



SANTA FARMA GLOBAL COMPACT 2018 COMMUNICATION ON PROGRESS REPORT

DECEMBER 2018



This report is a Communication on Progress which is meant to inform about the performance of the company with respect to United Nations Global Compact. Your feedback on the content will be highly appreciated.

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MESSAGE OF PRESIDENT

Dear stakeholders,

United Nations announced its development goals for the millennium in 2000. It went on to create a roadmap of sustainable development goals for all countries in 2015. We, Santa Farma, have been part of the Global Compact for 9 years.

Our Company is firmly dedicated to sustainable development goals in addition to fulfilling those goals in line with the principles defined in the Global Compact. Santa Farma has promoted those values since it was established in 1944. In that respect, the company will proudly celebrate its 75th anniversary in the industry next year. It is well known that the Global Compact lists the fundamental business principles under four main headings for the use of the entire business world. Those headings are human rights, labour, environment, and anti-corruption. All parties to the Global Compact make a commitment to uphold those principles in their future efforts. The main headings give a concrete message to the business world which is that we should build the future with due **respect for human rights** and protection of **natural heritage at a minimum** for sustainable growth and a life of dignity for all. The principles of **human rights, labour and anti-corruption** might be promoted through **legal regulations** to be introduced by governments. Yet, it is important to ensure that individuals and corporations comply with those principles voluntarily rather than being forced by law. This is the only appropriate way of achieving sustainable development goals. Especially, **environment** is an indispensable principle for sustainability.

Unless we protect environment, we will have no place to live and those principles will become meaningless. Corporations may cease to exist but we will always have the opportunity and capacity to establish new ones but we cannot make the same thing true for environment. Once nature is destroyed, it will be quite difficult and time consuming to restore it. In addition, human society will always invent needs no matter how much we satisfy the existing needs. Manufacturing industry which works for better human comfort and health has to continue manufacturing operations without interruption due to technological advances and increasing expectations of consumers which makes it impossible to return what it taken from nature.

Greenhouse Gas Emission and non-recyclable wastes lead to climate change and devastating natural disasters. Those negative conditions

primarily affect agricultural industry. Indeed, unless sufficient measures are adopted, the world risks suffering from droughts and starvation in near future. Foreseeing this danger, the Global Compact Platform has invited all countries to take action against those threats.

Currently, the entire world is dealing with the problem of immigration arising from changes in political geography and local conflicts. This problem leads the governments to take measures by means of regulations meant to put limitations for immigration. The Intergovernmental Conference on Immigration adopted the **Global Compact on "Safe, Orderly and Regular Migration"** in Morocco on December 10, 2018 to which I was invited to make the opening speech as the President of the International Organization of Employers. There were three underlying reasons to the adoption of the Global Compact which are: resolve the **lack of talents** in developed countries, promote **social stability**, and protect **susceptible workers**. Thus, a reasonable solution was developed for the problem of immigration under the existing conditions. Still, it is predicted that future migrations will arise from negative climactic conditions. In that respect, geographical position will be more important than the development of the countries. The entire world may suffer the consequences unless proactive measures are duly adopted without delay. All governments and industrial enterprises in the world are expected to appreciate the magnitude of this threat and spare some of their energy for preservation of nature. In all events, we should consider this as part of our **social responsibility**.

First and foremost, we need to embrace forms of **renewable energy** instead of fossil fuels and do our best to contribute to forestation activities as we can attain our goal of leading healthy lives only through healthy practices and solutions. That is because our responsibility extends to prolonging the lifespan of our planet rather than being limited to the survival of our respective governments and corporations. Santa Farma has been aware of the importance of **offering healthy services to healthcare** since its incorporation. Furthermore, **Santa Farma** upholds the notion that future might be embraced not only by serving human health but also **extending healthy services to nature**.

I wish you good health in a healthy world.

Sincerely yours,
Erol Kiresepi



ABOUT THE REPORT

Santa Farma İlaç Sanayii A.Ş. adopted the UN Global Compact on May 26, 2010. Santa Farma undertakes to regularly communicate its performance in relation to the 10 principles of the Global Compact on an annual basis. This is the ninth progress report issued by the company.

Santa Farma 2018 Communication on Progress provides information about the progress on Human Rights, Labour, Environment, and Anti-Corruption in line with the requirements of the UNGC. The report covers all of the activities conducted by Santa Farma in relation to those specific matters.

Although the reporting period is set as 1.1.2018–31.12.2018, the report makes reference to the important previous data since this is the ninth report submitted by the company. The first part of the report provides an overview of Santa Farma along with the corporate and governance details, its economic value and communication with stakeholders. The second part, on the other hand, offers detailed information about the corporate actions taken in relation to the principles of the UNGC. This part is comprised of chapters dedicated to Human Resources, Labour, Environment, and Anti-Corruption.

This report has been prepared based on **G3 Sustainability Reporting Principles of Global Reporting Initiative** with a view to communicating the corporate performance transparently in line with the principles of accountability in addition to facilitating potential comparisons with the future communications on progress. Your opinions and suggestions about 2018 Communication on Progress Report will be highly appreciated. Please feel free to contact Sema Yetkiner, Director of Human Resources, for all kinds of questions, opinions or suggestions via syetkiner@santafarma.com.tr

ABOUT SANTA FARMA

CORPORATE CULTURE

Our mission is to remain in constant search for better in order to offer favourable solutions for human health and quality of life. Our mission is at the root of our existence.

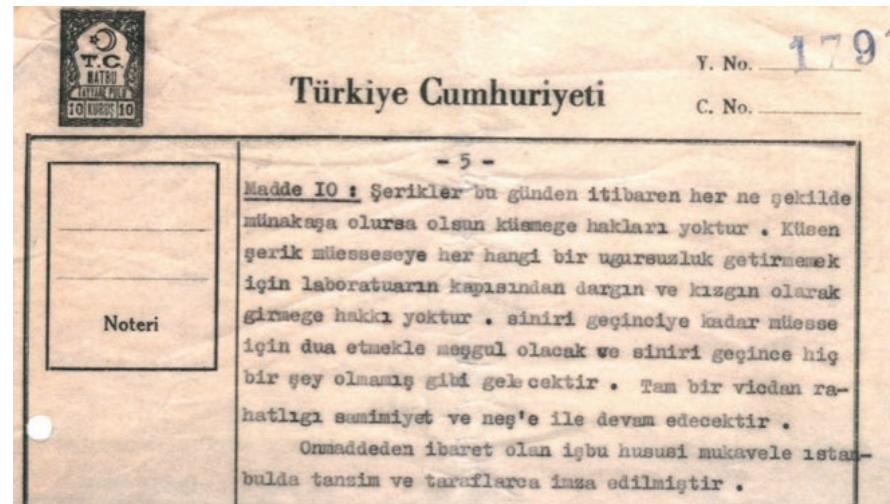
Our vision is to grow faster than the market average. Our vision is the manifestation of the future aspiration of our company.

Our values make us who we are and they are the linchpins of our corporate culture.

- Respect for the individual
- Openness to development
- Rational power
- Respect for the work, workplace and community

SPECIAL CLAUSE:

The following special clause in the articles of association of the company clearly reveals the company's values and respect for human beings as well as its solid founding principles.



STORY OF OUR LOGO:

- The logo of Santa Farma rests on a pyramid which embodies its spirit. The pyramid symbol is portrayed in the form of a triangle in the logo.
- Pyramids are comprised of four triangles which rise from the base only to unite above.
- Each of those triangles symbolizes the four elements constituting the source of life. That is what makes pyramids so powerful. In that respect, pyramids have stood for “power, longevity and stability” throughout history.
- The four triangles constituting Santa Farma pyramid symbolize its values which rise on a solid base to become united above.

BLUE

Colour of stable union, loyalty and strong faith. Symbolizes eternity and farsightedness. This is a colour with high therapeutic, conciliatory and healing properties. Blue is used in the logo of Santa Farma because it is a colour that depicts the business field in the best manner, points out progressive development and improvement and symbolizes harmonious, stable and peaceful business relationships.

RED

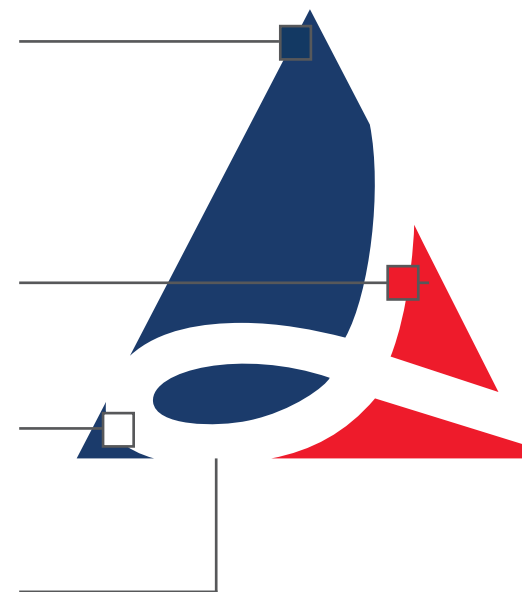
Colour of energy and power. Stands for agility, vigour, and determination and passion to continue till the end. The vision of Santa Farma is to “grow faster than the market average”. Red symbolizes the willpower required for this vision. Still, Santa Farma will always cling to its rational power while striving for growth and development. Therefore, red is embedded in the curves of the snake which symbolizes reason so that the vast energy stemming from the colour might be limited.

WHITE

Colour of cleanliness, purity, peace and stability. White is used in the logo of Santa Farma because it reflects our business culture and values.

SNAKE

Throughout the history, snake has symbolized good health and reason. In mythology, two intertwined snakes are used for symbolizing eternity of life. It is used for preparing drugs for ages. Hence, we use the curves of a snake in the middle of the triangle. Snake indicates that Santa Farma exists for serving human health and it will make use of rational power while providing this service.





ABOUT SANTA FARMA

HISTORY OF SANTA FARMA

Having been founded as Farma Laboratory in **1944**, Santa Farma took a leap forward by completing its merger with Santa Laboratory. Santa Farma İlaç Fabrikası Kollektif Şirketi was incorporated in **1954**, followed with the incorporation of **Santa Farma İlaç Sanayi A.Ş.** in **1973**.

In addition to its licensed products, Santa Farma has enriched and will continue to enrich its range of products by manufacturing several drugs licensed for leading multinational companies in Turkey.

Having been incorporated in 1944, the company has been able to create a reliable and good standing brand in the industry thanks to its motto of **"offering healthy services to healthcare"**. Our next objective is to support **"sustainable development"** with all our might by clinging to our value and corporate strategy in addition to contribute to a bright future.

