

Sustainability is Our Nature...



# Contents

---

2	Message from the Chairman of the Board	85	Product Responsibility
4	Message from the CEO	85	Monitoring Reliability, Performance and Quality of our Products
6	Bilim Pharmaceuticals at a Glance	86	Human/Patient Health and Safety
10	About the Report	87	Our Customers
12	Corporate Profile	88	Promotion Principles and Ethics
13	About Bilim Pharmaceuticals	90	Our Suppliers and Collaborations
15	Our Management Concept	94	Our Community Investment
20	Our Journey of Excellence	94	Social Awareness
22	Our Model of Reputation Management	95	Projects of the Bilim Pharmaceuticals Community Volunteers (BPCV) Platform
26	Our Ethical Management	102	Our Responsibility to the Ecological Environment
27	Our Sustainability Management	103	Our Environmental Management
29	Our Risk Management	108	Our Environmental Targets
29	Our Stakeholder Participation Approach	108	Our Environment-Friendly Approach
32	Our Memberships	104	Our Environmental Investments and Savings
33	Our Awards	112	Our Energy Consumption
34	Our Economic Added Value	114	Our Waste Management
35	Operational and Financial Information	116	Greenhouse Gas Emission and Carbon Footprint
35	Sales Figures	116	Biodiversity
36	Export Figures	117	Legal Compliance
37	Our Investments	118	GRI Indicators
38	Our Work on Research and Development	124	UN Global Compact
40	Intellectual Industrial and Commercial Rights		Inside Back Cover Glossary
40	Government Grants		
41	Compliance with Law and Fair Competition		
42	Valuing Humans		
43	Our Work and Labor Practices and Employee Rights		
43	Our Employees		
43	Employment Figures		
46	Our Human Resources Policies		
46	Our Principles on Employee Rights		
47	Our Management of Differences		
48	Our Recruitment Procedures		
50	Our Wage Management System		
53	Our Contribution to Employee Development		
74	Employee Participation and Representation		
79	Occupational Health and Safety		
85	Legal Compliance		

---

## Message From the Chairman of the Board

---

**We, as Bilim Pharmaceuticals, manage our business and production process with the awareness and responsibility of being a “good corporate citizen”. We also think that corporate responsibility efforts are very important for a world which we can leave to future generations, and continue to take pains in this direction.**



### My Dear BilimFamily, Friends and Fellows,

In today's world, where communities have begun to consider companies from a different point of view, we are going through a period in which sustainability is becoming more important with each passing day. Communities desire that business and production processes are not in contradiction with the concept of corporate responsibility, expecting companies to be "better corporate citizens". Undoubtedly, these developments are quite important for companies, who have internalized and carried their corporate responsibility understanding into their corporate cultures.

The corporate management guru, Mervyn E. King, made the following definition: **"How you make money is social responsibility"**. Research studies indicate that 75% of investors pay attention to the company's awareness of corporate responsibility before investing in the company, prioritizing this criterion. Now, as we all know, corporate responsibility efforts are one of the most important elements building up companies' reputation...

### Our reputation is our most significant capital...

In today's business world, transparency is the first condition to be reliable... Globalization brought along the necessity of "being transparent". It is a natural result of transparency and accountability that companies have to share with their all stakeholders not only their financial achievements, but also the processes that made them successful. Companies that progress based on such principles as transparency, justice, reliability and responsibility, which all comprise the basis of corporate governance, gain prestige both in the eyes of investors and the community.

While transparency is now the most important assurance which companies rely on, the community stands closer to those companies that are transparent and open to people. In the following times, corporate reputation, social responsibility, sustainable development, reliability, accountability and transparency will be more important and take their place in companies' records.

I believe that one of the best indicators of transparency is Corporate Responsibility Reports. Last year, we published the first Corporate Responsibility Report of the Turkish pharmaceutical sector. And we shall keep publishing it every year. We will transparently share with you our economic, environmental and social impacts through the report. The report you are now reading is another first in the Turkish pharmaceutical sector... Our report was prepared in accordance with the ten provisions set forth in the Global Compact, and internationally recognized GRI standards. Hereby, I would like to stress how proud I am to share this report with you.

**We, as Bilim Pharmaceuticals, manage our business and production process with the awareness and responsibility of being a "good corporate citizen". We also think that corporate responsibility efforts are very important for a world which we can leave to future generations, and continue to take pains in this direction.**

While contributing to the national economy, we also make "voluntary" contributions to social life. Through the "Bilim Pharmaceuticals Community Volunteers" platform which we designed to raise people's happiness and the community's quality of life, was launched in 2005. With this platform, we try to reach children and young people in particular, who are our future. When setting up the Bilim Pharmaceutical Community Volunteers platform, we, together with our employees, aimed to ensure that our country and our society reach high quality of life at global scales and we devoted effort, time and intellectual knowledge for this noble ideal. We represented Turkey with great pride at the Enterprise 2020 event which was held last year by the European Corporate Responsibility Association in Brussels with our "Bilim Pharmaceuticals Community Volunteers Platform".

Through our continuous community investment projects, we try to tackle community's stereotypes to diseases such as Schizophrenia and Alzheimer's.

R&D studies are one of the most important matters for our country's development and sustainable development... We have an R&D center at the Bilim Gebze plant, which we built with a green building approach. At this center, which has 4,500 m<sup>2</sup> of laboratory area and 220 different pieces of state-of-the-art equipment, we develop products for the Turkish pharmaceutical industry with the contribution of 110 scientists. We are the leader of the Turkish pharmaceutical industry with our own products.

**Behind all these efforts which we believe to produce added value for our country lies our values, which are our most trustworthy guide that carries Bilim Pharmaceuticals to the future. Our corporate values which we integrated with our individual values have made Bilim Pharmaceuticals today the fastest growing company in its sector and allowed it to turn into an exemplary organization in the field of sustainable development for the sector and many supra-sectoral corporations.**

"Be the change you want to see in the world!" says Gandhi. With our corporate responsibility understanding, we believe that we stand for change and are a part of it. Also we invite you to be a part of the major change that takes place in your own companies. We believe that both individual and corporate changes will make our world a more livable place.

Yours respectfully,  
Bülent Karaağaç  
Chairman of the Board

## Message From the CEO

---

**We see sustainability-related efforts as an opportunity for our company: sustainability-related efforts contribute to our corporate development, create business efficiency and reduce the risks resulting from our environmental and social activities.**



**My Dear BilimFamily, Business Partners and Customers,**

The rules of today's business world are changing; today it is not enough for companies to focus on profitability to be "sustainable" and to be deemed successful. Being aware of their economic, social and environmental responsibilities against their stakeholders, companies have to show effort to fulfill these responsibilities. It is not possible to continue conducting business with former approaches. This is clearly set forth by business leaders as well, who came together for the Vision 2050 document released by the World Business Council for Sustainable Development: "It is now clear that the making business-as-usual cannot get us to sustainability or secure economic and social prosperity these can be achieved only through radical change, starting now."

Countries, individuals and companies must keep pace with the changes taking place in the world, and anticipate as responsible citizens that they are a part of the community.

We, as Bilim Pharmaceuticals, have been aware of this fact for many years. Under the supervision of our Sustainability Board, we carry out efforts that also support the participation of our stakeholders in order to fulfill our environmental and social responsibilities.

**For Bilim Pharmaceuticals the primary sustainability-related matters are people's happiness, social development and environmental protection. We build up structures that support sustainability practices; monitor developments through these structures; identify our fields which are open to improvement; make improvement plans; and show effort not only to reach our targets, but also to surpass them.**

We support all our employees with sustainability trainings. We also have various practices to make our suppliers and customers a part of our sustainability journey. We work with a number of different NGOs as our business partners to put our improvement efforts in practice.

We, as Bilim Pharmaceutical, take pains to fulfill our corporate responsibilities through our reputation management model and ethical management understanding. The following topics are on our agenda at all times while managing our business: human rights, occupational health and safety, employee development, equality of opportunity, community investment, product responsibility, fair competition, ethical trade, environmental protection, energy efficiency, process and product innovation and legal compliance.

**We see sustainability-related efforts as an opportunity for our company: sustainability-related efforts contribute to our corporate development, create business efficiency and reduce the risks resulting from our environmental and social activities.**

In 2010, we signed the Global Compact. We published the first Corporate Responsibility Report of the Turkish pharmaceutical industry. We also published our carbon footprint report. These are only the outstanding ones among many other sustainability related practices that have been realized.

This year's report covers our sustainability-related efforts in 2010. This report provides more comprehensive and more detailed information compared to the first report. Reporting allows us to measure and improve our performance and to share our efforts with all our stakeholders in a transparent manner. I am proud to share our Corporate Responsibility Report of 2010 with you.

I invite you to take responsibility both as a corporation and as an individual for a more livable world.

Yours Faithfully,  
Dr. Erhan Başı  
CEO



## Bilim Pharmaceuticals at a Glance

# 48

**Bilim Pharmaceuticals' products are steadily prescribed in 48 countries.**

# 6.7%

**Bilim Pharmaceuticals has been prescribed in the 6.7 out of every 100 prescription, being the second most prescribed pharmaceutical company of the year.**

### Bilim Pharmaceuticals: The Fastest Growing Company in the Past 5 Years

## 109<sup>th</sup>

Bilim Pharmaceuticals has ranked 109th in the Turkey's Top 500 Large Scale Industrial Concern ranking prepared by the Istanbul Chamber of Industry.

## 138<sup>th</sup>

Bilim Pharmaceuticals has ranked 138th in the Fortune Turkey's Top 500 ranking prepared by Fortune, one of the most prestigious business magazine of the world.

## 183<sup>rd</sup>

Bilim Pharmaceuticals has been announced as 183rd in the research conducted by the Capital Magazine in order to determine the top 500 companies of Turkey.

Founded in 1953, Bilim started as one of the first domestic pharmaceutical manufacturers in Turkey. Since then the company has focused on the development, manufacturing and marketing of strong brand equivalents.

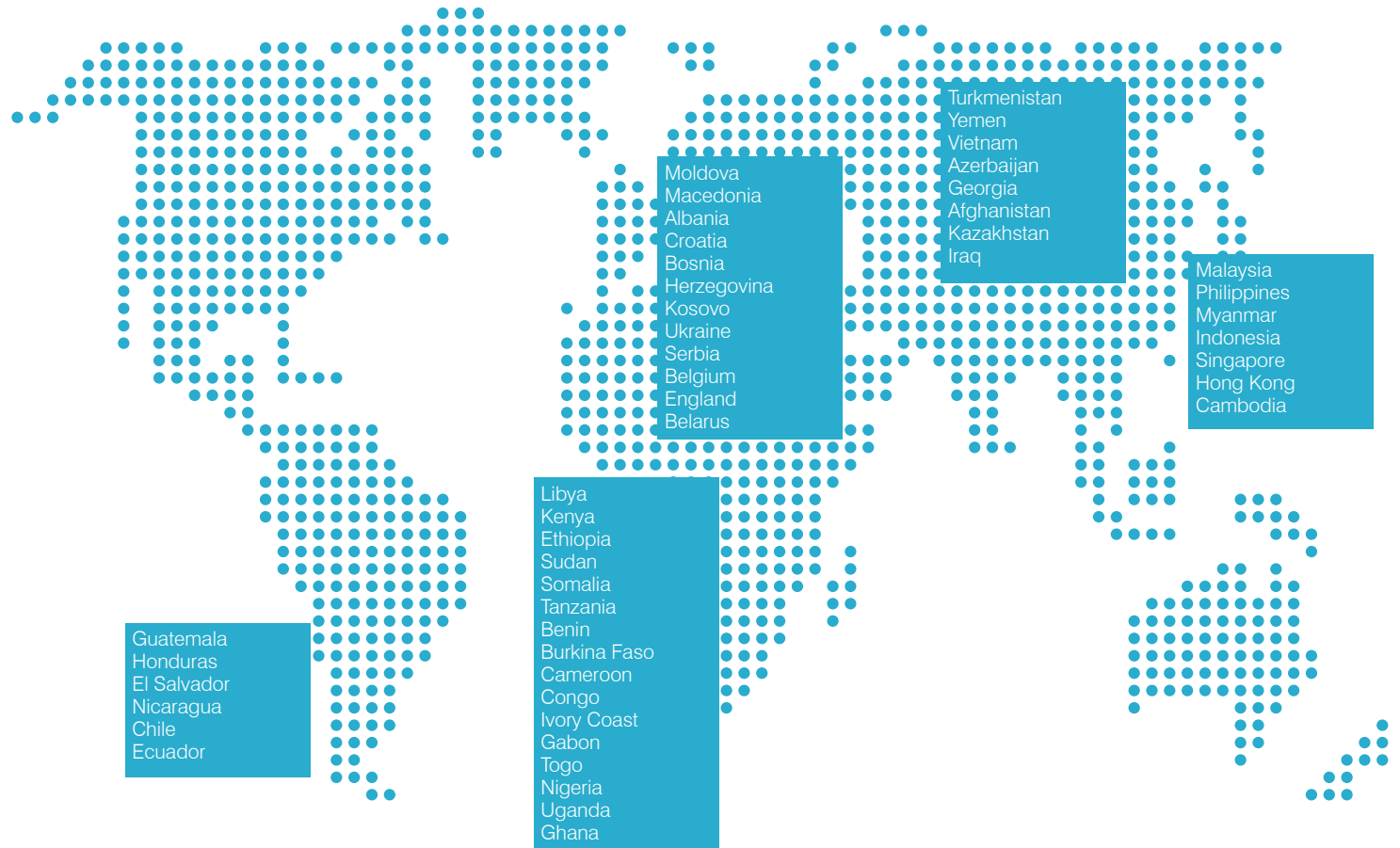
Currently with its competitive product portfolio composed of 198 products, state of the art R&D laboratories, modern high capacity manufacturing sites and a sales force of 1,162 medical reps; Bilim is one of the top 2 players in the very dynamic and highly competitive domestic market. Having a firm position in the domestic market, within the last decade the company's strategy has been to gain a firm position within the international arena as well. Currently, Bilim is present in 48 countries all over the world and expands its territories every year.

Having a firm position in the domestic market, within the last decade the company's strategy has been to gain a firm position within the international arena as well. Currently, Bilim is present in 45 countries all over the world and expands its territories every year.

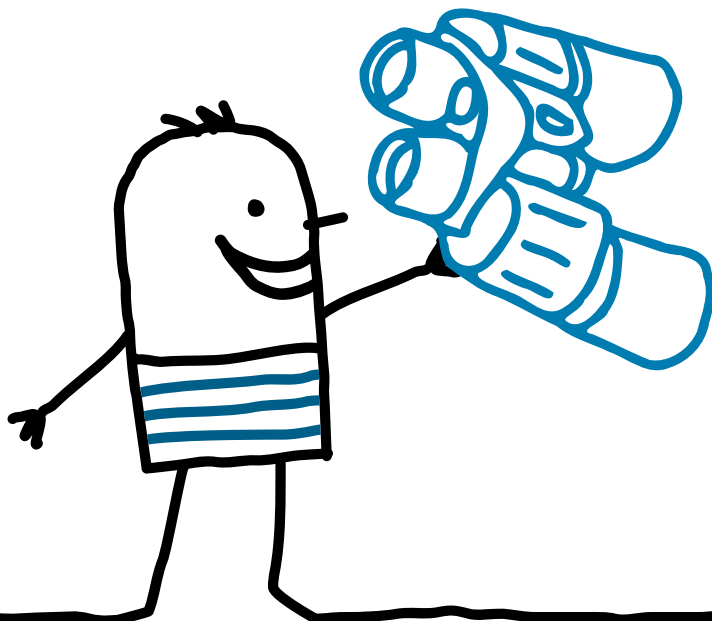
Bilim aims to further grow both in the domestic and international arena by developing and launching niche products every year.

By being a family of 1,844 workers, Bilim has committed itself to increase the quality of life.



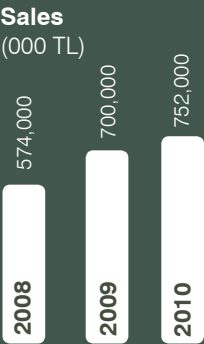


**Thanks to our R&D and licensing competency, 610 of our products were licensed in 48 countries from Far East to Africa in 2010.**



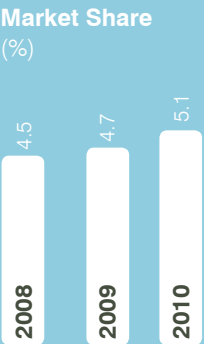
# Operational and Financial Information

Having aimed to create added value to the national economy without compromising ethical values since the day it was founded, Bilim Pharmaceuticals continues to grow steadily.



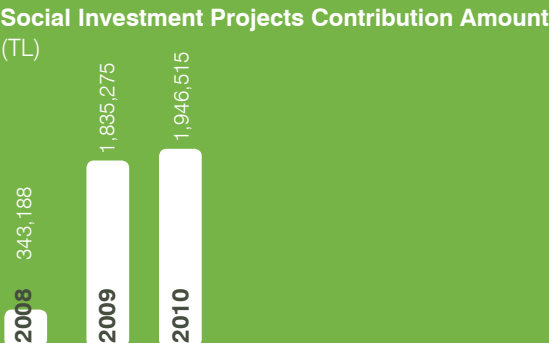
+7.4%

According to the IMS data, Bilim Pharmaceuticals has been the fastest growing company in the past 5 years and increased its sales volume by 7.4% in one year.



+9%

Bilim Pharmaceuticals has ranked 4th with a market share of 4.5 in 2008 and of 4.7 in 2009. In 2010, it has become 3rd with a market share of 5.1, increasing its market share by 9%.



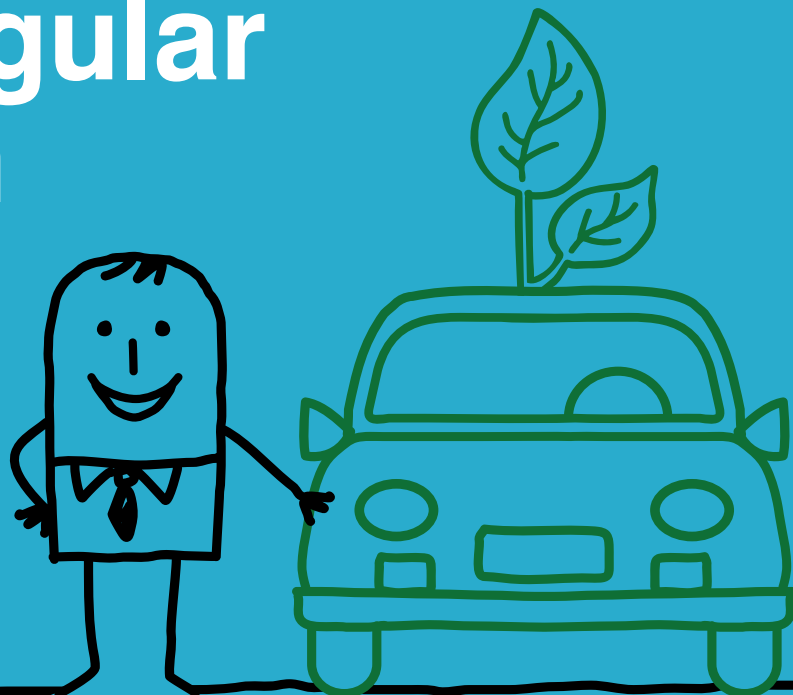
+6%

Having been one of the building stones of the national economy, Bilim Pharmaceuticals continues to contribute to a sustainable economy.

## FINANCIAL INDICATORS

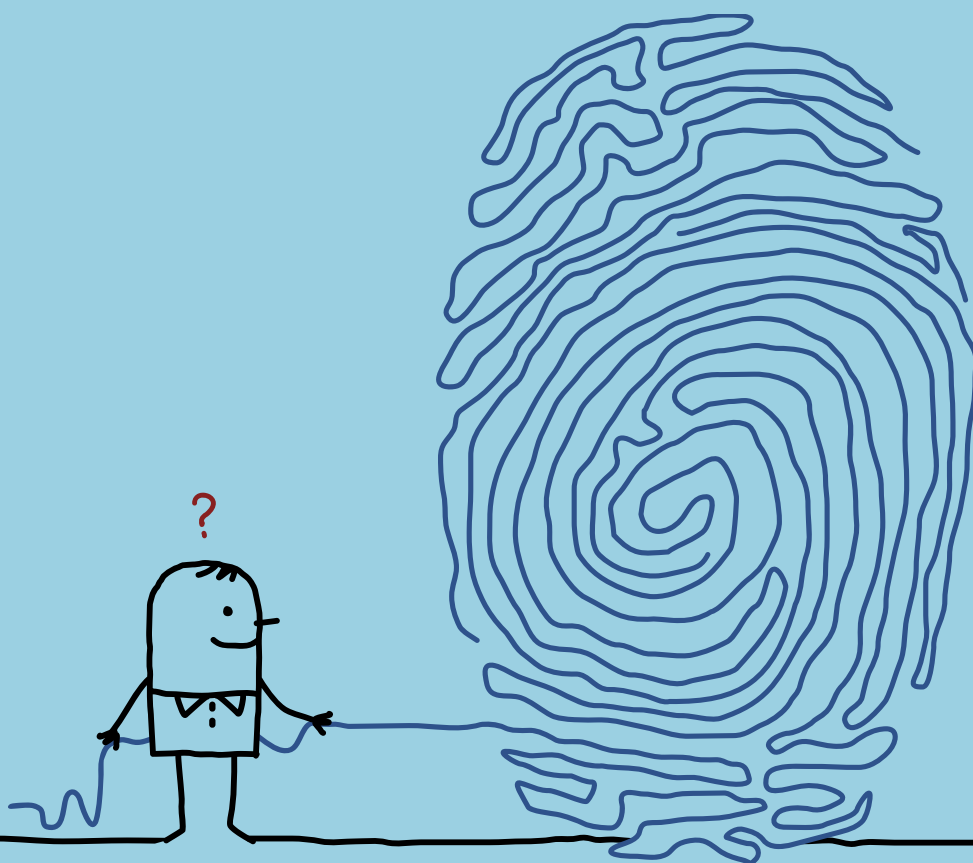
<b>Sales (000 TL)</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>
Target	579,000	694,000	705,000
Achieved	574,000	700,000	752,000
<b>Added Value Created (000 TL)</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>
Target	125,500	145,500	182,665
Achieved	129,519	149,875	
<b>Payments Made to the Social Security Institution (000 TL)</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>
Target	11,500	11,500	11,905
Achieved	11,796	11,401	11,971
<b>Tax Paid (000 TL)</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>
Target	18,400	23,000	33,000
Achieved	18,518	23,265	35,147
<b>Social Investment Projects Contribution Amount (TL)</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>
Target	350,000	1,750,000	1,900,000
Achieved	343,188	1,835,275	1,946,515

# steady and regular growth



## About The Report

The primary sustainability-related matters that are material to us are; the company's economic business continuity in a sustainability perspective, employee satisfaction and employee rights through our labor practices, to contribute to the community we are in; to protect people's health and to assure product safety; to manage our relations with our suppliers in an ethical and fair manner; and to reduce our environmental impacts.



We prepared our Corporate Responsibility Report of 2010 with the intention of sharing our approaches with respect to our economic, social and environmental responsibilities with our internal and external stakeholders in a transparent and accountable manner, and providing comprehensive information regarding our practices.

This report is Bilim Pharmaceuticals' second corporate responsibility report and a summary of sustainability-related efforts shown by our company.

The main headings of the report are our corporate management approach, economic added value, sensitivity to the ecological environment and the value we attach to people. The report reflects our performance with respect to these matters and our commitments for the future. **The primary sustainability-related matters that are material to us are; the company's economic business continuity in a sustainability perspective, employee satisfaction and employee rights through our labor practices, to contribute to the community we are in; to protect people's health and to assure product safety; to manage our relations with our suppliers in an ethical and fair manner; and to reduce our environmental impacts.**

In this report, you will find our practices in 2010 in comparison with the previous year, our 2011 targets and commitments for the future.

We made use of two internationally-recognized standards when preparing this report: Global Compact and GRI G3 standard. We prepared the report in accordance with the ten provisions set forth in the Global Compact, and the GRI indicators. GRI checked and confirmed that Application Level A, the highest reporting level, has been maintained. (see statement on inside back cover) In the index attached to the back of the report, you will be able to see the sections where information related to the profile details and GRI performance indicators is discussed.

Report data was collected through focus group meetings and revised to its final version under the supervision of the Sustainability Board. The opinions of Bilim Pharmaceuticals' stakeholders have been included in many parts of the report. Data set forth in the report is regularly kept and audited by respective departments and boards. This report has not undergone an external assurance. We plan to seek external assurance in our future reports.

