



Sustainability Report 2022

acino.swiss



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Acino at a glance



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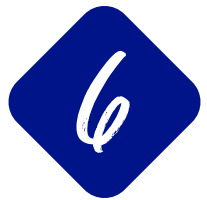
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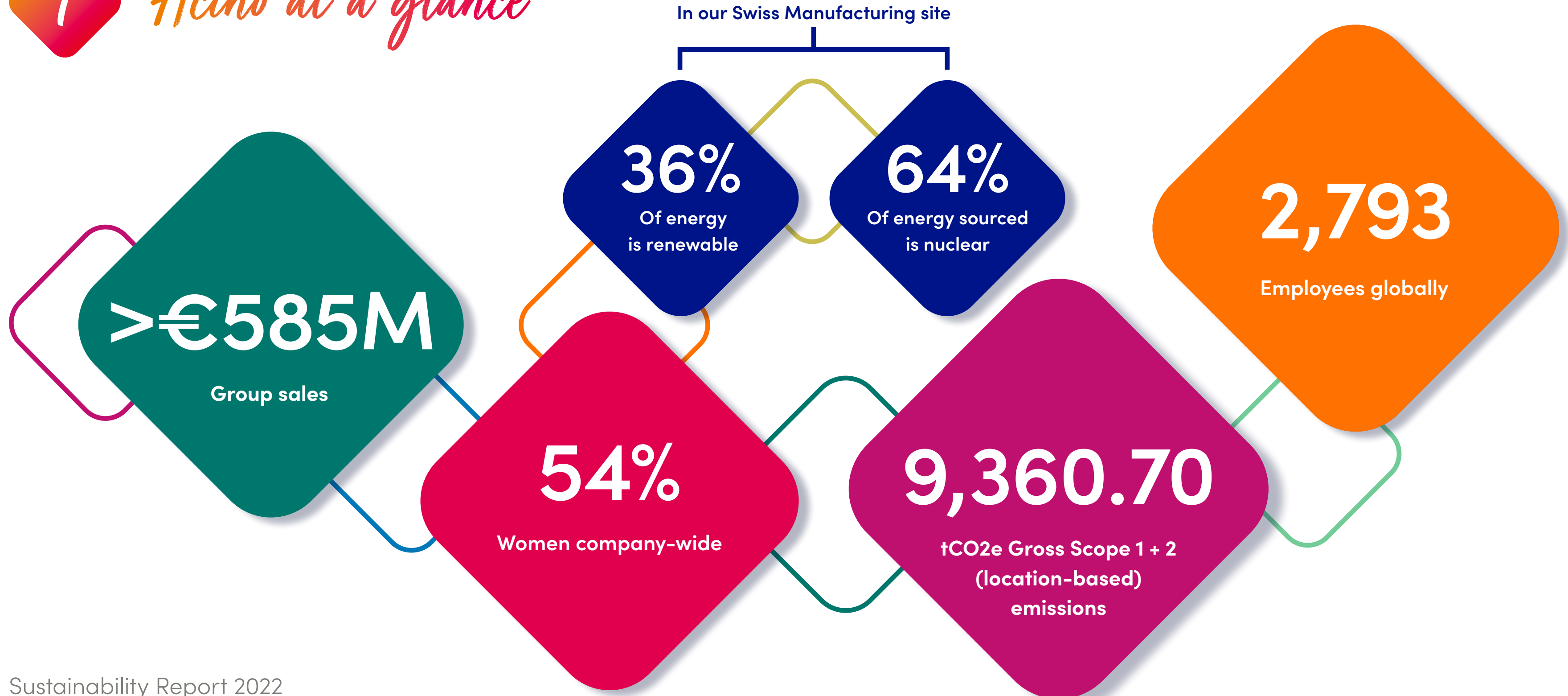
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Introduction

CEO FOREWORD, SUNIL BHILOTRA

We are a global pharmaceutical company developing, manufacturing and marketing innovative and well-proven pharmaceuticals in high-growth markets.

Sustainability is very important to us: in minimising the impacts of our operations on the environment, looking after our people and communities, and in helping to make society a more human place.

Operating in emerging markets, we are in a unique position to deliver high-quality medicines to patients most in need.

The following pages outline our values and commitments across the three pillars of Environmental, Social and Governance action. This report sets an important baseline and benchmark for our sustainability journey, and will allow us to improve and set targets that align with our ambitions.



“

We take our responsibilities seriously and we are *proud* of the publication of our first Sustainability Report, which marks a *significant milestone* for us all at Acino.

*- Sunil Bhilotra, Managing Director and Interim CEO**

ESTABLISHING A CLEAR COMMITMENT

As a company, we are committed to supporting the achievement of WHO's Universal Health Coverage ambitions while ensuring operational sustainability.

We proudly deliver medicines in markets where others often do not, including in the Middle East, Africa, Ukraine, the CIS region and Latin America.

We have just announced the integration of Pharmax Pharmaceuticals, a UAE-based manufacturer and distributor of high-quality medications in the Middle East.

As a key actor in the global health agenda, we support international initiatives to raise awareness of healthy practices and prevention.

“We are environmentally conscious across our operations, reviewing our energy usage, emissions and waste processes, to ensure safety and regulatory compliance.”

MAKING A DIFFERENCE IN OUR COMMUNITIES

With a global presence in more than 90 markets, we aim to create positive impact and make a difference in the communities in which we operate. Our diversity and inclusion agenda reflects the needs and issues of our local communities.

We pride ourselves on our local engagement, adapting our operations to local business needs and cultural contexts and encouraging our colleagues' local volunteering initiatives.

The well-being of our employees across our manufacturing sites and offices is of utmost importance to us. Most notably, in the last year we have provided extensive support for our Ukrainian employees as well as our customers and patients affected by the war in Ukraine.

PROVIDING CARE FOR ALL

We truly believe that we have a responsibility to deliver positive impact globally for all of our stakeholders, including our employees, suppliers and partners.

Through our professional development programmes, we seek to empower the best and brightest talent and provide youth with career growth opportunities.

Our suppliers and partners are a central part of our sustainability journey and we collaborate with them to improve the sustainability of their operations too.

Acino is committed to be carbon neutral by 2050. We are only at the beginning of a challenging but exciting journey ahead. I firmly believe that the actions we take today will help to shape a sustainable future for many generations to come.

Sunil Bhilotra

Managing Director and Interim CEO



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OUR COMPANY

As a pharmaceutical company, we are committed to the development, manufacturing, and marketing of high-quality innovative and well-proven medicines for the benefit of patients.

We have a clear purpose for both our (B2C) and our (B2B) segments:



B2C: to make high-quality medicines available to patients and healthcare professionals in high-growth markets.



B2B: to be the preferred high-quality contract manufacturing and out-licensing partner.

Safeguarding a high level of product quality and regulatory compliance is fundamental to our operations. We strive to meet the highest standards for our products and use our own quality culture to continuously improve our offer.

What is important to us is that we don't settle for just high-quality products. We strive to excel in our services and relationships too, whether that's training South African

General Practitioners to administer iron transfusions in low-resourced hospitals, or ensuring that our employees receive quality training from day one.

We have a bold ambition to stand out in the world of pharma, to be proudly different and show a human face, not just a corporate face.



OUR GLOBAL FOOTPRINT

Established in Switzerland, Acino International AG now has a global footprint with a strategic focus on selected high-growth markets in the Middle-East, Turkey and Africa, Ukraine and the CIS Region, and Latin America.

Headquartered in Zurich, we employ 2,793 staff in our selected markets as well as in our five manufacturing sites. Looking ahead, we will continue to build our global team and actively plan to integrate additional sites and staff.

We are part of ADQ, an Abu Dhabi-based investment and holding company with a broad portfolio of major enterprises supporting a sustainable economy and spanning Global key sectors and Global diversified economies, including healthcare and life sciences.

-  SWITZERLAND
-  MIDDLE EAST, TURKEY AND AFRICA
-  ENGLISH-SPEAKING AFRICA
-  UKRAINE AND CIS
-  LATIN AMERICA

OUR PRODUCTS AND SERVICES

For the full year 2022, we achieved group sales of over €585m, with some 88% sales generated in high-growth markets.

OUT-LICENSING

We provide out-licensing services and support to 33 customers across 30 countries. We offer high-quality generic medicines in advanced drug delivery systems.

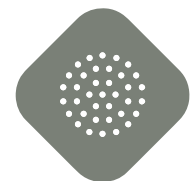
Our special focus is on narcotics and extended-release formulations as part of a long-term strategy to expand the product portfolio within oncology, urology, and pain. Our out-licensing covers products that include easy orals, narcotic products, and difficult-to-make products.

CONTRACT MANUFACTURING

We have over 50 years of experience in pharmaceutical manufacturing and our products are supplied in more than 60 countries.

We provide know-how, technology, and infrastructure to support customers' manufacturing needs and we are a leader in advanced drug delivery systems with a focus on dispersible and complex modified release formulations.

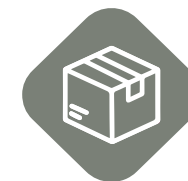
OUR OFFERING COVERS:



Granulation and Pelletization



Finished oral solid dosage forms



Primary and secondary packaging

>€585M

Group sales

OUR VALUES

Our values are a fundamental part of our corporate culture and our business. They describe who we are, what we stand for, and are signposts for what we aspire to in our everyday actions.



TRUST

Firmly believe in reliability, truth and ability to deliver. Show confidence. Be loyal. Act as a team player. Be transparent.



COMMITMENT

Be goal and result oriented. Be focused. Keep promises. Show personal engagement. Be responsible. Go the extra mile. Take ownership. Be customer and patient oriented in the entire value chain.