MILESTONES:

- October 22, 1953 – The foundations of the Plant in Edirnekapi were laid.
- May 7, 1954 – The first license manufacturing agreement was executed (Spalt tablet).
- Late 1954 – The company changed its title to "Santa Farma İlaç Fabrikası Kollektif Şirketi".
- 1964 – The first contract manufacturing agreement was executed with Organon Holland which paved the way for technological advance in Santa Farma.
- 1973 – The company changed its title to Santa Farma İlaç Sanayii A.Ş.
- 1982 – The company adopted Food Manufacturing Practices (GMP) Quality standard and completed the technological infrastructure of the plant.
- 1983 – The Plant started the institutionalization process following the technological modernization.
- 1987 to 1989 – The Company made technological progress.
- 1989 – The company released the first biotechnological import product in Turkey (Eprex).
- 1994 – Santa Farma moved to its current head office building.
- 1997 – Reorganization of Marketing Department.
- 2008 – Reorganization of Human Resources Division.
- 2009 – The Company started "ERP" and "Corporate Identity" projects.
- 2010 – The new logo was launched and "ERP" project was finalized.
- 2011 – The corporate website was redesigned.
- 2012 – The foundations of the new Manufacturing Plant and R&D Centre were laid.
- 2015 – The foundations new Manufacturing Plant and R&D Centre were opened to service.
- 2016 – The Croatian Ministry of Health issued the EU-GMP Certificate.
- 2017 – ISO 9001 Quality, ISO 14001 Environment and OHSAS 18001 Occupational Health and Safety certifications.
- 2018 – Beginning of FORA transformation project to enable the company to achieve its goals for 2024.



ABOUT SANTA FARMA

74th ANNIVERSARY IN THE INDUSTRY

Santa Farma has acted in line with the principles of "Respect for the Individual", "Openness to Development", "Rational Power", and "Respect for the Work, Workplace and Community" both at domestic and international level for 74 years.

EROL KİRESEPİ IS CHOSEN TO BE THE FIRST TURKISH PRESIDENT OF IOE

Erol Kiresepi, the first Turkish president of the International Organization of Employers, addressed the leaders of 193 member states at the Intergovernmental Conference on Immigration on December 10 in Marrakech, Morocco. The Conference adopted the "Global Compact for Safe, Orderly and Regular Migration" (GCM).

Kiresepi started his speech by expressing his appreciation of the governments which made it possible to achieve concrete outcomes in such a sensitive and complicated issue as "Immigration" before he went on to underline that business world would deal with "Immigration" based on three aspects which are resolving the lack of talents in developed countries, promoting social stability, and protecting susceptible workers. Kiresepi noted that the problem arising from lack of skills was likely to exacerbate along with the rapid changes in the world and resolving this problem required private industry, and mainly SMEs, to transfer competent labour and skills and extreme restrictions on immigration would make a blow on the growth targets. He explained that GCM would mark a significant step towards adapting to this new reality and it was necessary to introduce well-functioning legal guarantees for employees in order to reduce irregular and illegal practices.

Throughout the 2 days' conference, Erol Kiresepi met Colombian Minister of Foreign Affairs Carlos Holmes Trujillo, French Minister for Europe and Foreign Affairs Jean-Baptiste Lemoyne, Dutch Minister of Migration Mark Harbers, UAE Minister of Human Resources Nasser Bin Thani al Hamli, Qatar Minister of Administrative Development, Labour and Social Affairs Yousuf Mohammed A. Fakhroo, Undersecretary to Danish Ministry of Cooperation in Development Martin Bille Hermann, and UN Ambassador to Mexico Juan José Gómez Camacho. The Conference adopted the "Global Compact for Safe, Orderly and Regular Migration".



ABOUT SANTA FARMA

BUSINESS FIELD

Santa Farma is engaged in manufacturing, import, export, marketing and sales of drugs in pharmaceutical industry. It is recognized as a deep-rooted and important company dealing with "manufacturing of original and equivalent drugs" in Turkish pharmaceutical market.

An equivalent drug, or generic drug, contains the same amount of the same active ingredient with the reference (original) drugs and therefore, offers the same pharmaceutical effects. The effect of such drugs is confirmed through bio-equivalence studies. Equivalent drugs are released after the expiration of the patents and date concessions for reference drugs.

Use of equivalent drugs makes it easier to have access to treatment as it offers the same effects with reference drugs for more affordable prices.

Drugs which are scientifically proven to be bio-equivalent are also therapeutically equivalent at the same time. In that respect, Santa Farma complies with all the laws and regulations enforced by the

Ministry of Health, which is in charge of registration procedures to be conducted for release of drugs. Furthermore, it abides by the principles of "Current Good Manufacturing Practices" (cGMP).

Currently, a great many of governments encourage manufacturing of equivalent drugs in order to reduce public healthcare costs. This makes it possible to allocate higher funds to other public concerns with a view to contributing to the welfare of the country in general. Manufacturing of equivalent drugs also increases the global competitive power of the relevant country as it provides the manufacturing companies with opportunities for export.

After manufacturing equivalent drugs by means of R&D activities, Santa Farma conducts bio-equivalence studies in order to confirm the therapeutic equivalence of those drugs to reference drugs. Following the completion of registration processes by the Ministry of Health, the products are released to the market.

"Santa Farma manufactures not only original drugs but also equivalent drugs in order to contribute to cost effective methods in health costs while making drugs accessible to more people."

SANTA FARMA ABOUT

OFFICES AND PLANTS

Santa Farma is headquartered in Okmeydanı, Şişli-İstanbul while the manufacturing plant is located in Dilovası-Kocaeli. The company conducts the marketing and sales activities through 8 regional offices all over the country.



R&D Centre



Marketing

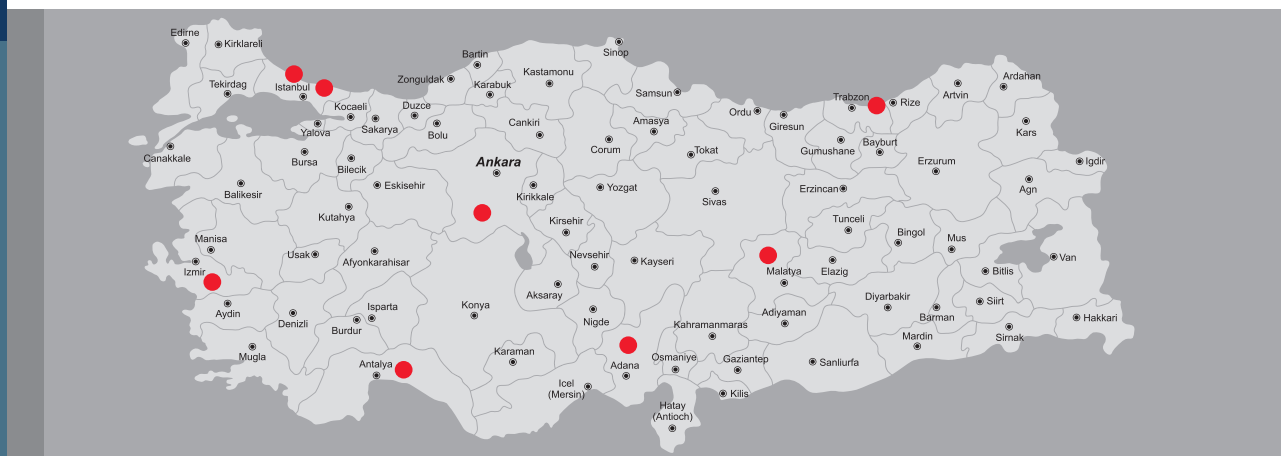


Head Office



Manufacturing Plant

REGIONAL OFFICES



Santa Farma aims to provide people with the best means for health by manufacturing high quality products.

MANUFACTURING ACTIVITIES

With an annual manufacturing capacity of **150 million boxes**, Santa Farma manufactures its licensed products in addition to several drugs licensed for leading multinational companies.

The manufacturing plant conducts its operations in full compliance with the Current Good Manufacturing Practices (cGMP) introduced by the EU-GMP and World Health Organization (WHO) and embraced by Turkish Ministry of Health in order to promote international standards in drug manufacturing activities.

Pharmaceutical forms:

- Tablet, film coated tablet, pills, capsules, sachets, powder filling, effervescent
- Syrup, solution, suspension
- Mouthwash
- Oral, nasal spray and drop
- Pomade, ointment, gel, cream, and lotion.

Santa Farma Gebkim Manufacturing Plant undertakes manufacturing activities for products by MSD Turkey, Janssen, Angelini, Yenişehir Laboratuvarı, Bilim İlaç and Astellas.

QUALITY MANAGEMENT SYSTEM

The Quality Management System is based on:

- Regulations of Turkish Ministry of Health (all of the applicable laws and regulations, GMP, GDP Guidelines)
- PIC/S,
- Eudralex Volume 4,
- ISO 9001 Quality Management System Standards,
- WHO Guidelines, and
- The International Council for Harmonisation (ICH) / Pharmaceutical Quality System (Q10).

TR- GMP CERTIFICATE

Santa Farma Gebkim Manufacturing Plant and R&D Centre were awarded a GMP Certificate by Turkish Ministry of Health on 26.06.2015.

EU-GMP CERTIFICATE

Santa Farma Gebkim Manufacturing Plant was awarded the EU-GMP Certificate by HALMED, Croatian Health Agency, on 11.11.2016.

ISO CERTIFICATES

Santa Farma was awarded ISO 9001 Quality, ISO 14001 Environment and OHSAS 18001 Occupational Health and Safety certificates in 2017. Those certificates remained valid throughout 2018 during which necessary audits were performed.



RESEARCH AND DEVELOPMENT

In general, Research and Development (R&D) activities focus on boosting innovation to offer new services to people and increase their quality of life. In pharmaceutical industry, R&D activities are even more important because they have a direct impact on human health. The primary goal of Santa Farma R&D Centre is to conduct studies to formulate drugs with high added value in international standards in order to improve life quality of patients by presenting alternative means of treatment and contribute to national economy.

To that end, Santa Farma R&D Centre conducts:

- Patent studies,
- Active ingredient research and evaluation,
- Alternative active ingredient evaluation,
- Pharmaceutical technology development,
- Development of pharmaceutical analytics,
- Bio-equivalence and Clinical Studies,
- New product stability studies,
- CTD application file preparation activities based on Quality by Design (QbD) approach in line with the internationally recognized EMA, US-FDA and ICH guidelines.

The information derived from the studies conducted at R&D Centre is used for developing future products through information sharing based on human oriented principles with a view to improving new product reliability and effectiveness thanks to the increasing know-how of the company.

Situated on a land of 3.000 m² and comprised of 4 levels, the R&D Centre was accredited by the Ministry of Industry and Technology in recognition of the fulfilment of all requirements on 18.11.2016. This accreditation displays the high quality of the facility as well as the studies conducted in the "R&D Centre".



The quality of Santa Farma R&D Center is widely accepted and has eligibility leading the world.