Some data is similar to that seen in the 2009 report. The reason for this is that, this is the first report, which was prepared in accordance with international standards.

An online version of this report is being prepared. The online version can be reached on our company's website at [www.bilimilac.com](http://www.bilimilac.com).

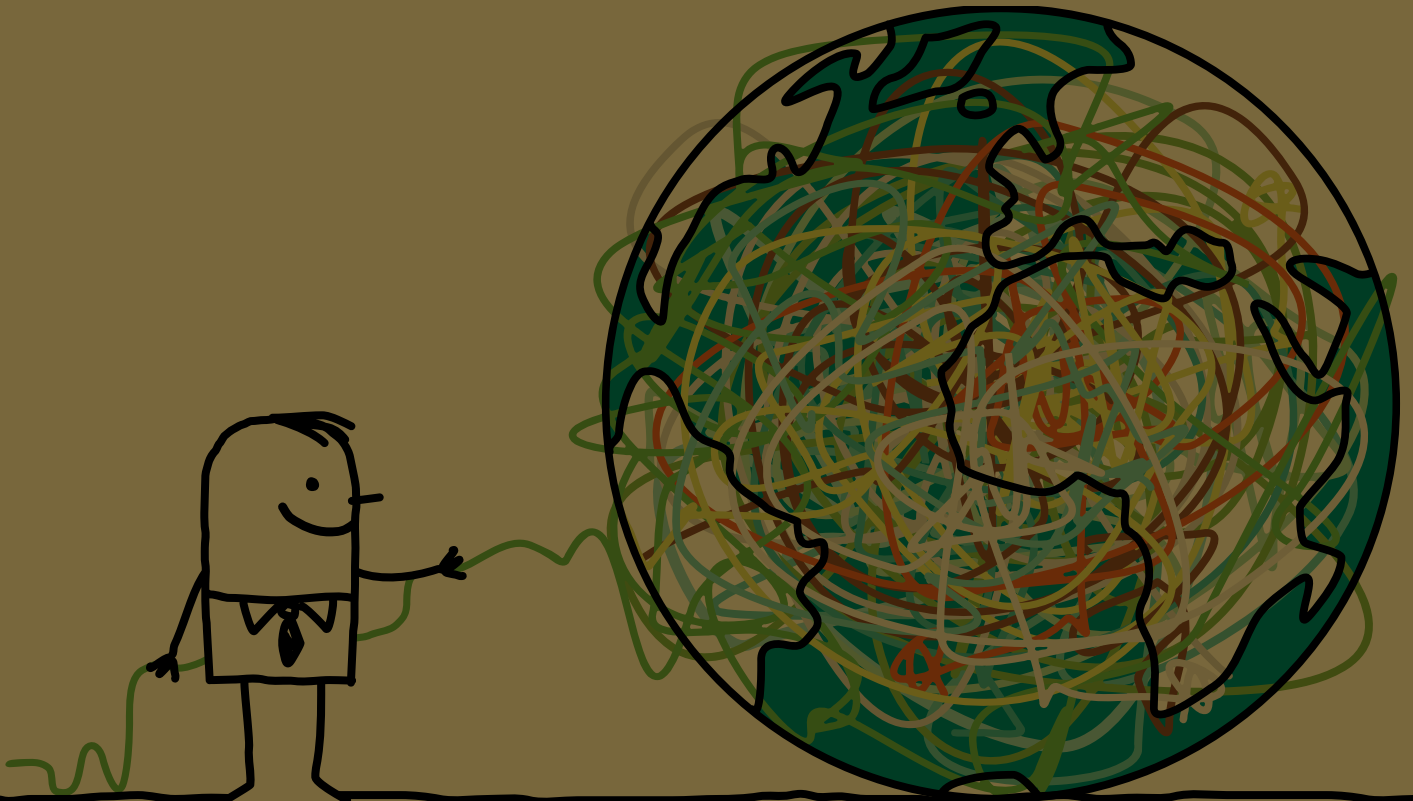
The report was prepared with the support of Mikado Consulting ([www.mikadoconsulting.com](http://www.mikadoconsulting.com)), our sustainability consultant.

Your opinions concerning our report are very valuable to us. You are welcome to forward your opinions and feedback to Ms. Esra Çakır, Head of the Sustainability Board and Corporate Communication Manager of Bilim Pharmaceuticals, who was responsible for the preparation of the report, through the following e-mail address: [esra.cakir@bilimilac.com](mailto:esra.cakir@bilimilac.com).

## Corporate Profile

# 3<sup>rd</sup> Among 300 Corporations

Ranked 3rd among 300 corporations in the Turkish pharmaceutical industry at the end of 2010, Bilim Pharmaceuticals continues to grow at a higher rate than the market.



## ABOUT BİLİM PHARMACEUTICALS

Founded in 1953, **Bilim Pharmaceuticals** is a company with 100% Turkish capital, which conducts production and marketing activities in the strategically important pharmaceutical industry. The company's headquarters is based in Maslak, Istanbul. Ranked 3<sup>rd</sup> among 300 corporations in the Turkish pharmaceutical industry at the end of 2010, Bilim Pharmaceuticals continues to grow at a higher rate than the market.

**Bilim Pharmaceuticals aims to reach the highest export volume of any domestic pharmaceutical company by the end of 2014.** Bilim Pharmaceuticals currently exports to 48 countries. Bilim Pharmaceuticals exports to Asia, Europe, Africa, the Far East, Latin America and the Commonwealth of Independent States.

**More than 300 companies operate in the Turkish pharmaceutical industry. In this market of extensive competition, Bilim Pharmaceuticals ranked 3rd with a 5.1% market share, 2nd with a 6.4% share in terms of total number of boxes and 2nd with a 6.7% share as per total number of prescriptions.**

Bilim Pharmaceuticals offers products in 67 of a total of 445 sub-segments in the market. The total value of these sub-segments comprises 46% of the total market. We have 67 products in 198 different forms in the market. We produce drugs used in acute treatment fields (such as antibiotics, pain killers, anti-influenza drugs, digestion system drugs, muscle relaxants, dermatological drugs, etc.) and drugs used in chronic treatment fields (such as diabetes, asthma, COPD (chronic obstructive pulmonary disease), cardiology, and central nervous system disorders).

Detailed analyses play a key role in the formation of the right product structure. We continuously keep view of the treatment trends applied in the world and in Turkey and analyze the market and our rivals. All relevant permanently monitored data are set forth within the framework of the "Strategic Plan and Annual Planned Budget Current Situation Analysis". Molecular and treatment fields are identified through market analyses performed at segment and molecular levels; these data are matched with treatment trends and supported with prescription analyses. In this context, major and growing products are identified. We also identify significant products and fields of treatment for our rivals through competition analysis and evaluate them in conjunction with market analysis data. Products determined through all of these analyses are provided by our Business Development Department and developed at and offered to the market by our R&D Center, which is one of the few R&D centers in Turkey.

### Changes in the Turkish Health System and Practices of Bilim Pharmaceuticals

Some changes have taken place in the Turkish health sector through renewed applications. Launched in 2007, the "Family Practice" was put in practice in Turkey as of 2010. With this system, one physician is assigned to each Turkish citizen.

Occupational trainings were and are given to Family Physicians by Bilim Pharmaceuticals in cities where the practice is being exercised. In addition to trainings aimed at respective branches, we also organize training programs that aim at all branches.

	2005	2006	2007	2008	2009	2010
<b>Turkish Pharmaceutical Industry (\$)</b>	6,644,325,407	6,954,458,432	8,908,577,303	9,835,347,644	9,560,142,253	9,825,332,223
<b>Bilim Pharmaceuticals (\$)</b>	286,406,757	313,299,377	412,388,834	443,490,372	452,404,287	499,920,626
<b>Rank in Industry</b>	7	6	6	5	4	3
<b>Share (%)</b>	4.3	4.5	4.6	4.5	4.7	5.1



## Corporate Profile

---

Our training programs are not only restricted to Family Physicians, but cover trainings aimed at the other branches in which we operate... Examples are the applied operation studies performed on fresh cadavers and "malpractice" trainings. Moreover, we carry out routine practices like congresses and distribution of literature and scientific publications so as to cover physicians' needs.

We strive to raise awareness on sustainability in all these activities, even in the selection of promotion materials. For instance, we concentrated on the use of recyclable materials within the framework of our cooperation with the WWF and drew attention to global warming through the WWF concept, raising physicians' sensitivity on this matter.

Awareness raising activities on sustainability are not restricted to physicians or pharmacists; all employees are being provided trainings and are encouraged to take active part in sustainability-related activities.

### >Global, European and Turkish Pharmaceutical Markets

The global market grew by 8% in 2009 to reach a size of US\$ 820 billion. 30% of this growth came from emerging markets. The IMS estimates that the market grew by 5% in 2009 to reach US\$ 820 billion

**Pharmemerging markets: Brazil, China, India, Indonesia, Mexico, Russia and Turkey**

The global medicine sector recorded an annual average rate of growth of 10% each year between 2000 and 2007 to reach US\$ 712 billion by the end of 2007 and US\$ 820 billion in 2009. The Turkish pharmaceutical industry grew by nearly 30% in the same period. With this rapid growth trend, the industry reached a turnover of US\$ 10 billion in 2009. (Source: IMS)

Turkey is Europe's 6th biggest medicine market in terms of turnover. Growing more rapidly than the global medicine sector, the Turkish pharmaceutical industry reached a turnover of US\$ 14.8 billion by the end of 2009. There are 43 production facilities in Turkey, 14 of which are owned by foreign capital, while 28 are owned by the Turkish capital...

Today, growth in the pharmaceutical industry has shifted from developed countries to developing countries. In this aspect, the Turkish pharmaceutical industry is growing more rapidly than the global pharmaceutical industry. According to 2009 data released by the IMS, Turkey is the 6th biggest medicine market in Europe and 12th biggest in the world in terms of turnover. While rates of growth have recently dropped in the USA, Europe and Japan, which are the biggest pharmaceutical markets of the world, emerging markets including Turkey have continued to grow rapidly.

### Our Field of Work

There are two primary categories of drugs in the pharmaceutical industry: **"original"** and **"equivalent"** drugs. An original drug refers to drugs that were proven to have positive impact on a specific disease as set forth by long researches and clinical trials. Also, "original drug" is a term used for new drugs, whose foundations are based on a patented molecule and for which no similar drugs exist. Original drugs are protected for a specific time in many countries around the world under comprehensive laws and patent and data protection rights. During this time period, no other drug company is allowed to manufacture a similar drug. Thus, original drug manufacturers cover their R&D investments and create resources for new researches. As legal protection period of an original drug expires, pharmaceutical companies may offer similar drugs to the market. These drugs are named as **"equivalent drugs"**. Companies that produce equivalent drugs have to abide by some rules to offer these drugs to the market:

- An equivalent drug must contain the same amount of the same active substance as the original drug.
- An equivalent drug must have the same formulation and pharmaceutical features.
- An equivalent drug's bioequivalence with the original drug must have been proven.

With these features, an equivalent drug has the same quality, effectiveness and reliability as the original drug. Since research expenditures are less, an equivalent drug is more economic than the original drug.

The pharmaceutical sector needs both original and equivalent drugs to raise people's quality of life. There is no facility in Turkey which produces original drugs; only equivalent drugs are designed and produced. Our company's field of work is the production and marketing of equivalent drugs.

All stages between the production and the sale of an equivalent drug are the same as for reference products. The only difference is that clinical and preclinical studies, which were originally conducted by reference drug manufacturers on living creatures, are not repeated.

For equivalent drugs, all analysis and research deemed necessary by medical authorities are performed and their equivalence, i.e. the fact whether they perform the same treatment with the reference product, is proven through scientific studies.

Licensing Requirements	Reference	Equivalent
General Information on Company	✓	✓
Product Features (prospectus, labeling and package)	✓	✓
Expert Report	✓	✓
Composition of the Medicine	✓	✓
Good Manufacturing Practices (GMP)	✓	✓
Control of Raw Materials	✓	✓
Control of End-Product	✓	✓
Stability Tests (active substance and end-product)	✓	✓
Comparison of the Equivalent Drug with the Reference Drug	---	✓
Preclinical Study	✓	---
Clinical Study	✓	---
Bioequivalence	✓	✓

As it can be seen in the table above, the difference between original drugs and equivalent drugs is that preclinical and clinical studies are not performed during the production of equivalent drugs. Equivalent drugs are just as safe as reference drugs. Equivalent drugs contain the same active substance with reference drugs and have the same pharmacological effect. The benefits and risks of an equivalent drug which has been proved for bioequivalence are the same with the reference drug.

### Our Processing Facilities

With its center at the Maslak Headquarters Building, Bilim Pharmaceuticals executes production in two different facilities.

With building expenses as high as 120 million, **Bilim Gebze** is the biggest drug production facility in Turkey in terms of various production forms in the Gebze Organized Industry Zone. **Bilim Gebze** has an annual production capacity of 250 million boxes and the capacity to produce 17% of Turkey's medicines. **It is the biggest drug production plant in Turkey and among one of the largest pharmaceutical plants in Europe.** The center has been designed and built in compliance with the US Food and Drug Administration (FDA) standards.

**Bilim Çerkezköy, approved by the German Ministry of Health,** has been in operation at Çerkezköy Organized Industry Zone since 1998 and is one of the most important penicillin production facilities in Turkey.

The Bilim Pharmaceuticals Research and Development Center is one the biggest research and development centers in the Turkish pharmaceutical sector with its 4,500 m<sup>2</sup> laboratory... We conduct our projects in our 4,500 m<sup>2</sup> Research and Development Center equipped with state-of-the-art technology, including high-tech and sensitive equipment, laboratory information automation and an R&D pilot processing center which meets FDA standards. Established with a US\$ 15 million investment, the Research and Development Center has one of the largest research and development centers in the Turkish pharmaceutical industry. At the center, where 110 scientists work, we demonstrate efforts to provide the market with equivalent drugs for reference drugs

whose basic molecular patent protection expire. The high-tech Research and Development Center has been equipped with 220 machines and items of apparatus.

**Unrivalled in the pharmaceutical sector with the fully automatic warehouse system...** The **Fully Automatic Warehouse Management System**, located at **Bilim Gebze**, is a fully automatic warehouse, 38 meters high and with a capacity to hold 11,400 pallets. It is the largest warehouse in Turkey to operate with this technology. All pallets are managed by means of fully automatic robots, cranes and conveyors. Efficiency and speed have increased by means of the Fully Automatic Unmanned Warehouse Management System. As per GMP, the system also aims to prevent the risk of using wrong materials and to eliminate occupational accidents which frequently take place in conventional warehouses.

## OUR MANAGEMENT CONCEPT

### Our Vision

To be one the top two companies in the Turkish pharmaceutical market and to achieve the highest level of exports of any domestic producer of medicines by the end of 2014.

### Our Mission

Bilim Pharmaceuticals develops drugs that maintain human health and provide treatment. The company produces these drugs at its modern and high-tech facilities at international standards.

By actualizing the publicity and marketing of its drugs in domestic and foreign markets with focus on the client, the company enables availability of medicines along with customer satisfaction at the highest level.

It achieves fertile, profitable and sustainable growth through the experience it gained as a rooted corporation which has adopted the idea of quality of life as a life philosophy, and the value it places on people and human life, as well as its collaborations maintained through development and its dedication to change.

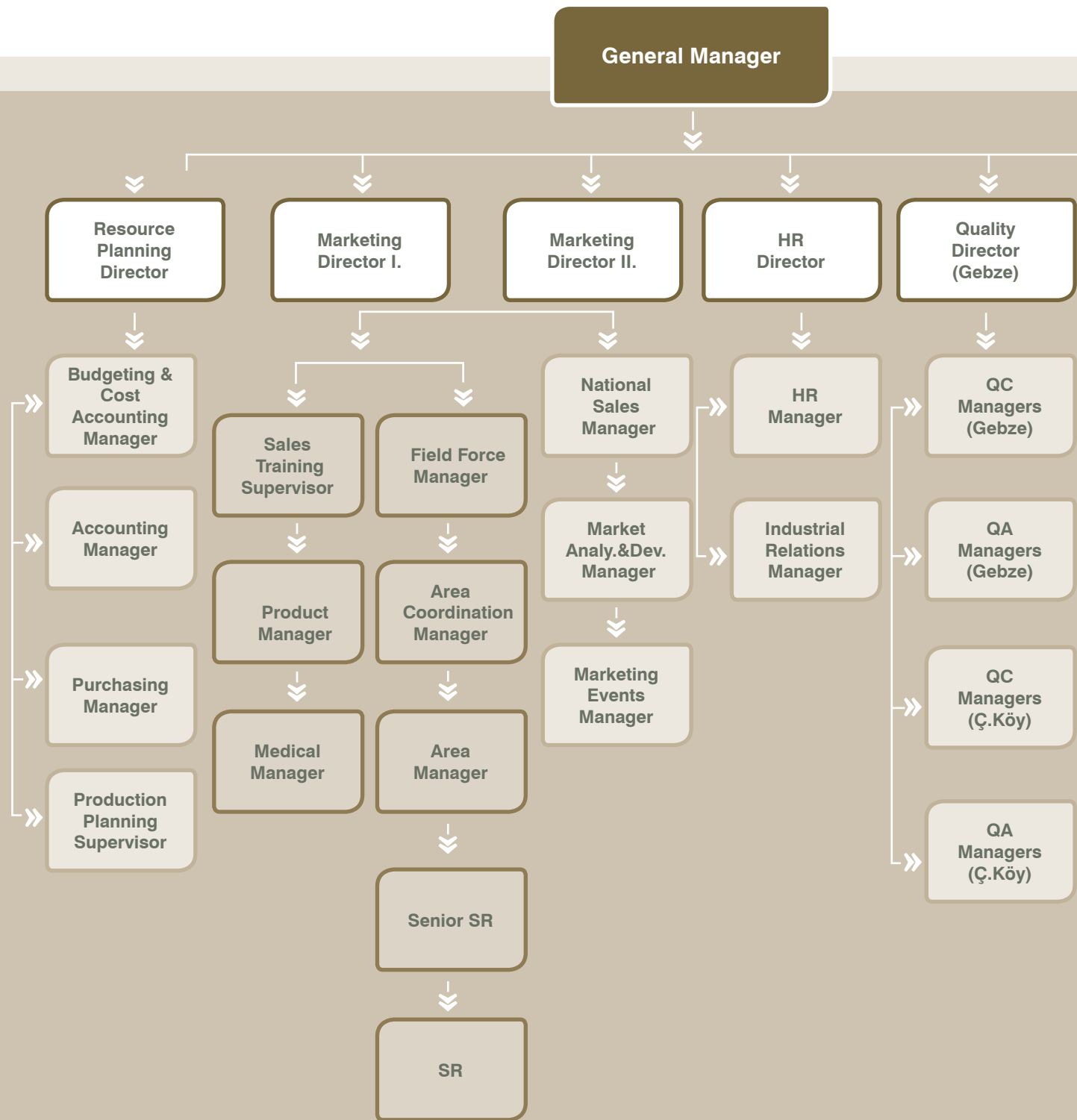
The highest possible level is attained in employee commitment and satisfaction through innovative human resources systems and an organizational structure open to learning with the awareness that competent employees will be a driving force in competition.

It protects natural resources and the environment with its awareness of social responsibility, places importance on ethical values, and contributes to the social and economic development of society.

### Our Values

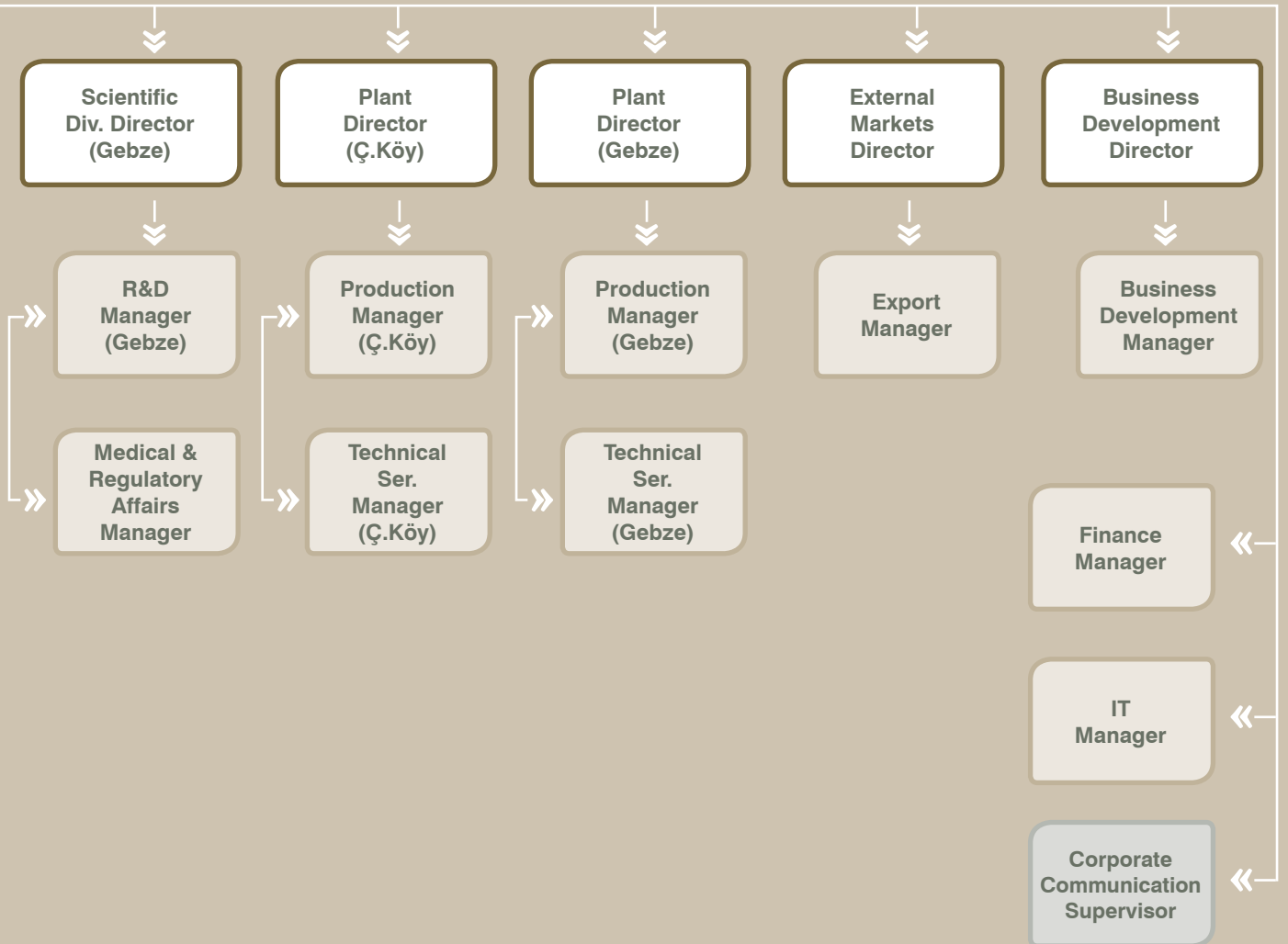
- Human happiness
- Respect for the future generations
- Ethical management
- Change
- Passion for Success
- Our Organizational Structure

Corporate Profile



## Our Organizational Structure

The organizational structure which functions in integration with the business procedures of Bilim Pharmaceuticals has been designed in a simple matrix that supports the company's business targets. The organizational structure is reviewed every year. Specific competency and responsibility levels have been identified in order to assure the effective management of decision making processes. Positions that allow flexibility in the reporting system and career development have been layered up to a maximum of 6 layers.



## Corporate Profile

---

### Our Board of Directors

Holding more than 97% of the shares in Bilim Pharmaceuticals, Bilfar Holding forms the company's board of directors and performs distribution of work among board members within the framework of corporate management principles. Bilfar Holding's Board of Directors has managerial impact on the group companies.

Four of Bilfar Holding's Board members are independent. 3 out of 4 board members are non-executive..

The president of the highest governance body has no executive power. The CEO is the person responsible for executive work.

Shareholders may advise the highest governance body, but have no power to give orders.

Bilfar Holding, the biggest shareholder of Bilim Pharmaceuticals, directly shares its expectations and suggestions to the management of Bilim Pharmaceuticals at the board meetings and results are evaluated at the board meetings, accordingly. Methods and procedures with respect to the receipt of the expectations of shareholders and other stakeholders are defined in detail within the framework of the "Strategic Plan (SP) and Annual Plan and Budget (APB) Approach".