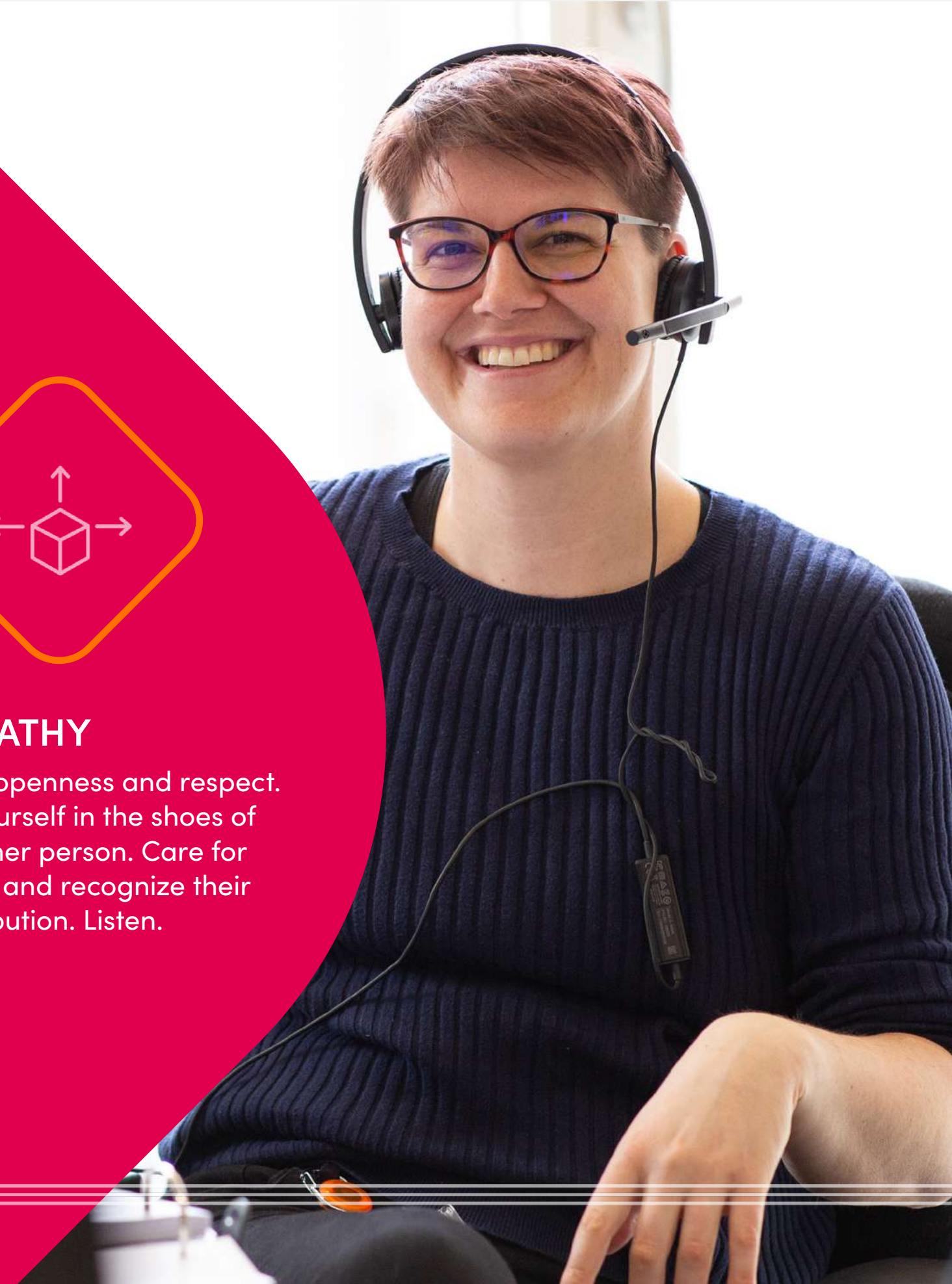
COURAGE

Dare to challenge, change and get out of your comfort zone. Stand up for your opinion. Take risks. Embrace challenges.



EMPATHY

Show openness and respect. Put yourself in the shoes of the other person. Care for others and recognize their contribution. Listen.



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Sustainability at Acino

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The *sustainability strategy* is supported by the three separate ESG pillars: **Environmental, Social and Governance.**



SUSTAINABILITY STRATEGY

Our strategy supports our ambition to accelerate our sustainable approach to deliver high-quality medicines to patients who are most in need.

- ◇ **Clear Commitment:** Deliver where others don't and be an actor in the global health agenda. We are committed to providing high-quality medicines in the markets that are underserved by the pharmaceutical industry, and we support the global health agenda and the WHO's Universal Health Coverage (UHC) ambitions, whilst operating sustainably.
- ◇ **Community driven:** Global approach and local relevance defines our view of sustainability. It is community driven and determined by the needs of the communities in which we operate.
- ◇ **Care for all:** We are committed to delivering positive impact globally for all our stakeholders, including our employees.

In terms of Environmental action, we are committed to upgrading our processes to reduce energy use, carbon emissions and waste while ensuring safety and regulatory compliance. We are committed to be carbon neutral by 2050.

When it comes to social responsibility, we are committed to the well-being of our employees, our partners, and customers. We promote inclusion and diversity in our workforce, and we support the development of our staff through an active learning and development programme.

We empower suppliers and partners, and we help them to improve the sustainability of their operations. Our global initiatives are adapted to local needs, and we ensure that our operations benefit the local communities where we operate.

Finally, with respect to Governance, we are committed to conducting our business ethically and with high integrity. We support transparent business operations, and we report in a clear and open manner.

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**We are committed
to the *well-being*
of our employees,
communities, partners
and customers.**

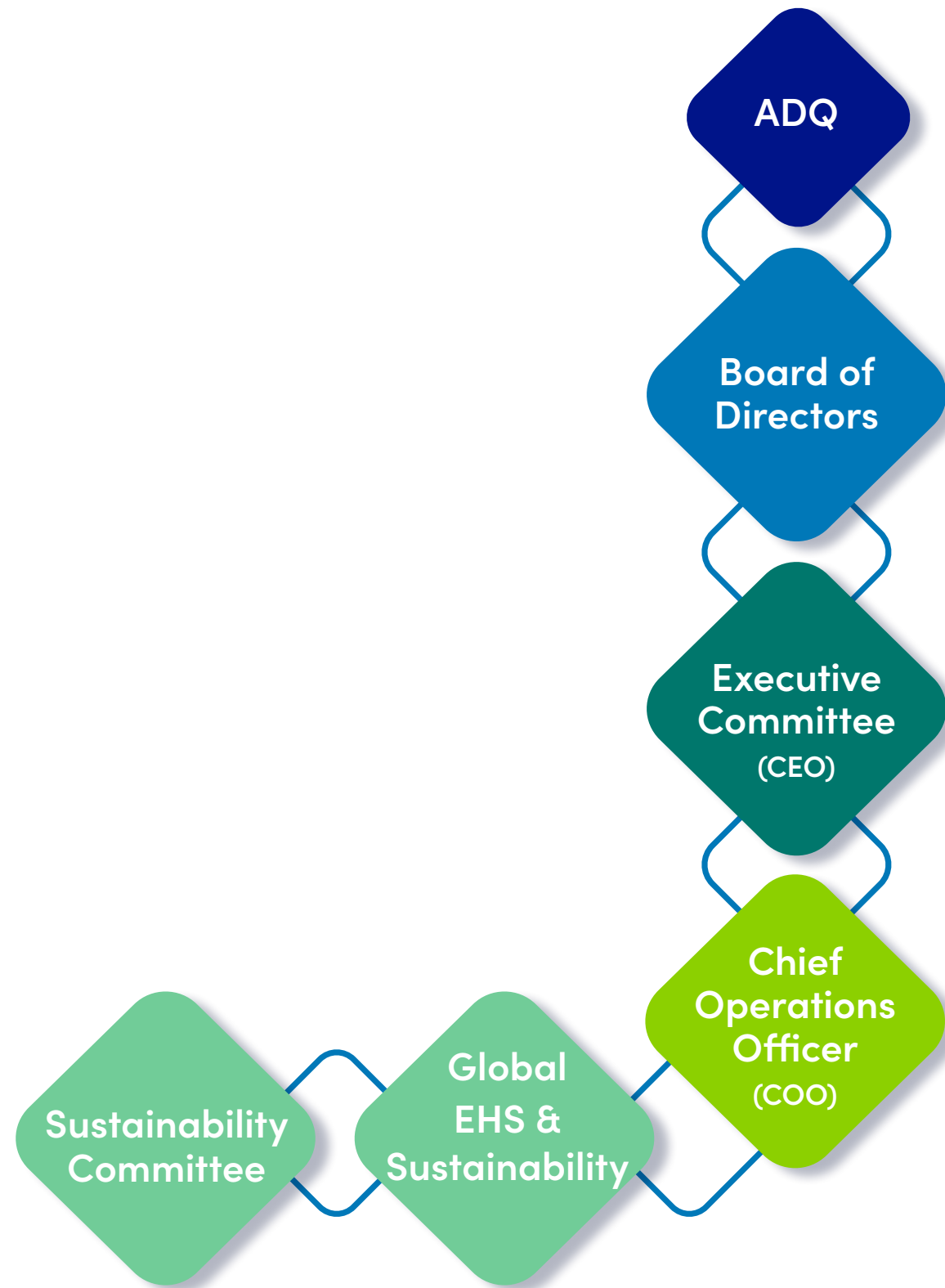
GOVERNANCE OF THE SUSTAINABILITY PROGRAMME

The strategy is overseen by the Sustainability Committee, which directly reports to the Executive Committee and is chaired by the Chief Operations Officer.

The Sustainability Committee is responsible for agreeing and approving the global sustainability strategy, for setting standards and sustainability targets, and for delivering against these targets.

“

We are committed to ensuring that our sustainability strategy delivers *positive impacts* through ambitious targets and dedicated actions.



The day-to-day implementation of the sustainability programme rests with the Global Environment, Health & Safety function and with the Sustainability, CSR & Environment Manager. The latter reports to the Chief Operations Officer (COO), who also fulfils the role of Chief Sustainability Officer (CSO).

The EHS and the Integrity & Compliance (Legal) functions ensure compliance with the standards of the sustainability programme where they fall within the scope of their respective responsibilities.