The R&D Centre is comprised of pharmaceutical analytic development laboratories (instrumental analysis and wet chemical laboratory), pharmaceutical technology laboratories, warehouses and offices. Our team of professionals with B.Sc., M.Sc. or Ph.D degrees on pharmaceutical chemistry, pharmaceutical technology, patent and clinical research perform studies to create innovative products with high added value with the use of high technology equipment. Santa Farma scientists keep up with the scientific and technological improvements and advances thanks to the internal and external training offered to them based on the human oriented approach of the company. This makes it possible for Santa Farma R&D staff to improve their scientific knowledge as necessary.

Lateral project groups monitor every single step of the new product development activities with great care and attention as the studies are conducted through alternative dosage forms meant to increase patient compliance and comfort in line with cGMP (Good Manufacturing Practices) and cGLP (Good Laboratory Practices) in addition to GCP (Good Clinical Practices) for clinical studies.

Santa Farma R&D Centre acts in collaboration with universities for projects sponsored by TUBITAK and TEYDEB based on the understanding that Public & Private partnership is a cornerstone of innovation. Hence, it not only contributes to development of science and technology in Turkey but also takes action to diversify the product range of the company.

Santa Farma R&D Centre aims to reinforce the position of Santa Farma in both domestic and global markets by continuously improving the quality of the products. All departments get involved in those studies through a multi-disciplinary approach so as to meet the product needs of several countries throughout the world. In that respect, the ultimate goal is to contribute to national economy and help finance the current deficit by increasing the national export volume. Santa Farma R&D Centre is globally recognized for its high quality and leading innovation.

WAREHOUSES

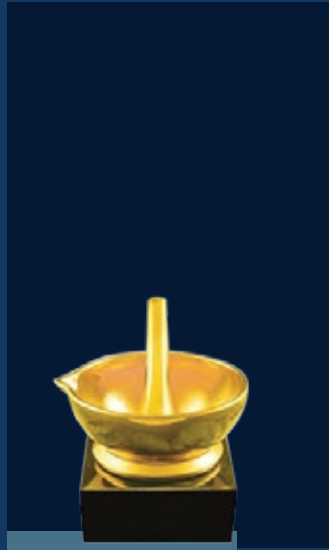
The Representative Pharmaceutical Warehouse available in the New Manufacturing Plant and R&D Centre was audited by the Ministry of Health on 31.12.2014. Following the audit, the Ministry of Health issued a license on 05.03.2015. The warehouse is used for storage and shipment of products since 01.08.2015. Located in the New Manufacturing Plant and R&D Centre, Santa Farma Representative Pharmaceutical Warehouse boasts of a capacity for 10,098 pallets. Finished products and raw materials / packaging materials are stored in the same warehouse but in different sections separated with wires. The warehouse has a storage section of 70 pallets for the raw materials which have to be stored in cool or warm temperatures. Also, there is a storage section of 30 pallets for cold chain finished products. BMS system is used for measuring and monitoring the temperature and humidity levels in the warehouse on 24/7 basis. Finished products are distributed through the shipping section in the same warehouse. Combustible/inflammable raw materials are stored in a different warehouse of 70 pallets.

ABOUT SANTA FARMA

NEW INVESTMENT



The foundations of the New Manufacturing Plant and R&D Centre were laid in GEBKIM Organized Industrial Zone in 2012. The plant which is located on a land of around 80.000 m² boasts of a manufacturing capacity of annually 150 million boxes. With its 45.000 m² indoor spaces, the plant began to perform manufacturing operations after it was awarded the GMP certificate of conformity on 26.06.2015 following the necessary audits. After the quality audits were conducted, the plant received 3 ISO certificates (ISO 9001 Quality, ISO 14001 Environment, OHSAS 18001 Occupational Health and Safety) in 2017.



Golden Vessel Award



Thanks to its plant investment, the company was awarded Golden Vessel Drug and Pharmaceuticals Success Award for "Investment of the Year" by Pharmaceuticals Magazine during the third award ceremony held on November 05, 2012.

CORPORATE SCALE

Santa Farma İlaç Sanayi is a joint stock company. The chart below summarizes its major shareholders, magnitude and sales-cost statement as of December 2018:

Headcount	1.032
Net Sales	466.454.139,98 TL
Shareholders' Equity	178.044.117,01 TL
Quantity of product and service supply	77.840.483 boxes of drugs
Total assets	652.544.256,97 TL
Major shareholder	Erol KİRESEPİ



PRODUCTS

The company manufactures and imports drugs in several therapeutic categories including dermatology, digestive system and metabolism, haematology, cardiovascular system, musculo-skeletal system, nervous system, respiratory system, immune system and urogenital system.

DIGESTIVE SYSTEM AND METABOLISM

Apikobal Film Tablet	Manufacturing	Spanol Film Tablet	Manufacturing
Apikobal Plus Enteric Coated Tablet	Manufacturing	Tribudat Forte Tablet	Manufacturing
Tribudat Granule	Manufacturing	Tribudat Tablet	Manufacturing
Ukra® HR Film Tablet	Manufacturing		

MUSCULO-SKELETAL SYSTEM

Acetudil Forte Capsule	Manufacturing	Flexo Gel	Manufacturing
Dicloflam Pill	Manufacturing	Paraflex Tablet	Manufacturing
Elektra Ampule	Manufacturing	Parafon Tablet	Manufacturing
Elektra Film Tablet	Manufacturing	Quando Film Coated Tablet	Manufacturing
Elektra Fort Film Tablet	Manufacturing	Thermoflex Cream	Manufacturing
Elektra Plus Gel	Manufacturing	TioRelax Ointment	Manufacturing
Flexo Ampule	Manufacturing	TioRelax Tablet	Manufacturing
Flexo Spray	Manufacturing		

GASTROENTEROLOGY AND INFECTION

Evasif Film Tablet	Manufacturing	Sidatria Film Coated Tablet	Sanofi Manufacturing
Spanol Tablet	Manufacturing	Zenticavir Film Tablet	Sanofi Manufacturing

CARDIOVASCULAR SYSTEM			
Calbikor Tablet	Manufacturing	Modet Capsule	Manufacturing
Hirudoid Forte Gel	Manufacturing	Modet Film Tablet	Manufacturing
Hirudoid Forte Cream	Manufacturing	Trentilin Retard Film Tablet	Manufacturing
Trentilin Ampule	Manufacturing		

NERVOUS SYSTEM			
Cogito Oral Solution	Manufacturing	Lev-End Film Coated Tablet	Manufacturing
Cogito Film Tablet	Manufacturing	Lev-End Oral Solution	Manufacturing
Cogito Treatment Initiation Pack	Manufacturing	Phocuss Tablet	Manufacturing
Duloxx Capsule	Manufacturing	Phocuss Treatment Initiation Pack	Manufacturing
Elepsi Film Tablet	Manufacturing	Sayfren Tablet	Manufacturing
Etkinia Tablet	Manufacturing	Secita Film Tablet	Manufacturing
Gyrex Film Tablet	Manufacturing	Zhedon Film Coated Tablet	Manufacturing

UROGENITAL SYSTEM			
Komox Capsule	Manufacturing	Longis Film Tablet	Manufacturing

HAEMATOLOGY			
Eporex Prefil	Import	Santafer Ampul	Manufacturing
Ferlos Tablet	Manufacturing	Santafer Fort Film Tablet	Manufacturing
Ferlos Oral Solution	Manufacturing	Santafer Oral Damla	Manufacturing
Ferroven I.V. Ampul	Manufacturing	Santafer Şurup	Manufacturing

RESPIRATORY SYSTEM			
Allerset Film Tablet	Manufacturing	İliadin Merck Drop	Manufacturing
Allerset Oral Drop	Manufacturing	İliadin Merck Paediatric Spray	Manufacturing
Allerset Syrup	Manufacturing	İliadin Merck Dosage Spray	Manufacturing
Anthix Tablet	Manufacturing	Nazoster Nazal Spray	Manufacturing
Bronchorest Capsule	Manufacturing	Pulmistat Syrup	Manufacturing
Buğuseptil Vapour Solution	Manufacturing	Pulmistat Fort Syrup	Manufacturing
Crebros Film Coated Tablet	Manufacturing	Pulmorest Fort Syrup	Manufacturing
Fluibron Paediatric Syrup	Manufacturing	Pulmorest Syrup	Manufacturing
Fluibron Syrup	Manufacturing	Sulfarhin Nasal Pomade	Manufacturing
Flurend Mouthwash	Manufacturing	Usyex Spray	Manufacturing
Flurend Oral Spray	Manufacturing		

DERMATOLOGY			
Codermo Cream	Manufacturing	Magnis Cream	Manufacturing
Codermo Lotion	Manufacturing	Oly Cream	Manufacturing
Codermo Ointment	Manufacturing	Oly Plus Cream	Manufacturing
Dermacutan Gel	Manufacturing	Oly Spray	Manufacturing
Locoderm Cream	Manufacturing	Terbisil Tablet	Manufacturing
Locoderm Lipocream	Manufacturing	Terbisil Cream	Manufacturing
Locoderm Ointment	Manufacturing	Terbisil Spray	Manufacturing

ABOUT SANTA FARMA

OVERSEAS MARKETS AND PARTNERSHIPS

Santa Farma was qualified for GMP drug manufacturing quality standard certificate issued by the European Union in 2016 with a view to extending its successful domestic operations to overseas countries. Besides, the company is currently marketing its innovative equivalent products in overseas markets thanks to its long-term marketing experience as well as registration files updated in line with the international standards. In that sense, it steadily extends its operations in overseas markets every year.

Santa Farma provides its business partners with training, product info, advanced marketing methods and strategies, management advice and guidance for preparation of registration application files.

Santa Farma will continue to focus on export operations as an indispensable part of its growth strategy in future years as well.

As of 2018, the company is involved in business partnerships in the following countries:

- Afghanistan
- Albania
- Azerbaijan
- Western, Eastern and Central Africa countries
- Georgia
- Iraq
- Colombia
- Kosovo
- Pakistan
- Jordan
- Vietnam
- Yemen

In 2019, the company intends to make agreements with / export products to:

- Bosnia Herzegovina
- Philippines
- Qatar
- Kazakhstan
- Malaysia
- Uzbekistan
- Russia
- Sudan
- Turkmenistan
- Zimbabwe

Also, the company is likely to execute joint development and contract manufacturing agreements for 2 products with 2 European-based global companies in 2019.

LICENSE AGREEMENTS

Santa Farma steadily renews and improves its product range by executing license agreements with leading global companies in order to serve the community and healthcare industry in the best manner possible. The chart below provides a list of the companies with whom the company has executed license agreements:

ALFASIGMA

astellas

Daiichi-Sankyo

MERCK

SANOFI

Santa Farma attended CPhI Worldwide 2018 in line with its goal of becoming a leading domestic exporter in Turkish Pharmaceutical Industry, a preferred contract manufacturer and a preferred business partner of global drug manufacturers in Turkish market.



ABOUT SANTA FARMA

CORPORATE GOVERNANCE

Management of Santa Farma is entrusted to;

- Board of Directors,
- Executive Board, and
- Senior and Functional Managers of various levels.