All performance indicators, which were defined at the time of our foundation, are monitored and evaluated in line with "Evaluation, Review and Improvement Approach". The performance of the highest governance body is monitored and evaluated in the light of which extent the primary business targets are reached and by means of the "Performance Indicator with Respect to the Rate of Realization of Strategies". This way, the highest governance body is able to evaluate its own economic, environmental and social performance, since performance indicators of the primary

business targets are a result of basic performance indicators of all primary processes (including the Sustainability Management process).

Rate of realization of strategies:

- 2007 100.52%
- 2008 99.55%
- 2009 99.10%

There has been no change in size, infrastructure, property and ownership of the company within the reporting period.

### Our Boards

**In our company, we have set up a number of boards, which are the starting point of many important applications, in line with our strategy of increasing participation. By means of these boards, it is possible that our employees become a part of administrative decisions, a situation which supports teamwork.**

Our boards, where the medium and long term expectations and creative and innovative thoughts of our employees are discussed, are evaluated by board directors at Quality Execution Board meetings every quarter. Each board has a sponsor, who is commissioned in the senior management. Strategic decisions taken at boards are put on the agenda of the Board of Directors through sponsors.

The number of team members is increased and changes are made in team memberships every year so as to encourage, support and stimulate participation of our employees. There are a total of 32 boards in our company as of 2010.



## Corporate Profile

---

### Our Quality Management

As Bilim Pharmaceuticals, we consider 'the human, the quality and the future' as crucial factors. We place importance on the following points when considering the drugs we make available to clients and make sure to take all precautions to assure that:

- The drugs are compliant with the identified quality standard.
- The drugs are used safely.
- The drugs are proven to be effective.

Our management and all of our employees help us reach these targets with an awareness and responsibility of providing competent services in view of human health.

The quality system applied in our corporation is based on international standards and has been established on current regulations and guidelines (Good Manufacturing Practices (GMP), Good Laboratory Practices (GLP), Good Clinical Practices (GCP), etc) as well as current Quality Management Systems (ISO 9001).

The main constituents of our Quality Management Systems have been explained in the 'Quality Policies' document published by our company.

Moreover, due to the importance our corporation places on the environment, health and continuous development as a result of its approach towards contemporary quality standards and customer-oriented, it undertakes the following actions:

- The adoption of the principles of Total Quality under the EFQM (European Foundation for Quality Management) Excellence Model since 1998.
- Compliance with ISO 9001 Quality Management Systems standards since 2004.
- Compliance with 14001 Environmental Management Systems standards since 2004.
- OHSAS 18001 Occupational Health and Safety at Work Management Systems standards since 2004.

All Quality and Management Systems applied in our corporation are audited and reviewed regularly, which allows for competency, suitability and effectiveness to be continuously assessed and improved.

We work in order to exceed all our clients' expectations with the high-quality products we produce under the warranty of Quality Systems.

### >Our Quality Policy

We are pressing forward on our journey towards excellence with determination by adopting and popularizing the EFQM Excellence Model, identifying approaches and targets in this sense and develop by reviewing at all times.

We utilize the ISO 9001 Quality Management Systems, ISO 14001 Environmental Management Systems and OHSAS 18001 Occupational Health and Safety at Work Management Systems as a result of our principles of continuous development and our customer-oriented approach in managing processes.

In line with our sector, we ensure continuous compatibility with all Ministry of Health laws and regulations and all current Good Manufacturing Practices in relation to the development, production and presentation of products.

We are continuously improving our system and applying the principles of Quality Assurance Systems in order to produce products that are as specified by their licensing and for their purpose of use as well as taking precautions to abandon all risk that could occur with relation to quality and effectiveness. We see it as a responsibility of the management to reach this target and ensure that all our employees and suppliers comply with the systems.

We understand the expectations of our customers clearly to provide them with satisfaction and make efforts to exceed these expectations and make sure that they feel valuable.

We conduct frequent and planned training sessions to ensure that our Quality Policies are adopted by all our employees and that they understand the concepts and principles of our Quality Systems to the best possible extent.

### Our Journey of Excellence

We are positioned in a difficult and sensitive sector which is directly related to human health. Product quality is paramount As Bilim Pharmaceuticals, being aware of this fact, we have always prioritized quality and adopted it as a life philosophy ever since our foundation.

Successful companies are those that have the ability to create and to continue creating extraordinarily good results for their stakeholders (shareholders, employees, customers, suppliers and the community). However in such a world, in which global competition is gradually becoming tougher, with rapid technological developments taking place, business processes continuously changing and rapid transformation in economic, social and customer masses, it is now much harder to keep achieving successful results.

The launch of the Total Quality Management practice was a result of asking one question: "In a world of rapid changes, can we continue to exist with our current business-making habits?"The launch of the Total Quality Management practice was a result



of asking one question: "In a world of rapid changes, can we continue to exist with our current business-making habits?"

We launched a mobilization initiative to adapt to change. In 1998, we adopted the EFQM (European Foundation for Quality Management) Excellency Model to get the results that will make all our stakeholders and the community happy and to pioneer the journey of quality in our sector. We have been carrying out our efforts since then within the framework of this model.

As a result of successfully implemented efforts, Bilim Pharmaceuticals was deemed worthy of the EFQM Competency Approval in Excellence in 2004, as well as "The National Quality Grand Prize" in 2006 and "Award of Continuity in Excellence" in 2010, which are given by TÜSİAD (Turkish Industrialists' and Businessmen's Association) and KalDer (Turkish Society for Quality). These awards are the first and only awards ever obtained in the Turkish pharmaceutical sector.

In 2009 Bilim Pharmaceuticals applied for the European Quality Award given by EFQM (European Foundation for Quality Management) and **deserved to take its place among EFQM European Quality Award Finalists**, a success which no pharmaceutical companies have achieved before.

In a sensitive sector which is directly related to human health, Bilim Pharmaceuticals prioritizes quality and adopts respect for future generations as a corporate value.

Bilim Pharmaceuticals received the Continuity of Excellence Award, the most prestigious award of the EFQM, at the 19th National Quality Congress organized by TÜSİAD (Turkish Industry and Business Association) and KalDer (Quality Association of Turkey).

Bilim received its award at the Award Ceremony that was held on the last day of the Congress. It was the first time a pharmaceutical company was deemed worthy of the Continuity of Excellence Award.

#### Including employees...

The EFQM Excellence Model which we have been applying at Bilim Pharmaceuticals is deemed one of the fundamental competencies that each of our employees must have in developing the corporate culture. For this reason, a Standard Occupational Development Program was included in our

education plans, which every employee is required to join within short time of starting to work at Bilim Pharmaceuticals. In addition to these opportunities in education plans, it is specified in the annual communication and participation plan that how, when and by whom approaches concerning the model would be shared with employees.

All our employees are encouraged and supported through "communication and participation activities" to participate in the EFQM Excellence Model both on an individual and team basis. This is necessary for our management approach, which is based on the EFQM Excellence Model, to improve with the participation of all our employees. Moreover, the participation of employees is managed throughout the year by means of activities conducted with the strategy of "increasing employees' participation". Examples of these activities are as follows: ensuring the engagement of employee representatives at all levels at the boards, as well as the Individual Recommendation System, Quality Improvement Project and Quality Circle efforts.

#### Our Customers and the EFQM Excellence Model

The basis of the EFQM Excellence Model is to determine the expectations and requirements of stakeholders and to set up processes so as to cover them. Since our customers are among our prioritized stakeholders, they have direct and significant place within our strategies. To evaluate our customers' expectations and requirements, we have a number of instruments like the Satisfaction Survey, Focus Group Studies, Consultancy Boards etc.; however, perhaps, the most important instruments are visits made by our Medical Promotion Officials to physicians and pharmacists. Feedback received through these instruments is directly reflected in our corporation's Strategic Plan and is of key importance. By means of activities which are included in our Strategic Plan, we provide our customers with products and services which cover their expectations.

We have been implementing the Customer Satisfaction Survey since 2001. With approaches and applications fitting the Excellence Model, the level of customer satisfaction that we reached in 2009 was over 96%. This level of satisfaction is a significant indicator in terms of the contribution of the model.

#### Our Suppliers and the EFQM Excellence Model

The basis of our procurement and collaboration policy is the following approach: "we establish and develop continuous reassuring relations with various organizations by securing mutual success in order to produce added value for our customers and other stakeholders". Within the framework of this approach, there are many practices defined in our regulations to determine the necessary competence criteria for the selection of suppliers, to evaluate suppliers after cooperation begins, to ensure their development in order to increase their performance and to establish long-term cooperation with them. During the "Business Partners Summit", which we organize to build up cultural harmony with suppliers, we share our mission, vision, corporate values and strategies with our suppliers and perform focus group studies in specific matters. Planned controls are



## Corporate Profile

performed on suppliers and training programs are held for them in order to increase the effectiveness of the harmony between CGMP (current Good Manufacturing Practices) and the IMS (Integrated Management System). The performance of our suppliers is measured, monitored and awarded according to success criteria in line with our evaluation-commendation systematic approach. Also, research studies are conducted to gauge the level of our suppliers' satisfaction as well as their perceptions.

As a result of this approach and these practices, efficiency is increased mutually; long-term cooperation opportunity arises; and the positive impact is observed on general business results.

### The place of the model within the corporate culture

The EFQM Excellence Model is an important part of the corporate culture as a management approach that today helps Bilim Pharmaceuticals reach its vision by realizing its mission. First of all, all our leaders successfully apply business processes by adhering to the model with an attitude and behavior that is based on our values and stand as examples to our employees to keep the model alive at all times. Moreover, continuous improvement is one of the fundamental approaches for our company to successfully apply the method of change. For this reason, we put the necessary improvements in practice by reviewing our activities every year at evaluation and review meetings where all our business processes are discussed.

We seek to improve and expand this positive atmosphere which we created within our organization, to be example for other companies in and outside our sector, to act as a guide for the sector and to realize our mission in this way.

### Our Model of Reputation Management

Corporate Reputation is not just an important issue for Bilim Pharmaceuticals but also a general issue for the entire pharmaceutical industry. The stakeholder researches that we conduct also support this fact. As Bilim Pharmaceuticals, we manage corporate reputation effectively among all sectors not only in the pharmaceutical industry; and give place to the goal of being pointed out as a "benchmark" company in our business model.

We began to apply the corporate reputation management model in late 2006. However, the origin of corporate reputation efforts goes back much further. In a continuous effort of development, particularly since 1998, our company envisages corporate reputation as part of our strategy of change. The agenda of respect for the management of corporate reputation did not come into existence at once. Corporate reputation created its own agenda as part of our long-term growth strategy.

Reputation Ambassadors, which we have established to raise awareness of corporate reputation within the company, constitute a platform that is comparable with all companies. On the other hand, the Bilim Pharmaceuticals Community Volunteers platform, which we put in practice within the framework of volunteering management and which has today become a brand, has spread throughout Turkey. At Bilim Pharmaceuticals, which adopted business strategies based on sustainable development, this issue is of key importance in our strategic planning. Another benchmark practice applied at Bilim Pharmaceuticals, which assumes responsibility for a

more livable world, is the Sustainability Board. The fact that sustainability-related policies and processes complying with international standards are defined at Bilim Pharmaceuticals is one of the factors that make the greatest contribution to the corporate reputation.

Our company management, which complies with the principles of corporate governance and our Ethics Board, which was structured in line with our business ethics and principles are important elements in the effective management of our corporate reputation. What lies behind all these efforts is the fact that we have built our company's corporate values together with our employees and the integration of all our values to our employees and processes within the framework of our BI'L Leadership Model.

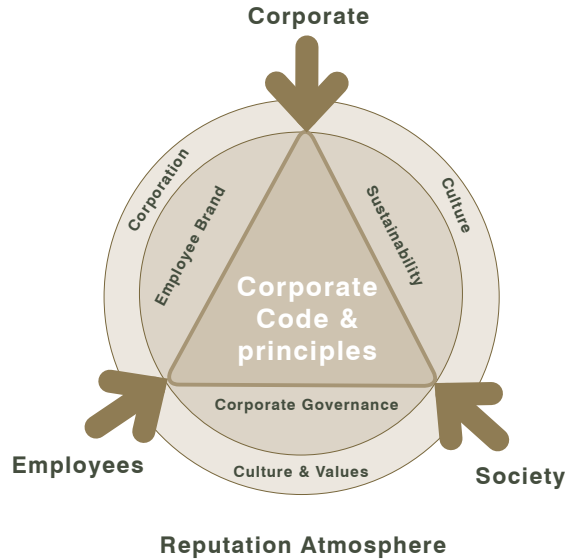
Our Company has set up a vision aiming to base its corporate values related to its corporate reputation, as its "most valuable capital", into its all policies and processes. A long-term action plan was implemented, which would embrace all Bilim stakeholders and turn Bilim Pharmaceuticals' corporate reputation before its stakeholders into "trust" by means of social sensitivity.

Acting upon the fact that any of our employees, whatever their duty and status, represent our company's reputation, we aimed to raise awareness of all our employees on the management of the corporate reputation.

For this purpose, our employees were classified under various categories as "internal stakeholders", just like our "external stakeholders", and unique awareness-raising activities were designed for each stakeholder group.

### Bilim Pharmaceuticals' Reputation Management Model

Within this framework, firstly a platform of Reputation Ambassadors, that are chosen from employees who have high power within the company, was set up. Reputation Ambassadors became experts within years (by means of training programs, workshops, source documents, etc). The Reputation Ambassadors Platform, which currently comprises of 62 people, primarily aims to address all leaders included within the BI'L Leadership Model and then to make every employee a Reputation Ambassador.



### What is a Reputation Ambassador?

A Reputation Ambassador is a person who increases the reputation of the corporation they work for in their work and social environments and who is also sensitive about their own reputation. The reputation ambassador is also a stakeholder representative on behalf of the company, and of all the ethical values recognized by society and the stakeholders of the corporation. The reputation ambassador is the voice of the corporation, and who can represent the company they work for as well the other employees they work parallel to company principles and goals and can contribute to all the improvement/restructuring undertakings with their knowledge and experience.

### Adding Value in Layers

Within the framework of reputation-related efforts; a contest entitled "Adding Value in Layers" Reputation Project was developed and launched as part of the platform entitled "Add Value in Layers", which aims to raise awareness of corporate reputation among all Bilim Pharmaceuticals employees.



**Kadriye ÖZÇELİK**

Reputation Ambassador  
Quality Control Manager

I began my career at Bilim Pharmaceuticals on December 14th, 1993 as a Quality Control Manager. I consider myself a reputation ambassador for Bilim Pharmaceuticals since I have first started working for it. Yet the official duty as a Reputation Ambassador was added to my title since the establishment of the Reputation Ambassadors Platform in 2007.

Each individual would like to serve in a company which she is proud to work for. When she begins to play a role in the protection and further improvement of the reputation of the company she works for, she sees herself as a part of this big family and feels proud for working in such a company.

I am aware of my responsibilities and the fact that I serve in an important position of a leading firm, which is ranked among the top in the Turkish pharmaceutical industry. I also recognize that I must act in compliance with the mission and ethics of my company, as necessitated by my duty in the company and in the sector. Being aware of the fact that personal behaviors strongly affect the company's reputation as much as they do individuals' reputation, I set up policies related to my job in a way that I raise the company's reputation before all internal and external customers.

We work at a very intensive tempo during the day. Time is not enough for any piece of work; in this age of intensive tempo and lack of time, those who act fast and who make the right decisions become successful... All our behaviors in this environment bear some risks as well. I believe that we must

### The Goals of Adding Value in Layers

- Contributing to the reputation of employees and Bilim Pharmaceuticals.
- Creating employees' awareness of individual reputation and corporate reputation and helping them understand that reputation can be managed.
- Informing every employee of the importance of corporate reputation and what is demanded of them with regard to this subject and increase susceptibility.
- Ensuring that each and every employee is a 'Reputation Ambassador'.
- Actualizing sustainable projects by utilizing employees' views on the management of reputation which has a structure that supports processes rather than results.

first think about every piece of work and behavior, as well as about how others' perception will be at the end of such works and behaviors, and then take action, accordingly. Awareness is important; I believe that we must do our business by living and experiencing what we do. For this reason, I believe that risks will be minimized by internalizing all matters affecting our reputation and making them a part of our life philosophy.

Because I studied Pharmacy at Istanbul University, one of my lecturers from my university years told me that they plan to prepare an education program with respect to the manufacturing and control of drugs and they would like to launch this program first at Bilim Pharmaceuticals and asked us to submit our opinions on Bilim Pharmaceuticals' approach in this matter.

As a result of the assessment process, we decided to take part in this program because it fitted our social responsibility identity and corporate responsibilities.

We planned a one-day education program at Bilim Pharmaceuticals in cooperation with university lecturers and a group of 6 students, who target to work in a pharmaceutical company after graduation.

Through this and similar successful training programs in a variety of topics, including the promotion of Bilim Pharmaceuticals, as well as GMP and practices in the industry, our Company's personnel capability, technological level and innovative approach, employment of pharmacy faculty graduates in the sector, etc, we strengthened lecturers' and students' interest in the pharmaceutical industry and raised their knowledge on Bilim Pharmaceuticals.

I think that it is a source of pride for scientists at the Istanbul University, Faculty of Pharmacy, who prepared me for this occupation, to see one of their students as the Quality Control Manager at Bilim Pharmaceuticals.

## Corporate Profile



**Oktay SELÇUK**  
Reputation Ambassador  
Regional Coordination Manager-Istanbul

A Reputation Ambassador is such a person who is aware of the importance of individual and corporate reputation, who merges corporate reputation into his own at a joint platform by having adopted the corporate culture, who shares the importance of reputation with those around him and who makes warnings, if necessary... A Reputation Ambassador is also the spokesman of the working and social environments where he is in...

I spend most of my time in field. In other words, I am the company's face looking at the customers and also one of its representatives, who are in one-to-one contact with customers. For this reason, while on one side I am directly responsible for our Regional Directors' and Medical Promotion Representatives' point of view towards reputation management, I am responsible for our corporation's reputation before our customers, on the other.

Moreover, I am liable to accurately reflect our corporate values to our customers and also to provide in my field works all my colleagues under my responsibility with feedback on the importance of reputation, what it brings and what it may cause us to lose.

A company with high reputation first secures employee loyalty and continuity. This positively affects efficiency. It minimizes problems that may stem from employees particularly with respect to crisis and risk management. It also minimizes

technical troubles related to quality and processes. Feedback, as necessitated by participation, is gained in an objective manner. As a result, the company's market value is positively affected.

We need to recognize that very simple events or problems which we may always encounter during the day can take use to irreversible points. Remaining insensitive about a simple customer complaint may lead to damages, which you can never think of. Similarly, your attitude towards a physician, a supplier or a pharmacist, may lead to unpredictable problems, as it concerns the whole company. For this reason, you must adopt a general behavior model, which includes being sensitive about any tiny obstacle which you may personally encounter and not neglecting any problems or obstacles believing that nothing will happen.

Each employee must remember that he is responsible for the reputation of the company, as much as for his own reputation.

I have been a Reputation Ambassador for four years. The number of Medical Promotion Representatives, who were newly appointed to our region within the last one year, is quite high (33% of the whole region). As a manager, it is one of my responsibilities to ensure that Medical Promotion Representatives, who have almost no sectoral experience, act harmoniously with the corporate culture, own a common sense of belonging, and fill their emotional bank accounts. Besides the responsibility of being a director, as per the mission imposed on me by my duty as a Reputation Ambassador, I share my insights with my new colleagues to raise their awareness. If each of them becomes a conscious employee, this will make positive contribution both to the business results of Bilim Pharmaceuticals and to the personal development of representatives and even Regional Directors.

### The Strategy for Adding Value in Layers

As Bilim Pharmaceuticals, we designed Adding Value in Layers as a platform, where employees can share their projects and ideas on increasing corporate reputation and get their voices heard, as a vehicle of internalizing reputation in our employees.

As we see our company's corporate values as the backbone of our reputation, we have set for the association of all project applications with our values as a main constituent.

As a result of this, we have also seen this project as a significant tool in managing 'Internal Corporate Communications' strategically.





### The Reward for Add Value in Layers

We chose jury members from our stakeholders. We promised project owners, who presented the “best” projects with regard to increasing the reputation of Bilim Pharmaceuticals, an award that would “last for generations”.

The award was building IT/computer laboratories in village schools (which applicants would choose) that would carry the names of the top three applicants and the project which received the Jury’s Special Prize. In this way, their names would live forever. The installation of all the equipment for the computer labs including the general layout of the classroom will be taken on board by Community Volunteers who add increasing value to Bilim Pharmaceuticals’ reputation.

#### List of Awarded Projects:

##### Ardahan’a “Hayat Verdiler”

##### They “Gave Life” to Ardahan

Project Title: “Doğaya Hayat Ver” (Give Life to the Nature)

Project Owner: Hacı Daş, Barış Gündoğdu, Özgür Cavaş, Cemil Çilek, Mesut Bakır and Sibel Kayaoğlu from Gebze Plant

Awarded School: Ardahan-Göle 30 Eylül YİBO Elementary School

##### Physicians will compete for Bilim

Finalist Project: “Türkiye Bilim İçin Yarışıyor” (Turkey Competes for Bilim)

Project Owner: Seçkin Battal, Expert Medical Promotion Official from the İzmir Region

Awarded School: Konaklı Şehit Er Kamil Alkan Elementary School in Ödemiş, İzmir

##### Little hands reach out for Bilim

Project Title: “Bilime Uzanan Küçük Eller” (Little Hands Reaching out for Bilim)

Project Owner: Hasan Çalışkan, Expert Medical Promotion Official from the Antalya Region

Awarded School: Bandırma Atatürk Elementary School in Balıkesir

##### Services moved to the ‘Center’

Project Title: “Çağrı Merkezi” (Call Center)

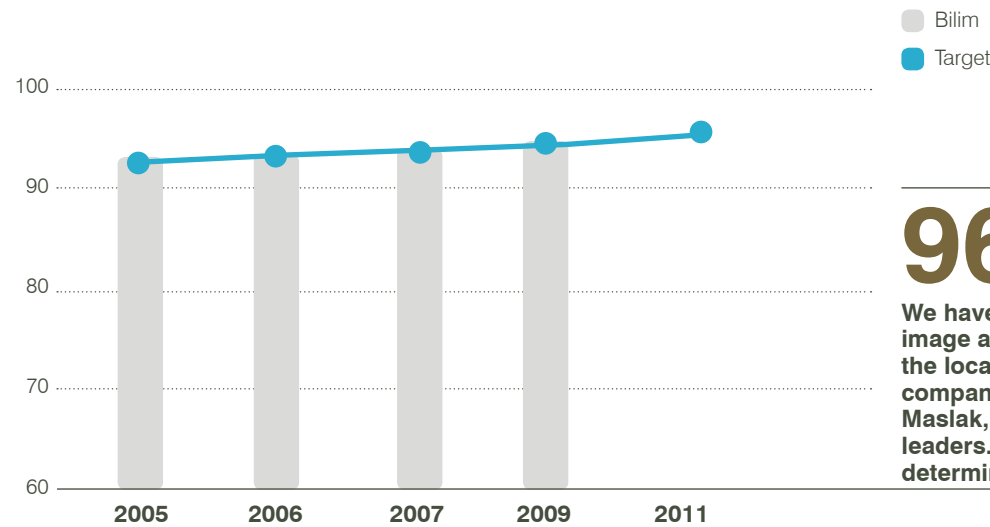
Project Owner: Özlem İkbal Şenyuva from the Ankara Regional Directorate

Awarded School: Şırnak İdil Bener Cordan Elementary School

## > Corporate Reputation and Research on Perception

We began to work with an independent research company to carry out research on local communities living in Gebze, Çerkezköy and Maslak, neighbor companies, media representatives, local opinion leaders. The first research study was made in 2003. Because perceptions on reputation do not change rapidly, we have decided to conduct this research study every two years.

### 2009 KITA General Results (%)



# 96.50%

We have been conducting corporate image and perception research on the local communities and neighbor companies in Gebze, Çerkezköy and Maslak, press members and opinion leaders. Our 2011 target result has been determined as 96.50%.

	2005	2006	2007	2009	2011
<b>Achieved</b>	93.67	94.28	94.76	95.54	
<b>Target</b>	93.50	94.25	94.88	95.45	96.50

## Corporate Profile

---

### >Our Ethical Management

- Our values are the fundamental resource that asserts our business making style at Bilim Pharmaceuticals; and **Ethical Management** is one of our most important values.