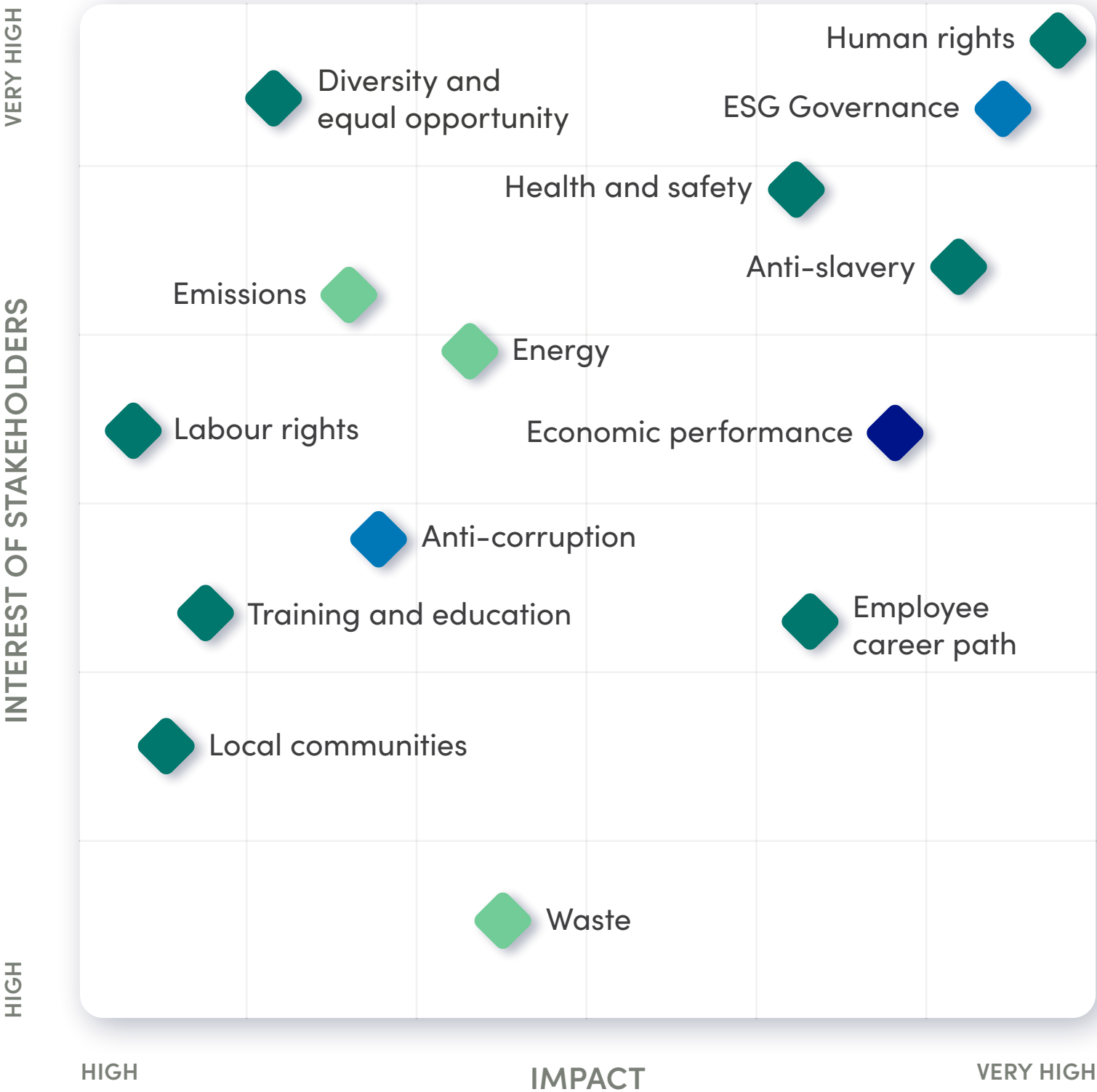
MATERIALITY ANALYSIS

For our first sustainability report, we conducted an in-depth materiality analysis to understand the most relevant issues for our business operations and our stakeholders:

- Conducted a media analysis to identify issues linked to the pharmaceutical industry.
- Engaged stakeholders to understand their interests and expectations.
- Conducted a global employee survey.
- Conducted a PESTEL analysis and a value chain analysis
- Conducted an operational assessment and business plan review
- Conducted peer benchmarking by reviewing sustainability reports of other pharmaceutical companies

The materiality topics are grouped under four different categories:

-  ENVIRONMENT
  SOCIAL
  ECONOMIC
  GOVERNANCE





REPORTING

We report our sustainability activities to standards organisations such as EcoVadis.

For this review, we report in reference to the Global Reporting Initiative (GRI guidelines).

[View annex for GRI Content table](#)




LINK TO SDGs

We are committed to contributing to the UN Sustainable Development Goals (SDGs). These are the SDGs that Acino has contributed to the most:



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Environment

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REDUCING OUR ENERGY USE AND OUR EMISSIONS

We want to ensure sustainable growth through firm Greenhouse Gases (GHG) emission reduction commitments. We have a clear ambition to reduce our overall energy use, thereby reducing our carbon emissions. We are committed to being environmentally conscious and revise our processes in terms of energy usage, CO2 emissions and waste while ensuring safety and regulatory compliance.

We are committed to reaching carbon neutrality by 2050 and we are taking appropriate steps and measures to get there. We have undertaken an external energy audit to identify opportunities for savings and have started a project to identify sustainable transportation.

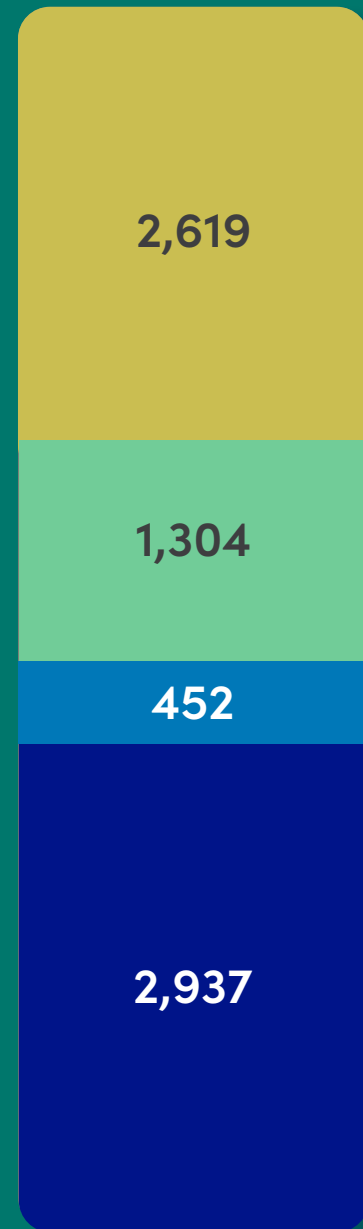
We will set near-term and long-term goals to align with this outcome and we want to follow best practice in emissions reduction in line with validated climate science.

*Scope 1 emissions are direct emissions from owned or controlled sources
Scope 2 emissions are indirect emissions from the generation of purchased energy
Scope 3 encompasses emissions that are not produced by the company itself and are not the result of activities from assets controlled by them, but by those in its value chain.

- ◇ In 2023, we expect to set specific science-based targets to reduce our scope 1 and scope 2 emissions.
- ◇ We are committed to conducting a review of our scope 3 emissions and setting a target for our overall emissions reduction.



7,312.0 tCO₂e Scope 1 Emissions



2,049.0 tCO₂e Scope 2 Emissions

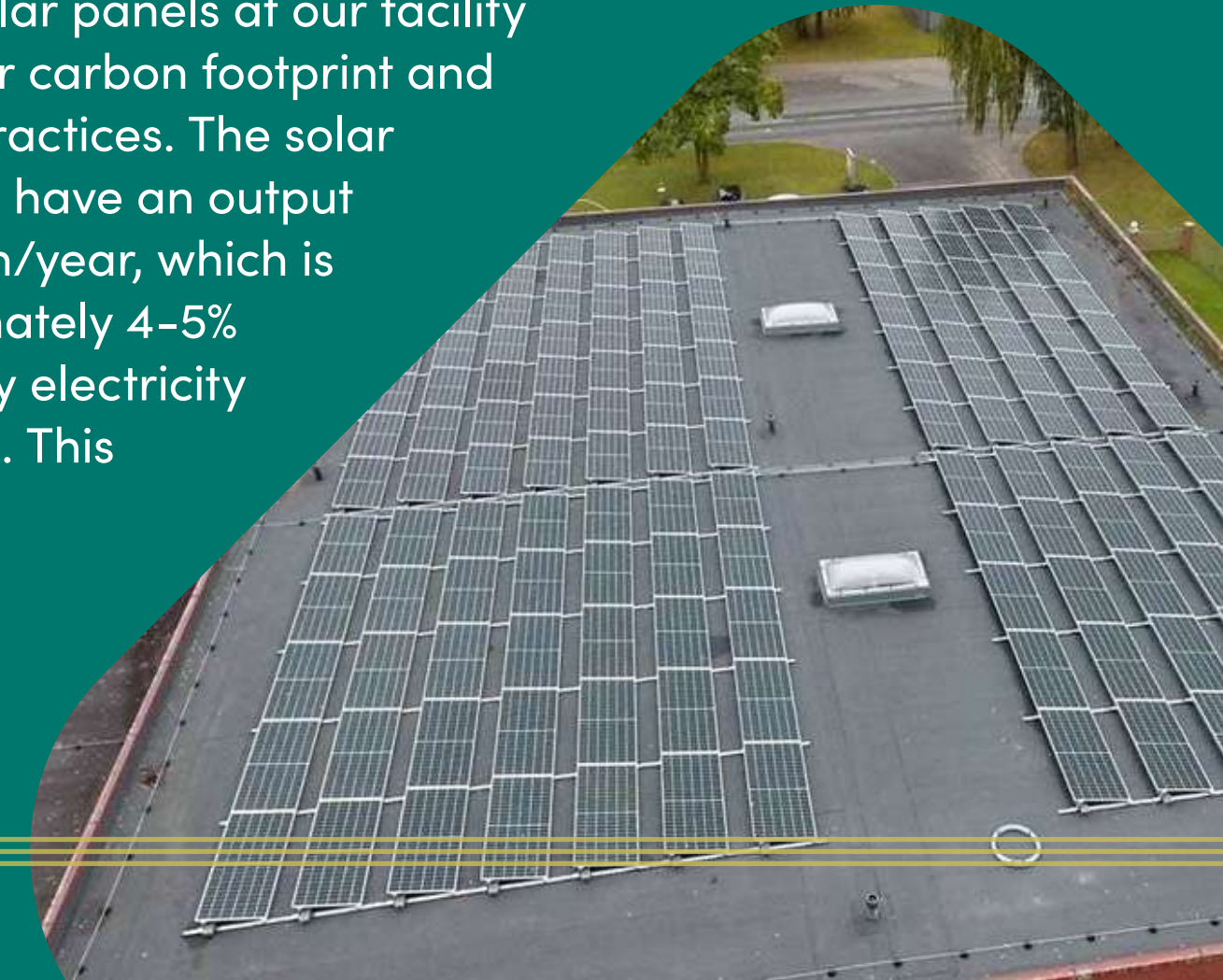


- South Africa
- Ukraine
- Estonia
- Switzerland

Local measures have already been implemented to reduce our energy use and our emissions including the implementation of an energy management system to identify inefficient processes, the installation of roof thermo-isolation of facilities and smart ventilation, the replacement of lightbulbs with LED lights, and the sourcing of green electricity.

Case Study: ESTONIA SOLAR PANEL PROJECT

In 2022, we installed solar panels at our facility in Estonia to reduce our carbon footprint and promote sustainable practices. The solar panels are expected to have an output capacity of 50,000 kWh/year, which is equivalent to approximately 4-5% of the company's yearly electricity consumption in Estonia. This initiative demonstrates Acino's commitment to sustainability.



In 2022, our overall energy consumption was MWh 29,132 for our production sites.

We will continue to adopt energy efficient technologies to leverage technological advances resulting in a more intelligent production process and reduced carbon emissions.

Total energy consumption manufacturing sites (MWh)

Acino all sites	29,132.0
Total consumption Switzerland	15,469.0
Total consumption Estonia	2,792.0
Total consumption Ukraine	8,705.0
Total consumption South Africa	2,166.0

View annex for further emissions and energy data



Case Study:

GHAF TREE PLANTING – CSR ACTIVITY

A group of Acino employees planted over 40 Ghaf trees at the International Center for Biosaline Agriculture. The Ghaf tree helps in the reclamation of areas lost to desertification. The tree's deep and broad root system means that it can grow in extremely harsh conditions and help fight desertification. Its ability to fix nitrogen improves soil fertility naturally. It is highly salt-tolerant and can grow in salt-affected soils, of which there are a lot in the UAE and other countries of the Middle East.



Case Study:

INVESTING IN SMART, ENERGY-EFFICIENT TECHNOLOGIES IN UKRAINE

We partnered with the European Bank for Reconstruction and Development (EBRD) to implement a range of energy efficiency measures at our Ukrainian subsidiary, Pharma Start LLC. With the help of a €3 million loan from the EBRD and an €110,000 incentive grant from the Finance and Technology Transfer Centre for Climate Change (FINTECC) programme, we were able to install advanced thermal renovation for our office building, an energy management system, ventilation waste heat recovery, utilization of vapor heat and continuous blowdown energy, a condensate returning system, and removable insulation for hot pipes fittings. These measures have helped us to measurably improve our energy efficiency and the cost effectiveness of our operations.