Board of Directors, consists of one President and two directors. The Board of Directors is responsible for making strategic decisions about the company, and finding and allocating resources related to those decisions.

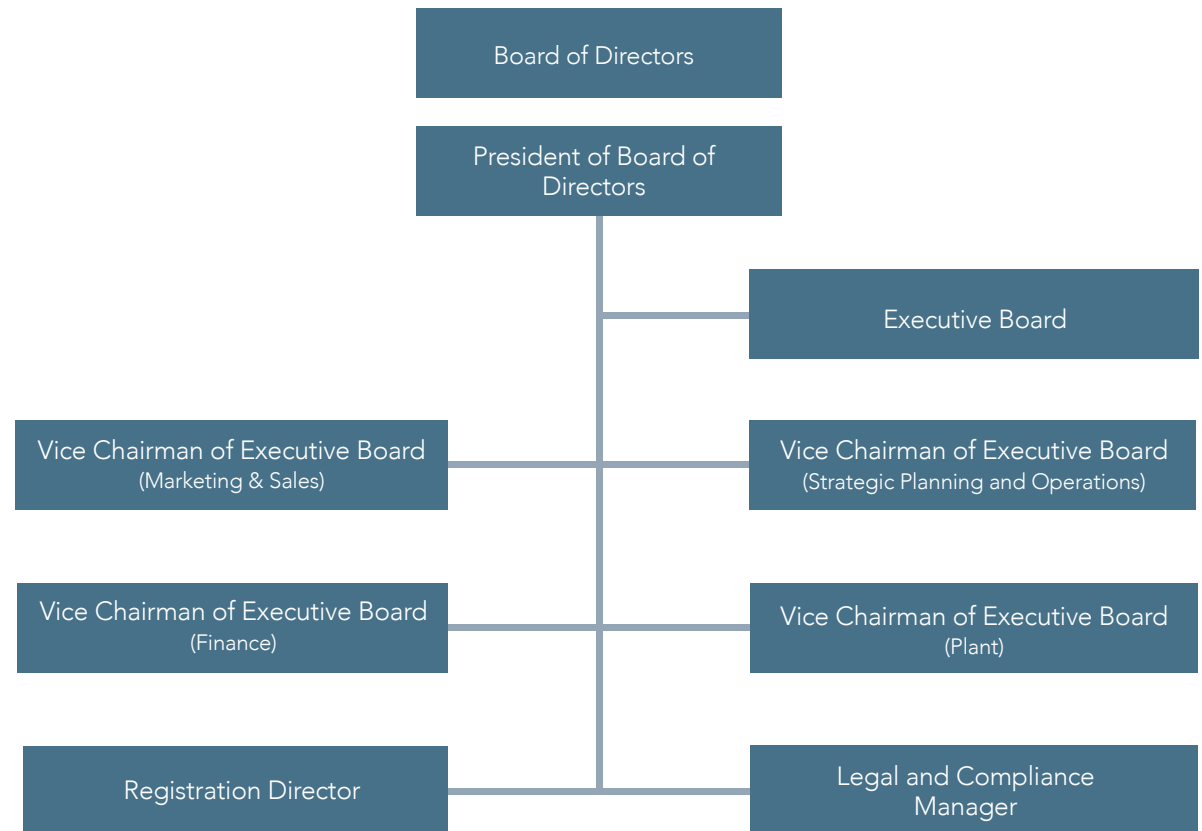
Executive Board, consists of one Chairman and four Vice Chairmen. Vice Chairmen are senior managers of Marketing and Sales, Strategic Planning and Operations, Finance and Plant divisions.

The Executive Board is responsible for setting corporate targets and organizing the required actions, making decisions about the management systems and business processes required for attaining corporate targets, analysing and evaluating business results and taking actions as necessary.

Senior and functional managers of various levels, consists of the functional managers reporting to the President of the Board of Directors and Vice Chairmen.

They are responsible for administering the existing management systems in line with the strategies set for the corporate targets.

SANTA FARMA SENIOR MANAGEMENT ORGANIZATION CHART



ABOUT SANTA FARMA

ECONOMIC PERFORMANCE

Below is the economic value created by Santa Farma İlaç Sanayi A.Ş. in 2018:

Gross Sales	612.144.363,23 TL
Revenues	27.536.255,15 TL
Wages due to Employees	95.337.136,33 TL
Payments due to the Government	56.370.438,52 TL
Payments due to the Funders and Banks	46.363.286,16 TL

ABOUT SANTA FARMA

SANTA FARMA AND STAKEHOLDERS

Santa Farma considers all of the communal parties as its stakeholders to the extent such parties have any relationship with the company and affect the company with their actions or get affected from our actions. Our primary stakeholders are our employees and shareholders, healthcare professionals, patients and relatives, suppliers, distributors and business partners, associations, community and non-governmental organizations.



EMPLOYEES

We communicate with our employees by means of meetings and HR processes: Ekol Communication Platform, Annual Meetings, Company Picnic, Orientation Training, General Training, Technical Training, Video Conference System, CCTV System, Teleconference Meetings, several Project Studies, Hiring Interviews, Performance Assessment System and similar processes and methods are used for communicating with employees.

SHAREHOLDERS

The board of directors communicate with the shareholders through monthly/annual etc. meetings. They exchange information and make strategic decisions about the future of the company. Those meetings help us communicate with the shareholders on a regular basis.

HEALTHCARE PROFESSIONALS

Physicians: Medical representatives pay regular visits to physicians. Treatment alternatives and molecules are evaluated through scientific meetings. Therapeutic websites are created to provide up-to-date information to physicians. We also attend the national congresses, symposia and meetings organized by relevant associations in Turkey. We hold satellite-based symposia in order to offer scientific support with the help of domestic and international lecturers. We organize training programmes on specific therapeutic fields in order to contribute to professional development of physicians. We provide unconditional support to several projects of associations in order to raise awareness regarding specific diseases. Pharmacists: Medical representatives pay regular visits to pharmacists. We undertake one-to-one training sessions about diseases, treatment options and molecules in order to help them increase and update their professional knowledge.

We have launched special websites for pharmacists so as to provide them with refresher training on professional regulations. Pharmacists are offered web-based training about diseases, treatment options and molecules.

PATIENTS AND RELATIVES

The company communicates with patients and their relatives indirectly through associations and physicians.

SUPPLIERS

We communicate with distributors and business partners through agreements, training sessions and meetings.

DISTRIBUTORS AND BUSINESS PARTNERS

We communicate with distributors and business partners through agreements, training sessions and meetings.

ASSOCIATIONS
(TO WHICH THE COMPANY
IS A MEMBER)

Pharmaceutical Industry Association of Turkey (TİSD)
Istanbul Chamber of Industry (İSO)
Istanbul Chamber of Commerce (İTO)
Union of Chambers and Commodity Exchanges of Turkey (TOBB)
Foreign Economic Relations Board of Turkey (DEİK)
Swiss Chamber of Commerce in Turkey
Italian Chamber of Commerce in Turkey
Union of Chemical Petroleum Rubber and Plastic Industry Employers of Turkey (KİPLAS)
Kocaeli Chamber of Industry
United Nations Global Compact (UNGC)

Community and
Non-Governmental
Organizations

Health screenings form an important part of our communication with the community. Besides, we collaborate with TEMA, ÇEVKO, AÇEV, KAÇUV, Tohum Autism Foundation, TOFD, Alzheimer Association of Turkey, GEA, İyimser Abla, KIZILAY and similar NGOs for several projects.

ABOUT SANTA FARMA

UNITED NATIONS GLOBAL
COMPACT

- PRINCIPLE 1 Businesses Should Support And Respect The Protection Of International Human Rights Within Their Sphere Of Influence; and
- PRINCIPLE 2 Make Sure That They Are Not Complicit in Human Rights Abuses.
- PRINCIPLE 3 Businesses Should Uphold The Freedom Of Association And The Effective Recognition Of The Right To Collective Bargaining;
- PRINCIPLE 4 The Elimination Of All Forms Of Forced And Compulsory Labour;
- PRINCIPLE 5 The Effective Abolition Of Child Labour; And
- PRINCIPLE 6 The Elimination Of Discrimination In Respect Of Employment And Occupation.
- PRINCIPLE 7 Businesses Should Support A Precautionary Approach To Environmental Challenges;
- PRINCIPLE 8 Undertake Initiatives To Promote Greater Environmental Responsibility; And
- PRINCIPLE 9 Encourage The Development And Diffusion Of Environmentally Friendly Technologies.
- PRINCIPLE 10 Businesses Should Work Against Corruption in All Its Forms, Including Extortion And Bribery.



ABOUT SANTA FARMA

HUMAN RESOURCES MANAGEMENT



Santa Farma contributes to savings on healthcare costs and makes medication accessible to more people by manufacturing equivalent drugs.

ACCESS TO MEDICATION

Equivalent drugs make it possible to offer effective treatment options with more affordable prices than reference drugs. Hence, Santa Farma facilitates access to medication and improves public health by manufacturing equivalent drugs.

Currently, a great many of governments encourage manufacturing of equivalent drugs in order to reduce public healthcare costs. This makes it possible to allocate higher funds to other public concerns with a view to contributing to the welfare of the country in general.

Santa Farma distributed around 60 million boxes of drugs directly in domestic market in 2018. It ranks among top 10 companies in terms of distribution volume. Those activities conducted by Santa Farma conform to the Human Rights Guidelines for Pharmaceutical Companies in relation to Access to Medicines issued by the United Nations.



PATIENT RIGHTS

Santa Farma is responsible for manufacturing reliable products in order to promote the healthcare services extended to patients. In other words, it is dedicated to "offering healthy services to healthcare".

To that end, Santa Farma has set up a pharmacovigilance system which is meant to enable the company to perform its obligations regarding product safety and take suitable actions if necessary. This system is administered by pharmacists who are assigned as the "Pharmacovigilance Executive and Representative" in charge of the "Pharmacovigilance Unit" under Registration Department in Turkey. Having been selected from qualified candidates who are able to perform the duties arising from the pharmacovigilance system in line with the regulations and guidelines in force, the Pharmacovigilance Executive and Representative are responsible for product safety at Santa Farma and they remain available on 24/7 basis. Pharmacovigilance Executive and Representative attend the training programmes organized by Turkish Ministry of Health on pharmacovigilance.

Santa Farma performed a risk/benefit analysis with respect to adverse reactions (side effects) arising from Santa Farma products in 2018 reporting period. The outcome of this analysis was reported to both the Ministry of Health and original manufacturer in line with the relevant regulations and guidelines. Also, the company was subject to routine audits conducted by Turkish Ministry of Health, Medicines and Medical Devices Agency of Turkey and licensor companies.