- Our Ethical Management approach is based on our corporate values and business principles while we have been resuming our activities successfully for many years. Our Work Ethics Principles not only protect our corporation and employees but also serve as a guide that helps us see the way in the light of all our decisions and activities beyond laws, regulations and procedures.

- Our Work Ethics Principles are constituted of 2 parts; Work Ethics Guidelines and Principles. These rules play an important role in protecting and strengthening the relationship of trust between our corporation and the stakeholders and the third parties it works with.

**Our Work Ethics Principles** summarize the values that we will protect wherever we operate and our responsibilities against our stakeholders.

#### 1. HONESTY AND INTEGRITY

#### 2. ENSURING THE PRIVACY OF DOCUMENTS

#### 3. AVOIDING CONFLICTS OF INTEREST

#### 4. FULFILLING OUR RESPONSIBILITIES TO OUR STAKEHOLDERS

##### 4.1 Our Legal Responsibilities

##### 4.2 Our Responsibilities to Our Employees

##### 4.3 Our Responsibilities to Our Clients

##### 4.4 Our Responsibilities to Our Shareholders

##### 4.5 Our Responsibilities to Our Suppliers and Collaborations

##### 4.6 Our Responsibilities to Our Competitors

##### 4.7 Our Responsibilities to Society, Environment and Humanity

##### 4.8 Our Responsibilities That Root from Representing Bilim Pharmaceuticals

**Our Work Ethics Principles:** in this part, all our business governance principles consisting of all our employees' responsibilities to the company are stated clearly.

#### 1. CREATING ENVIRONMENT FOR FAIR COMPETITION

#### 2. RESPECTING THE PRIVACY OF COMPANY INFORMATION

#### 3. GUARDING THE BALANCE OF INTERESTS

##### 3.1 Not Taking Part in Relationships of Interest

##### 3.2 Utilizing Duties and Authority Properly

##### 3.3 Using Corporate Sources Properly

##### 3.4 Establishing Proper Relationships with Stakeholders

##### 3.5 Being Conscientious in Press Relationships

##### 3.6 Representing the Corporation Properly

#### 4. CREATING A CONTEMPORARY AND FAIR ENVIRONMENT OF BUSINESS

#### 5. GIFT GIVING AND ACCEPTING PRINCIPLES

- Our understanding of Ethical Management includes all members of management and all employees as well as members of the Board of Directors. All members of management are responsible for ensuring adherence to the work ethic guidelines and principles. The Ethics Board is organized in order to ensure the healthy application of work ethics by the Chairman of the Board. Problems faced by employees regarding ethical guidelines in day to day business, all information and complaints delivered by employees, suppliers and clients on ethical issues are shared with the Ethics Board. The Ethics Board reports all its decisions after considering Work Ethics Guidelines and Principles, laws, societal values and corporate values, to the Chairman of the Board. The decisions are then applied after the Chairman of the Board has approved them.

- In 2010, we applied training programs on Ethical Management to all employees and prepared and distributed the Ethical Management Guide to them. Moreover, we published it on BilimportaL and our website, which is accessible by all our stakeholders.

- **A total of 4,190 hours of ethical training was applied to employees in 2010.**



**Prof. Dr. Metin ÇAKMAKÇI**

Chairman of Ethics and Reputation Society (TEID)

TEID was founded on May 7th, 2010 with Bilim Pharmaceuticals being one of our founding corporate members. Among our first founding members, Bilim Pharmaceuticals has added and continues to add strength to our association not only due to the fact that it is one of the leading companies in its sector, but also with its experience with respect to ethics and reputation management.

The simplest definition for ethics is that it is the conscience which allows us to prefer acting properly in line with universal facts, though we are not legally obliged to do. Reputation, on the other hand, is the emerging result when an ethically-managed company fulfills its liabilities against not only its shareholders, but against all its stakeholders, and manages all its administrative functions in an accountable and transparent manner. Reputation does not refer to recognition. Appreciation is what exists in reputation. Appreciation, on the other hand, is

a result of information. Reputation is the perception of a group of people about the company, provided that these people have information about the company and make any judgment with respect to that company's ideal position. Reputation must be measured and effectively managed.

In a sector where there is no direct bridge between manufacturers and consumers, Bilim Pharmaceuticals is the manufacturer of a quite sensitive product as it directly concerns human health... However, we know that sensitivity shown during manufacturing becomes more important and more necessary during marketing. In the pharmaceutical industry, the chain extending from production to consumption is long, every ring of which was securely clinched. Trust and reputation are fed by each other, while one is the output of the other. For this reason, one who draws attention to a single matter is actually not attaching enough value to the other rings of this chain. Bilim Pharmaceuticals' value does not lie in its machine park, but within its reputation.

Especially the fact that reputation management has been made a part of the corporate culture and the Company's adaptation of this concept as one of its corporate risk management methods move Bilim Pharmaceuticals ahead of many Turkish companies.

### Our Sustainability Management

We as Bilim Pharmaceuticals laid down the foundation of our sustainability efforts in 1998. We have been implementing the EFQM (European Foundation for Quality Management) Excellence Model since 1998. In the light of these efforts, we have been measuring our economic, environmental and social impacts and preparing improvement plans to reach our long term dream.

We have been implementing the reputation management model since the end of 2006. In this manner, "sustainability" became one of our corporate strategies. We even have a Board of Sustainability supported by our Company's CEO, which is comprised of executives from all departments, who have the right to take decision on behalf of our Company.

**In order to integrate the sustainability approach into business strategies, the Sustainability Board drafts strategic plans, determines targets and monitors and evaluates practices.** By considering the performance indicators of boards and directorships who are effective in Company's management in junction with their sustainability-related indicators, the Board is able to monitor the performances of boards and directorships and the developments in this field.

For Bilim Pharmaceuticals, which is a responsible citizen, the priority issues in sustainability are the happiness of people, social development and environmental protection. We seek to develop ourselves in these matters and produce innovative practices, which may be an example for others.

It is our primary target to build our sustainability approach within our corporate culture. On this journey, we attach importance to the participation and development of all our stakeholders, putting priority on our employees, customers and suppliers.

**Transparency and accountability lie behind our sustainability efforts. By determining the fields that are open to improvement, we find and question the problem in its source before making any improvement plans. It is very important for us that improvement plans are permanent, applicable and able to foster change.**

We keep a close view on the development in Turkey and in the world; we participate in trainings and subscribe to related magazines and online websites. We join in the activities of NGOs that we are a member of and take pains to create opportunities to closely analyze and compare the best practices.

We are an active member of the Business Council for Sustainable Development of Turkey, Ethics and Reputation Society, Corporate Social Responsibility Association of Turkey and Corporate Volunteer Association.

We defined our target as being a pioneer in our own sector and in the Turkish business world by means of our sustainability efforts.

In 2010, we became the first pharmaceutical company in Turkey to sign the Global Compact.

We measure our carbon footprints every year in order to assess our environmental impact and to make the necessary improvements. We broke further ground in the pharmaceutical industry; we published the sector's first carbon footprint report in 2010.



## Corporate Profile

---

We launched many new initiatives in 2010 with respect to our economic, social and environmental responsibilities:

- We published our Ethical Behavior Guide. We began to provide all our employees with training on ethics.
- We were deemed worthy of the Environment Award by the Kocaeli Chamber of Industry with 100 out of 100 points. This award motivated us to receive the European Environment Award.
- We focused our attention on teleconferences to minimize the use of vehicles. We invested significantly in our information technology infrastructure.
- We began to produce pharmacy bags of biodegradable and reusable materials.
- We are a member of WWF Turkey; we organize awareness-raising trainings to physicians regarding the global climate change.
- We consider our suppliers, who we have been working with more than three years, as our “business partners”. By means of the Business Partners Summit, first of which was organized by us in 2010, we share our environment-friendly practices, aiming to raise our business partners’ sensitivity with respect to the environment.
- Holding an ISO 14001 certificate and compliance with the provisions set forth in the Global Compact are the two criteria, which we take into account when evaluating our suppliers and business partners. This way, we inspire our suppliers and business partners to carry out environment-related efforts for a “more livable world”.
- We conduct Bilim Pharmaceuticals Community Volunteers activities with 748 volunteers. In 2010, we received the CSR Europe award.
- We carry out improvement activities within the framework of sustainability indicators.

### Our Strategic Sustainability Targets in 2011

- **Integrating the sustainability approach into the corporate culture**
- **Instilling sustainability conscience by strengthening stakeholder dialogue**
- **Improvement activities**
- **Leadership in sustainability**
- **Continuous monitoring-evaluation**

We will launch a significant number of practices throughout 2011 in order to reach these targets.

## > Our Sustainability Policy

Being aware of our social, environmental and economic impacts and responsibilities towards our stakeholders, it is a part of our understanding of business and corporate culture to serve sustainability with an ethical, transparent and accountable corporate management approach.

Beyond full adaptation to all legal obligations, we specify human health and happiness, community development and environmental protection as our primary matters for a livable world and design benchmark practices for all organizations.

We seek the participation and watch for the development of all our stakeholders during the planning and execution of all practices.

Following in the footsteps of these basic guidelines in our activities, we

- Undertake commercial activities without swerving from our ethical values;
- Respect human rights; stand against all kinds of discrimination; encourage equality of opportunity;
- Ensure the protection of ecological environment being aware of our environmental impacts;
- See it as our duty to protect and enhance the health and safety of all our stakeholders;
- Undertake our responsibility for the development of the society and towards the fulfillment of the needs of future generations by means of community investments in the fields of health, art and culture, education and environment;
- Enter into cooperation with NGOs; attach value to their expertise and support their activities;
- Encourage our employees and all other stakeholders to play a key role in the settlement of social problems and promote their participation in related activities.

## Our Risk Management

In our company, our risk management approach and respective procedures are based on the concept of sustainability. All risks defined by departments and the sustainability board, are examined during evaluation and action taking all economic, social and environmental dimensions into account, as referred to in the risk management procedure. The involvement of the sustainability board in preliminary studies in which all evaluation and risk priorities are determined allows each risk category to be evaluated within the framework of this basic approach. Therefore, our risk management requires all preemptive measures are taken with respect to such matters as business continuity, reputation management, climate change, occupational and social health and safety, product reliability, employee happiness, etc.

Based on the concept of sustainability, evaluation and prioritization of risks defined by respective departments are performed by means of "strategic risks identification and rating table". This table is a fundamental instrument, which is prepared in accordance with the company's risk management procedure, which indicates the likelihood of possible risks identified by all departments and their impacts in the event of actualization of these risks and which directs the company's risk management approaches and practices. Evaluation of the likelihood and the impact of all risks, which are defined by departments, are based on the rating, which is calculated by multiplying the score out of "10" given for each of these two categories. As a result of this multiplication, if the rating is over "25", risks are described as "strategic risks" according to the Risk Management procedure and a risk management plan is prepared after the determination of measures that will be taken if such strategic risks come true. As per the company's basic risk management approach, the risk management plan is presented to the approval of the board of directors; thus, the company's senior management shall own a roadmap, which includes appointed executives and action plans, with respect to the management of strategic risks.

In 2010, when preparing the "strategic risks identification and rating table", in addition to all departments, the sustainability board began to contribute with its opinions with respect to possible risks and to make its own rating. This way, the works and evaluations that will be made if sustainability-related risks occur can be included in the risk management plan.

## Our Stakeholder Participation Approach

### Our Stakeholders

Stakeholders are those people, groups and/or corporations which are directly or indirectly affected by our activities or which directly or indirectly affect our activities. Our stakeholders are our employees, customers, business partners/suppliers, shareholders, public institutions, local opinion leaders, non-governmental organizations, universities, the community and the media. Our primary stakeholders are our employees, customers, business partners, shareholders and the community.

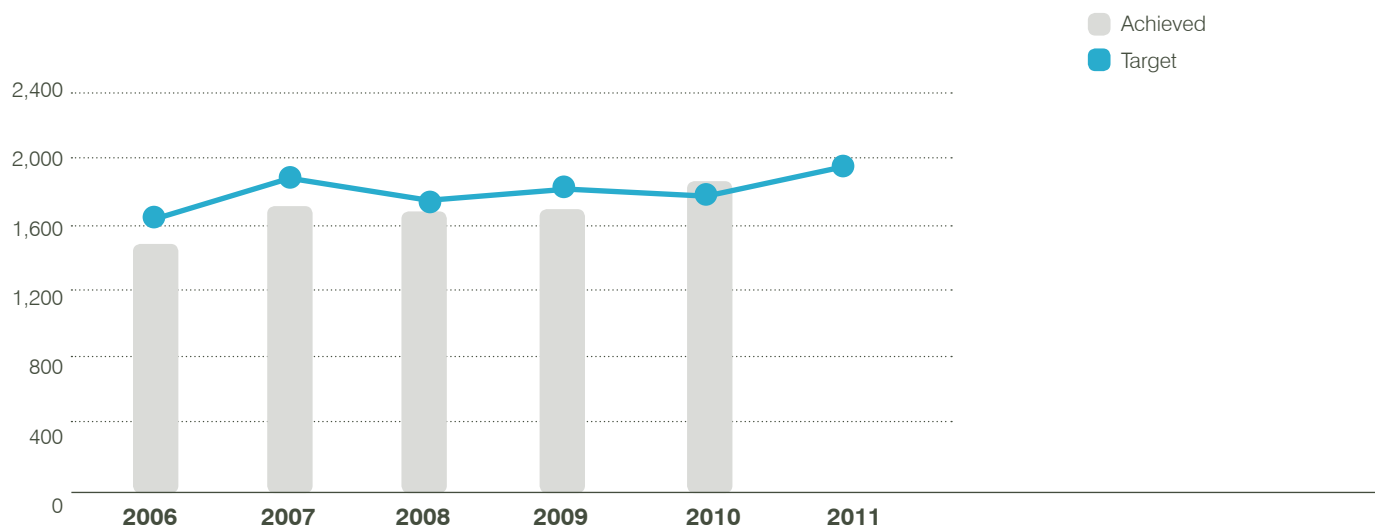
### Our Employees

We began to form policies and strategies regarding Human Resources in 1998 for the first time by means of the EFQM Excellence Model and set up our HR department in 1999. During the same period, our company's vision and mission were revised in accordance with our strategies.

Due to the nature of our sector, our company serves human health and is determined to move on the path of development of employees' competencies and improvement of business processes by turning this approach into the corporate culture. Within this framework, it is the basic approach of our HR management to hire candidates with superior qualifications and competency, to cover these employees' expectations and needs of improvement, and to contribute to employee happiness through the created "loyal" employee profile.

## Corporate Profile

### Number of Employees



	2006	2007	2008	2009	2010	2011
<b>Achieved</b>	1,502	1,726	1,683	1,696	1,844	
<b>Target</b>	1,605	1,898	1,744	1,822	1,773	1,999

**Our Customers:** The most important factor that makes the pharmaceutical sector different from others sectors is the definition of “the customer”. Different from other sectors, although end-users of our products are patients, they cannot decide on their preferences as they cannot diagnose their disease and determine the appropriate treatment. Moreover,

as per regulations, pharmaceutical companies cannot contact patients and promote their products through advertisements and similar instruments. Under these circumstances, since physicians determine the most appropriate treatment and drugs for their patients, physicians are deemed as main customers in the pharmaceutical industry.

A patient, who receives his prescription from his physician, goes to the pharmacy and receives his medicine from the pharmacy based on the principles of repayment as determined by the Social Security Institution (SSI). Pharmacists have the right, which is defined by the law, to change the drugs stated in the prescription with more economic equivalent drugs. For this reason, pharmacists, who are in the position to directly affect the decision of purchase and who provide incoming patients with information on the use of medicine, constitute our 2<sup>nd</sup> group of customers.

Although physicians and pharmacists comprise a group of customers who make the decision of purchase, no direct sale is performed to either of these groups. As per regulations, our products are sold to medical storage units and delivered to drugstores through this channel. For this reason, communication between pharmacists and our corporation is by means of medical storage units. Medical storage units constitute a group of customers which we make direct sale to and are deemed both as customers and a delivery channel.

**Business Partners:** As set forth in our "Collaborations Policy", we establish and develop continuous confidence-based relations with various institutions to assure mutual success in order to produce added value for our stakeholders. We establish cooperation with a number of institutions, which can be grouped under 3 main headings, to manufacture and market the products that constitute the core of our business and to apply the primary strategies that are set forth in our strategic plan. "Our Suppliers" are those companies, with which we set up a business relation of less than 3 years and from which we buy the materials, products and services that are necessary to perform our primary business. "Collaboration", on the other hand, is a project-based cooperation which produces value for or adds value to both parties .

**The Community:** While we continue our activities that fit the new "responsible" business model of the business world by

carrying out efforts for a sustainable future, we put community investment projects into practice to raise the quality of life in our community and to fulfill our responsibilities towards our employees and their families, as well as our other stakeholders. We take pains to ensure that these projects, which we support to leave a more livable country to future generations, are enduring and produce social and permanent benefits, while investing in valuable initiatives in the field of education, culture, art and health which can be bequeathed to the community. Our Bilim Pharmaceuticals Community Volunteers platform having a huge group of volunteers, the number of which reached 748 as of end-2010, supports local development, while our employees voluntarily get involved in projects for solving the problems of the local community. The spirit of volunteerism adopted by our employees adds value to our company.

**Our Shareholders:** The biggest shareholder of our company is Bilfar Holding which holds 97.19% share. Majority shares of Bilfar Holding belong to the Karaağaç Family.

#### Participation of Stakeholders

We believe that it is important to ensure participation of our stakeholders and to set up effective communication with them for a sustainable future. We inform our employees on our company's targets, leading to continuous development with respect to ensuring their participation in processes.

We try to understand our stakeholders' expectations, reflect them to our business strategies and shape our activities to provide mutual benefits.

We set up clear, transparent and reliable relationships with all our stakeholders in line with our values on "ethical management" and "respect for future generations".

The following table shows all our stakeholders, the effective communication channels that we establish with them and the methods of ensuring their participation in processes.

## Corporate Profile

### Stakeholders' Participation Methods

Stakeholders	Communication Channels	Objective
Employees	Notice Boards, Bilim Portal, Electronic Communication, Quality Day, CEO Information Meetings, Marketing End Period Meetings, Open Door Meetings, Acquaintance Cocktails, "Welcome to the Club!" Dinner, Meetings with Special Agenda, Social-Sports Events, BilimFamily Activities, BilimFamily Magazine, Period Meetings, HR Regional Visits, Employee Satisfaction Surveys, Communication Surveys, Subject-Based Surveys, Focus Group Negotiations, Competence Evaluation System, Performance Negotiations, Individual Suggestion System, Boards, Guest of the Month, Department Meetings, Bilim Portal E-Bulletin, Reputation Management E-Bulletin, Leadership E-Bulletin, Motivation Practices, Marketing-HR Coordination Meetings, Employee Clubs, Quality Circle and Quality Improvement Projects, Bilim Pharmaceuticals Community Volunteers Platform, Reputation Ambassadors Platform, Orientation Program, Exit Interview, Phase Trainings	To raise our employees' competency, to contribute to their development, to ensure their participation in business processes and to keep their motivation and loyalty at a high level
Customers	Medical Promotion Representative Visits, Factory Visits, Customer Visits, Scientific Meetings, Congresses / Panels / Conferences, Customer Satisfaction Survey, Customer Focus Group Research, Pharmacy Consultancy Board, Physician Consultancy Board, Foreign Market Partner Meetings, Phone Calls, Complaints	To understand our customers' expectations and requirements accurately by establishing bidirectional, sustainable and qualified communication channels and to apply our processes in this direction
Suppliers and Collaborations	Supplier Visits, Factory Visits, Supplier Satisfaction Survey, Supplier Evaluation Survey, Business Partners Summit, Supplier Controls, Phone Calls and Visits	To carry our ethical trade with our suppliers through collaborations and to create awareness on sustainability
Shareholders	Board of Directors Meetings, Annual Reports, Annual Plan Budget Meetings, Strategic Plan Meetings	To raise the level of satisfaction of shareholders and to strengthen their investment motivation
Public Institutions, Sectoral Associations	Project Partnerships, Membership, Participation at Meetings, Comparison Studies	To inform about the sector, to ensure full compliance with the laws and regulations, to make suggestions with respect to new draft laws and regulations in order to contribute to sectoral development
Non-Governmental Organizations	Project Partnerships, Corporate Reputation and Perception Survey, Memberships	To contribute to the development of NGOs and to benefit from their expertise
Media	Press Meetings, Press Bulletins, Interviews, Factory Visits, Corporate Reputation and Research on Perception	To strengthen our corporate reputation, to ensure transparency and to inform the community
Community	Awareness Raising Activities, Factory Visits (students), Corporate Reputation and Perception Survey, Bilim Pharmaceuticals Community Volunteers Platform	To be sensitive and respectful towards community's needs and to contribute to social and cultural development

### OUR MEMBERSHIPS

- Global Compact, April 2010
- PERYÖN (Turkish Personnel Management Association), 2010
- WWF (World Wild Fund), 2010
- TEMA (Turkish Foundation for Combating Soil Erosion, for Forestation and the Protection of Natural Habitats), 2010
- TEID (Ethics and Reputation Society of Turkey), 2010
- TKSSD (Corporate Social Responsibility Association of Turkey), 2010
- Business Council for Sustainable Development of Turkey, 2008
- TKYD (Corporate Governance Association of Turkey), 2008
- GOSB (Gebze Organized Industrial Zone), 2006
- ÖSGD (Corporate Volunteer Association), 2005
- ÇOSB (Çerkezköy Organized Industrial Zone), 1994
- IEIS (Pharmaceutical Manufacturers Association of Turkey), 1972

## OUR AWARDS

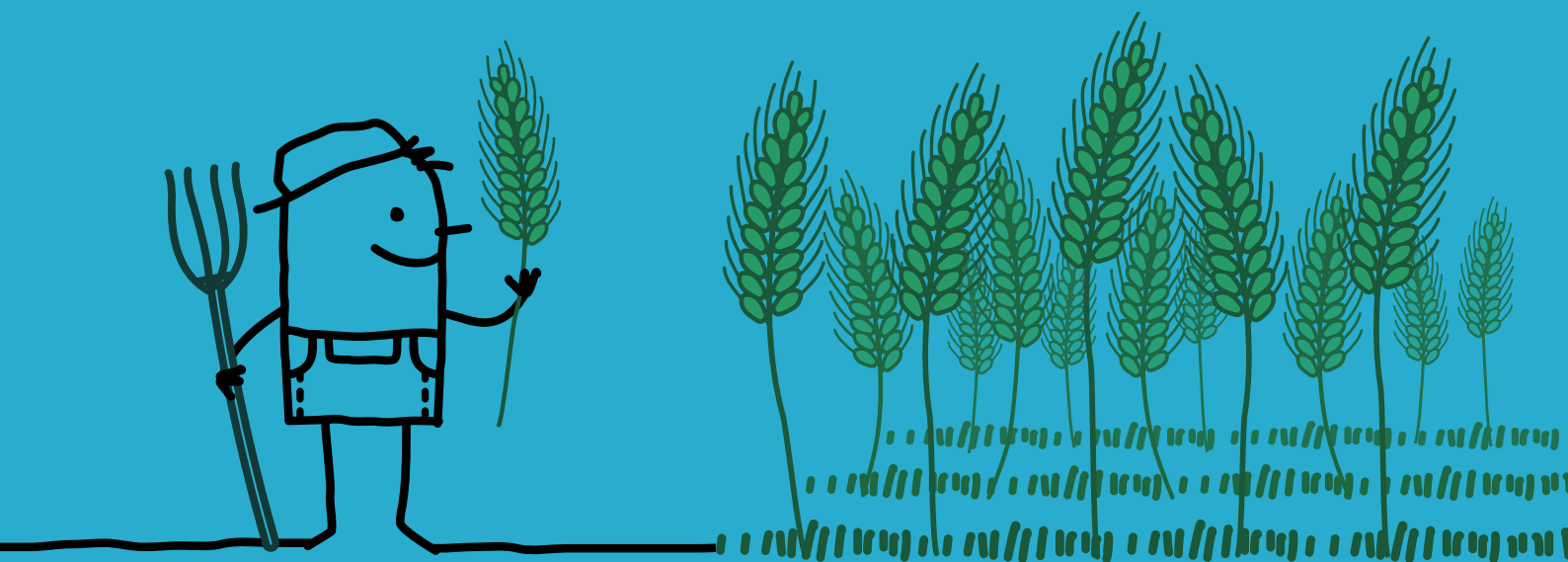
- 2008 Respect for Humanity Award received from Kariyer.net for the pharmaceutical sector category
- 2008 Corporate Volunteers Association and PERYÖN Awards from the Heart, PERYÖN Special Prize
- 2008 PERYÖN Human Management Awards - "Training and Development/Talent Management" Award and "Applications that make a difference" Finalist
- 2009 Respect for Humanity Award received from Kariyer.net for the pharmaceutical sector category
- 2009 Corporate Volunteers Association – The Most Successful Voluntary Program Award
- 2009 CSR Turkey Association and CSR Europe "CSR Solutions Winner Award"
- 2009 Finalist in EFQM European Quality Award
- 2009 UK Ministry of Health Drug Assessment Foundation (MHRA) Approval
- **2010 Kocaeli Chamber of Industry – "Environment Award"**
- **2010 European Business Award "Ruban d'Honneur Award"**
- **2010 SEDEFED (Federation of Industrial Associations) and TÜSİAD-Sabancı University Competition Forum – "Most Competitive Company of the Year Award"**
- **2010 TÜSİAD-KalDer – "Continuity in Excellence" Award**
- **2010 "Respect for Humanity Award" received from Kariyer.net for the pharmaceutical sector category**
- 1999 Ministry of Environment – Certificate for Good Environmental Practices
- 2000 Istanbul Chamber of Industry – Sectoral Environmental Initiative Award
- 2003 Çerkezköy Chamber of Industry and Commerce – Environmental Award
- 2004 OHSAS 18001 Occupational Health and Safety Management Systems Certification
- 2004 ISO 14001 Environmental Management Systems Certification
- 2004 ISO 9001 Quality Management Systems Certification
- 2004 EFQM Competence in Excellence Approval - A first in the pharmaceutical sector
- 2006 National Quality Grand Prize - A first in the pharmaceutical sector
- 2006 "Standard of Excellence" Award received from Web Marketing Association's International Web Award competition, in the category of the pharmaceutical sector
- 2007 Çerkezköy Chamber of Industry and Commerce Special Prize
- 2007 Çerkezköy Organized Industrial Zone Directorship '500 Big Companies' Thank You Placard
- 2007 Respect for Humanity Award received from Kariyer.net for the pharmaceutical sector category
- 2007 Çerkezköy Organized Industrial Zone Directorship Special Prize



## Our Economic Added Value

# The Fastest Growing Company

According to IMS data, Bilim Pharmaceuticals is the fastest growing pharmaceutical company in the last five years.