ENVIRONMENTAL MANAGEMENT

As a pharmaceutical company, we realise that our production processes and operations have an impact on the environment, and we are committed to minimise these impacts through positive action.

Our Global Environment, Health & Safety (EHS) Policy and the EHS & Corporate Social Responsibility Standard set out our commitments for environmental management. The policy and the standard commit us to responsible conduct in all our business operations. Our environmental commitments form an integral part of our general management.

We aim to protect the environment wherever we operate and safeguard the communities from unacceptable levels of environmental risk.

We are committed to:

- ◇ Complying with environmental laws and regulations.
- ◇ Managing and reducing the burden of the environment on the local community.
- ◇ Promoting environmental education of staff.
- ◇ Extending environmental and sustainability efforts through voluntary and charitable commitments.

Case Study: APPOINTMENT OF LOÏC DE SAINT POL AS ACINO'S NEW SUSTAINABILITY MANAGER

Loïc de Saint Pol has been promoted to the role of Sustainability/ Corporate Social Responsibility & Environment Manager within the global EHS team. With this new position, Loïc will play a crucial role in driving Acino's sustainability efforts and guiding the company towards a more environmentally responsible future.



Case Study: REGENERATIVE THERMAL OXIDIZER REDUCES ENVIRONMENTAL IMPACT AND OPERATIONAL COSTS

At Acino, we faced a significant challenge when the Swiss federal authorities banned the use of an older refrigerant due to its harmful impact on the ozone layer. We knew that we had to take action to reduce our environmental impact and comply with regulations.

We decided to invest in a new exhaust air purification plant that would not only meet regulatory requirements but also lower our operational costs. After estimating that our former plant's annual operational costs were 1.5 million CHF with a steadily increasing tendency, we decided to invest in a new plant that cost approximately 1.2 million CHF with subsequent operational costs of 100,000 CHF/a.

The new plant uses a more environmentally friendly refrigerant and complies with regulated emission rates. Furthermore, it has a heat recovery potential of 400 kW. We are proud to have made this investment as it not only reduces our environmental impact but also lowers our operational costs, creating a more sustainable and financially stable future for Acino.

Left: New installation

MANAGING OUR WASTE AND WATER

We apply sound environmental practices in the way we operate, and we are committed to reducing the volume of waste generated through efficient and focused waste management practices.

Within the next years, we aim to obtain ISO 14001 Environmental Management Systems certification for all our manufacturing sites, as we currently have in place in our facility in Kyiv, Ukraine.

Each manufacturing site has its dedicated department that is responsible for managing environmental issues, and the global Environment Health and Safety (EHS) functions performs an annual audit. Each site has its own EHS regulations register to monitor environmental compliance.

We are committed to a continuous improvement process and look at qualitative analysis and industry best-practice for ways to reduce our waste. Environmental compliance training is mandatory for all our employees and environment is a major topic during our annual Acino Compliance Day.

Waste generated and disposed (tonnes) - All sites

Waste type	Waste generated	Waste diverted from disposal	Waste directed to disposal
Non-hazardous	606.7	99.3	507.4
Hazardous	182.7	0.0	182.7
Total waste	789.4	99.3	690.1

[View annex for further waste and water data](#)



We realise that there is a global increase in demand for water due to population growth, economic development, and changing consumption patterns.

We are committed to *reducing the waste of water* and avoiding pollution.

We will do this by continuing our water stewardship work across our operations and our buildings to reduce the water consumption and reduce the waste of water.



	Switzerland	Ukraine	Estonia	South Africa	Total
Total Water Consumption (m3)	12,979	12,378	1,241	1,006	27,604

[View annex for further waste and water data](#)

Case Study: WASTEWATER TREATMENT PLANT TO PROTECT THE ENVIRONMENT AND SURFACE WATER.

We recently upgraded our waste water management system to promote sustainable practices and minimize environmental impact. The system now includes buffer tanks that are capable of storing all the waste water, ensuring that there is no overflow and reducing the risk of pollution. By implementing this upgraded system, Acino is demonstrating its commitment to responsible waste management and environmental sustainability.



WORKING WITH SUPPLIERS

We rely on a wide network of suppliers to support the delivery of our products and services to our customers. In 2022, we worked with more than 1000 suppliers.

WHERE ARE OUR SUPPLIERS?



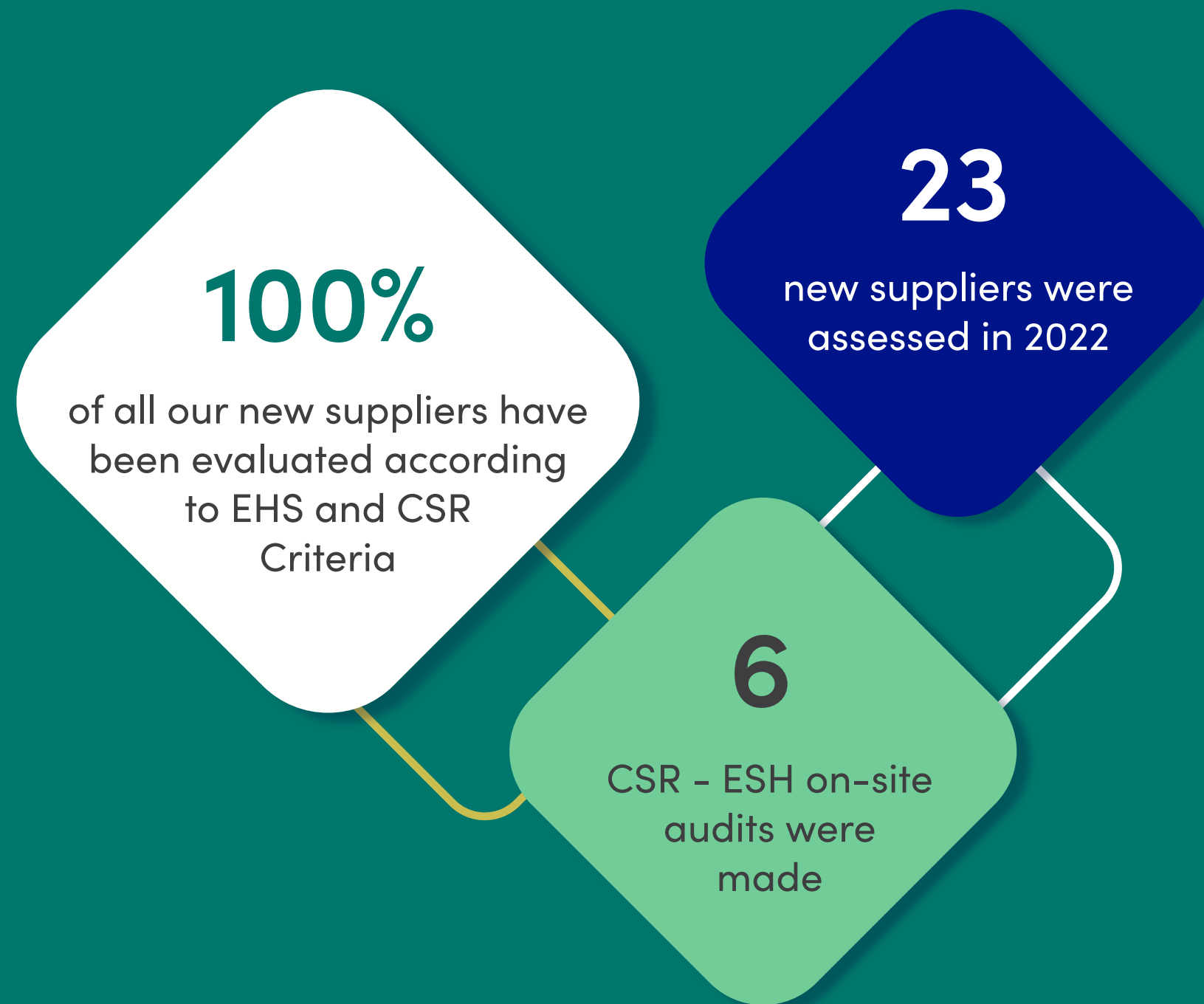
We aim to nurture mutually beneficial relationships and we strive to seek out suppliers who share our values. Fundamentally, we believe this is the right way to do business and to grow our portfolio of products and services responsibly and sustainably.

We use our Supplier Code of Conduct to set out the standards of corporate governance and sustainability that we expect from our suppliers. We integrate these sustainability criteria in the selection, onboarding, and ongoing management of our suppliers.

We actively engage with our supply chain through an ongoing supplier engagement programme.

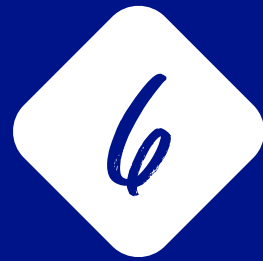


In 2022, we implemented CSR and EHS criteria in our supplier due diligence questionnaires.



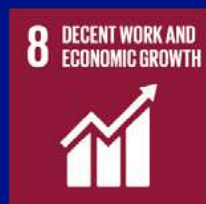
Acino is a full member of the Pharmaceutical Supply Chain Initiative (PSCI) which brings together pharmaceutical companies to define, establish and promote best practice in responsible supply chain management, human rights, environmental sustainability, and responsible business. Through the PSCI, we work together to set industry standards, promote consistency in supplier evaluation and build capacity in our supply.