Santa Farma Pharmacovigilance Unit:

a) Monitors the product safety on a continual basis. To that end, it provides pharmacovigilance training to all employees. Through those training organizations, the unit provides up-to-date information about the applicable regulations and guidelines, explains the actions to be taken in case of any adverse reaction report,

and raises awareness regarding pharmacovigilance.

b) Takes note of all suspicious and serious adverse reactions (side effects) which might be attributable to consumers, healthcare professionals or the literature in Turkey and reports those cases to the Pharmacovigilance Centre of Turkey (TÜFAM) within fifteen days at the latest. Also, it monitors the progress in relation to those cases which have to be reported to TÜFAM within fifteen days.

c) Takes note of adverse reactions observed in other countries where the drugs are registered as well as all kinds of changes which might affect the benefit/risk assessment of the respective drug including the restrictions and prohibitions introduced by competent authorities, archives the relevant details and report them to TÜFAM if necessary. Hence, it keeps the drug information up-to-date in line with the existing scientific data.

d) Takes note of all minor adverse reactions observed in Turkey and other countries where the drugs are registered and arising from the literature and archives the relevant information to be included in the Periodical Benefit/Risk Assessment Report.

e) Prepares the "Periodical Benefit/Risk Assessment Report", which is a scientific form of evaluation report, immediately upon request or 18 months after registration and during renewal of registration (5th Year) for any drug registered in Turkey and submits the same to the Turkish Ministry of Health.

f) Minimizes the risk by evaluating the information derived in relation to pharmacovigilance activities and takes necessary measures.

g) Undertakes pharmacovigilance activities by means of a validated system in line with the requirements of the current regulations and guidelines.

ABOUT SANTA FARMA

PROMOTION OF EMPLOYEES' RIGHTS

Santa Farma upholds article 23 of the Universal Declaration of Human Rights which provides that:

"Everyone, without any discrimination, has the right to equal pay for equal work. Everyone who works has the right to just and favourable remuneration ensuring for himself and his family an existence worthy of human dignity, and supplemented, if necessary, by other means of social protection."

Santa Farma has implemented an Employee Rights and Human Resources Policy since its incorporation. The company prioritizes employee rights and working environment. As we have already noted, Santa Farma endeavours to create a working environment where employees may voluntarily put their knowledge and skills to use and expects the management staff to uphold this principle.

The company does not employ forced and child labour and does not encourage those two forms of labour in any organization. We execute an employment contract with each employee and respect the legal probation period. We treat all employees equally and support the principle of granting equal right of protection to everyone legally without discrimination.




"Santa Farma respects the employees' right to freedom of peaceful assembly and association."

Santa Farma uses a Job Assessment System to determine wages in line with the principle of "equal pay for equal work". We compare the wages applied in the company with the market wage reports annually and conduct the necessary analyses in order to make wage increases in line with the corporate policies as well as economic indicators.

In addition to monthly wages, we provide our employees with several benefits such as religious holiday allowance, fuel allowance and leave allowance. Also, the company funds a significant portion of the private healthcare insurance extended to the employees.

"Santa Farma respects the employees' right to rest and free time based on the understanding that this right covers a reasonable limitation of office hours and extension of the right to paid leave at specific intervals."

Santa Farma employees are entitled to benefit from paid leave period provided in the law applicable in our country. As a matter of fact, the leave period granted to the employees is well above the legal period. As it might be inferred from the following chart, our employees enjoy a leave period extending the legally required period.

 Duration of Employment	 Legal Leave Period	 Leave Period Applicable at Santa Farma
1-5 years	14 days	20 days
6 -15 years	20 days	26 days
Above 15 years	26 days	30 days

ABOUT SANTA FARMA

WORKING ENVIRONMENT AT SANTA FARMA

“We endeavour to provide a favourable working environment to employees while also creating suitable social means and opportunities to improve social bonding between employees.”

In the Youth Week, traditional bowling tournament was organized.



Annual Meeting



We are aware that creating a favourable working environment is crucial for employee's well-being and performance. Hence, we took action to create modern working offices in our head office building in 2016. The head office is home to 11 meeting halls and a conference hall. Also, there are 7 meeting halls and a conference hall at the manufacturing plant and R&D Centre. As a company dedicated to creating a favourable social environment, we encourage our employees to engage in sporting activities at football-basketball and volleyball fields. We believe that such activities will also improve the personal relationship between employees. Traditional bowling tournament was held under the youth week.

We use CCTV system at the canteens in our head office and manufacturing plant in order to share up-to-date information about the company with our employees. The system is used for disclosing monthly sales figures, manufacturing information, training organizations, news, congresses, meetings, awards, sporting achievements, environmental activities, and social responsibility projects to our employees so that our internal stakeholders will remain knowledgeable about the corporate actions.

In order to improve the communication with regional offices, we set up a video conference system between regional offices and head office in 2009 by making a significant investment. This system is used effectively for 8 years. Also, we began to use Skype for Business by entering into an Enterprise agreement with Microsoft in 2015. The system offers instant messaging, presentation, desktop and application sharing, video and verbal chat and remote support services to employees regardless of the location. Recognized for boosting our capacity for communications, the system ensures back-to-back secure communication by means of WILDCARD SSL. This contributes to reducing travel costs in addition to mitigating our impact on nature by reducing greenhouse gas emissions. The company renewed Microsoft Enterprise agreement by adding cloud services to the system in 2018. In addition, we actively use Ekol Internal Communication Platform www.sfekol.com. All Medical Sales Representatives are provided with mobile devices which enable them to have access to all kinds of information about our human medicinal products rapidly.

Hence, Santa Farma provides online information support in addition to actual training organizations meant to ensure professional development of Medical Sales Representatives by means of medical information, product information, brochures and scientific papers among others. Thanks to the use of mobile devices, the relevant information is now provided in electronic media which is an eco-friendly

method when compared to the use of printed materials. Ekol is used for providing online training to all employees in addition to offering social clubs where employees may come together based on a certain motive.

In November 2011, Santa Farma implemented the Enterprise Resource Planning (SAP-ERP) Project. In that respect, Production Planning, Material Management, Financial Accounting, Cost Accounting and Control, Quality Management, Sales and Distribution, Warehouse Management, EFT and Profitability Analysis modules were put to effective use under the project. The aim of the project was to promote cost traceability, standardize business processes and control all of the processes from raw material supply to actual manufacturing phases. The fully validated processes enable the company to manage all operations in a well-integrated manner. Also, we implemented projects for improving Maintenance-Repair and Production Planning modules in 2018 in line with the goal of improving business processes. Following transition to Central Procurement organization, we adapted the Supplier Relations Management (SAP SRM) module in order to create the necessary infrastructure.

Under Digital Quality Management System QMEx software, we made an agreement for 12 modules. We began to make use of the programme by commissioning Change Control Module in 2014. Thereafter, we commissioned training, documentation, deviation, customer complaints, corrective & preventive action, internal and external audit and supplier audit modules and promoting data security and integrity by means of a validated system created for quality processes so as to conduct and monitor the process more rapidly with less human intervention.

In addition to SAP-ERP and QMEx systems, the company makes effective use of support systems such as business acumen and several operational systems integrated with each other meant to increase effectiveness of business processes. Those systems are continually updated in order to keep pace with changing needs. In that respect, we developed B2B Order Integration infrastructure for our domestic customers in 2018.

The company organizes annual meetings at the end of each year in order to disclose corporate strategies to employees and improve the communications between employees. During those meetings, we evaluate the previous year, set the targets for the next year, offer trainings on several issues, launch our products and support teamwork by means of various activities. Also, we create a social environment where employees may relax and have fun together.

ABOUT SANTA FARMA

EMPLOYMENT

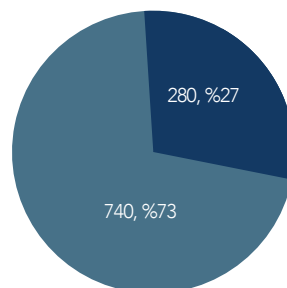
As of December 2018, Santa Farma employee profile is:

TOTAL WORKFORCE AS PER EMPLOYMENT CONTRACTS

	Total
Number of Employees with Contracts of Definite Duration	19
Number of Employees with Contracts of Indefinite Duration	1001
Total Number of Employees	1020

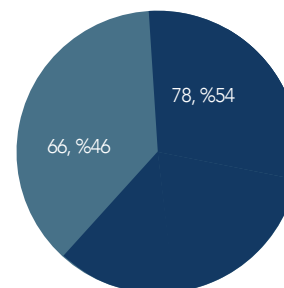
TOTAL WORKFORCE PER GENDER

Company Total	Total	Head Office	Total	Manager Positions	Total
Number of Female Employees	280	Number of Female Employees	78	Number of Female Employees	37
Number of Male Employees	740	Number of Male Employees	66	Number of Male Employees	99
Total Number of Employees	1020	Total Number of Employees	144	Total Number of Employees	136



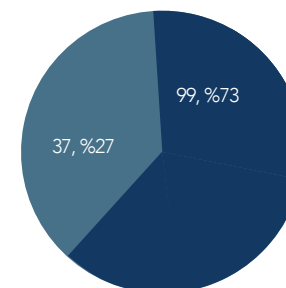
Company Total

Number of Male Employees
Number of Female Employees



Head Office

Number of Male Employees
Number of Female Employees



Manager Positions

Number of Male Employees
Number of Female Employees

NUMBER OF TERMINATIONS IN THE REPORTING PERIOD

Number of Employees Subject to Termination	Female	Male
	40	76
Total	116	



We think of the company as a big family and each employee is a member of this family. Since our employees have worked at the company for a long time, they remain committed to the company with an outstanding sense of belonging.

As of 2018, the average service duration is 7 years. We recognize our employees who have worked for more than 10 years by offering recognition plates and underlining their importance to the company at the annual meeting every year. The employee transfer rate is 11,66% in 2018.

AVERAGE SERVICE AND EMPLOYEE TRANSFER RATE

Average Service Duration (Years)	7
Employee Transfer Rate (%)	% 11,66

EMPLOYEE TRANSFER RATE PER GENDER

Employee Transfer Rate (%)	Female	Male	Total
	4,02	7,64	11,66

ABOUT SANTA FARMA

EQUAL OPPORTUNITY

At Santa Farma, we uphold the principles of equal opportunity and respect for the individual in all Human Resources processes beginning from the hiring without making discrimination as to ethnic background, religion, language, race, political affiliation or gender.

We evaluate the professional experience and expertise of candidates objectively during hiring, promotion and similar processes in order to promote equal opportunity.

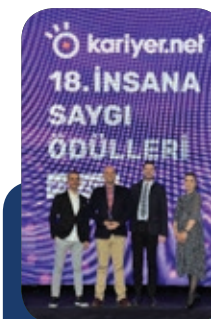
Hiring management system of Santa Farma aims to recruit qualified individuals who adhere to the corporate culture and values, meet the requirements of the position, and have the competences required to contribute to the organization and therefore, select the suitable candidate in line with the principle of equal opportunity.

Everyone who wants to work at Santa Farma may file an application for the vacancies or potential vacancies on our online and other platforms. The vacancies are announced at web portals and corporate web page of Santa Farma.