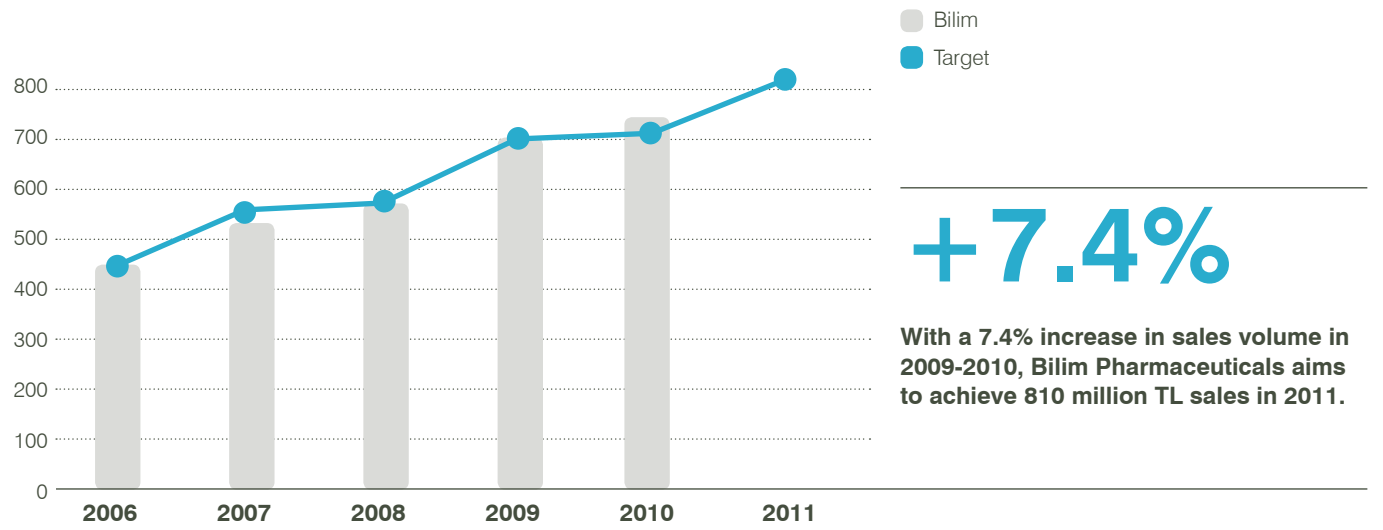
## OPERATIONAL AND FINANCIAL INFORMATION

### Sales Figures

According to IMS data, Bilim Pharmaceuticals is the fastest growing pharmaceutical company in the last five years. Ranked

9<sup>th</sup> on TL basis in 2002, Bilim Pharmaceuticals ranked 7<sup>th</sup> in 2003, 6<sup>th</sup> in 2004 and 2005 with a 4.3% market share, 5<sup>th</sup> in 2006 with a 4.5% market share, 4<sup>th</sup> in 2008 with a 4.6% market share, 4<sup>th</sup> in 2008 with a 4.5% market share, 4<sup>th</sup> in 2009 with a 4.7% market share and 3<sup>rd</sup> in 2010 with a 5.1% market share.

### IMS sales (000,000 TL)



### IMS sales

	2006	2007	2008	2009	2010	2011
<b>Achieved</b>	448	536	574	700	752	
<b>Target</b>	445	553	570	694	705	810

### Bilim Pharmaceuticals is Turkey's Most Competitive Company

Bilim Pharmaceuticals received "The Most Competitive Company of the Year Award" at the 6th Competition Congress organized by SEDEFED (Sectoral Associations Federation) and TÜSİAD-Sabancı University Competition Forum.

The 6th Competition Congress was held in November 4, 2010 at the Istanbul Congress Center. The theme of this year's Congress was "Competitive Power in the Conception of Future". "Competition Power" award was given for the first time with the aim of increasing competitive power and encouraging other companies.



## Our Economic Added Value

### Bilim Pharmaceuticals represented Turkey at European Business Awards and was rewarded the Ruban d'Honneur Prize.

Bilim Pharmaceuticals, being the fastest growing company in the past 5 years of the pharmaceuticals industry, represented Turkey at European Business Awards and was rewarded the Ruban d'Honneur Prize.

3500 most successful companies participated in the European Business Awards. Bilim Pharmaceuticals competed with 10 European countries such as France, England, Germany and Italy at the first round and was deemed worthy of the Ruban d'Honneur Award at the "Business of the Year" category.

The European Business Awards are granted to support companies that are innovative, successful in business terms and that behave responsibly. The Awards comprises 10 categories: Business of The Year, Corporate Sustainability, Customer Focused Company of the Year, Employer of The Year, Environmental Awareness, Scaling Up Strategy of the Year, Entrepreneur of the Year, Innovation and Selection of the President Prizes.

### Export Figures

Launched in 1998, foreign market activities were included for the first time in the 2002-2004 strategic plan. In line with this plan, Turkey's neighbors were initially targeted and market analyses were performed with respect to these countries. By the year 2010, Bilim Pharmaceuticals' products are steadily prescribed in 48 countries. Thanks to our R&D and licensing competency, 610 of our products were licensed in 48 countries from Far East

to Africa in 2010.

Firstly, we attached importance to the recognition of the Bilim brand as a well-known name by sharing our marketing knowledge in domestic market to our partners abroad. Each country was evaluated according to its own dynamics and strategies are determined, accordingly.

When we observe the period between 1998 and 2010, Bilim Pharmaceuticals' steady and regular growth success is clear in terms of foreign markets.

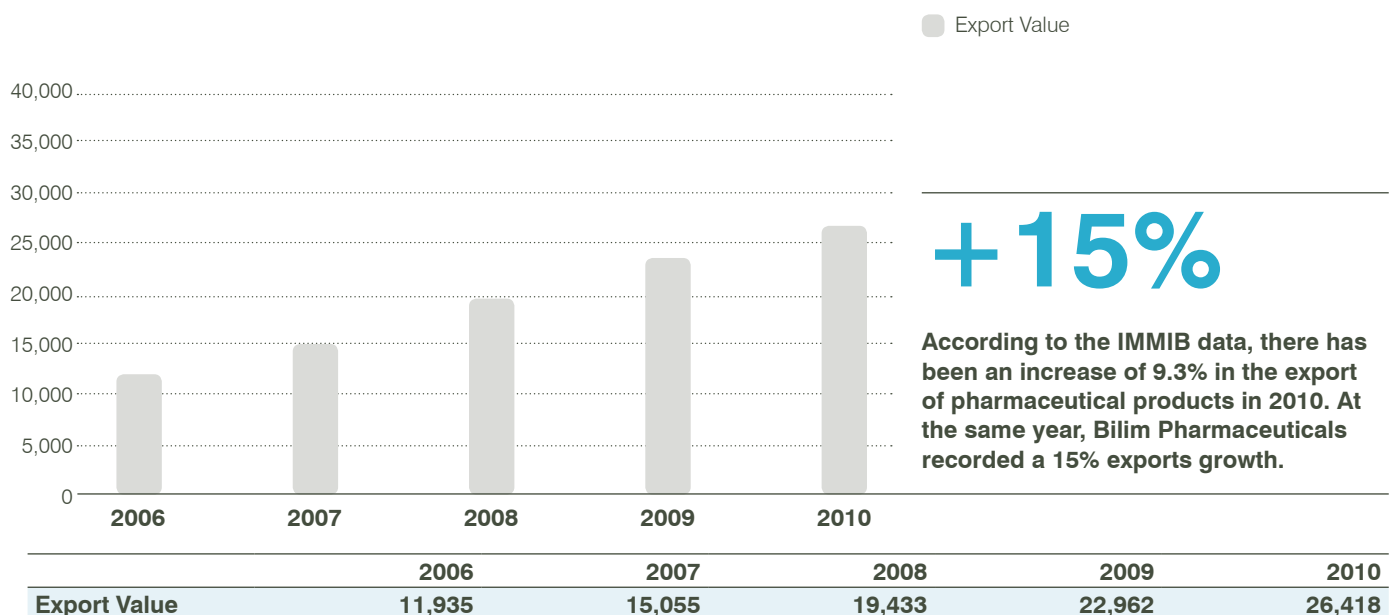
According to the data announced by IMMIB (General Secretariat of Istanbul Mineral and Metal Exporters' Association), which pharmaceuticals and chemical exporters are bound to, pharmacy exports rose by 9.3% in 2010. However, Bilim Pharmaceuticals' exports grew by 13% during the same period. As a result, the share that Bilim Pharmaceuticals gets from the pharmaceuticals exports has reached 5.6% in total.

As a result of these figures, thanks to our performance in the Export of Pharmaceuticals product category among IMMIB members, Bilim Pharmaceuticals was given a certificate indicating that it is "7<sup>th</sup> company making the highest amount of exports".

According to the Turkey's largest exporters listing published by the Turkish Exporters Assembly (TIM), Bilim Pharmaceuticals rose from 864<sup>th</sup> place in 2008 to 632<sup>nd</sup> place by the end of 2009.

The number of countries we export to rose from 42 to 48 in 2010.

### Our Exports (\$)



## OUR INVESTMENTS

### Created Added Value

Added value that an organization produces for the national economy is measured by means of a research entitled "500 Biggest Industrial Corporations Survey", which is performed by Istanbul Chamber of Industry (ISO).

Added Value Created (TL 000)	2006	2007	2008	2009	2010	2011
Target	83,500	98,860	125,500	145,500	182,665	228,900
Achieved	84,031	100,541	129,519	149,875	*	

\* The figures concerned were not published at the time the report was prepared.

### Tax Paid

Tax (TL 000)	2006	2007	2008	2009	2010	2011
Target	19,500	20,500	18,400	23,000	33,000	40,500
Achieved	19,720	20,620	18,518	23,265	35,147	

### Payments Made to the Social Security Institution

SSK (TL 000)	2006	2007	2008	2009	2010	2011
Target	9,300	11,000	11,500	11,500	11,905	13,487
Achieved	9,496	11,532	11,796	11,401	11,971	

Our Company makes all payments and deductions to respective institutions on time as per the conditions envisaged by the law. Our Company made the following payments, which are shown in the following table and which increase on a yearly basis, to the Social Security Institution and to the Unemployment Insurance. The increase in social security premiums stems from the increasing number of our employees and the increasing amount of employee salaries subject to the insurance premium on a yearly basis.

### Our Infrastructure Investments

In the section entitled "Our Production Plants" in the report, our Bilim Gebze plant, the medical storage unit and the R&D laboratory investments are referred to. You can find the building equipment specifications of the Gebze plant and information with respect to our infrastructure investments in the section entitled "Our Sensitivity towards Ecological Environment" in this report.

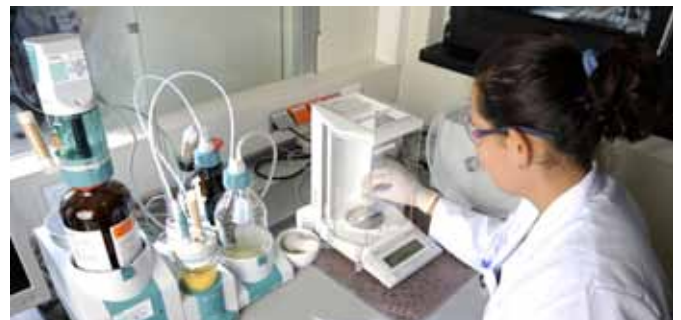
### Our Environmental Investments

Bilim Pharmaceuticals invests in environmental protection and carries out environment-friendly and energy-efficient practices to reduce its environmental impacts. These investments are discussed in the section entitled "Our Sensitivity towards Ecological Environment".

### Our Contribution to the Community

Bilim Pharmaceuticals develops and executes community investment projects aiming to raise social awareness. Investments made in these projects are given in the following table:

		2006	2007	2008	2009	2010	2011
<b>Social Investment Projects</b>	<b>Target</b>	215,000	300,000	350,000	1,750,000	1,900,000	2,300,000
<b>Amount of Contribution (TL)</b>	<b>Achieved</b>	225,000	340,057	343,188	1,835,275	1,946,515	



## Our Economic Added Value

### Our Work on Research and Development

#### > R&D investment in the global and Turkish pharmaceuticals sectors

The pharmaceuticals industry is one of the most popular sectors in the world. High added value created by the pharmaceuticals industry, as well as innovative R&D activities plays a key role in this. Health needs increase parallel to increasing and aging world population each passing day, which, in turn, raises demand for better health services. Rising medical expenditures parallel to increasing demand bring along control of costs and search for new molecules and efficiency in the sector.

R&D in the pharmaceutical industry is classified under two headings: R&D activities conducted by originator companies for the discovery of new molecules and R&D activities conducted by equivalent drug companies for the development of equivalent drugs.

R&D activities conducted by originator companies aim to prove clinical effectiveness of new molecules. Efforts to develop equivalent drugs cover activities for the development of equivalent versions of products, which were offered to the market by originator companies and whose clinical effectiveness has been proven.

In the global pharmaceutical industry, R&D investments are directly related to the economic status of countries. According to the report entitled "Pharmaceutical Industry in Turkey and in the World: Development Potentials", which was published by Deloitte Turkey in 2010 and which discusses development tendency of the Turkish and the global pharmaceutical sectors, 45% of total R&D spending in the global entire industry is made by USA. USA is followed by Europe and Japan. In Europe, Germany, UK, France, Italy and Spain are considered as "five important markets". Although Turkey is one of the 15 most important pharmaceutical markets in the world, development of the pharmaceutical industry is not yet at the desired level.

In order for the sector to realize its growth potential and to have a competitive edge in international markets, one of the key elements of the development of the pharmaceutical industry, the number of R&D activities must be increased. And, this necessitates R&D activities to be supported. It is of vital importance that our country has a very advanced equivalent drug industry in terms of production standards, technology and installed capacity. Within this framework, as production and use of equivalent drugs is supported, Turkey will become a leading equivalent drug manufacturing country in the world; in this aspect, improvement of Turkey's export potential seems a more reasonable approach.

We believe that the only way to reduce Turkey's dependency on imports, particularly imported drugs, and to increase its exports is that Turkey invests in the pharmaceutical industry in an increasing manner. There are two types of investment in question: to invest in production facilities in a traditional way and to invest in R&D activities.

R&D activities to be performed in Turkey will undoubtedly make positive contribution to the development of the scientific infrastructure and knowledge in our country. In order for the funds which are transferred to R&D activities to increase, both the public and the private sectors must assume important responsibilities. We think that an increase in R&D activities through cooperation between the pharmaceutical industry and universities in particular would allow the sector to take further steps.

Today, Turkey owns one of the leading pharmaceutical markets in the world that exports to developed countries with its high production capacity and qualified human resource. There is also adequate infrastructure to support R&D activities. By means of policies that support new discoveries and R&D activities, effective cooperation can be created between universities, the pharmaceutical sector and the government, which, in turn, will make it possible to make more investments in R&D activities and high technology, and to move Turkey to higher positions in the global pharmaceutical industry in terms of R&D investments.

### Bilim Pharmaceuticals and Research & Development

As Bilim Pharmaceuticals, we increase research and development activities in an planned way within the framework of our strategic planning practices. Acting upon these determined strategies, we have created a well organized environment of research and development; with a self-consistent understanding of management, a scientific logic and technical approaches that are cooperative, contemporary, encouraging and responsive to the needs of society. Thanks to our R&D activities which develop continuously through this understanding, we are the leader of the Turkish pharmaceutical market with more than 150 products, which were all developed in our own R&D laboratories and which we hold the license of. When evaluated from this stance, our corporation is the biggest local equivalent drug producer in the national pharmaceutical markets' genuine drug sales. In order to protect our position, we continue to focus our attention increasingly on Research and Development projects.

Our Research and Development projects are at the center of our exportation to 48 countries and the volume of our exports doubles each passing year with the new products that we receive the license for.

The underlying factor in our increasing sales targets as Bilim Pharmaceuticals is concentration on technology-based R&D activities and continuously rising budget allocated for these activities. Our Research and Department Center has been equipped with 220 high-tech machines, apparatus and equipments.

Our investments should not be anticipated as only buildings or equipments. We also make large investments in competent human resources in our company. Researchers (such as Pharmaceutical Chemistry Experts, Pharmaceutical Technology Experts, Patent Proxies, Pharmacologists, Analytical Chemists, etc), who have scientific competence, are involved in project

teams that are commissioned in our R&D department. Our Research and Development team currently consists of 110 people.

Our more than 150 products which are in solid, semi-solid and liquid dosage forms were developed in our own R&D laboratories. Thanks to the understanding of sharing information and transferring it to future generations, which was adopted in our Research and Development Center, the knowledge that we gain during the production of each product is carried over to the next project. As a result of our R&D activities, which are carried out from this perspective, product combinations that contain two or more molecules and controlled release products that aim to reduce the side effects of drugs by increasing patient compliance are added to the product spectrum of Bilim Pharmaceuticals.

Two of our drugs were licensed in Western Europe. It is a part of our strategic plan to export drugs to Europe and USA in the following days from our two production plants, which were approved by UK and Germany.

Our R&D budget, which has been incrementally increased for long years, was increased even in 2009 and 2010 when economic measures had to be taken by making significant cuts in drug sale prices, and maintained at 5% of our net sales. Even during the times of crisis, R&D investments were not ceased at Bilim Pharmaceuticals. Our company aims to further increase its investments in the coming periods and to allocate 8% of its net sales to R&D projects every year, in addition to the fixed investments that have to be made.

### Our Research and Development Center

With its building expenses as high as 120 million, our Research and Development Center is the largest R&D center of the Turkish pharmaceutical industry with a total of 4,500 m<sup>2</sup> laboratory field. An investment of US\$ 15 million was made in our R&D center located within our Bilim Gebze plant, which is the biggest drug manufacturing plant in the Turkish pharmaceutical industry. We keep making additional investments worth US\$ 5 million in average every year. Bilim Pharmaceuticals' R&D budget was increased by 275% in the last three years only.

Bilim Pharmaceuticals deserved to receive R&D Center Certification on February 17th, 2009.

Our Research and Development Center comprises of analytical development laboratories (instrumental analysis laboratories, wet laboratories), formulation laboratories, pilot production and stability zones.

Our Research and Development Center at Bilim Pharmaceuticals is constituted of groups dealing with patent-related works, active substances, formulation and analytical method development for new products, clinical researches, product improvement, and stability and technology for new products. In our Research and Development centre, patent scanning and evaluation studies, active substance assessment, analysis and works, formulation and analytical method development, laboratory and small scale pilot productions, process and analytical method validations, clinical studies, product improvement studies, new product stability studies and the preparation of authorization files in CTD format are managed with the concept of Quality By Design (QbD).

Another important role of our Research and Development Center is that it is spreading out and integrating the innovation culture throughout the corporation. Our new product development processes are improved through innovative studies, while our profitability increases by putting efficiency-increasing and cost-reducing efforts in practice.

### Our products in international markets

90% of the products that we hold a license for were developed through our R&D activities. Thanks to our license files, which comply with international regulation in order to respond to customer and market demands, as well as our R&D plant and production quality at high standards, we are able to offer our drug portfolio to international markets.

We have a cardiovascular product approved by the UK Ministry of Health and an antidiabetic drug approved by the German Ministry of Health. In near future, our products will begin to be sold in Europe, too. In addition, as of end-2010, our products are sold in 48 different countries from Far East to Latin America, Africa to Middle East, while Bilim Pharmaceuticals proves its existence and quality in global markets by reaching 610 license files.

### Our R&D related targets

Our Bilim Gebze Plant with its 51,500 m<sup>2</sup> indoor area, which became operational in 2008, has been approved by UK. With an annual production capacity of 250 million boxes, this plant has the power to produce 17% of Turkey's medicines. In our coming investment plan, our target is to be the leader of the domestic pharmaceutical sector and to share our share and reinforce our position in global markets like the European market parallel to the development of our R&D activities. In this context, we plan to develop equivalent products aiming at the segments that are different from existing ones and to expand the range of products that are used in the treatment of chronic diseases.

Our targets:

- To concentrate on efforts to develop controlled release tablets, which increase patient compliance and reduce drugs' side effect profile, in addition to widely used traditional dosage forms like tablets;
- To increase the number of researches on patient-friendly products that include two or more molecules as they reduce the number of administered drugs;
- To develop products for markets in which we currently do not operate;
- To design and develop products for exportation to global markets, including European and US markets; and
- To exploit opportunities arising from bioequivalent and nanotechnology-based products, which become popular each passing day in the pharmaceutical industry and which are gradually used by an increasing number of customers, as part of our long-term strategies; development of equivalent drugs is only possible through making contribution to a number of disciplines such as pharmaceuticals, chemistry, chemical engineering, biology, etc.



## Our Economic Added Value



**Chandrashekhar MAINDE**  
Scientific Department Director

I joined the Bilim Pharmaceuticals family in 2010. I was through delicate and meticulous recruitment processes that apply to the hiring of foreigners in Turkey. I was really impressed by HR practices during this time period.

After the successful completion of these processes, I began to feel that my country and Turkey mostly share cultures that are close to each other, a situation that accelerated my adaptation.

Warm welcome by the BilimFamily had really positive impact on me during my recruitment to a new job in a new country. I find Bilim Pharmaceuticals quite successful particularly due to its Leadership practices, Excellence Model approaches and compliance with the requirements of the pharmaceutical industry.

By making contribution to Turkey not only economically, but also in terms of social aspects, Bilim Pharmaceuticals adds significant value to every job, thanks to its approach which is environment-friendly and which prioritizes quality. I am very happy to be here, to use my experience and knowledge to contribute to the company, and to improve myself with what I have learned here.

### TÜBİTAK Projects

TÜBİTAK - Department of Technology and Innovation Funding Programs Directorate has been established with the aim of speeding up the process of turning technology into societal benefit and supporting the research-technology development and innovation activities of industrial corporations in our country.

Thus, the target is to increase the skills of our country's corporations in research and technology and the increase of innovative culture and the competitive capacity. Department of Technology and Innovation Funding Programs Directorate designs and manages support programs in view of the aforementioned.