Social

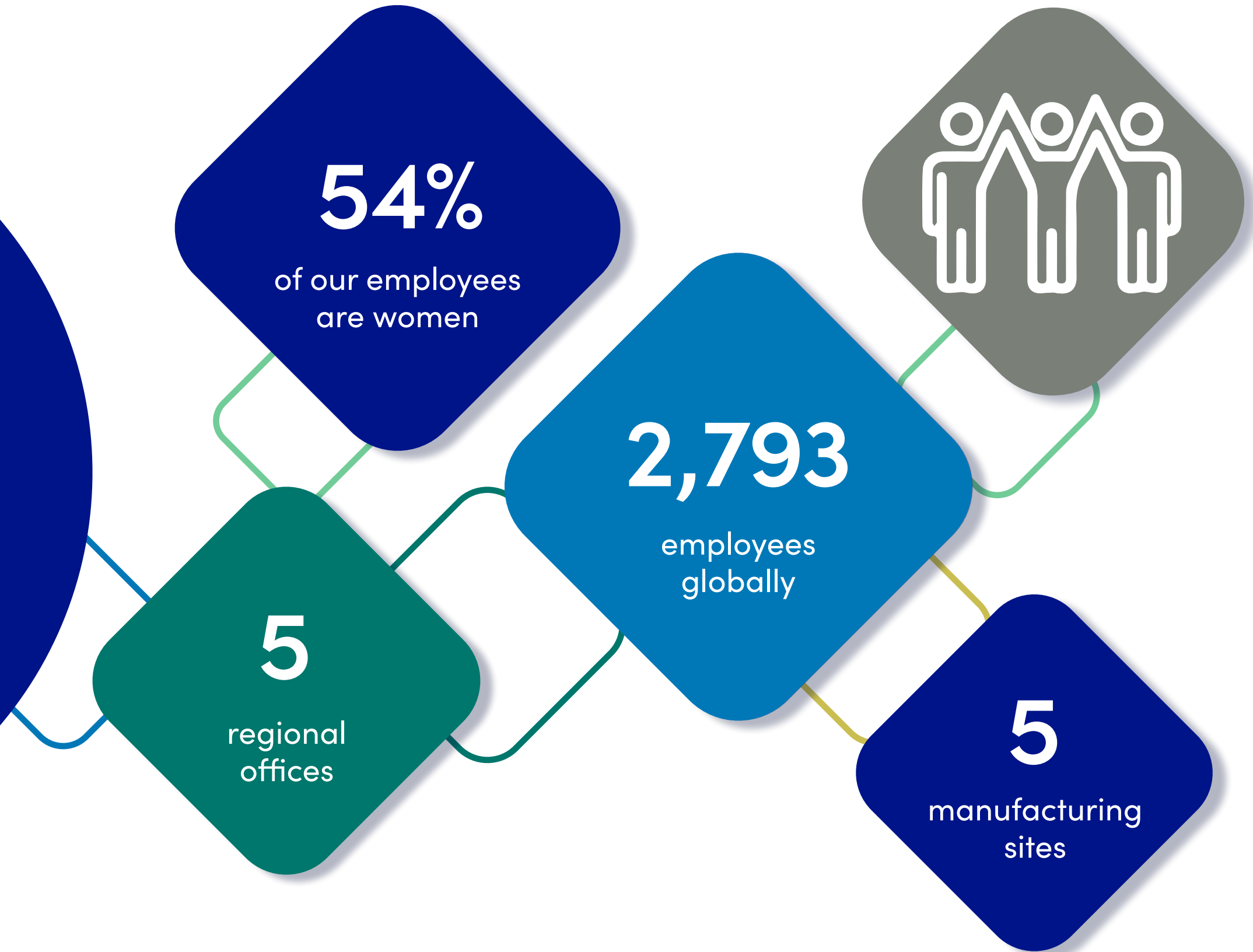
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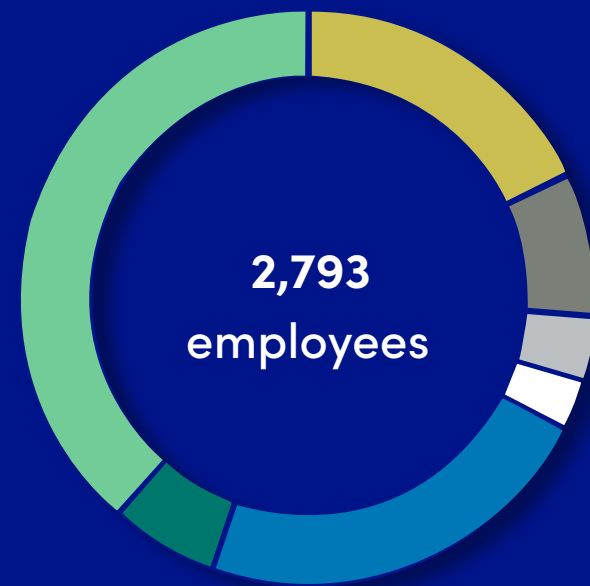
OUR EMPLOYEES

We recognise that the long-term success of our company depends on our employees, and we are committed to providing a good place to work for our teams. We operate with a 'hands-on' mentality, short communications channels, and quick decision-making.

Our incredible growth over the last years has seen the company's diversity increase, with each new hire bringing fresh perspectives and ideas shaping who we are today.



Acino has 2,793 employees globally managed across five manufacturing sites in four countries and five regional offices. Within our global operations, 54% of our employees are women.



- Eastern & Southern Africa
- Switzerland & Germany
- Ukraine & Commonwealth of Independent States
- Other markets
- Middle East, Turkey, and Africa
- Latin America
- Estonia

[View annex for further employee data](#)



Case Study: ACINO RECOGNIZED AS TOP EMPLOYER IN SOUTH AFRICA AND GREAT PLACE TO WORK IN LATIN AMERICA FOR THE SECOND YEAR IN A ROW



We are delighted to announce that Acino South Africa has been certified as a Top Employer for the second consecutive year by the independent Top Employers Institute. The certification programme helps us evaluate our progress against other companies in human resources practices. Being recognized by a third party is a testament to the hard work and dedication we put into our employees' well-being.

Additionally, we are honoured to share that Acino Latin America has been recognized as a Great Place to Work for the second year in a row by the Great Place to Work Centroamérica & Caribe with a 91% Trust Index. Both awards demonstrate our dedication to creating a company culture that empowers our people to thrive. These recognitions are a significant step towards achieving Acino's goal of becoming a leading pharmaceutical provider in the African and Latin American healthcare sectors.



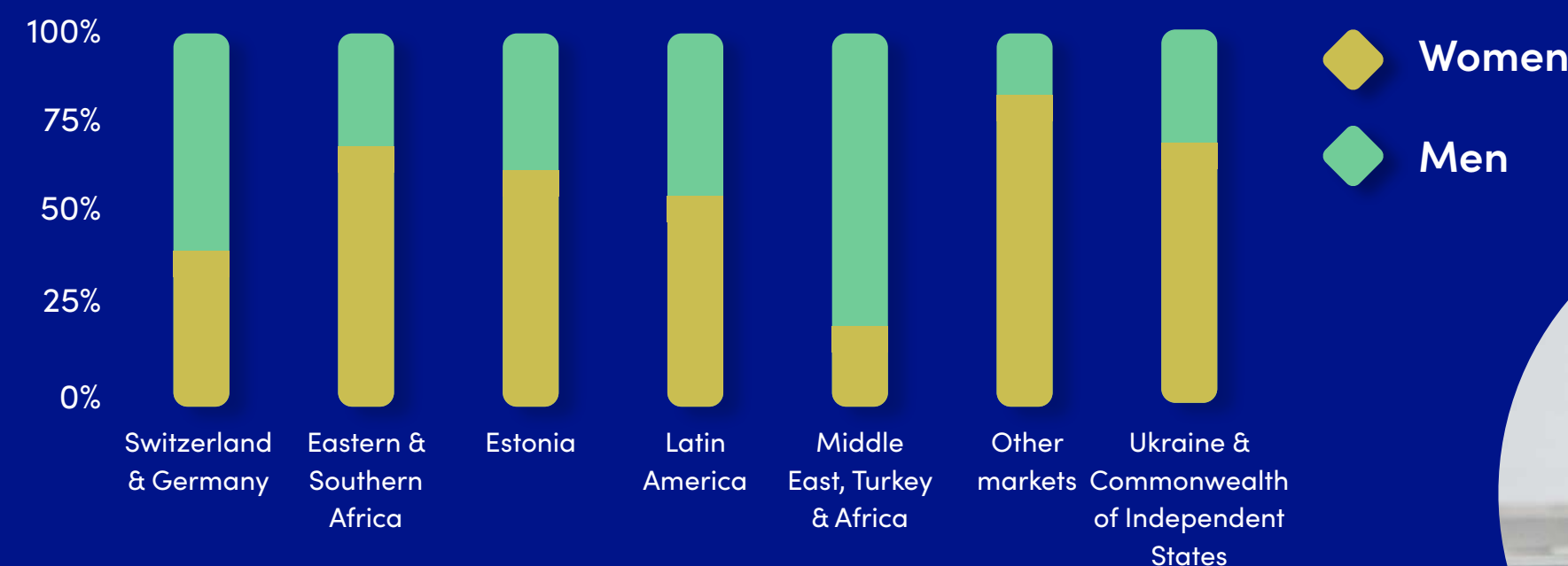
DIVERSITY AND INCLUSION

We operate an inclusive workplace across all our operations that allows us to benefit from different perspectives and draw from the widest possible pool of talent. Our diversity and inclusion agenda reflects the needs and issues of the communities in which we operate.

While we grow rapidly, our goal is to continue to build an innovative, great, and inclusive place to work.

54%
of our employees globally are women

GENDER BALANCE ACROSS ACINO



[View annex for further employee data](#)





The wellbeing of our employees is of the utmost importance, and we have put in place a wide range of initiatives and policies to help our employees.

This has included training and support around mental health and wellbeing, and opportunities to work in a hybrid and flexible way.

Case Study: ACINO'S COMMITMENT TO DIVERSITY AND ECONOMIC EMPOWERMENT IN SOUTH AFRICA

Acino is committed to compliance with local and organisational laws, such as the Broad Based Black Economic Empowerment Act, which is critical for doing business in democratic South Africa. Our focus on preferential procurement and investment in enterprise and supplier development aims to improve the socio-economic development of communities and redress the exclusion of the Black majority's participation in the mainstream economy.

We have provided employment to 138 individuals from the previously disadvantaged sector and invested in 78 learnerships to upskill the future workforce. We are proud to have achieved Level 1 B-BBEE status, making a positive impact on our community and contributing to the growth of South Africa.