All applications are evaluated in line with the criteria specified in the vacancy announcements and suitable candidates are invited to an interview. The interview process is held for evaluating the candidates according to the objective criteria and competences required for the position and each candidate is given a score in order to hire the candidate with the most suitable qualifications. Also, we perform evaluations through foreign language tests, personality and behavioural tests and similar methods. After that, we perform reference checks and extend our job offer to candidates who succeed in all of the abovementioned processes. We give negative feedback to candidates, when applicable, via internet portals and e-mail.

As a company dedicated to show respect for the individual, Santa Farma gives feedback to all candidates about the progress of the hiring process based on the criteria of objectivity and transparency.

Santa Farma admits interns to the plant and head office in cooperation with universities. Interns are provided with the opportunity of technical and professional development. Following the completion of the internship, they are recruited based on the employment needs of the company. In 2018, Santa Farma admitted 119 interns in total 101 of whom were assigned at the Plant divisions.



KARIYER.NET HUMAN RESPECT AWARD 2018

With respect to Hiring processes, Santa Farma proved its popularity among jobseekers once more by receiving 87.482 applications in 2018. Having responded to all of the 87.482 applicants within 3 days on average and thereby achieving 100% response rate, the company was awarded the Human Respect Award by Kariyer.net for the 8th year in 2018. As a company focusing on gender equality, Santa Farma hired female employees for 44% of all vacancies and 61.1% of vacancies at the head office in 2018.

ABOUT SANTA FARMA

EMPLOYMENT IN PROVINCES

Total number of positions, number of applications, statistical data about the interviews, fulfilment of positions, candidate selection, evaluation and feedback processes are evaluated and reported on an annual basis. This makes it possible to define the points for development and set objectives for betterment and improvement of hiring processes.

Beginning from the announcement of job advertisement, all hiring processes from the initial interview of the Human Resources to the filling of the position are monitored based on the relevant objectives.

The company encourages hiring of local employees at the manufacturing plant as well as wide-scale site operations throughout Turkey. 44.1% of the new hires were from provinces outside Istanbul in 2018. Below is the breakdown of employees in different provinces.

NUMBER OF EMPLOYEES ACCORDING TO PROVINCES

Provinces	Number of Employees in 2018	Provinces	Number of Employees in 2018
İstanbul	71	Denizli	1
Kocaeli	22	Diyarbakır	1
İzmir	6	Gaziantep	1
Şanlıurfa	4	İçel	1
Ankara	3	Kahramanmaraş	1
Antalya	3	Muğla	1
Trabzon	3	Sakarya	1
Adana	2	Samsun	1
Giresun	2	Sivas	1
Çanakkale	1	Tokat	1
TOTAL			127



ABOUT SANTA FARMA

PROFESSIONAL TRAINING

As a company that values its employees, Santa Farma organizes social activities to improve sense of belonging and commitment of employees, offers personal and professional development training programmes to increase their motivation and creates suitable means for enabling the enterprise to keep up with the changing conditions along with the employees.

We organize Orientation Programmes to facilitate the adaptation of new hires to the corporate culture and organization. In that respect, new hires are informed of the organizational structure, functions of divisions, and practices of Human Resources during those programmes.

Training programmes are scheduled in line with the organizational requirements, developmental plans and functional needs of the enterprise. Also, we offer OHS training in order to evaluate the risks in working environments and to raise awareness in employees in that regard.

We ask participants to give feedback about the training programmes in order to evaluate and report satisfaction of participants. The following chart summarizes the training provided to the Head Office, Central Marketing Office and site employees by the Human Resources along with the training duration per employee in 2018.



TRAINING PROGRAM IN 2018



Communication Training

AVERAGE TRAINING DURATION PER EMPLOYEE

2018

TRAINING	TOTAL NUMBER OF PARTICIPANTS	NUMBER OF PARTICIPANTS x TRAINING DURATION (HOURS)	TRAINING DURATION PER EMPLOYEE (HOURS)
EFFECTIVE COMMUNICATION TRAINING	369	5904	6,29
STRATEGY GUIDANCE AND LEADERSHIP	71	1136	1,21
COACHING WORKSHOP	8	128	0,13
INTERVIEW TECHNIQUES AND PERFORMANCE MANAGEMENT	8	128	0,13
PRESENTATION TECHNIQUES TRAINING	8	128	0,13
SALES MANAGEMENT SYSTEM/FUNDAMENTALS OF MARKETING	8	128	0,13
AREA MANAGEMENT/SGEM	8	128	0,13
COMPETENCE BASED INTERVIEW TECHNIQUES	2	32	0,03
CONFERENCE TRAINING	60	180	0,19
MENTOR TRAINING	11	44	0,046
PEER MENTOR TRAINING	11	33	0,035
TOTAL	564	7.969	8,45

AVERAGE TRAINING DURATION PER EMPLOYEE / FABRIC

2018

TRAINING	TOTAL NUMBER OF PARTICIPANTS	NUMBER OF PARTICIPANTS X TRAINING DURATION (HOURS)	TRAINING DURATION PER EMPLOYEE (HOURS)
5S-KAIZEN BASIC TRAINING	189	1.039,50	2,97
IPK TEST CHECKLIST	123	153,75	0,44
ADVANCO / ITS REPORTING	1	0,50	0
MACHINE OPERATOR TRAINING	175	1.326,50	3,79
ROTATION ORIENTATION TRAINING	562	89.110,72	254,6
KKL-VALIDATION TRAINING	223	17.429,68	49,8
R&D TRAINING	481	28.018,25	80,05
PLANT AUXILIARY SERVICES TRAINING	253	5.224,45	14,93
EQUIPMENT / MAINTENANCE SYSTEM / QUALIFICATION	101	7.112,42	20,32
BIO-SECURITY CABIN USE-DEPA AIR PUMP USE-			
ALUMINIUM PALLET USE AT WAREHOUSE AND			
MANUFACTURING SITE	40	90,00	0,26
SKIN ABSORPTION AND PARAMETERS			
AFFECTING ABSORPTION	6	4,50	0,01
ATTENTION AND CONCENTRATION TRAINING	120	60,00	0,17
INTEGRATED MANAGEMENT SYSTEM TRAINING			
(ISO 9001-ISO 14001-OHSAS 18001)	55	1.072,50	3,06

TRAINING PROGRAM IN 2018



The Leader Menaged Strategy

AVERAGE TRAINING DURATION PER EMPLOYEE / FABRIC

2018

TRAINING	TOTAL NUMBER OF PARTICIPANTS	NUMBER OF PARTICIPANTS x TRAINING DURATION (HOURS)	TRAINING DURATION PER EMPLOYEE (HOURS)
LABELLING TRAINING	40	36,40	0,1
EXCEL TRAINING	94	6.407,98	18,31
LIST OF PRINTING FORMAT OF SANTA FARMA			
PRODUCTS MANUFACTURED THROUGH CONTRACT			
MANUFACTURING PROCESSES-PLANNING OF			
CONTRACT AND EXPORT PRODUCTS	23	55,66	0,16
ENTRANCE-EXIT AUTHORIZATION	9	4,50	0,01
GRANULATION TRAINING	6	3,00	0,01
TRAINING ON THE USE OF DOCUMENTATION			
IN CURRENT FORM	1	0,25	0
RAW MATERIAL TRAINING	58	193,14	0,55
MANUFACTURING TRAINING	184	1.499,60	4,28
QUALITY AGREEMENTS	24	12,00	0,03
QUALITY MANAGEMENT SYSTEM (ISO 9001) TRAINING	397	2.580,50	7,37
SOLID DOSAGE FORMS (TABLETS) TRAINING	7	3,50	0,01
SOLID FORM PRODUCTIVITY CALCULATION TRAINING	8	1,36	0
PROFESSIONAL TRAINING (CHEMICAL TECHNOLOGY)-			
PROFESSIONAL TRAINING (TRANSPORTATION SERVICES)	146	1.022,00	2,92
QUANTITATIVE ANALYSIS	15	7,50	0,02
WEIGHING CONTROL TRAINING	41	82,00	0,23
PERIODICAL REVIEWS	3	1,50	0
PLANNING LEVELS (MEGA PLAN-MACRO PLAN-MICRO PLAN)	2	4,00	0,01
QMEX MODULES TRAINING	170	11.857,50	33,88
SALES MANAGEMENT SYSTEM	6	18,00	0,05
SF 2018 PATENT APPLICATIONS INFORMATION TRAINING	2	4,00	0,01
SF-FORA PROJECT INFORMATION	67	67,00	0,19
IMPORTANT MATTERS REGARDING SHRINKING PROCESS	2	1,00	0
SOP TRAINING	11.416	7.081.687,28	20.233,39
REFRESHER HYGIENE TRAINING	239	1.553,50	4,44
OCCUPATIONAL HEALTH AND SAFETY &			
ENVIRONMENTAL TRAINING	3.061	780.310,12	2.229,46

TRAINING PROGRAM IN 2018



Interview Techniques And Performance Management

AVERAGE TRAINING DURATION PER EMPLOYEE / FABRIC

2018

TRAINING	TOTAL NUMBER OF PARTICIPANTS	NUMBER OF PARTICIPANTS x TRAINING DURATION (HOURS)	TRAINING DURATION PER EMPLOYEE (HOURS)
MASS HOMOGENEITY OF SINGLE DOSE PREPARATIONS,			
EUROPEN PHARMACOPEIA (PH EUR. 9.0, 01/2008 : 20905)	24	360,00	1,03
TRAINING ON THE USE OF SCALE	35	43,75	0,13
PLANT MASTER FILE MANAGEMENT /			
MASTER PRODUCT FILE PREPARATION	3	1,50	0
THIOLCHICOSIDE (INDIA GLYCOLS)	5	1,25	0
PRODUCTION AND PLANNING CONTROL –			
SCHEDULING OF PRODUCTION PLANNING	6	129,00	0,37
WPU SYSTEMS INFORMATION TRAINING	24	144,00	0,41
SAP TRAINING	251	26.947,36	76,99
GXP TRAINING	1.340	147.694,80	421,99
TOPLAM	20.038	8.213.377,72	23.466,75



ABOUT SANTA FARMA

OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT

In 2018, Santa Farma İlaç Gebkim OSB Plants underwent follow-up audits in relation to ISO 9001 Quality Management System, ISO 14001 Environmental Management System and OHSAS 18001 Occupational Health and Safety Management System while the Head Office was subject to audits concerning ISO 9001 Quality Management System.

Santa Farma performs a number of occupational health and safety activities in order to minimize or restrict the risks arising from its activities throughout all processes ranging from new product development to delivery to end-customers, improve the designated performance indicators steadily and meet requirements of GMP and Integrated Management System.

Santa Farma plants also take a number of occupational health and safety measures which are summarized below.

The senior management has adopted an OHS policy which is meant to reinforce, implement and uphold the OHS objectives and criteria.