As of end-2010, we have completed a total of 7 projects at Bilim Pharmaceuticals. In addition, the number of ongoing projects rose to 7 with new projects launched in 2010. When it is considered that the budget of each project is approximately US\$ 1 million, it can be said that Bilim Pharmaceuticals would create a R&D volume of nearly US\$ 20 million with a total of 14 projects.

### INTELLECTUAL INDUSTRIAL AND COMMERCIAL COPYRIGHTS

Patents; one of the most important characteristics of Intellectual Industrial and Commercial Copyrights, are tools that provide legal protection for inventions developed by companies and individuals. In order to encourage inventions and to enable technical, economic and social developments in the application of inventions into industry, the protection of inventions through patents and useful model certifications has been taken under protection in our country under law 551 "Legislative Decree About The Protection of Patent Rights".

As Bilim Pharmaceuticals we stay true to our values in view of these laws and act lawfully in respect of industrial property rights protected by laws.

We assess patents for the medicines to be able to be provided in the markets in Turkey and abroad, ensure the transport of medicines into the markets without violating patents and follow legal procedures and necessary processes.

We make applications for newly developed ideas within the scope of research and development projects and follow up on their status.

We collaborate with the Patent Institute of Turkey and universities to continue our work with ethical principles.

For new inventions to be created information and technology have to be renewed/improved and shared. One of the most important steps in achieving this is patenting. Patenting documents are written products where information on research and development is provided, identifying the technology of industrial products or methods that require patent protection, and explain them in detail while being the criteria for Research and Development projects. Our corporation knows the importance of patenting and therefore has established a department for patenting as a first step. For other intellectual and industrial rights our corporation also acquires external support.

We also observe the intellectual and industrial property rights of companies that we work with as business partners.

### GOVERNMENT GRANTS TAKEN BY BİLİM PHARMACEUTICALS

#### R&D INCENTIVES AND GRANTS

We have met all provisions set forth in the law no. 5746 "Law on Supporting Research and Development Activities" and received a R&D Center certification for a period of 2 years being effective as of 18.02.2009.

Grants received through this certification:

- Research and Development deductions

For R&D and innovation activities carried out at the Research and Development Center, Bilim Pharmaceuticals benefits from R&D deductions by 100% in the section of deductions on the Corporate Tax account.

- Income withholding tax incentive,
- Insurance premium support,
- Stamp duty exception,
- Project-based cash support (TÜBİTAK)

#### INVESTMENT DEDUCTION PRACTICE

An incentive certificate was obtained from the Undersecretariat of Treasury with the beginning of our Gebze investment. Our incentive certificate will expire in April 2011.

We benefited from VAT exception and KKDF (Resource Utilization Support Fund) exception in items determined by the Undersecretariat of Treasury in investment expenditures which are made with this certificate.

We also benefited from 100% investment deduction in corporate tax account.

The investment deduction was repealed beginning by 01.01.2006. It was put back in practice on 18.02.2009 under the title “**deductible corporate tax**”.

To benefit from this, an Incentive certificate has to be obtained from the Undersecretariat of Treasury.

In expenditure items subject to this certificate, VAT and KKDF exceptions are applied. We decided to receive this certificate in 2011.

#### VAT REFUND

In the pharmaceuticals industry, the VAT rate applied to sales is 8% whereas the VAT rate applied to purchase is 18%. As a result of this, VAT is deferred and there is no VAT to be paid. The deferred VAT is collected in cash from the government through procedures that comply with the legislation.

#### INTERNATIONAL VAT REFUND

Although some improvements were made in EU countries with respect to VAT refund, since member countries still have a set of their own regulations, we have to pay taxes at various rates concerning expenses that are related to business travels to and participation at fairs in many countries. Although it varies from country to country, we ask refund of the tax that we pay, which is sometimes as high as 25%, from the tax offices of respective countries.

#### COMPLIANCE WITH LAW AND FAIR COMPETITION

We comply with all the legal obligations set out by our government and make all our engagements clearly available.

As Bilim Pharmaceuticals, we pay our tax on time and in full contributing to the economy of our country.

The medicines first have to be licensed before they are provided in the markets of many countries and in Turkey. Then if desired they have to be made a part of the refunding system.

The formal authority for licensing medicines in Turkey is the General Directorate for Pharmaceuticals and Pharmacy managed by the Ministry of Health.

The formal authority for the refunding of drugs in Turkey is the Social Security Institution managed by the Ministry of Labor and Social Security.

We get licenses for all our products in Turkey and abroad in compliance with related laws and regulations. After licensing we make sure to conduct all follow-up stages.

We manage all our relationships with universities and all formal health institutions such as government hospitals, community health centers and private health institutions, pharmacies as well as our relationships with doctors, dentists and pharmacists working in the aforementioned environments or independently according to the regulations and ethical principles of the Ministry of Health and the IEIS which we are a member of.

We carry out all our legal responsibilities fully and within the time frame given and manage correspondences and communication environments according to our company mission, vision and values while considering the expectations of all our stakeholders and in concordance with all state institutions' and organizations' laws, decree, regulations and declarations. We have not faced any legal actions for anti-competitive behaviour, anti-trust and monopoly practices.

#### Bribery and Impropriety

We carry out all our activities concerning our organization in accordance with laws, regulations and other rules of laws, as well as internationally recognized rules of law. We execute our relations with organizations and institution, which regulate, apply and audit laws and rules of law, in a manner which is right, consistent and coherent with these rules.

Bilim Pharmaceuticals prohibits giving anything or making any payments to anybody to gain advantage in the purchase or sales of goods or services or to benefit improperly with the help of official authorities.

We pay special attention to bribery and impropriety during our activities. Due to the nature of our sector, we make use of knowledge and services of medical employees and scientists. We conduct our services without neglecting the fact that most of these people work for public institutions or are public authorities.

It is our principle not to make any payment or to give any presents or services to public officials with the intent to affect their decisions or in a way which may be anticipated so.

Bilim Pharmaceuticals prohibits direct or indirect involvement of its employees, consultants, agencies and other representatives in commercial bribery.



## Valuing Humans

# Our Most Valuable Asset

Bilim Pharmaceuticals regards its “Employees to be the Most Valuable Asset,” it presents them with a healthy, dependable and productive working environment.



## OUR WORK AND LABOR PRACTICES

We consider our employees as our prioritized stakeholders. It is amongst our responsibilities to ensure their loyalty, to contribute towards their personal and professional development, to present them with equal opportunities, to improve their work environments, as well as to increase their levels of satisfaction.

### Our Employees

We determine and implement the most appropriate and effective human resources policies in order to take our rightful place amongst "The Most Desirable Firms to Work For." While Bilim Pharmaceuticals regards its "Employees to be the Most Valuable Asset," it presents them with a healthy, dependable and productive working environment. In this regard;

- It commits to carry out its legal obligations towards all of its employees.
- It practices scientific methods such as qualities, competency and performance when dealing with human resources work procedures regarding hiring, promotion and assignment changes by taking into account the principles of equal opportunity
- As for its human resources practices regarding its employees, the company does not discriminate on the basis of religion, language, gender, race, physical disabilities or age.
- Confidential or non-confidential information held in character files belonging to employees is kept concealed whereas the company does not interfere in the private lives of its employees.
- The company organizes training and self-improvement activities on matters that ensure the occupational and personal development of its employees as well as preparing the environment to assist their career planning.
- The company ensures the practice of balances and fair pay and benefits rights by taking pains to develop the quality and standards of its employees' lifestyles in correlation to the firm's possibilities.
- The company takes the necessary measures in order to protect job safety and the health of its employees.
- The company assigned a phone line and an e-mail address to the Ethics Board to ensure that its employees apply at the Board in the fastest and easiest way possible.

Moreover, to protect the balance between its employees' business and private lives, the company

- began to offer flexible working hours;
- introduced a mothers' room to improve the working conditions of those employees who have children or who will have children; and
- established the Legal Consultancy Unit, the Insurance Consultancy Unit and the Psychological Consultancy Center.

## Employment Figures

### Number of Employees in 2010

	White Collar	Blue Collar	Total
Ayazağa	192	5	197
Çerkezköy	58	58	116
Gebze	189	213	402
Field	1,129	0	1,129
<b>Total</b>			<b>1,844</b>

### Total labor force by region

ENTERPRISE	31.12.2010
Ayazağa Enterprise	553
Çerkezköy Plant	116
Gebze Plant	424
Adana Regional Directorate	45
Ankara Regional Directorate	44
Antalya Regional Directorate	44
Bolu Liaison Office	45
Bursa Liaison Office	46
Denizli Liaison Office	45
Diyarbakır Liaison Office	45
Erzurum Liaison Office	45
Eskişehir Liaison Office	45
Gaziantep Liaison Office	47
İzmir Liaison Office	48
Kayseri Liaison Office	39
Kırıkkale Liaison Office	46
Konya Liaison Office	43
Samsun Liaison Office	44
Tekirdağ Liaison Office	35
Trabzon Liaison Office	45
<b>Total</b>	<b>1,844</b>

## Valuing Humans

## > Bilim Pharmaceuticals, first company to receive the “Respect for Humans Award” three times in a row in its sector.

Bilim Pharmaceuticals was deemed worthy of the “Respect for Humans Award”, one of the most prestigious awards of the HR world, by kariyer.net for the third time. The award was a result of the right approach Bilim has regarding informing the applicants.

The award is given to companies that show a human-focused approach in their HR policies. Bilim Pharmaceuticals has succeeded to receive the award three times in a row. Improving its HR practices each year, Bilim Pharmaceuticals responded to applicants 100 percent and become a company that hires the biggest number of people. It has also received biggest number of job applications.

The HR Director Aykut Bora stated that they are very proud of having been awarded and stressed that the real success lies in the sustainability of success which they proved by receiving the award for the third time.



### Total Labor Force by Employment Contract

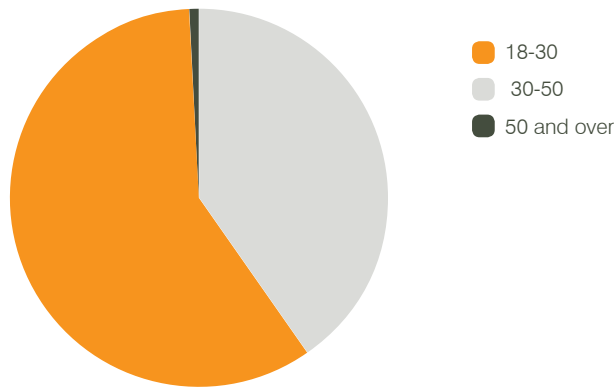
	Ayazağa	Gebze	Çerkezköy	Field	Total
Employment Contract of Indefinite Duration	196	400	116	1,129	1,841
Fixed Term Employment Contract	0	2	0	0	2
Part Time Employment Contract	1	0	0	0	1
<b>TOTAL</b>	<b>197</b>	<b>402</b>	<b>116</b>	<b>1,129</b>	<b>1,844</b>

We pay particular attention to the recruitment of people from the local community and fair wage policies in domestic and foreign communities of our presence.

### Demographic Data of our Employees

Gender	Median Age	Average Term Of Service	31.12.2010 Gender	(%)	Top-Level Executives	(%)	Blue Collar	(%)	White Collar	(%)
Female	30	4	355	19.2	1	11	15	5	340	22.0
Male	32	4	1,489	80.8	8	89	261	95	1,228	78.0
<b>Total</b>			<b>1,844</b>	<b>100</b>	<b>9</b>	<b>100</b>	<b>276</b>	<b>100</b>	<b>1,568</b>	<b>100</b>

### Age Group Breakdown of our Employees



As the above chart shows, we have a young and dynamic workforce. This workforce helps adapt HR systems to the expectations of new generations, particularly in training & development and career processes. This young employee structure also gives us a competitive edge in our creative and innovative practices.

To improve their qualifications, we encourage employees who are High School or Vocational College graduates, to enroll in education faculties or to universities that offer flexible education hours. Moreover, we allocate time from working hours and/or financial support to those employees, who would like to have post graduate education or to take doctorate.

### The Gender Breakdown of our Employees (%)

	2007	2008	2009	2010	2011
<b>Female</b>	18	21	19	19	20
<b>Male</b>	82	79	81	81	80

### Education % Breakdown of our Employees

Education	Number Of Employees As Of 31.12.2010	% Ratio
Post-Graduate	125	6.8
University	1,212	65.7
Vocational College	152	8.2
Vocational High School	190	10.3
High School	126	6.8
Elementary School	39	2.1
<b>Total Personnel</b>	<b>1,844</b>	

In 2008, we hired a high number of female workers at our Gebze facility, especially in our Quality and R & D division; hence the noticeable rise in the percentage of women hired during that particular year.

We aim to increase the proportion of our female employees on an annual basis, whereby our target for 2011 is 20%. Moreover, information regarding the proportion of female applicants has been shared in the "Hiring Practices" section.

For all our practices, we design systems that ensure equality of opportunity and ensure that they are properly applied within the framework of our principle of managing differences. Examples of such systems are our evaluation and development center and wage management system. Moreover, we have indirect practices, such as mothers' room practice and giving positive response to the requests of leave of future mothers following maternity leave within the scope of the law.

### Number of Disabled Personnel

	2006	2007	2008	2009	2010
<b>Achieved</b>	23	21	16	18	30
<b>Target</b>	25	34	22	29	30

### Female-Male Breakdown at Managerial Level

	Ayazağa			Çerkezköy			Gebze			Field			Overall Total	% of Total Female Employees
	Female	Male	Total	Female	Male	Total	Female	Male	Total	Female	Male	Total		
<b>General Manager</b>	0	1	1	0	0	0	0	0	0	0	0	0	1	0
<b>Director</b>	1	4	5	0	0	0	0	3	3	0	0	0	8	13
<b>Manager</b>	4	22	26	0	2	2	2	2	4	0	12	12	44	14
<b>Administrator</b>	11	18	29	2	5	7	14	12	26	4	103	107	169	18
<b>Total</b>	16	45	61	2	7	9	16	17	33	4	115	119	222	17

## Valuing Humans

### > Our Human Resources Policy

The Human Resources management is one of our most important processes helping us achieve our vision and carry out our mission. In this context, our defined HR policy acts as a guide in all our workforce practices.

**With the purpose of creating a corporate culture that relies on our values, we aim at maintaining the highest possible level of loyalty and satisfaction among our employees and we aim at implementing innovative human resources systems to ensure that our company's targets based on strategic planning are reached**

**We hire workers that have the potential to shape our future**

We uphold the principle of equal opportunities in hiring job candidates who are focused on team spirit and values, and who are competent, who possess knowledge and development potential to carry our company into the future.

**We prepare opportunities for training and development**

We ensure that the current and future competency requirements of our company are met by preparing opportunities for improvement that will develop the competencies of our employees by means of our concepts regarding constant training, innovation and improvement.

**We consider all our employees to be skilled**

We consider each of our employees to be a skilled leader of her/his job, whereby we formulate a participative work environment that will reveal and develop their potential by means of preparing opportunities for their individual development.

**We encourage our employees to exhibit their finest performance**

While we encourage our employees to exhibit higher levels of performance, we evaluate their performance fairly and objectively, and ensure that their personal goals are in line with those of our company.

**We encourage participation and communication and celebrate the contributions of our employees in unison.**

We encourage our employees to get involved in all types of innovative and creative undertakings as well as having them make contribution in studies based on individual and team improvement. Moreover, we organize in-house corporate communications activities in order to foster dialogue between our company and our employees as well as honoring contributions in unison.

**We get strength from our families**

We consider our families to be as much an inseparable part of our organization as our employees who are the determining factor in successfully achieving our company's targets.

### Our Principles on Employee Rights

The principle of treating our employees with fairness and respect is the fundamental reason for our company's high standing in the industry. This principle is assured with our Employees' Rights Principles.

In this context, our principles we consider as our primary principles are;

- No forced labor
- No child labor
- No discrimination
- Providing job safety and security
- Ensuring proper working conditions that comply with legislation

Ensuring proper working hours and wages.

The company complies fully with these principles.\*

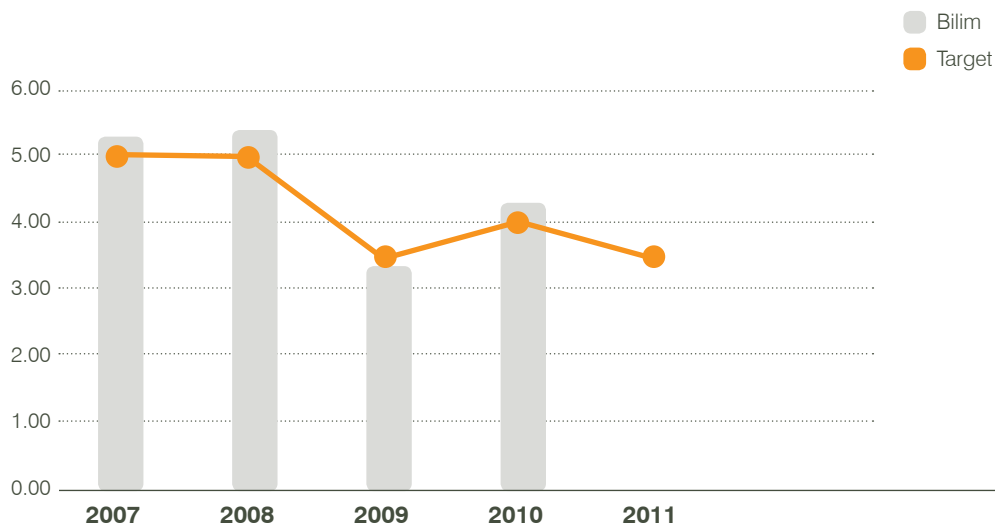
\*HR Department data

Moreover, queries and complaints submitted by our employees who believe there are discrepancies between the laws and practices they encounter in the workplace and our policies and principles can be notified to the Top-Level Management, Directors, Human Resources Division and the Board of Ethics without being pressured and with a sense of assuring themselves.

### Child Labor and Forced Labor

While there is no room for forced labor or child labor practices in our company, it is one of our rules that the same applies to our suppliers and collaborations.

## The Ratio of Overtime to the Total Working Hours



	2007	2008	2009	2010	2011
<b>Achieved</b>	5.33	5.37	3.37	4.30	
<b>Target</b>	5.00	5.00	3.50	4.00	3.50

Overtime is planned by our employees and put in practice upon the approval of our directors. Overtime wages are paid after the total overtime hours of our employees are recorded in their payrolls in the related month based on the ratios determined by the law.

Moreover, within the framework of employee rights, we do not apply any limitation on our employees' right of unionization.

### Management of Differences

The concept known as management of differences refers to the understanding, revealing and supporting differences, as well as turning them into opportunity for Bilim Pharmaceuticals.

**We believe that different points of view and the opinions of our employees with different personalities contribute to our company. We value differences, because we know that the only way to produce ideas which will guide us to our targets is to unveil and support the differences that exist between us.**

For this reason,

- Management of differences is a primary topic that Bilim Pharmaceuticals deals with for all its stakeholders, including employees, customers, shareholders and the community.
- We respect different experiences, cultural pasts and business and lifestyles that would add value to our business.

- We try to understand and cover, if possible, different needs and expectations of our employees to produce solutions for business-related problems.

- We hire competent people who fit our vision and mission within the framework of our selection and recruitment processes; we do not discriminate against schools, regions, gender, religion, language, race, socioeconomic past, ethnical roots, etc.

- We take pains to offer opportunities of improvement that will allow our employees to enhance their competencies and to increase their contributions to their jobs in an increasing manner.

- Within the framework of our career management system, we define criteria for horizontal and vertical promotion to different positions throughout our company for each available position and ensure that evaluations are made fairly and within the scope of equality of opportunity.

- We carry out activities to enhance diversity and cultural differences by means of social and sports activities, boards, teams and clubs.

- We see management of differences as a strategic opportunity and consider the differences among our employees as the infrastructure for developing our organization's perspective and approaching business-related problems with innovative and creative methods.

- Management of Differences at Bilim Pharmaceuticals allows all stakeholders to produce added value not only by acting fairly but also by expressing and exploiting opportunities.

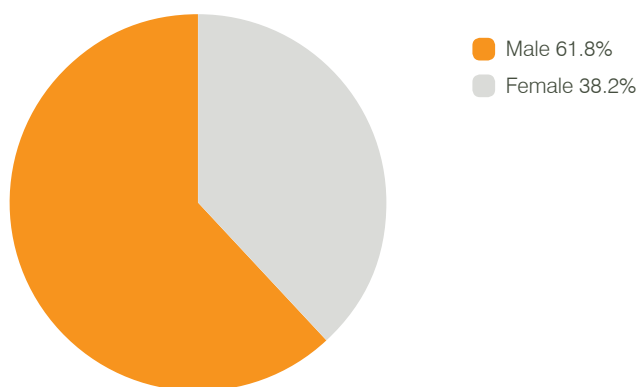
## Valuing Humans

### Our Recruitment Procedures

#### We hire workers that have the potential to shape our future

One of our priorities at Bilim Pharmaceuticals in our recruitment process is to create equal opportunities for everyone. In line with this priority, it is the fundamental principle of our candidate selection and recruitment process to hire creative, multi-directional and participative people, who can rapidly adapt themselves to change, who have a global point of view and who continuously improve themselves and those around them, based on the principle of equality of opportunity and without discrimination, as stressed in our HR policy.

#### 2010 Female and Male Applicant Ratios (%)



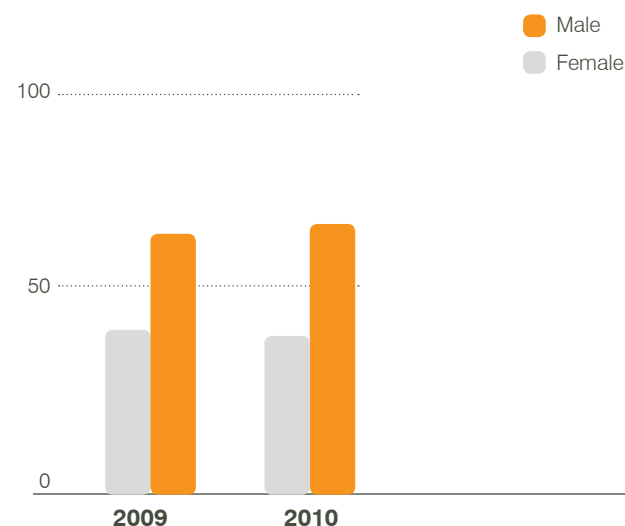
We benefit from the Qualities & Competencies Catalogue, which is comprised separately of each position in the description of the employee profile which shall provide the organizational structure pertaining to the requirements of our company, that is, its values, its mission, its vision and strategies.

Candidates who comply with the Qualities catalogue are subject to a preliminary interview with our HR department, whereby those who are deemed positive are directed to the pertinent department heads. In these evaluations, an oral interview based on pertinent competencies related to the open job positions is conducted in a manner described in detail in the Competencies Catalogue, with skills tests, personality inventory, information tests; evaluation center applications also applied. The "Evaluation Center" practice aims to determine the development areas and levels of requirements of people, who are candidates for strategically important positions, in line with some specific competencies and to assist in deciding whether the candidate fits that position.

"Qualities & Competencies Catalogue" is among our basic instruments used in our recruitment process. By using these instruments, we do not reach decisions based on discrimination such as school, region, gender, sexual preferences, religion, language, race, etc in line with our principle of equality of opportunity.

The reason for the low proportion of the women workforce seen in the aforementioned worker breakdown chart is the heavy travel schedule experienced in working in the field as well as the wideness of the geographical dispersion. The percentage of female applicants for job positions available in the field is much lower than male applicants

#### Female and Male Applicant Ratios for Field Positions (%)



	2009	2010
Female (%)	40.1	38.2
Male (%)	59.9	61.8

#### Application Methods

Bilim Pharmaceuticals is equally close to all candidates and allows candidates to make job applications from a number of sources.

Recruitment sources are:

- Web-based recruitment sites
- Direct candidates (Bilim Pharmaceuticals Candidate Database)
- In-house candidates (suggest a candidate, add value & candidates holding a reference)
- Internal advertising
- Consultancy companies



## Evaluation of Competencies

At Bilim Pharmaceuticals, defined competencies are one of the important instruments with respect to the creation of equality of opportunity during the recruitment process. A number of

different instruments are used to evaluate the competencies of candidates the most accurate and objective way. Elements that constitute competencies and the instruments that are used to measure them are given in the following table:

### Evaluation of Competencies

Talent Tests	Talent	Personality	Occupational personality inventory
<ul style="list-style-type: none"> <li>• Competency-Based Interview</li> <li>• Traditional Interview</li> <li>• Knowledge Test</li> <li>• Foreign Language Placement Test</li> </ul>	Skill/ Knowledge/ Experience	Motivation /Interest	<ul style="list-style-type: none"> <li>• Motivation Inventory</li> <li>• Inventory of Interest</li> <li>• Competency-Based Interview</li> </ul>

Prior to the job offer, candidates who successfully pass these applications go through a reference check as per the job application information. Candidates who are not included in the job hiring process or are not positively evaluated are notified via the career portal, e-mail or a telephone call. Bilim Pharmaceuticals has hired the great majority of its job applicants coming from outside the company through the human resources internet referral website [www.kariyer.net](http://www.kariyer.net), winning its "Respect for People Award" for the past three years.

