024/25	<ul style="list-style-type: none"><li>• Maintain min. 90% of shipped value with ISO 14001-certified International Freight Forwarders.</li><li>• Evaluate and conclude on further expansion of solar panels in India.</li><li>• Continue to reduce pharmaceutical destruction levels relative to sales volumes.</li><li>• Realise full-year effect on electricity savings in Lynge as a result of LED investments.</li></ul>	



# Summary of progress and targets

AREA SOCIAL	
UN SDGs	   <p>3.1, 3.2, 3.3 3.4, 3.7, 3.8</p>
Commitment	<p>We want to add value to society by delivering impactful solutions. We care for our employees and we offer a safe, inclusive, diverse, and inspirational workplace.</p>
Progress 2023/24	<ul style="list-style-type: none"> <li>• Significant contribution to SDG 3, supported by focused stockholding strategy to improve our emergency preparedness.</li> <li>• Execution of hospital equipment project in Ivory Coast, which included construction of 62 primary healthcare clinics, totally benefitting more than 2.7 million women across the country.</li> <li>• Support to SDG 17 through participation in ReBuild Ukraine 2.0 conference and ongoing dialogue and project scoping with EIFO (Export Credit Agency of Denmark) on future hospital projects in Ivory Coast and Senegal.</li> <li>• Awarded as No. 1 exporter of healthcare products in Kandla Special Economic Zone.</li> <li>• Employment of HR Manager in India.</li> <li>• 95% of all employees globally think that Missionpharma is a great place to work compared with 94% last year.</li> <li>• Increase in recruitment of female employees globally (64% versus 40% last year).</li> <li>• Increased organisational coherence through global process harmonisation and Insights Discovery® personality profiling and training, hereunder rolled out quarterly manager meetings in India to align with the Danish structure.</li> <li>• Conducted more than 10 internal Insights Discovery® trainings globally.</li> <li>• A number of workplace improvements in our Indian locations.</li> <li>• Voluntary first aid training courses offered to all Lynge employees.</li> <li>• Donation to the international organisation, Mercy Ships, through the annual Missionpharma Charity Run enabling 39 operations aboard the hospital ships.</li> <li>• CSR donations, among these also voluntary employee donations, to our local communities in India.</li> </ul>
Targets 2024/25	<ul style="list-style-type: none"> <li>• Expand our contribution to SDG 3 by broadening our product portfolio and enhancing emergency preparedness with products and kits available from stock.</li> <li>• Strengthen our commitment to SDG 17 by fostering partnerships across borders and sectors to mobilise fund for developing countries aiming to build capacities locally.</li> <li>• Intensify training of our global leaders through cross-organisational leadership training.</li> <li>• Maintain a global employee satisfaction score of &gt;90%.</li> <li>• Develop and implement new tool for conducting Personal Development Talks to anchor personal development in our business needs.</li> <li>• Continue to raise money to Mercy Ships and to our local communities in India.</li> </ul>





# Summary of progress and targets

AREA GOVERNANCE	
UN SDGs	   <p>3.1, 3.2, 3.3 3.4, 3.7, 3.8</p>
Commitment	We want to be a responsible and trusted partner by ensuring high ethical standards across the value chain.
Progress 2023/24	<ul style="list-style-type: none"> <li>• Full implementation of four new Group compliance policies and whistleblowing procedure in line with Group directives.</li> <li>• 100% of employees globally trained in new compliance policies.</li> <li>• 100% of target group completed individual trainings in assigned digital compliance courses (full or refresher courses) via TRACE training platform as per defined training schedule.</li> <li>• 1,937 third party vettings performed through the advanced media screening tool, MemberCheck.</li> <li>• Execution of 60 GMP audits versus 39 audits last year (35% increase).</li> <li>• Won the Best Safety Poster Award on CFAO World Safety Day 28 April 2023.</li> <li>• No observations of infringement of human rights reported in our own organisation or with our suppliers.</li> <li>• No reports received through our whistleblower scheme.</li> </ul>
Targets 2024/25	<ul style="list-style-type: none"> <li>• Expand the target group eligible for our third-party vetting programme.</li> <li>• Full implementation of new anti-harassment policy and supporting procedures.</li> <li>• Roll out and implementation of new TRACE training in Global Code of Conduct &amp; Ethics for Executive management, managers and externally exposed employees.</li> <li>• Further formalise global ANZEN (safety) day 28 April with additional safety events and initiatives.</li> <li>• Maintain level of around 60 supplier audits.</li> </ul>



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This sustainability report covers  
financial year 2023-24.

Published June 2024.