Raising awareness
among our employees
with sustainable
trainings.

The OHS Policy of Santa Farma aims to determine the risks to be avoided for protecting employees against occupational accidents and diseases, take necessary measures and improve the performance continuously. Target based training and periodical reviews on occupational health and safety form the basis of Occupational Health and Safety agenda. Employees are given periodical training to raise awareness on relevant matters. The company undertakes to improve its occupational health and safety performance constantly and comply with the legal regulations on occupational health and safety as well as other requirements in force. The OHS policy is disclosed to employees through several channels including several monitors and panels inside the buildings, common areas, orientation and basic training programmes. Also, the policies are shared with the employees and relevant stakeholders on the corporate website.

ASSIGNMENT OF OHS PROFESSIONALS

Santa Farma has assigned an Occupational Physician and Occupational Safety Specialist to work at the head office during the office hours designated in the "Regulation on Duties, Powers, Responsibilities and Training of Occupational Physicians and Other Paramedics" and "Regulation on Duties, Powers, Responsibilities and Training of Occupational Safety Specialists". Santa Farma Gebkim OSB Plants, on the other hand, engage such professionals to work above the legal period by assigning a full-time Occupational Physician and Occupational Safety Specialists on site. Also, Santa Farma Gebkim OSB Plants engage Other Paramedics and Occupational Safety Technicians although it is not legally required to assign those professionals.

OCCUPATIONAL HEALTH AND SAFETY COMMITTEE

Formed in line with the "Regulation on Occupational Health and Safety Committees", the occupational health and safety committee met and performed functions regularly in 2018. According to the Hazard Classification

List, the workplace is classified as hazardous according to which it is required to hold Occupational Health and Safety Committee meetings regularly every 2 months. Managers of relevant departments are invited to those meetings in addition to the individuals indicated in the abovementioned regulation. Matters arising from the requirements of the regulations are discussed at the meetings. In that respect, the committee discusses and resolves such matters as improvement activities necessitated by the analysis of the current condition, Occupational Health and Safety activities required under the annual budget plans, corrective and preventive activities determined as a result of the evaluation of OHS risks, consideration and review of amendments to regulations of public authorities, feedback given by stakeholders, findings and suggestions of employee representatives and committee members, occupational accidents, diseases and near-misses, emergency plans, training activities etc.

EVALUATION OF RISKS FOR OCCUPATIONAL HEALTH AND SAFETY

Santa Farma has formed an environmental impact/risk evaluation team which is in charge of defining the threats and evaluating the risks related to occupational health and safety matters arising from any and all activities (routine and non-routine activities including those performed by sub-contractors and visitors). The team defines the relevant areas and processes and evaluates them according to the Environmental Impact / Occupational Health and Safety Risk Evaluation Procedure in order to decide on the corrective and preventive actions to be taken in that regard. The Occupational Health and Safety Committee may review the findings of that evaluation to the extent necessary. Risk and Environmental Impact Evaluation Team is comprised of the individuals nominated by the relevant process owners. The team holds a meeting every

2 months along with the members of the Occupational Health and Safety Committee in order to perform an annual review about the risks arising from the activities, review and extend the experience derived from the implementation of procedures and guidelines in line with the requirements of the current regulations, promote efficiency of implementation, design and conduct activities for improvement areas. The team may hold extra meetings if necessary.

HEALTH SCREENING

Issued under the "Regulation on Duties, Powers, Responsibilities and Training of Occupational Physicians and Other Paramedics", the Health Screening Procedure requires the employees to undergo regular health checks and examinations in addition to the pre-employment checks conducted on new hires. Accordingly, employees underwent necessary medical examinations which were evaluated and archived by the Occupational Physician in 2018. Employees assigned on manufacturing sites and cafeteria staff also underwent periodical examinations for infectious diseases every 6 months.

OCCUPATIONAL HEALTH AND SAFETY TRAINING

Employees and sub-contractors are provided with occupational health and safety orientation training before they are engaged on site. The training sessions to be organized for all employees are determined in the annual training plan pursuant to the "Regulation on the Principles and Procedures of Occupational Health and Safety Training for Employees". The Fundamental Occupational Health and Safety Training programme is provided to inform employees about the following matters:

1. General

- a) Information about employment regulation,
- b) Legal rights and responsibilities of employees,
- c) Workplace hygiene and order,
- d) Legal consequences of occupational accidents and diseases

2. Health

- a) Reasons of occupational diseases,
- b) Principles for protection against diseases and implementation of protection methods,
- c) Biological and psychosocial risk factors,
- d) First aid,
- e) Harmful effects of tobacco products and passive smoking

3. Technical

- a) Chemical, physical and ergonomic risk factors,
- b) Handling and transportation,
- c) Protecting against combustion, explosion and fire,
- d) Safe use of work equipment,
- e) Working with digital equipment,
- f) Electricity and threats, risks and measures,
- g) Reasons of occupational accidents and implementation of protection principles and methods,
- h) Safety and health signs,
- i) Use of personal protective equipment,
- j) General rules about occupational health and safety in addition to safety culture,
- k) Eviction and rescue

4. Other (specific training provided about the tasks of employees)

In addition to fundamental occupational health and safety training, work-related training and certified training programmes are offered to employees. Also, professional training/qualification certification programmes are conducted based on the amendments to the regulations.

OCCUPATIONAL ACCIDENTS AND NEAR-MISSES

In case of occupational accidents and near-misses, OHS requirements are evaluated in cooperation with the relevant units in line with the Accident and Incident Procedure. The actions determined as a result of the

evaluation are conducted with due regard for the Procedure on Corrective and Preventive Activities for Environmental and Occupational Health and Safety. Teamwork is conducted if required under the investigation of any accident or incident. Thereafter, OHS committee discusses the findings of the investigation. Trend analyses of the accident and incident investigations are monitored and evaluated every 3 months. Corrective and preventive actions are taken in line with OHS Change Control Procedure. Employees who wish to report any near-miss incident may use the Near-Miss Reporting Boxes available at the common spaces. The near-misses reported by employees shall be duly evaluated before necessary actions are planned.

EVALUATION OF WORK HYGIENE

The company analyses the environment, personal exposure and thermal comfort levels in order to determine the threats arising from the working environment and take measures as necessary. Those analyses are performed periodically every year. The results are evaluated by the Occupational Health and Safety Committee so that corrective and preventive actions may be planned if necessary.

PERIODICAL CONTROL ACTIVITIES

All periodical controls are performed under the Guideline on Monitoring Measuring and Evaluation of Conformity Regarding Environment & OHS in line with the "Regulation on Health and Safety Conditions for the Use of Work Equipment". The work equipment at the plant undergoes periodical controls conducted by accredited institutions. Also, grounding works, lightning rods, electrical internal assemblies and elevators are also periodically controlled by qualified engineers of accredited institutions.

INTERNAL AUDITS

The company plans and implements annual internal audits on occupational health and safety for all units and processes in line with the Internal Audit Procedure. The incongruities detected at the internal audits are reviewed in order to plan the required Corrective and Preventive Actions. The results of the prior audit are taken into account in order to discover the significant OHS risks. Internal audit results are duly evaluated and reported to the senior management.

EMERGENCIES

The Emergency Plan Implementation Guideline defines the actions to be taken in emergencies in line with the applicable regulations. Emergency planning process is conducted by the Emergency Management Team. Emergency team staff is required to attend practical emergency training at regular intervals. In that respect, search and rescue, fire response, first aid and basic disaster awareness training programmes are conducted. Emergency drills are planned and performed every year. The observations and consequences of emergency drills are reported to the Emergency Management Team so as to be evaluated by the Occupational Health and Safety Committee.

RULES FOR VISITORS AND SUB-CONTRACTORS

Visitors and sub-contractor employees are admitted to the plant by the security staff. Those people will be subject to visitor procedures. In that respect, they will be informed about the workplace rules by means of leaflets summarizing those rules. Visitors and sub-contractor employees will not be allowed to act independently inside the plant in that they will be escorted by the relevant Santa Farma employees. Sub-contractor companies need to receive training required for being allowed to work on site in line with the Guideline on Work Permission for Occupational Health and Safety Purposes.

ABOUT SANTA FARMA

ENVIRONMENTAL MANAGEMENT

It is our duty to entrust nature to future generations in the same manner as we received it from prior generations at the very least. We prioritize environmental health as much as human health. In that respect, we undertake manufacturing processes with the use of eco-friendly technologies in our state-of-the-art manufacturing plant.

Santa Farma monitors exploitation of natural sources in line with the principle of sustainability under the environmental policy which is meant to protect environment during the business operations.

The company undertakes to use suitable technologies in order to protect environment, raise awareness in employees regarding the protection of environment, conform to the applicable laws, prevent pollution with due regard for the needs and expectations of the stakeholders, and steadily improve its environmental performance.

To that end, the company:

- Offers training to its employees and sub-contractors in order to raise awareness about the protection of environment,
- Uses eco-friendly technologies in order to control and minimize its environmental impact, and
- Acts in full compliance with all legal regulations and ensures fulfilment of customer requirements.

Equipment lines with high production capacity are used for manufacturing higher volume of products in order to reduce the amount of wastewater and energy consumption arising from manufacturing processes. Solid manufacturing sites are equipped with special impermeable dust collection systems. Those systems are checked online through BMS (Building Management System).



ENVIRONMENTAL MANAGEMENT SYSTEM

Santa Farma aims to minimize or restrict the risks arising from its activities throughout all processes ranging from new product development to delivery to end-customers, improve the designated performance indicators steadily and meet requirements of cGMP and Environmental Management System.

Achieving a sustainable environment requires an effective management which is coordinated with all other processes. Environmental management issues are determined at the Management Review meetings. In addition, Risk and Environmental Impact Assessment Team assumes an active role in performance of the relevant activities on a wide scale basis. All employees are encouraged to actively participate and contribute to the management in order to ensure effective performance of the process in coordination with the other processes.

Under the Environmental Management System, Environmental Impact Assessment as well as risks and opportunities are determined regarding activities, products and services with due regard for the life cycle of any such activity, product or service.

Life cycle covers the consecutive phases related to a product or service beginning from raw material supply or production with natural resources to the disposal thereof.

Life cycle actually covers the phases of raw material supply, design, production, shipment/delivery, consumption, end-of-life processes and final disposal of products.

It should be noted that the risks and opportunities are determined for each process. Also, Risk and Opportunities are also considered under the Environmental Management System.

Determination of Risks and Opportunities makes it possible to guarantee the outcome/outcomes expected from the Management System, develop the intended effects, prevent or reduce undesired effects and ensure continuous improvement of the system



WASTE MANAGEMENT

Under the "Waste Management Procedure", wastes are segregated as hazardous waste, industrial waste, recyclable and recoverable waste after which they are disposed in cooperation with the companies accredited by Turkish Ministry of Environment and Urbanization without damaging environment provided that recoverable wastes will be given priority for that purpose. The wastes are continually recorded according to their classification and monitored in terms of monthly trends. Significant indicators such as amount of hazardous waste per box should be monitored as an indicator of the waste management performance. We provide up-to-date information to our employees, suppliers, business partners and visitors in order to increase efficiency of waste management system.