This award is presented based on the following criteria: time that passes between job application and responding to candidates and the ratio of responded candidates.

Newly-hired personnel participate in an "Orientation Program" and are introduced to the values required to become a part of the BilimFamily. Employees are initiated through the HR Orientation Training, followed by a Department Orientation Program, which

lasts between 2 and 6 weeks. A separate, "Management Orientation Program", which offers personnel the opportunity to get acquainted with their colleagues and have one-to-one meetings, is applied for those employees who are starting their jobs in management and executive positions. Besides this formal process, newly-hired employees are assigned "Buddies", who facilitate the creation of a closer social atmosphere within the company and who convey the unwritten and informal dimensions of our corporate culture. "Buddies" work in the same departments as the newly-hired employees and are the last staff members who started work in a department and have completed the orientation process.



**Buddy**

**Ali Civan**

Packaging Employee

Fellowship is a system, which is implemented in our company for us to get used to our colleagues and newly hired employees as strongly and quickly as possible. When I began working at Bilim Pharmaceuticals, Aykut Kaya was my buddy. He helped

me very much to get to know the company and particularly to save myself from the first day excitement. I am now the buddy of İsmail Akar.

The fellowship practice allowed me to establish communication with my colleagues in short time. In my opinion, the biggest contribution of this system is that it provides harmony between employees and allows us to work with peaceful minds. By means of this practice, the Company allows newly hired people feel good. Also, newly hired employees can adapt to the business more quickly. It is also useful to get to know the Company and to obtain information about it in shorter time. Moreover, employees feel that they are cared and attached value to.

## Valuing Humans

### Internship Program

As Bilim Pharmaceuticals, we consider efficient and active organization of internship programs aimed at students attending universities and high schools, not only as an in-house-practice, but also a social responsibility. In our company, a "Post-Internship Recruitment System" is applied to ensure that students see in practice the theoretical information they receive at school and that they get to know the business life closely. This system also reflects the fact that qualified human resource requirements can be met with cooperation between universities and the industry sector. Students, who have shown good and positive performance in this process, are favoured to be recruited after the internship.

Within this framework, the number of interns that we employed each year is as follows:

	2004	2005	2006	2007	2008	2009	2010
<b>Bilim</b>	87	33	52	62	90	125	138

Moreover, a "Trip to Bilim Gebze" is organized in a way to support our internship program and particularly in line with the requests coming from schools in order to ensure that junior and senior year (6th form) students know the pharmaceutical industry better and to contribute to their occupational preference in the future by allowing them to visit a drug production plant.

Date	University	Number of Students
01/07/2009	<b>Marmara University Faculty Of Pharmacy</b>	40
02/03/2010	<b>Ege University</b>	40
04/08/2010	<b>Erciyes University Faculty Of Pharmacy</b>	30
04/09/2010	<b>Yeditepe University Faculty Of Pharmacy</b>	35
01/26/2011	<b>Anadolu University Faculty Of Pharmacy</b>	30
08/03/2010	<b>Tikrit University</b>	20
11/08/2010	<b>Sabancı University</b>	35

\*These figures indicate approximate number of visitors.

### Employment of the Local Community

In recruitment, we support local employment by allowing our employees to be candidates from places where they are born or where they live. We prioritize job applications from local community in our hiring process and we compose our employee profile taking into account local community employment.

### Our Wage Management System

**We have a fair and transparent wage policy at Bilim Pharmaceuticals, which is not affected by age, gender and criteria that encompasses other discrimination.**

We pay attention to maintain competitive wage levels for our employees.

While determining our salary policy, we have benefited from the salary research conducted by the accredited HAY Job Evaluation and Grading Systematic as well as Tower Watson, Poyraz Consultancy and Mercer Human Resources.

Beyond the legal requirements aimed at raising employee satisfaction and loyalty and going beyond these necessities, we have planned and are currently implementing non-salary supplementary benefits, resources and services. Bilim Pharmaceuticals ensures that wage management is monitored based on legal records and within the legal framework. Nobody is working informally, and there have been no incidents of non-payment at the company.

In taking into account salary research, legal increases and economic indicators, our Performance Management System conducts salary raise practices every year.

In the framework of the government's retirement requirements, Bilim Pharmaceuticals pays the legally defined retirement premium for its employees fully.

### Wage Increases by Year

The rates of wage increases are higher than inflation rates every year. Despite the crisis faced by the pharmaceutical industry in 2009, a wage increase which was close to the inflation rate was applied to our employees' wages to protect their standards of living. **The increase rates applied to our blue-collar employees' wages are higher than those of white-collar employees, to foster a positive difference with respect to the blue-collar workers.**

Our grades within the scope of our Wage Management System are not only based on salary; we also offer fringe benefits apart from the base salaries. Special fringe benefits have been defined for grade-based positions.

Support Practices Our Company Provides Its Employees	Start-up Year	Coverage
Overtime Pay to All Employees	Since its foundation	Legal Rights
Fuel, Maternity, Death, Religious Holiday, Annual Leave and Matrimony Assistance to All Employees		
Transport Opportunities for Overtime Workers		Non-Salary Supplementary Possibilities
Vehicle Allocation for Company Top-Level Management and Field Employees		
Shuttle Fleet Service for Employees Working at Ayazağa, Çerkezköy and Gebze		
Bi-Annual Clothing Allowance for Field Employees		
Bonus System for Field Employees		
Quarterly Premium for All Employees		
Evening Meal for Overtime Employees		
Lunch		
Per Diem Payment for Employees Working outside Their Normal Province		
Individual Accident Insurance for All Employees	2001	
Allocation of GSM Line, Blackberry and Notebook Computers to Marketing Department/Field	2001/2005/2010	
Advance Payment to Employees in Need	2003	
Credit Card Allocation to Field Employees	2005	
Morning Breakfast Delivery Service	2005	
Private Health Insurance for All White-Collar Staff	2004/2006	
Mothers' Room Practice for Our Employees at the Headquarters and at our Plants	2010	
Psychological Consultancy Unit	2005	
Insurance Consultancy Unit	2010	
Legal Consultancy Unit	2009	

When the balance between wages, supplementary rights and promotions is taken into account, there is no discrimination between our female and male employees.

The fact that our company has never been subject to penalties during inspections conducted by legal institutions and corporations in connection with labor law is a direct result of the sensitivity we show in honoring our commitment to legal requirements.

### Our Contribution to the Development of Our Employees

#### The Career Development of Employees

##### We support our employees to ensure they demonstrate their best performance.

With the purpose of facilitating adaptation amongst the requirements of our company and our employees' knowledge and competencies, the qualities and competencies determined for every position are measured by utilizing evaluation centre applications in the hiring processes, and development centre applications in the training & development and career

management systems. During each performance evaluation period, a comparison is made between the existing qualities/competencies and the targeted qualities/competencies, whereas the areas deemed necessary for improvement are determined, where a basis for training needs analysis studies is implemented.

The Performance Management System (PMS) is applied based on determined measurement and performance criteria to evaluate employees in a fair, equal and timely manner in order to ensure that Bilim Pharmaceuticals reaches its strategic targets as its employees realize their own individual targets. The PMS also makes it possible that the competencies and performance of employees are improved in line with targets through the feedback they receive during the working period, as well as by means of continuous dialogue. PMS also lets collect objective information for wage and career-related decisions; and recognizes achievements and performances of employees and enables their rewarding.

## Valuing Humans

Performance Evaluation Elements	Source	Weight	Supportive Practices
Competencies	Corporate Competencies (Basic, Function and Managerial)	20%	Development Center, QMS Instruments, Competency Trainings, 360° CES (Competency Evaluation System), Coaching System, Field Coaching
Business Targets	Strategic Plan (SP), Annual Budget Plan (ABP), Job Descriptions, Processes	80%	Continuous Occupational Development Program, Occupational and Personal Development Trainings, Learning Vehicles, Field Coaching, Performance Improvement Pool

### Performance Evaluation (PE) Elements and their Contents

As per our Strategic Plan (SP) and Annual Budget Plan (ABP) preparation processes, SP- and ABP-related tasks are performed with wide participation (directors, managers, administrators and personnel) at all stages, except the determination of primary business targets and primary strategies. All performance targets are determined with consensus in order to reach primary business targets. Business targets set forth in the ABP are written on performance evaluation forms as annual or period-based performance evaluation targets after a consensus is reached at the end of the negotiations that are carried out between all white-collar and blue-collar employees and their managers every January.

PE negotiations are performed at the end of each year for every employee who has completed one year of service at the company; moreover, targets are reviewed and areas where measures need to be taken are identified by means of mid-term evaluations that are carried out semi-annually. Before the PE negotiation period, all our employees and managers participate in "Performance Evaluation and Feedback" training, where they are supported to make objective and development-based evaluations.

Development programs are set up by determining the difficulties encountered by our employees while realizing their targets and their competencies, which are identified at the end of the evaluation process and which need to be improved for our employees to demonstrate better performance.

When employees who demonstrate a high performance are evaluated within the framework of the talent management system, development activities are planned for those who demonstrate lower performance. The "Performance Improvement Pool" system was put in practice to support our field staff who achieved lower business results than expectations due to various reasons, and to raise the level of their success to the expected level. Field staff are supported through extensive "field coaching", while their areas of improvement and the results they achieve in these areas are analyzed on a monthly basis.

- PE outputs constitute a basis for drawing up individual development plans by means of training requirement analysis and of career planning that would ensure development as well as for the wage management and recognition-appreciation systems.

Standardized leadership targets are determined for all our employees in director, manager and administrator positions to support and develop a joint leadership approach. The rates of realization of these targets are also measures providing output for our managers' individual development plans. Reports with respect to standardized targets are delivered to our managers and directors on a personal basis in terms of providing output for the "performance negotiations" held at the end of the year.

### 360-DEGREE COMPETENCY EVALUATION SYSTEM

The "360° Competency Evaluation System" is applied to make contribution to the personal development of our personnel who are in managerial or higher positions by giving feedback on their strong sides and sides that are open to improvement.

This system is based on the principle of the evaluation of managers' basic and managerial competencies by a number of different evaluators, such as their executive senior managers, their subordinates who directly report to them, their functional superiors and subordinates, as well as themselves.

Moreover, the "360° Competency Evaluation System" provides objective evaluation as there are a number of evaluators involved, raising the effectiveness of interpersonal communication and directly contributing to organizational development.

In the evaluation form, behavioral expressions are defined with respect to "Basic and Managerial Competencies"; they are monitored and measured to what extent these behavioral indicators are covered by our managers.

By means of mass data received from the system, our company's "Leadership Photo" can be taken by measuring the managerial capabilities of our personnel who are in managerial positions at Bilim Pharmaceuticals. With these results, the "Bilim Leadership Model" is created and each leader is informed by means of feedbacks on which part of the model they are on. Moreover, the results of the measurement provide significant input for other HR processes and systems, such as Quality Management System, PE (Personal Evaluation) and Education.

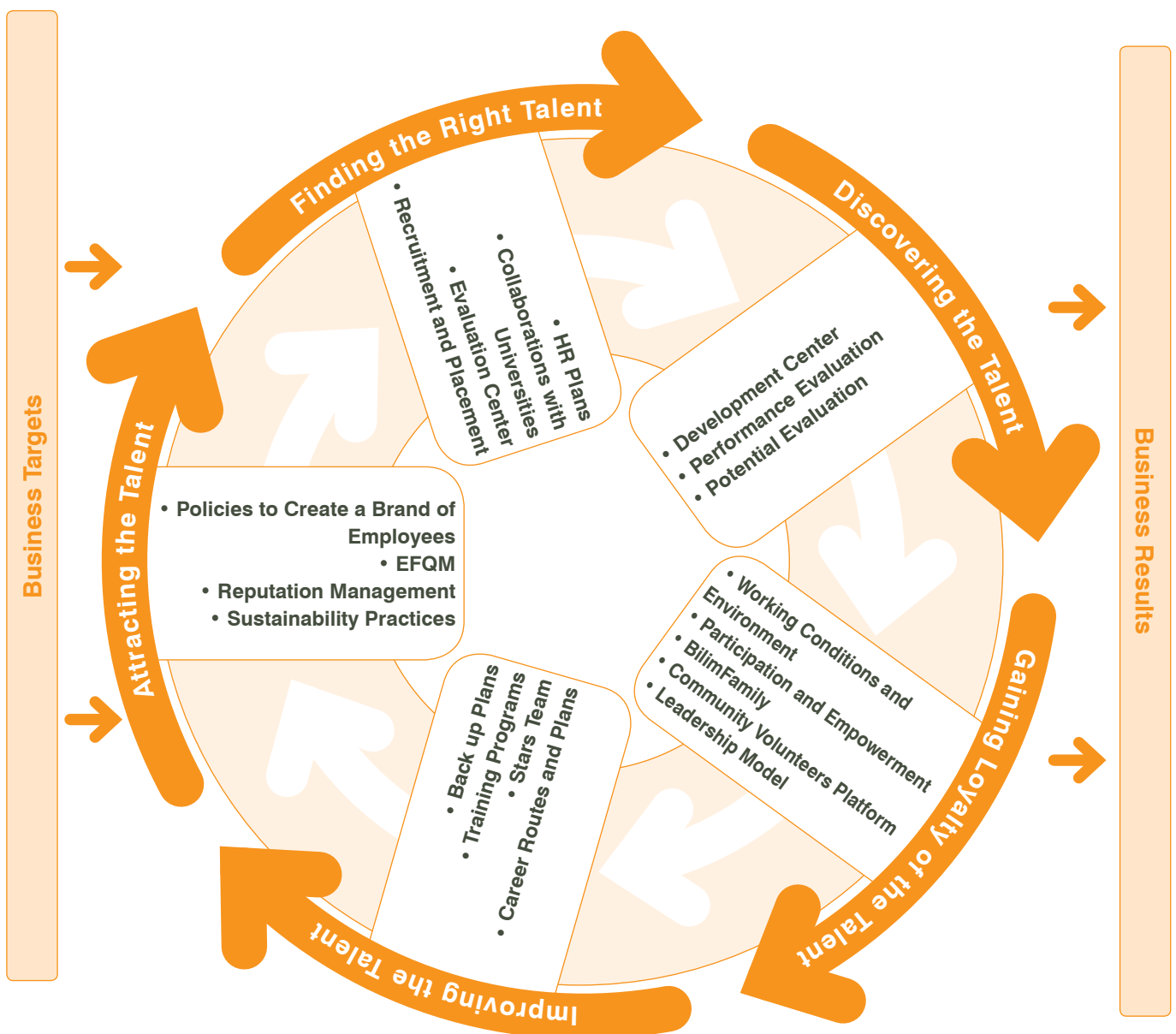
## Our Contribution to Employee Development

### Our Talent Management System

“We consider all our employees to be skilled...”

At the Human Resources Department, we consider all our employees to be skilled and allow them to exploit career

opportunities by preparing individual development facilities and by establishing a participative working environment where they can reveal and develop their potential. Our systems operate as a guide or an advisor in every step that our personnel take in their careers.



## Valuing Humans

For us, “Talent Management” has become one of the most important approaches that must be considered in all our processes. Factors like corporate reputation, sustainability and employee brand, carried out under the supervision of the top level management; increase the value of our company and move us to the top of the list of companies in terms of candidate preference.

### Finding and discovering the right talent

Discovering the right talent and recruiting not only today’s talents but also the talent of the future are among the critically important success factors we take into account when shaping our human resources plans.

In order to reach this target, we act within the framework of two basic approaches in our selection and recruitment system. First of these approaches is to set up systems that will reveal the talents of our candidates. The second, is to perform this action on the basis of our company’s needs.

In order to discover the talents in our company, we act within the framework of two basic approaches. The first of these is to set up systems that will reveal and improve the talents of our employees, while the second is to perform this action on the basis of our company’s needs.

The instruments that we benefit to discover the talents of our employees are our “Development Centre”, “Performance Evaluation” and “Potential Evaluation” systems.

The “Development Centre” aims to specify the areas of development and the levels of requirement of our employees,

who are candidates for strategic positions as per some specific competencies, and to ensure that a decision can be made based on the position requested by an employee and whether he or she fits that position.

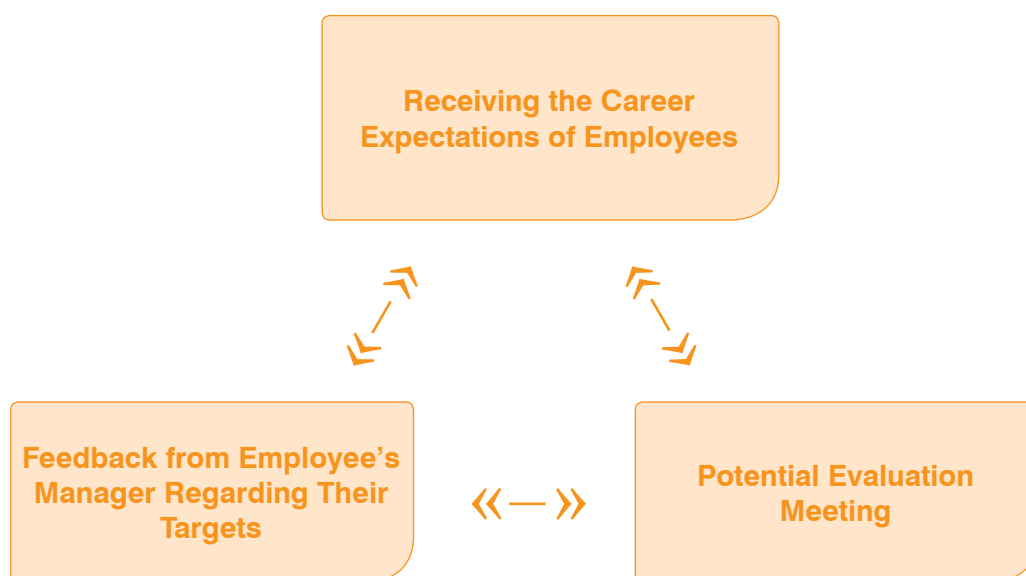
The “Performance Evaluation” system aims to evaluate the job performances of employees and to plan their areas of development by identifying their strong sides.

Within the framework of the “Potential Evaluation” system, meetings are held among departments to evaluate employees’ sustainable performances as well as their current and future potentials and to identify and improve their talents. At the end of these meetings, individual development needs of our employees are determined based on the Potential/Performance matrix.

The Potential Evaluation Meeting aims to

- ensure proper management of our employees’ career expectations;
- identify those employees that make a difference;
- identify our employees’ potential;
- direct each employee to different development programs based on their potential and sustainable performance;
- identify leaders of the future (star employees);
- design/implement different applications and instruments taking our employees’ development potential into account when designing development programs.

The process comprises of the following stages:



At the potential evaluation meeting, our employees' expectations and thoughts with regard to their career targets with a form entitled "My career is under my control." These forms are evaluated with managers at the Potential Evaluation Meetings. Each manager is expected to prepare a development plan for their employees and to give them feedback, so they can improve their target in parallel with the company's development targets.

Another method we use to discover the right talent is in collaborations which we set up with universities. These collaborations may comprise of standardized activities like offering internship opportunities or participating in career days or customized practices specific to our company like "My Career Is Under My Control" congress.

### Gaining Loyalty of the Talent

#### We get strength from our families

We carry out a series of activities to support our employees and their families in order to ensure the balance between their business and private lives. This is very important in terms of gaining the loyalty of our employees.

Because we honour the concept of being a big team, comprised not only of employees, but also of families; there is a separate heading on Our Families in our human resources policy. In this context, we have implemented the BilimFamily Platform (2005) with the purpose of;

- contributing in the personal and social development of our employees' families,
- getting our employees and families get to know each other better,
- maintaining cordial communications within the company,
- maximizing employee happiness and loyalty.

We have classified the project into two categories as "BilimFamily" and "Bilim Children's World" due to differences in children's fields of interest and wishes and to take account of our employees' feedback. Thus, we began to plan and implement special activities in a more detailed and systematic manner for these 2 groups, whose contribution we highly recognize.

Sample Activities for the Bilim Children's World		Sample Activities for BilimFamily	
2006	Painting Contest	BilimFamily Magazine	
	Chocolate Course	Dalın Baby Care Set Distribution	
	Creative Drama Course	Concert & Playhouse Organizations	
2007	Stationery Campaign	Welcome to Summer Picnic	
	Visit to the Toy Museum	Çekül Birthday Card Practice	
	Space Camp	General Manager Promotion Celebrations	
2008	April 23 <sup>rd</sup> Festival	Dalın Baby Care Basket & Baby Care Book distribution	
	Book & DVD Sending to Houses	Photography Course	
	National Geographic Kids Subscription	Birth Photographer	
	Painting Contest	"Bilim's Tastes" Cookbook	
2009	Ping-Pong Summer School	Photograph Exhibition	
	Çekül Birthday Card Practice	Marital Communication Training	
	Wooden Toy Painting Workshop with Grandfather Theo	Boyner Discount Card Implementation	
2010	Central Istanbul Workshops	Concert and theatre organizations	
	Bugs Bunny Basket Show	Family communication education	
	Bilim Children's World Semester Activities Release	Mothers' and Fathers' day presents	



## Valuing Humans



### **BilimFamily**

**Ahmet ATASOY**  
Validation Expert

I have been working as a Validation Expert at Bilim Pharmaceuticals since May 2007. I currently serve in the field of laboratory equipment validation/calibration at Bilim Pharmaceuticals.

I believe that events and activities that are held within the framework of BilimFamily are incomparable to other companies. Theater plays, stand-ups and performances were very nice. We got the chance to have fun with our colleagues and to have good time outside the company.

The most special event for me was the one on the Father's Day of 2010. It made me very happy to get my first Father's Day present from Bilim Pharmaceuticals. I will always keep the cufflinks which I received that day...



### **BilimFamily**

**İsmail ÇAKMAK**  
Expert Calibration Technician

I have been working as an Expert Calibration Technician at Bilim Pharmaceuticals since 2008. However, my relationship with Bilim Pharmaceuticals goes back to 1980s. I have been using sweetener since my childhood as I have Type 1 Diabetes. Homemade desserts used to be made of sweeteners, which we currently manufacture. In other words, Bilim Pharmaceuticals has always been a place that flavored my childhood...

Right now, as a Bilim Pharmaceuticals employee, I enjoy my job and keep view of organizations with great excitement and curiosity. Particularly, events that we join as BilimFamily add a different color to our lives.

I have three children.). I and my wife still keep the ÇEKÜL birthday cards given by Bilim to me on the dates of birth of my daughter and sons. My children should know that there are trees planted on their behalf. The events that we participated at were really gorgeous. They were organized so professionally that I and my family began to await the next event with great excitement.