TRAINING AND DEVELOPMENT

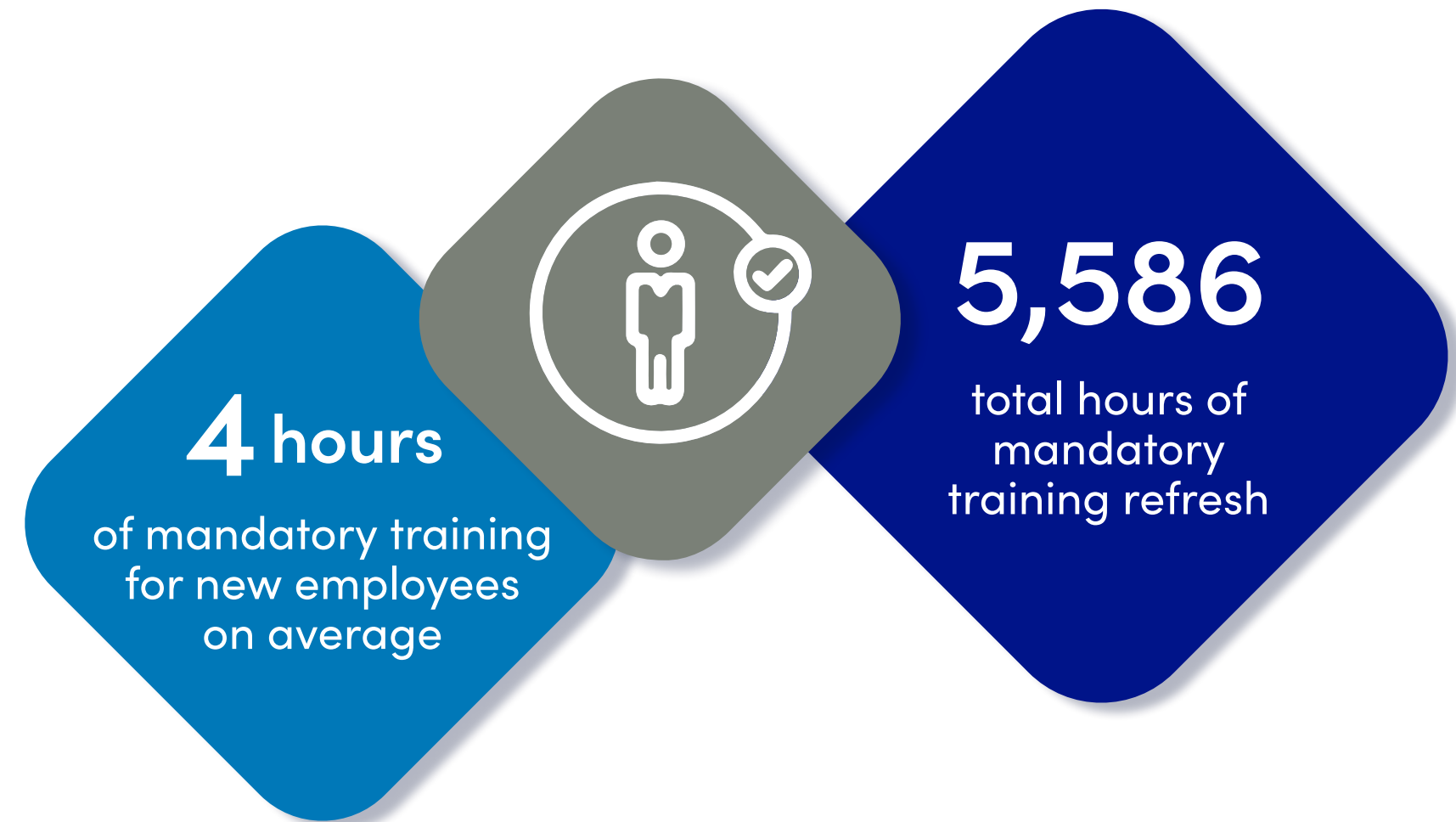
With a clear focus on selected markets in the Middle East, Africa, the CIS region, and Latin America, we are operating in some of the most dynamic countries of the world. To support our growth in these areas, we need to attract and retain a high-performing workforce.

A key part of this is investing in the training and development of our people. We invest heavily in training our teams and the training programme is a mix of internal and external courses and other learning content.

We support employees to attend external instructor-led training courses.

We seek to empower youth through our programmes by providing educational and professional development opportunities, for example through our Young Graduate and internship programmes.

Acino encourages a learning culture across the entire organisation, and this includes compliance training, industry knowledge-based education and more advanced skill-based and performance-driven training.



Case Study: OUR LEADERSHIP CHARTER AND TRAINING PROGRAM

In 2022 we developed and implemented a Leadership Training Programme with a clear and concise Leadership Charter. The Leadership Charter consists of five buckets, each representing one of the Leadership Behaviours observed throughout the organisation; Achiever, Explorer, Communicator, Supporter and Coach. The Charter builds on well-established values and behaviours and sets forth clear principles for what can be expected of leaders at Acino.

The programme aims to strengthen and streamline the leadership culture within Acino and enable leaders to work towards a joint leadership culture to the benefit of all employees. By providing workshops and other activities, we are empowering their leaders to develop their leadership skills and prioritize qualities when recruiting future talents.

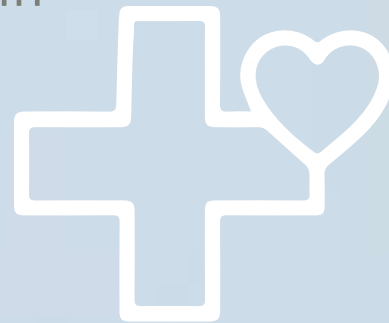


HEALTH AND SAFETY

We provide a safe and healthy workplace for all our employees, and we continuously strive to improve workplace safety as well as employee awareness and behaviour.

The Global EHS & Corporate Social Responsibility Standard sets out our commitments to manage and safeguard the health and safety of our employees, contractors and any others who may be affected by our activities.

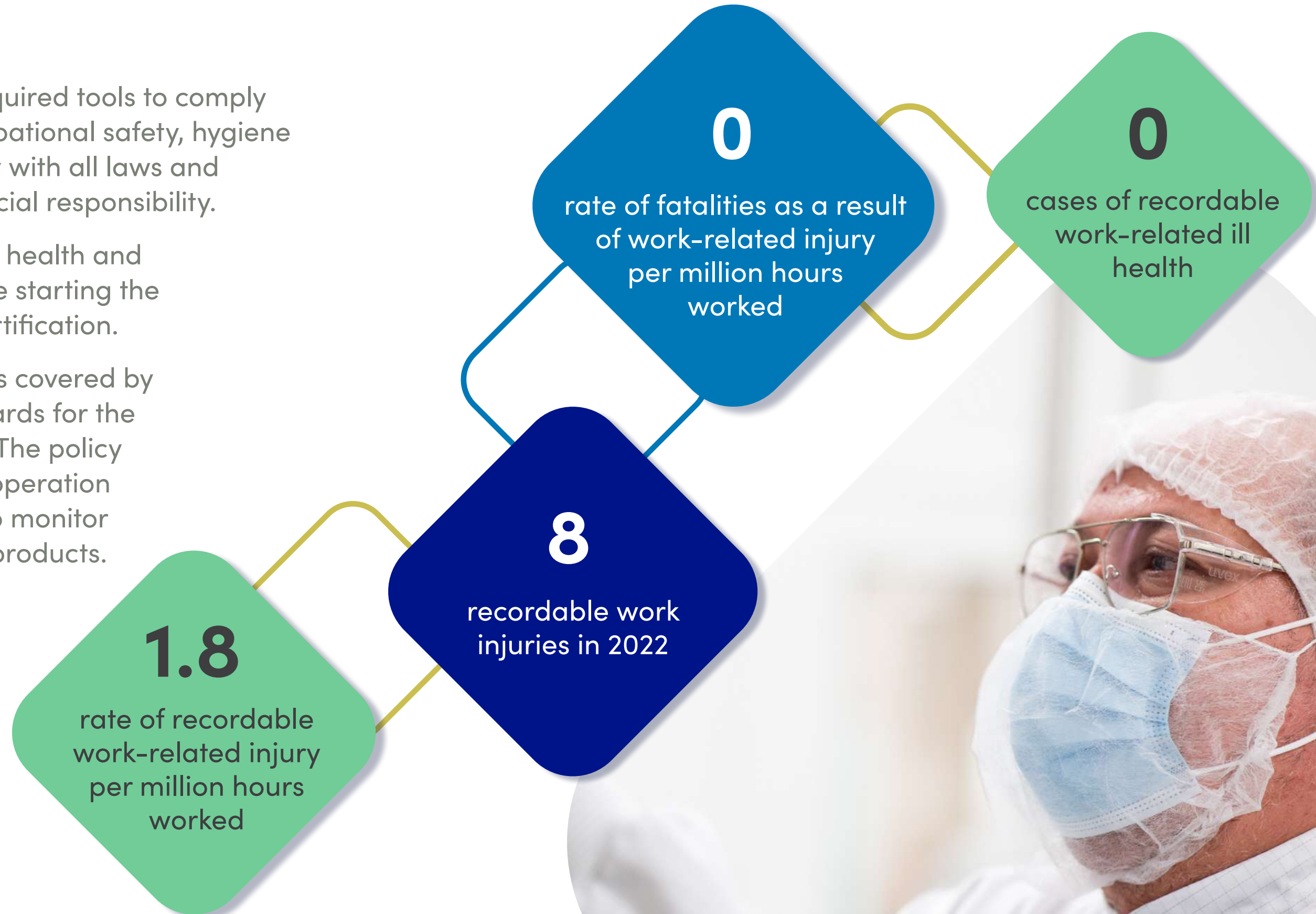
EHS is an integral part of general management in Acino. Each production site has its dedicated department responsible for managing health and safety issues and the Global EHS team perform annual audits. Each production site has its own EHS regulations register to monitor health and safety compliance.



The role of EHS is to provide the required tools to comply with all regulations regarding occupational safety, hygiene and medicine, environment, comply with all laws and regulations regarding corporate social responsibility.

We are committed to maintaining a health and safety management system and are starting the site preparedness for ISO 45001 certification.

Patient safety and product quality is covered by our Quality Policy which sets standards for the quality and safety of our products. The policy also sets out the guidelines for the operation of our pharmacovigilance system to monitor the safety of authorised medicinal products.



COMMUNITY ENGAGEMENT

We are committed to providing a *positive impact* on the communities where we operate.

We engage with our local communities through support programmes and volunteering activities.

We act as a partner for many conferences and specialised events in the pharmaceutical industry, organise educational programmes for healthcare specialists, and create our own patient projects or local partner initiatives.

We encourage employee engagement with charities and local community initiatives. We value the dual impact of supporting a good cause and enabling employees to connect outside the office environment, through initiatives focusing on fundraising and giving time and skills for volunteering activities.



Case Study: YOUR UNLIMITED WORLD

In Ukraine, Acino has established a national social project called “Your Unlimited World” aimed at helping children with autism spectrum disorders (ASD). Through this project we help doctors and other specialists to provide information, as well as to help patients with ASD and their families by providing effective rehabilitation measures.

In cooperation with the Child with Future Foundation, we have achieved the opening of 15 sensory rooms in 10 cities of Ukraine, the publication and free distribution of 100,000 copies of methodical literature, the organisation of 30 master classes and 3 own conferences, the support of more than 10 partner events, the creation of more than 150 educational videos and, support in conduction of rehabilitation camps for children with autism.

As part of the project, we also support the Autism Games Sports School. The purpose of the school is the physical development and socialization of children through sports under the guidance of experienced professional coaches.

This year, “Your Unlimited World” turns 5 years old and we are proud of the impact that we are having in the lives of families with children with ASD. We have not let external factors such as the war in Ukraine stop our efforts and we are committed to continue this project.



Case Study:

PROFESSIONAL EDUCATION OF FUTURE DOCTORS AND PHARMACISTS

Acino reconstructed and equipped the pharmacological classroom for students at the Bogomolets National Medical University. We understand the importance of creating a state-of-the-art environment for the professional education of future doctors and pharmacists in Ukraine.



Case Study: DONOR DAY

Our colleagues in Ukraine organised a Donor Day on site in Kyiv. 71 employees came together and donated almost 32L of blood! This can potentially save the lives of more than 200 patients at the Amosov National Institute of Cardiovascular Surgery.



Case Study: ACINO'S HUMANITARIAN RELIEF EFFORTS RECOGNIZED BY PRESIDENT OF UKRAINE

Acino's dedication to supporting healthcare providers and patients is evident through its efforts to provide much-needed medicines and services to the people of Ukraine. The company's contribution of 4,000,000 UAH (\$110K) through the President's initiative UNITED24 has aided in supporting the humanitarian and medical needs of the Ministry of Health of Ukraine. Acino's total contribution of 66,500,000 UAH (\$2M) has earned recognition from President Volodymyr Zelenskyy for its significant humanitarian relief efforts. Acino remains committed to supporting the people and the state of Ukraine through ongoing donations and support.