Below is a breakdown of the waste materials disposed by Santa Farma plants in the last 3 years according to the waste type and disposal method.

TYPES OF WASTE MATERIALS AND DISPOSAL METHODS

Waste	Disposal Method	2016	2017	2018
Pharmaceutical Waste	Burning	35.935 kg	37.094 kg	62.357 kg
Contaminated Waste	Burning	25.656 kg	33.940 kg	39.549 kg
Fluorescent Lamp Waste	Special Treatment	126	126	162
Waste Oil	Burning	-	-	50 kg
Lab. Chemical Waste	Burning	20.297 kg	32.582 kg	42.309 kg
Contaminated Package	Recovery	30.629 kg	38.687 kg	32.153 kg
Electronic Waste	Recovery and Disposal	-	-	-

WASTE RECOVERY

The company recollects a certain amount of the packaging wastes released to the market in order to recover those wastes in line with the Regulation on Packaging Wastes enacted under the Environment Act. The company collaborates with accredited institutions such as ÇEVKO for recovery purposes. The recoverable wastes resulting from manufacturing operations are segregated in line with the Waste Management Procedure before they are recovered in collaboration with institutions licensed by Turkish Ministry of Environment and Urbanization.

ÇEVKO endeavours to collect and recover the packaging wastes by means of a sustainable system in collaboration with local governments, enterprises and consumers. Santa Farma has legally authorized ÇEVKO, an accredited institution, to recollect and recover the packages released to the market.

Below is a breakdown of the packaging wastes released by Santa Farma in the last 3 years according to the waste type, amount and recovery percentage:



PACKAGING WASTE

Waste	Volume Released to the Market (kg)			Recovery Percentage			Recovery (kg)		
	2016	2017	2018	2016	2017	2018	2016	2017	2018
Plastics	24.749	5.549	25.641	%54	%54	%54	13.365	2.997	13.847
Paper-Cardboard	878.446	843.479	850.355	%54	%54	%54	474.361	455.479	459.192

ENVIRONMENTAL IMPACT AND RISK ASSESSMENT

The Risk and Environmental Impact Assessment Team consists of the managers and qualified employees designated by the relevant process owners in line with the Environment and OHS Management systems.

The team meets once a week or more, if necessary, in order to perform an annual review about the risks arising from the activities, review and extend the experience derived from the implementation of procedures and guidelines in line with the requirements of the current regulations, promote efficiency of implementation, promote waste management practices, consider environmental reports, design and conduct activities for improvement areas.

As a team conducting activities for protecting environment and reducing the use of natural resources, it aims to increase energy efficiency in addition to promoting the use of renewable energy sources.

MONTHLY ACTIVITY REPORT AND INTERNAL AUDITS

The company issues Monthly Activity Reports which include assessments about the Environmental Management actions taken throughout the plant. In that respect, internal environmental audits are planned and implemented in line with the Internal Audit Procedure every year. The incongruities detected at the internal audits are reviewed in order to plan the required Corrective Actions. The results of the prior audit are taken into account in order to discover the significant environmental risks.

ENVIRONMENTAL TRAINING

Employees and sub-contractors are provided with general environmental awareness orientation training before they are engaged on site. Based on the annual training plan, all employees are trained about Environmental Awareness, Life Cycle, Waste Management, and Actions Required for Chemical Spillage in addition to the matters required under the Regulation on Transportation of Hazardous Chemicals on Road and ISO 14001 Environmental Management Standard.

ENVIRONMENT AND OHS INVESTMENTS

Santa Farma made the following investments for the environment and OHS activities in 2018 reporting period.

Santa Farma allocated a budget of TRY 1,125,000.00 for Environment and Occupational Health & Safety in 2018.

Santa Farma made a profit of TRY 101,034.40 as a result of the recovery of the wastes at the plant.

CONSUMPTION OF RESOURCES

The following chart indicates the consumption levels of electricity, water and natural gas in 2018.

Electricity Consumption	18.266.646 kW
Water Consumption	108.266 m ³
Natural Gas Consumption	2.255.245 Sm ³

GREENHOUSE GAS EMISSION-CARBON FOOT PRINT

According to the calculations, operations conducted by Santa Farma resulted in the following greenhouse gas emission values in 2018.

Total carbon foot print of Santa Farma equalled to 14703,65 tons of CO² in 2018.

Scope 1 Direct Emissions: consumption of natural gas used in heating and production line, consumption of LPG, inner burning sources, generator fuel, forklift fuel and cooling gas leakage.

Scope 2 Indirect Emissions: consumption of electricity and heat or steam purchased by the company.

Scope 3 Other Indirect Emissions: business travels (land-air), commuting, car leases, shipment and waste transportation.

ABOUT SANTA FARMA

SOCIAL RESPONSIBILITY

Santa Farma holds a corporate picnic in cooperation with a non-governmental organization (NGO) every year. We chose Tohum Autism Foundation for 2018 Traditional Santa Farma picnic. Tohum Autism Foundation explained its activities to Santa Farma employees, informed them about autism and sold products to raise funds for the benefit of the foundation.

During the World Geriatric Day and Osteoporosis Day held in October, Turkish Society of Physical Medicine and Rehabilitation (FTR) offered practical exercise training about "Healthy Bones, Healthy Joints and Painless Ageing" to the inhabitants of Darülaceze.



On 8 March International Women's Day, we undertook a joint project with İyimser Abla, an NGO dedicated to encourage female labour in order to create a change in the lives of women and reinforce female cooperatives, as in the previous year. The packages prepared by 4 different female cooperatives were distributed to all Santa Farma employees, both female and male, in order to support the cause of the NGO.

ABOUT SANTA FARMA

SOCIAL RESPONSIBILITY



In April, Runatolia 2018 was held with the participation of Santa Farma corporate running team who ran for the benefit of the Spinal Cord Paralytics Association of Turkey (TOFD). The donations collected by our athletes were used for funding "Yol Arkadaşım Olur Musun?" (Would You Be My Fellow Traveller?) project by TOFD.

Our running team also attended the 40th Istanbul Marathon in November 2018. The team collected Santa Farma donations for Turkish Alzheimer Association. The donations will be used for construction of the new Day Care House by Turkish Alzheimer Association. With a team of 97 employees, Santa Farma was distinguished as the leading company in pharmaceutical industry while ranking as the third company in all industries.



Another project conducted with Turkish Alzheimer Association was "Unutma Seni" (Don't Forget Yourself) project which used different channels in order to raise public awareness about Alzheimer. Social media was heavily used for the project which was comprised of 3 videos, introduction contents, public awareness meetings in 5 cities, and banners in hospitals and pharmacies. Kelime Oyunu, a TV show, created a special content for Alzheimer on September 21, Alzheimer Awareness Day.

The company undertook a social responsibility project, "Understanding Schizophrenia with 3D Dynamic Listening Experience", for the World Schizophrenia Day in order to promote understanding of the inner world of patients with schizophrenia in Turkey and to reinforce empathy in the society. This project was awarded by Stevie International Awards, an organization evaluating the social impact and contributions of corporations, from among more than 3,900 candidates from 74 countries in 2018. Winner of Gold Stevie Award for the Best New Product or Service of the Year, the project, "Understanding Schizophrenia with 3D Dynamic Listening Experience", characterizes the inner world of a patient with schizophrenia by means of a video in order to enable the listeners to understand the mood of a typical patient with schizophrenia.



The 78th recycling and sharing campaign organized by GEA proved to be greatly popular with Santa Farma employees and their families. On June 5 World Environment Day, GEA volunteers organized a campaign for offering school report gifts to children. Our employees donated 2013 toys and 430 books to the campaign.



Employees working at the Manufacturing Plant and R&D Centre donated blood to Kızılay during the annual meeting.

ABOUT SANTA FARMA

ANTI-CORRUPTION

COMPLIANCE AND ETHICAL PROMOTION AND MARKETING PRINCIPLES

Santa Farma has always been dedicated to performing its operations objectively in line with the ethical principles since it was incorporated.

We aim to remain transparent company which is accountable to all. As a pharmaceutical company working for offering drugs to patients, Santa Farma is aware of the negative consequences which might arise from corruption and bribery involved in commercial activities. Therefore, it does its best to fight corruption and bribery.

The Legal and Compliance Department which directly reports to the President of the Board of Directors takes a leading role in implementation of ethical rules. The Legal and Compliance Department creates internal procedures and guidelines in line with the applicable regulations and updates them to the extent necessary. The company aims to publish those procedures and guidelines in order to form the cornerstone of ethical rules in 2019.

We comply with all anti-bribery and anti-corruption rules in our relationships with our domestic and international customers and business partners in addition to our internal stakeholders. We undertake to observe the anti-bribery and anti-corruption rules as well as codes of ethics in our agreements with customers and require our employees and suppliers to act accordingly. We undertake marketing activities in the same manner in line with the rules introduced by the Ministry of Health in addition to the principles of Association of Research Based Pharmaceutical Companies (AİFD) and Pharmaceutical Industry Association of Turkey (TİSD). Both the Legal and Compliance Department and Marketing and Promotion Department take diligent actions in order to comply with the regulatory requirements.

Santa Farma remains dedicated to observing ethical principles and anti-bribery and anti-corruption rules in an uncompromising manner.



ABOUT SANTA FARMA

SANTA FARMA PROGRESS TARGETS

Employees' Rights

Revision of Career Management System,
Initiation of a project about New Generation Working conditions,
Revision of Leadership Development Programme,
Improve and commission the Internal Communication Portal.

Environment

Initiation of activities for Energy Tracking and Monitoring System
Project, Undertake Ekomod project, Undertake a Waste Zero
Project at the Head Office and Administrative Building of the
Plant.

Occupational Health and Safety

Encourage participation of employees in activities about
occupational health and safety,
Encourage employees to report near-misses and hazardous
conditions,
Plan social activities about occupational health and safety,
Reduce the magnitude and frequency of occupational accidents,
Implement exemplary practices in order to be nominated to
National and International OHS Awards.

Anti-Corruption

Having been updated and duly improved by the Legal and
Compliance Department in line with the applicable laws, the
internal anti-corruption procedures and guidelines shall be
published in order to form the cornerstone of ethical rules in
2019.

Corporate Social Responsibility

After a good start in 2018, public awareness meetings about
Hepatitis B shall be organized more effectively in collaboration
with VHSD (Viral Hepatitis Fight Association) in 2019.
The company will focus on creating new social responsibility
projects to be implemented with various NGOs.





CONTACT US

Should you have any questions, opinions or suggestions about Santa Farma Communication on Progress Report for 2018, please feel free to contact Sema Yetkiner, Human Resources Director in charge of preparation of this report via (syetkiner@santafarma.com.tr).

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