Case Study: MAKE SENSE CAMPAIGN

Acino Kazakhstan has been participating in the Make Sense campaign, a global initiative by the European Head and Neck Society (EHNS) to increase awareness and promote early diagnosis of head and neck cancer. Since 2018, Acino Kazakhstan has actively participated in the campaign through press conferences and social media outreach. Additionally, Acino Kazakhstan has been involved in the training of healthcare professionals and screening of over 5,000 people for early diagnosis of head and neck cancer in 6 cities, identifying approximately 100 cases.

Case Study: WORLD HEART DAY

Across our global offices, we have run several programmes in recognition of World Heart Day and the work of the World Heart Federation to raise awareness of cardiovascular disease (CVD). Over 75% of CVD deaths occur in developing countries and as a leading provider of CVD therapies to emerging markets, Acino is at the forefront of ensuring that patients around the world have access to effective and affordable medicines. World Heart Day is a great opportunity for our employees to get involved in voluntary activities to highlight the actions that individuals and business around the world can take to prevent and manage CVD.



Case Study:

VOLUNTEERS AT RAMADAN

Acino META collaborated with the Al Noor Training Centre for Persons with Disabilities during Ramadan, where our UAE-based employees volunteered their time at the centre.

Volunteers assisted ex Al Noor students with activities for their Smiles n Stuff shop, a branded retail shop stocking items hand made by students. Activities included making bracelets, prayer beads, caps and coasters as well as tissue box and iPad stand painting and more.

The Al Noor Training Centre was established in 1981 with just eight children and has since expanded every year to enrich the lives of hundreds of children and young adults with various physical and cognitive challenges. The centre has a holistic approach to the wellbeing and development of all their students, who benefit from individual, specially designed programmes to suit their specific needs.

7

Governance

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**Ethics, integrity,
and trust are at
the *heart* of how
we operate**

BUSINESS ETHICS AND OUR CODE OF CONDUCT

Ethics, integrity, and trust are at the heart of how we operate, internally and in interacting with our customers, partners, and suppliers. These values are central to our business strategy and our business proposition, and we believe they strengthen our competitive advantage.

Our Code of Conduct sets strict guidelines for our business practices and articulates the standards for our ethical conduct across all markets. It provides guidelines for our behaviour that all our employees must follow, including the prevention of corruption, bribery and fraud.

We have a multi-faceted Compliance Management Programme which ensures adherence to standards. This covers leadership and communication, policies and procedures including review, approvals, and documentation of high-risk interactions, monitoring and internal audit, risk assessment, due diligence of third-party intermediaries, reporting and investigation.

The responsibility for compliance with the standards rests with the Global Integrity and Compliance function as well as Compliance Committees at both global and regional level. All staff are required to complete annual training on the Code of Conduct.

We have a strict compliance training programme which includes mandatory training for all employees on anti-bribery and anti-corruption, and data protection and data privacy.



Case Study: ANNUAL ACINO COMPLIANCE DAY

Acino is proud to have established the annual tradition of “Compliance Day”, a day-long event during which the entire company focuses on compliance, including the areas of Quality, Regulatory, Pharmacovigilance, Medical Affairs, EHS/ ESG, Legal Compliance and Integrity. We come together in regional “compliance town halls” where members of the senior leadership team and functional heads speak to the importance of compliance to our license to operate and the fulfilment of our commitment to serving patients and the healthcare community.

In addition to the town halls, activities like workshops and team exercises are held on various compliance topics, and employees complete trainings and participate in compliance-relevant tasks.

We created the hashtag #CompliancesALifestyle and shared all information and employee feedback on our internal network.



#CompliancesALifestyle

Always *dance* like
nobody’s watching
but be compliant like
regulators are
watching



#CompliancesALifestyle

Keep calm and
stay *compliant*
and don’t take
any shortcuts



2,516

employees that have received training on anti-corruption. Our goal is to train 100% of the employee involved with third parties.

ANTI-BRIBERY AND ANTI-CORRUPTION

Acino is committed to enforcing compliance with anti-bribery and anti-corruption laws in all areas we operate.

We have *zero tolerance* to bribery and corruption.

We expect all our employees, and any agencies acting on our behalf, to observe our ethics and compliance policies.

Our standards are set out in our Code of Conduct as well as in our Global Anti-Bribery and Anti-Corruption Policy (Global ABAC Policy). All employees must comply with the anti-bribery and anti-corruption legislation and avoid all forms of corruption.

As part of our compliance programme, employees complete annual mandatory anti-bribery and anti-corruption training.

The number on the left reflects online anti-bribery and anti-corruption awareness training. In addition to this training, Regional Compliance teams conduct face-to-face trainings with specific functions.

DATA PRIVACY AND CYBERSECURITY

Whenever a customer chooses to do business with Acino, they trust us to process confidential business and personal data. To protect this information, we have implemented a robust data privacy and cybersecurity framework, including a Data Protection Policy, a Data Breach Management system, and a Data Subject Access Request management system.

We follow the principles as reflected in the EU General Data Protection Regulation (GDPR) or regional privacy legislation if this is stricter. All global IT procedures follow the Data Security and Integrity standards as defined in the best practice guide for Eudralex, the collection of rules and regulations governing medicinal products in the EU.

We are committed to protecting *personal data* belonging to individuals such as our employees, partners, and customers.

We continue to invest in state-of-the-art technology and our IT function plays a crucial role to ensure our security remains resilient against ever-evolving cyber threats.



HUMAN RIGHTS IN THE SUPPLY CHAIN

We are committed to upholding fundamental human rights in our supply chain and require all suppliers to comply with our Supplier Code of Conduct which sets out standards on conduct and behaviour.

Our Supplier Code is based on the standards set by the UN Universal Declaration of Human Rights, the International Labour Organisation (ILO), the Pharmaceutical Supply Chain Initiative and other international standards, in addition to the Acino Code of Conduct.

In complying with the standards of the Supplier Code and by replicating them in their own supply chains, suppliers commit to conducting business in a responsible manner and continuously strive to improve their business practices.

We condemn slavery or human trafficking, or any child labour and young workers in our supply chain. Suppliers are required to provide fair treatment to workers, ensure fair wages and working hours, and allow freedom of association.

We take appropriate steps to ensure that everyone who works for Acino – in any capacity anywhere in the world – benefits from a working environment in which their fundamental rights and freedoms are respected.

WHISTLE BLOWING PROCEDURE

At Acino, we promote a speak-up culture and have established several channels for reporting perceived misconduct (line manager, HR (regional or global), Compliance team (regional or global), Legal team (regional or global), Speak-up Line). We encourage employees to raise concerns or suspected breaches of Acino policies or applicable law and it is important that raising a concern is as easy as possible.

We have established a Speak-Up Line that allows employees as well as external stakeholders to report any concerns on an on-line platform. The Speak-Up Line is available 24/7 and is published on the intranet as well as the corporate website. Reports can be submitted anonymously, and there is functionality to allow for anonymous follow-up communication.

All Speak-Up reports are reviewed by the Global Compliance team (the Global Head of Integrity and Compliance and/or the Chief Legal & Integrity and Compliance Officer). In 2022, there were 44 reports within the Acino Group. All cases were responded to and the majority have been closed.



Speak up
in Acino

100%

Speak up reports
have been
responded to





DATA TABLES

EMISSIONS

Total direct (Scope 1) GHG Emissions (tCO2e)	
Acino all sites	7,312.0
Switzerland	2,937.0
Estonia	452.0
Ukraine	1,304.0
South Africa	2,619.0

Total Scope 1 + 2 (location-based) GHG emissions (tCO2e)	
Acino all sites	9,361.0
Switzerland	2,937.0
Estonia	1,738.0
Ukraine	1,801.0
South Africa	2,885.0

Total location-based indirect (Scope 2) GHG emissions (tCO2e)	
Acino all sites	2,049.0
Switzerland	0.0
Estonia	1,286.0
Ukraine	497.0
South Africa	266.0

DATA TABLES

ENERGY

Total energy consumption manufacturing sites (MWh)	29,132
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Total energy consumption manufacturing sites (MWh)	
Acino all sites	29,132.0
Total consumption Switzerland	15,469.0
Total consumption Estonia	2,792.0
Total consumption Ukraine	8,705.0
Total consumption South Africa	2,166.0

Total electricity consumption (MWh)	
Acino all sites	15,052.1
Switzerland	9,692.4
Ukraine	3,861.6
Estonia	1,012.1
South Africa	486.0

Total non-renewable energy consumption (MWh)	
Acino all sites	25,508
Consumption from natural gas	6,729.0
Consumption from coal	486.0
Consumption from Heavy-oil	5,536.0
Consumption from nuclear energy	6,203.0
Consumption from gasoline	1,680.0
Consumption from other non-renewable energy (mix oil, fuel, gas, coal)	4,874.0

Total renewable energy consumption (MWh)	
Acino all sites	3,624.0
Consumption of solar/hydro/wind/biomass energy	3,489.0
Consumption of biodiesel energy	135.0

DATA TABLES

WASTE AND WATER

Waste generated and disposed (tonnes)			
	Waste generated	Waste diverted from disposal	Waste directed to disposal
Non-Hazardous	606.7	99.3	507.4
Hazardous	182.7	0.0	182.7
TOTAL Waste	789.4	99.3	690.1

Water consumption (m3)	
Acino all sites	27,604
Switzerland	12,979
Estonia	1,241
Ukraine	12,378
South Africa*	1,006

* Obs: South Africa figures are concerning the manufacturing of Evidence Collection Kits

EMPLOYEES

End of year headcount	2,793
Women	54%
Temporary employees	59
Permanent employees	2,734
New Hires	480
Leavers	381
Year-to-date turnover rate	13.6%

GRI CONTENT TABLE

STATEMENT OF USE	Acino AG has reported the information cited in this GRI content index for the period 1 January 2022 – 31 December 2022 with reference to the GRI Standards.
GRI 1 USED	GRI 1: Foundation 2021

GRI STANDARD	DISCLOSURE	LOCATION / DIRECT ANSWER
GRI 2: General Disclosures 2021	2-1 Organisational details	Our Global Footprint
	2-2 Entities included in the organisation’s sustainability reporting	Acino International AG (Zurich, Switzerland), Acino AG (Miesbach, Germany), Acino Pharma AG (Liesberg, Switzerland), Acino France SAS (Paris, France), Acino Pharma NJ (New Jersey, US), Acino MEA FZ LLC (Dubai, United Arab Emirates), Acino Estonia OU (Polva, Estonia), Acino Pharma Services Egypt LCC (Cairo, Egypt), Acino Pharma GmbH (Lörach, Germany), Acino Pharma Panama S.A. (Panama City, Panama), Acino (Latino-Americano) S.A. (Panama City, Panama), Acino Ukraine LLC (Kyiv, Ukraine), Pharma Start LLC (Kyiv, Ukraine), Start PJCS (Kyiv, Ukraine), Acino Kaz (Almaty, Kazakhstan), Acino Rus LLS (Moscow, Russia), Acino Healthcare Group (Pty) Ltd. (Midrand, South Africa), Litha Pharma (Pty) Ltd. (Midrand, South Africa, Acino Forensic (Pty) Ltd. (Midrand, South Africa), Acino Turkey Ilac AS (Istanbul, Turkey).

GRI STANDARD	DISCLOSURE	LOCATION / DIRECT ANSWER
GRI 2: General Disclosures 2021	2-2 Entities included in the organisation’s sustainability reporting	Our approach to consolidating information in this report: - Environmental data, such as energy, emissions and water usage only cover our manufacturing sites. - Health & Safety covers all entities. - CSR covers all entities. - Human resources data covers all our entities.
	2-3 Reporting period, frequency and contact point	This is Acino’s first sustainability report. We are committed to publish a sustainability report on an annual basis. It covers the period from 1 January 2022 to 31 December 2022.
	2-6 Activities, value chain and other business relationships	Our Company Our Global Footprint Our Products and Services Working With Suppliers

GRI STANDARD	DISCLOSURE	LOCATION / DIRECT ANSWER
GRI 2: General Disclosures 2021	2-7 Employees	Our Employees Data Tables: Employees
	2-9 Governance structure and composition	The Executive Committee (ExCom) is responsible for the oversight of all operations of the organisations. Chaired by the CEO, it comprises of eight people covering all the commercial operations and the central functions (Finance, HR, and Operations). The ExCom reports to the Board of Acino which is made up of representatives from ADQ. The Board of Directors includes both ADQ and independent / non-ADQ Board members. The Chair of the Board is Fahad Al Qassim, the Executive Director of Healthcare, Pharma, and Financial Services at ADQ. Acino Management The ExCom is responsible for all decision making and oversight of the management of Acino’s impact on the economy, environment, and people. In 2022, the ExCom was supported by the Global Leadership Team (GLT) which includes the functions responsible for Legal & Compliance, Regulatory Affairs, Communications, Quality, Supply Chain Management, and IT. As Acino continues to engage on ESG topics we expect the decision and oversight for ESG topics to evolve.
	2-11 Chair of the highest governance body	The Chair of the Board is not an executive of Acino. Acino Management

GRI STANDARD	DISCLOSURE	LOCATION / DIRECT ANSWER
GRI 2: General Disclosures 2021	2-12 Role of the highest governance body in overseeing the management of impacts	The sustainability strategy is managed by Global EHS. The COO is also the sustainability officer. We report every month to the CSO & CEO, and quarterly to the board. The board approves the strategy. Every due diligence include all the departments of Acino: Quality, EHS, CSR, Legal, Regulatory, Finance etc... Every department share their findings and the ExCom take their decision according to the final outputs of the due diligence. The final proposal will be approved by the board of directors.
	2-13 Governance structure and composition	We are committed to ensuring that our sustainability strategy delivers positive impacts through ambitious targets and dedicated actions. The strategy is overseen by the Chief Operations Officer of Acino, which is now the CSO and by the CEO. The ExCom and the Board are responsible for agreeing and approving the global sustainability strategy, for setting standards and sustainability targets, and for delivering against these targets. The day-to-day implementation of the sustainability programme remains with the Global Environment, Health & Safety function and with the Sustainability, CSR & Environment Manager. Compliance with the standards of the sustainability program is the responsibility of both the EHS function and the Compliance (Legal) function.

GRI STANDARD	DISCLOSURE	LOCATION / DIRECT ANSWER
GRI 2: General Disclosures 2021	2-14 Role of the highest governance body in sustainability reporting	The sustainability report has been approved by the sustainability committee and the CEO.
	2-15 Conflicts of interest	The duty of avoiding conflicts of interest is covered by our code of conduct, which also applies to the governance body. Code of conduct, p.12
	2-22 Statement on sustainable development strategy	Sustainability Strategy
	2-23 Policy commitments	Working with Suppliers Business Ethics and Our Code of Conduct Human rights in the supply chain Whistleblowing procedure Acino Group Code of Conduct Acino Group Supplier Code of Conduct

GRI STANDARD	DISCLOSURE	LOCATION / DIRECT ANSWER
GRI 2: General Disclosures 2021	2-26 Mechanisms for seeking advice and raising concerns	Whistleblowing Procedure Acino Speak Up Platform Acino Speak Up Notice
	2-28 Membership associations	Human Rights in the Supply Chain
	2-29 Approach to stakeholder engagement	Materiality Analysis Working with Suppliers Community Engagement Human Rights in the Supply Chain Whistleblowing Procedure
GRI 3: Material Topics 2021	3-1 Process to determine material topics	Materiality Analysis
	3-2 List of material topics	Materiality Analysis

GRI STANDARD	DISCLOSURE	LOCATION / DIRECT ANSWER
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	Our Products and Services
	201-2 Financial implications and other risks and opportunities due to climate change	As a pharmaceutical company with a strong presence in emerging markets, Acino may face financial implications and other risks and opportunities due to climate change. For example, climate-related natural disasters such as hurricanes, floods, and droughts could disrupt supply chains, impact manufacturing processes, and lead to production delays or shortages. These disruptions could potentially result in financial losses or reputational damage. Additionally, Acino’s commitment to sustainability could position the company as a leader in the industry, potentially attracting socially responsible investors and customers. However, there may also be additional costs associated with implementing sustainability initiatives and adapting to the impacts of climate change. Overall, it is important for Acino to proactively assess and manage the potential financial implications and other risks and opportunities associated with climate change.
GRI 205: Anti-corruption 2016	205-2 Communication and training about anti-corruption policies and procedures	Anti-bribery and Anti-corruption

GRI STANDARD	DISCLOSURE	LOCATION / DIRECT ANSWER
GRI 302: Energy 2016	302-1 Energy consumption within the organisation	Reducing Our Energy Use and Our Emissions Data Tables: Emissions and Energy
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	At Acino we do not withdraw water ourselves, we only use the water from the public network. All our waste water is sent to the waste water treatment plant. We outsource the control to an exterior laboratory to be sure that we remain within national regulations. The waste water treatment plants we use for our production plants are designed for the pharmaceutical sector. Our waste water management facilities are regularly controlled by local authorities to ensure we comply with regulations.
	303-1 Interactions with water as a shared resource	Managing Our Waste and Water

GRI STANDARD	DISCLOSURE	LOCATION / DIRECT ANSWER
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	Data Tables: Waste and Water
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	Reducing Our Energy Use and Our Emissions Data Tables: Emissions and Energy
	305-2 Energy indirect (Scope 2) GHG emissions	Reducing Our Energy Use and Our Emissions Data Tables: Emissions and Energy
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	Through our activities we generate non-hazardous waste from our production inputs (due to raw materials of packaging) and all the hazardous waste coming from the production of our pharmaceutical products. At the moment, we focus on being compliant with the law, that's why we have a process to monitor any change in law in all locals sites. We prevent all possible waste-based pollution through our processes of storage and waste handling.

GRI STANDARD	DISCLOSURE	LOCATION / DIRECT ANSWER
GRI 306: Waste 2020	306-3 Waste generated	Managing Our Waste and Water Data Tables: Waste and Water
	306-4 Waste diverted from disposal	Managing Our Waste and Water Data tables: Waste and Water
	306-5 Waste directed to disposal	Managing Our Waste and Water Data Tables: Waste and Water
	308-1 New suppliers that were screened using environmental criteria	Working with Suppliers
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	Our Employees Data Tables: Employees

GRI STANDARD	DISCLOSURE	LOCATION / DIRECT ANSWER
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	Our health and safety management system has been implemented on all sites in the same way. 100% of our employees are covered by our health and safety management systems. The system has been developed to be compliant with the fundamentals of health and safety in Europe. With this system, our sites are compliant with le-gal requirements in their countries. List of requirements: • Elaboration of mission statement & objectives • Implementation of a safety organisation • Providing education, training, instruction & information • Implementing safety rules • Performing hazard identification & risk assessment • Implementing action plan & implementation of corrective measures • Put in place an emergency response organisation • Apply the principle of “right to participate” in EHS activities • Implementing occupational hygiene & health protection principle • Performing audit, inspection & control • Implement environmental protection concept and actions • Implement corporate social responsibility processes • Promote work place health

GRI STANDARD	DISCLOSURE	LOCATION / DIRECT ANSWER
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	Health and Safety
	403-2 Hazard identification, risk assessment, and incident investigation	When we introduce new processes are, we follow the approach of “safety by design” to minimise risk. For existing processes, it is necessary to identify the hazards and define which ones are under our control in a preliminary hazard survey. Hazards that are not adequately controlled are subject to an in-depth risk assessment to prioritise actions. The team in charge of the preliminary hazard analysis and the risk analysis is multidisciplinary, including health and safety specialists, employees facing these risks and third party employees with a fresh eye on the situation. The hierarchy of corrective actions is systematically as follows: 1) eliminate, 2) substitute, 3) technical measures, 4) organisational measures, 5) personal protective equipment. The implementation of corrective measures follows the PDCA concept to ensure their effectiveness.
	403-3 Occupational health services	All manufacturing sites have local EHS manager that are tasked to identify and the eliminate hazards and minimize risks, following local, national and international regulations, as well as Acino’s Global EHS department requirements.

GRI STANDARD	DISCLOSURE	LOCATION / DIRECT ANSWER
GRI 403: Occupational Health and Safety 2018	403-4 Worker participation, consultation, and communication on occupational health and safety	We have are several ways to consult employees and communicate with them during the development and the implementation of the occupational health and safety. Communication is done during training, during change of shifts and with communications to all employees (e-mail, townhall, and etc.). Employees are represented at all levels, we have Safety, Health and Environmental Representative that are selected by the employees to represent them on EHS issues, we have the Managers from departments (HR, legal sales, Facilities, etc. representing their departments, the Business Unit Head , and the Regional Director). The committee is chaired by the Regional Director who is the highest authority with regards to decision making, the EHS officer is the Vice Chairperson of the Committee. This committee meets monthly. All categories of workers are represented; the non-managerial workers are represented by the SHE REPs who present on a monthly basis employee issues and concerns to the committee, the SHE reps conduct Inspection monthly, all findings are presented to the SHE Committee.
	403-5 Worker training on occupational health and safety	Employees receive general safety training when they join Acino. Once a year, EHS training is provided on the Informetica platform. For employees facing particular hazards such as working at height, ATEX risk or exposure to active ingredients, specific training is provided.

GRI STANDARD	DISCLOSURE	LOCATION / DIRECT ANSWER
GRI 403: Occupational Health and Safety 2018	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Where significant health and safety risks are identified, they are addressed either by Global EHS or by Local EHS with the support of Global EHS. In both cases, a working group is formed and a project is set up. Depending on the severity of the risk, Local EHS and Global EHS are empowered to stop the process immediately.
	403-8 Workers covered by an occupational health and safety management system	Workers from manufacturing sites are covered by occupational health and safety management. Workers from office sites are partially covered by occupational health and safety management, this because there are no dedicated EHS personel for these regions.
	403-9 Work-related injuries	Health and Safety
	403-10 Work-related ill health	Health and Safety
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	Training and development

GRI STANDARD	DISCLOSURE	LOCATION / DIRECT ANSWER
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	Our Employees Diversity and Inclusion Data Tables: Employees Acino Management
GRI 404: Training and Education 2016	414-1 New suppliers that were screened using social criteria	Working with Suppliers



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