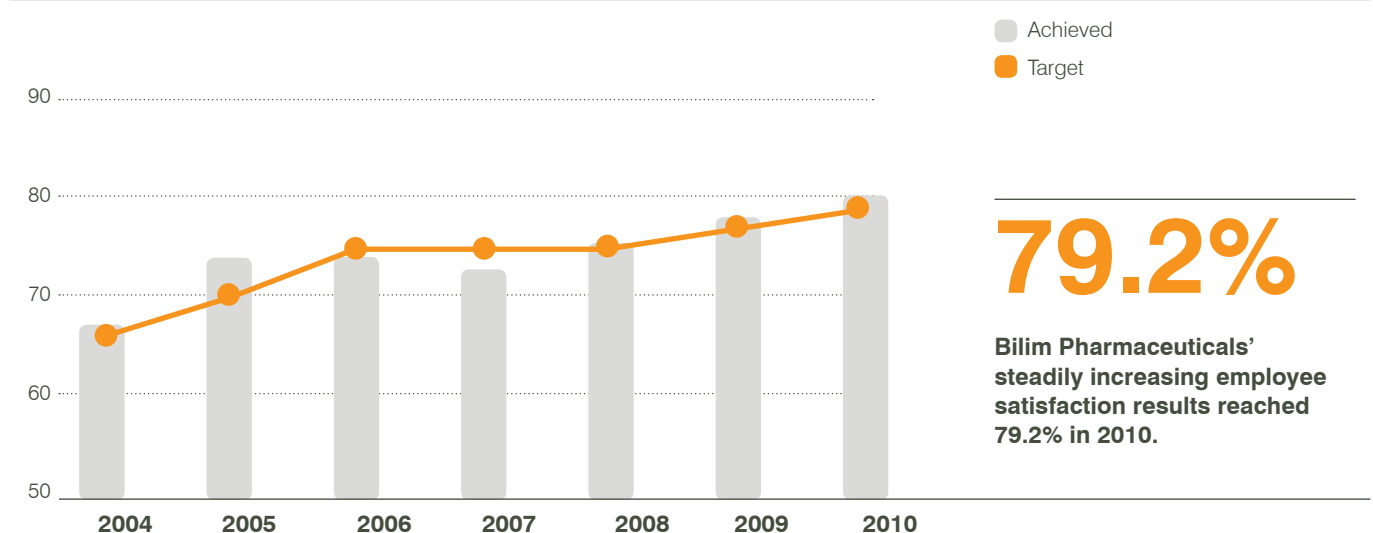
My daughter's excitement at the events held within the framework of the Bilim Children's World, makes me and my wife very happy. Her smile while telling the activities she participates is irreplaceable. The works which I have witnessed in the activities that were held for children in the recent Bilim Gebze Family Trip were stunning. Organization of handicraft events accompanied by teachers, as well as contests and games played with Bilimini (mascot), were educative and fun. In this visit, our spouses saw and became aware of under which conditions the drugs that they use at home are manufactured. Moreover, our wives who did not have the chance to know each other before got acquainted and had conversation. Thanks to the events that are held within the framework of BilimFamily and Bilim Children's World, the bonds between employees and their families have strengthened. In other words, we became a real family...

Moreover, the basic approach lying behind our other practices (such as Legal and Insurance Consultancy Units, Bilim Pharmaceuticals Community Volunteers (BITG) platform, Social and Sports Activity Teams (SOSAK), additional facilities and benefits provided by the company, as well as the “Wage Management System” and “Supplementary Benefits System”, “Honouring & Rewarding and Management of Rewarding”, “Premium System”, etc) is to gain the loyalty of the talent and to raise employee satisfaction.

We measure our unique practices and approaches that provide employee satisfaction and loyalty through “Employee Satisfaction Surveys” (ESS) that we conduct on an annual basis, and implement improvement plans for areas in need of development, accordingly.

Within the framework of ESS, employee satisfaction is measured with respect to the facilities and services (particularly food service and quality, organization of social and sports activities, personnel transportation service and resting areas) provided to employees. Also, the level of satisfaction is questioned by means of topic-based surveys and improvements are made, accordingly.

### Results of the Employee Satisfaction Survey



### ESS General Level of Satisfaction Targets (%)

	2004	2005	2006	2007	2008	2009	2010
<b>Achieved</b>	66.4	73.6	73.5	72.5	75.04	77.5	79.2
<b>Target</b>	66	70	75	75	75	77	79

## Valuing Humans

## Examples of ESS Improvement Applications

2003	2004	2005	2006	2007	2008	2009	2010
Job descriptions updated	Catering company changed	Ayazağa Psychological Consultancy Centre	Guest of the Month	Çerkezköy Psychological Consultancy Centre	Gebze Psychological Consultancy Centre	Food & beverage vending machines	Development Centre practice for all appointments
Career Management System	Open-door meetings	Performance System for Blue-Collar workers	Widespread use of intra-advert systematic	Çerkezköy Focus Group studies	Motivation Practices Systematic	Body Mass Index measurement	Field computers renewed and standardized
360° Leadership Abilities Survey for Management Staff	Vacant position in-house advert	Intra-company internal trainer pool formed	Performance Evaluation results incorporated in training	Document Management System	Café Mola training halls, Parking Lot, Meeting rooms, all organized at the Ayazağa facility	The Shuttle and Catering films changed at Çerkezköy	Blackberry phones allocated to marketing managers
Honor and Reward System	Private Health Insurance	Priority given to candidates on the Stars Team	Star Team selection criteria determined	Widespread use of Bilim Portal	Several social and sports area at Bilim Gebze facility	Internet room at Gebze	Enriched content of information sharing platform at Bilim portal
"Quality rings" and improvement teams at Ayazağa and Çerkezköy	General manager briefings	HR Development Centre applied	Survey conducted regarding hygiene added to the Improvement Plan	Dining survey held and added to the Improvement Plan	All management staff given coaching and feedback training to increase effectiveness of Performance Evaluation Meetings	White-collar technician & engineer appointment criteria	Limits of individual accident insurance increased
All employees covered by individual accident insurance	SOSAK teams were set up	Coaching system applied		Shuttle Bus survey added to the Improvement Plan	Personal Development Plans for leaders according to the results of the 360° Competency Evaluation System	Development Centre for recommended candidates for Stars Team implemented	Fitness centre and cafeteria opened at Çerkezköy and outdoor resting area rearranged
Every Friday is casual attire day					Gebze Library	Survey organized regarding workplace health services	Number of seats at the Maslak outdoor resting area increased
					Potential Evaluation Meetings	Standard Occupational Development plans prepared	Tea vending machines replaced
					Evaluation Development Centre for positions open for appointment and hiring made commonplace		Meal menus determined by employees
					Communication requirements identified by applying Corporate Internal Communications survey		Research initiated for recommendation systematic and innovation project
							Leadership Model
							More resources allocated to the training budget than in 2009
							Mothers' Room at Gebze, Çerkezköy and Ayazağa plants
							Transportation Vehicles Regulation revised; decision taken for the replacement of vehicles every 4 years
							Number of subscriptions in periodicals increased



**Ayşegül TİĞLİ TEKİN**  
Human Resources Manager

I joined the Bilim Pharmaceuticals family in 2006. I have considered Bilim Pharmaceuticals as part of my family from the very moment I began working for here. This perception is supported by Bilim Pharmaceuticals' corporate culture, people-oriented management approach, strong teams that move fast towards the company's goals, employees in teams caring each other, as well as by an honest and sincere working environment. All these elements are felt by newly hired employees from the very first day they start working for the company. I think this culture is one of Bilim Pharmaceuticals' strongest sides and is

the most important element in employee loyalty.

Bilim Pharmaceuticals' HR practices, on the other hand, are visionary and one step forward at all times. Bilim has carried out various practices regarding human resources that put humans in the center, see each employee as a talent and a potential carrier, and support personal and professional development with an understanding of responsibility. BilimFamily and Bilim Children's World activities are such practices that make a difference particularly in terms of making our families an inseparable part of our achievements. Carrying out projects within the scope of Corporate Responsibility, the Bilim Pharmaceuticals Community Volunteers platform, which allows our understanding of responsibility to grow and spread throughout the company, is one of the most important and successful volunteering platforms in Turkey. The BI'L Model, which expresses the leadership within our souls, is the most important indicator of and an important practice concerning our effective, honest and transparent management and leadership approach.

## Improving The Talent

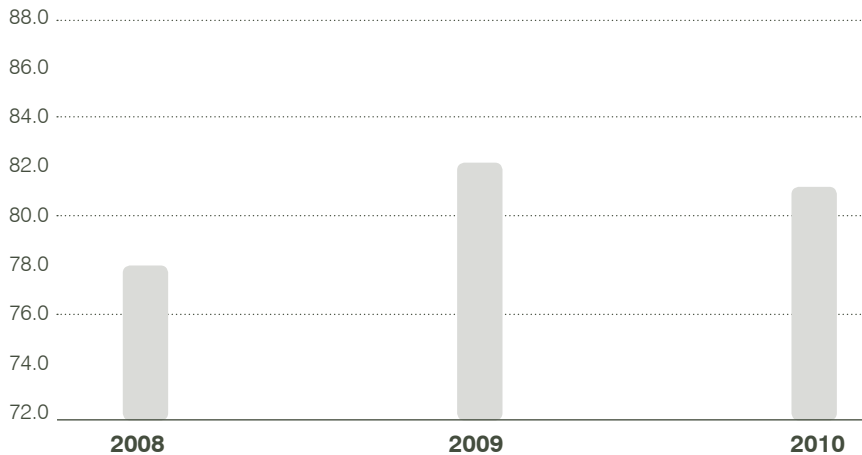
### We create opportunities for training and development

Employees' knowledge and competencies are of great importance as per the specifications of the sector that we are in. The dynamics of the pharmaceutical industry necessitate recruitment of competent employees with high potential and effective implementation of systems that would ensure continuous development of employees. In this context, we direct all of our employees in line with our vision, support their achievements, motivate them, provide that competent employees are loyal to

our company, and implement simple and dynamic processes, which are required to reach determined targets.

Our employees' career standards are determined through "Career Roadmaps". At Bilim Pharmaceuticals, "Career Management System" and "Career Roadmaps" of all positions are supported with vertical or horizontal career moves, whose sphere of influence is wider. Promotion criteria for each position are defined. Our employees are held subject to evaluation every year for the positions situated in their own career roadmaps.

### Percentage of Employees Who are Subject to Career Development Evaluation (%)



# 81%

**In 2010, 81% of Bilim Pharmaceuticals employees received career development evaluation services.**

	2008	2009	2010
<b>Achieved</b>	78	82	81

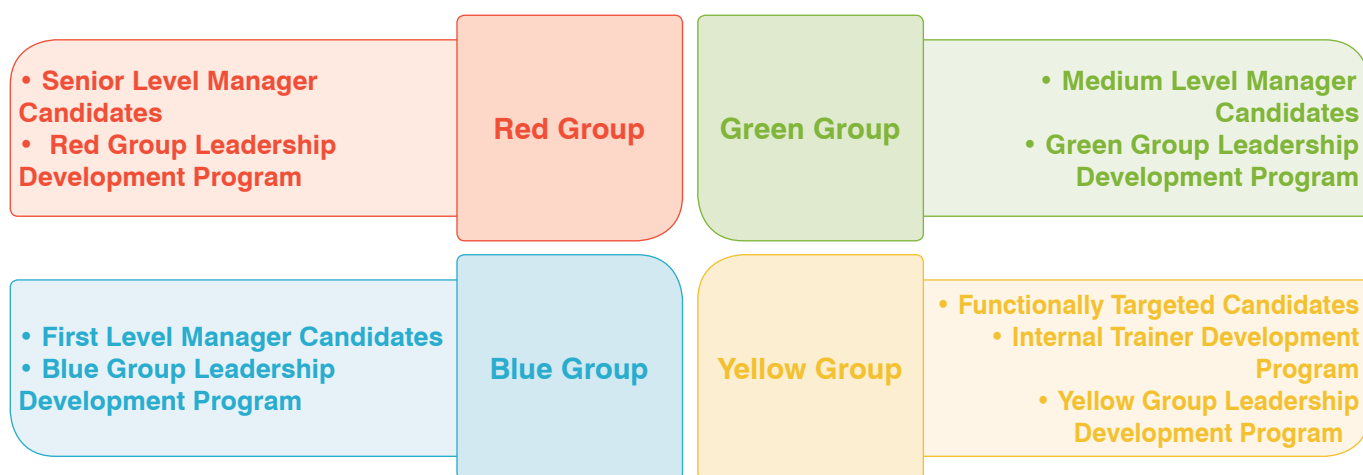
## Valuing Humans

### Stars Team Development Programs:

We established the “Talent Pool” to train the leaders of the future. We call it the “Stars Team”, where employees with high potential take part. The “Talent Pool” is comprised of 4 sub-groups. Classified as Blue, Green, Red and Yellow, members of the Stars

Team take part in leadership and/or functional development programs, which are prepared taking into account the career targets of Stars Team members. Different programs are specified by taking the level, positions and development needs of each group into consideration.

### Stars Team Development Programs



### Sample Development Programs for the Stars Team

When determining the number of people who will join the Stars Team each year, we pay attention to a number of criteria and plans, such as back-up plans, mobility plans, rate of compliance with the determined target profiles of candidate employees, etc.

Each program continues for one complete year. In the program that begins with a cocktail, participants participate in trainings and simulations working in cooperation with development consultants; they prepare development action plans, manage community investment projects and present the results of the projects they manage to the career board at the end of the program.



**Participant of the Stars Team-Green Group**

**Serdar TEMEL**

Senior Product Manager

I joined the Bilim Pharmaceuticals family in February 2006. I currently work as a Senior Product Manager in my 6th year in the Company. It was a hot June day of 2009 when I learned that I was nominated to the Stars Team by my department manager.

As far as I have learned from written and spoken explanations on the subject, Bilim Pharmaceuticals hit the road with the purpose of "raising leaders of the future within the Bilim Pharmaceuticals' Career Management System". It made me proud to take part in a practice which aims at this target.

During my transition from nomination to Stars Team primary membership, a "Stars Team Candidate Assessment Project" was conducted, in which our strong sides and areas of development are defined with an objective point of view and which aims to provide the support that we will need during our development. At the end of this project, which was conducted in cooperation with a consultancy firm, detailed feedback which support our personal development were given to us and our managers. Moreover, members who will join the Stars Team were chosen from the nominees, who participated in this project. Consequently, I was one of the lucky candidates.

The Leadership Development Program was launched in April 2010. During this period, I got the chance to participate at training programs that contribute to my professional development, such as Practical Leadership, Emotional Intelligence, Internalization of Change, Corporate Profitability, etc. I have also got the chance to take part in social responsibility projects, which allowed me to look at life from different points of view, such as Dreams Academy and Alternative Camps. Especially, these two organizations helped our disabled friends to come one step closer to their non-handicapped living dreams.

Finally, in August 2010, I participated at the Development Center Practice, which is more comprehensive than the practice, in which our strong sides and areas of development were determined during participation at the Stars Team. In this practice, I got the chance to look at myself in the mirror from every angle. As a result of the feedback sent to me in October, I chose three areas of development for myself and made planning, accordingly.

When I turn back and look at the past, despite the intensive business tempo caused by marketing dynamics, I see that I have utilized various opportunities introduced by my company. Opportunities offered to the Stars Team are an indication of Bilim Pharmaceuticals' investments in humans. As these investments and opportunities increase, employees with high loyalty to the Company will be raised...

As for me, I can say that I had many benefits from this program. Moreover, the Leadership Development Program is a non-ending program. It must be continued for the whole life. I will adopt this process as much as I can and take pains to develop it and share with others.

## Valuing Humans



### **Participant of the Stars Team-Blue Group**

**Hakkı AĞAR**  
Senior Representative

I have been participating at “Effective Human Management” trainings within the framework of the Stars Team program since April 15th, 2010. I made my final presentation and received my certificate on March 8th, 2011.

In this program, I definitely experienced the most educative period of my 6-year adventure at Bilim Pharmaceuticals. We predominantly received training on “Leadership” in this program, which was open to special employees, who were chosen from all regions, held subject to the “Development Center” practice and deemed to be highly compliant with the “Bilim Pharmaceuticals Leadership Profile”.

All sessions were interactive and educative. We received a number of trainings in practice even from differences between Coaching and Leadership to the question “How an effective project is created, applied and presented.” Through the “social responsibility project leadership”, which I define as the “graduation thesis” of the Stars Team, we got the chance to

improve ourselves in such criteria as building up and managing teams, budget management, motivation strength, etc. One of the biggest contributions of this project was the smiling faces of needy people, who we made really happy.

The fact that my company gives place to its own employees in such an elite organization and hosted participants in a number of Leadership Summits is the proof that it is a primary actor in terms of “Making Investment in Humans”. Maybe, we are lucky to have an HR management which breaks records in terms of ‘employee development’. As a company that ‘makes others follow its footprints’ in the pharmaceutical industry which is currently through a difficult time, Bilim Pharmaceuticals does not just open a career door for its employees, but also offers its employees the chance to improve their capabilities, knowledge and managerial capacities by giving all necessary trainings. This investment in ‘humans and knowledge’ in this period in which the sector is fluctuating offered me many advantages. The biggest development that I saw in myself was to determine my ‘deficiencies’ and to overcome them. Practical trainings that were provided to us in terms of managerial capability and creativity allowed me to look at even the most ordinary events with a different point of view. These leadership training programs, which are provided by Bilim Pharmaceuticals – a “natural born leader” – to its family members, show that our company will give direction to the leadership concept in the future as well.



**Mustafa Murat ARDA**  
Production Planning Expert

I have been serving at Bilim Pharmaceuticals for 6 years. I began my duty at the company as a Planning Engineer and I have been appointed as an Expert in 2008.

As my managers nominated me in 2009, I took my first step into the Stars Team. As I became successful in the tests performed by the HR Department, I joined the Stars Team.

I participated at various training programs throughout 2010, including Effective Human Management, Project Management and Leadership within the framework of the Stars Team program. I was involved in a numerous practices in these trainings to recognize and improve my talents. I learned many

things in terms of achieving a strategic point of view, improving my communication and effective listening talents and being solution-oriented.

Moreover, within the framework of the Stars Team program, I am the leader of a social responsibility project, entitled “Smiling Eyes”. In this project, we conduct various social and sports activities with our 60 children at the Kartal Emrullah Turanlı Kindergarten, which is interlinked to the Society for the Protection of Children, aiming to ensure that they get involved in the social life. With our children, we have gone to Euroleague basketball game, children’s theater, and dolphin shows, made birthday celebrations and established the multimedia room which will contribute to their education and allow them to have fun. In the coming days, we will also plant saplings in the garden of the kindergarten. With this project, while I improve my leadership capabilities, I also increased my motivation with the energy stemming from doing good things. I and my colleagues who were involved in this project feel happy and proud for making contribution to the community.



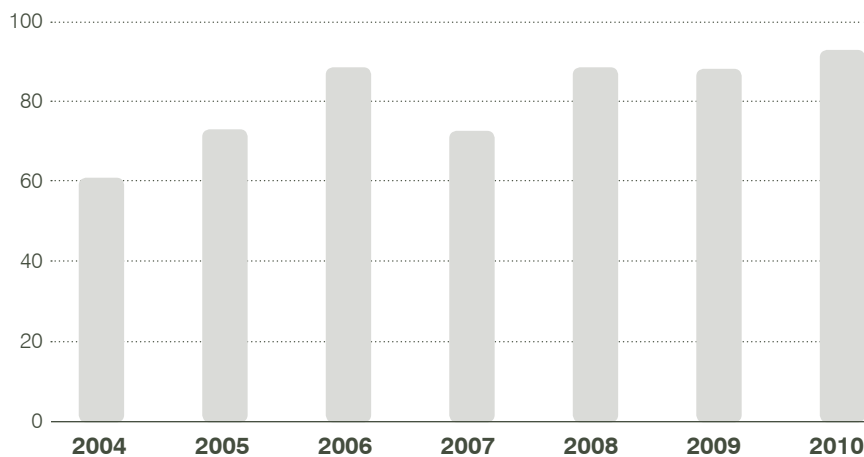
### They demonstrate their leadership capabilities in voluntary projects.

Our employees are given the opportunity to improve their leadership capabilities, which they acquire from training, by getting involved in voluntary projects. In these projects, they voluntarily develop a community investment project, create their teams from voluntary employees and make their team members work voluntarily to reach the pre-determined targets.

A total of 25 different voluntary projects were conducted within the framework of the Stars Team in 2010.

When an appointment is going to be made within the framework of the Back-up Plan and Mobility Plan, those employees who have successfully completed the Stars Team Development Program are held subject to the development centre practice for appointment within the scope of the "Appointment Evaluation System".

### In-House Promotion Percentage (%)



# 94.6%

**Bilim Pharmaceuticals which raises its own employees for managerial posts, had an in-house promotion rate of 94.6% in 2010.**

	2004	2005	2006	2007	2008	2009	2010
<b>Achieved</b>	62.1	74.2	90.4	74.1	90.6	90.1	94.6

For appointment within the framework of the appointment evaluation system, those employees who meet position compliance criteria at expected levels during the "Development Centre" practice are appointed to target positions.

### Coaching System

The "In-House Coaching System", which is applied by many successful organizations throughout the world, is one of the strongest instruments applied to transfer of knowledge, experience and culture within a company from one generation to another by use of in-house resources and thus to establish a "learning" organization structure. At Bilim Pharmaceuticals, the "In-House Coaching System" was launched in December 2005, playing an important role in our history as one of our successful practices. Our "In-House Coaching" system, which initially began

with 19 students and 13 mentors within the framework of the first pilot practice, continued to grow to reach 26 mentors and 26 students, which were identified in line with quotas. Today, there are 32 mentors and 32 students within the system.

Our "In-House Coaching System" aims to create a culture in which each manager has adopted the "coaching style" management and each student seeks to become a mentor in the future.

As in all our HR applications, we began to work to reach a management model in which this culture is well integrated. As new mentors are trained, we are now planning to disseminate our efforts in the coming years to all our employees in a way to create equality of opportunity

## Valuing Humans



### Participant of the Stars Team-Yellow Group

**Cem TOZAR**  
Senior Product Manager

Bilim Pharmaceuticals' MT Program is a program in which employees who fit our marketing formation and have development potential are taken to the "development pool" and prepared through training programs to raise them as "Product Managers". The performance that they demonstrate in sales teams is the key factor in the determination of employees for this position.

This program allows employees, who have been raised with Bilim Pharmaceuticals' values and adopted and reflected these values to the business life, to produce additional value in higher positions.

After I got involved in this program during 2007-2008, I received necessary trainings according to the training schedule announced by Human Resources. During this time period, I continued my current duty as sales representative. After my education was completed, I prepared a project and made a pitch on its preparations. I completed the project, thanks to the training programs I participated at, and was appointed as an MT following the evaluation process.

The program made significant contribution to my personal development. As a Product Manager, I think that I demonstrated a harmonious performance with added value through my loyalty to the firm, my working style and my domination on our corporate values.

## Leadership Development Program

### BI'L Model

Today those companies which lack a strong leadership strategy cannot maintain sustainable success. Having necessary leadership qualifications, we are aware of the importance of leadership in this competitive environment of the new world order..

As Bilim Pharmaceuticals, we pay maximum attention to using our leadership capability at the maximum level to reach our vision. In order to possess a stronger leadership strategy as well as to ensure that all our leaders act with a joint leadership approach, we began to implement the Bilim Pharmaceuticals Leadership Model "BI'L Model".

Within the framework of the BI'L Model, leadership is classified into 3 categories, adding strength to each of us.

#### 1. First, We Are Leaders of Ourselves, because

We believe that a leader should first know how to manage his/her own attitude and behavior.

#### 2. Then, We Are Leaders of our Businesses, because

We believe that those who do their business well are as important as leaders who manage teams.

#### 3. Finally, We Are Leaders of our Teams, because

We believe that we can be successful only by encouraging employees working under our managerial responsibility to work together for shared targets.

For this purpose, we have written down how we feel and made commitments to our employees through the "BI'L Manifest".

## LEADERSHIP DEVELOPMENT PROGRAM

Trainings applied within the framework of the Leadership Concept:  
myself:

- Individual Leadership
- Corporate Culture and Values
- Ethics
- Coaching
- E-Book

Leader of my business:

- Standard Occupational Development Plan
- E-MBA
- Business Simulations

Leader of my team:

- Leadership Development Program
  - Situational Leadership
  - Coaching and Feedback
  - Mentorship
  - Leadership Summit
  - Leadership E-Bulletin
  - Guest Leaders
  - E-Magazine
  - Voluntary Projects

Talent Development Programs

- Blue Stars Team Development Programs
- Green Stars Team Development Programs
- Red Stars Team Development Programs
- Yellow Stars Team Development Programs
- Voluntary Projects

First Step Towards

## Leadership Summits

The "BI'L Model" was launched at the Leadership Summit that was held for the first time in April 2010. At the 2<sup>nd</sup> Leadership Summit, we concentrated on the "I Am the Leader of Me" concept of the BI'L Model. We then decided to deal with the primary elements of the BI'L Model one by one at each leadership summit.

## Leadership Bulletins

We issue our Leadership Bulletin throughout the company every quarter. In this bulletin, we give place to topics within the framework of the Bilim Pharmaceuticals' BI'L Leadership Model.

With respect to the content of the bulletin, we seek the opinions of our Board of Directors, the Leadership Development Board and the Sustainability Board and prepare the bulletin, accordingly.

In the bulletin, we include the remarks and opinions of any leader of our company with respect to a matter, which is closely related to the corporate culture or agenda, such as leadership, sustainability, corporate responsibility, etc in the section entitled "Bu Sese Kulak Ver" (Listen to this Voice) and to personal points of view concerning leadership and leadership development regarding our Leadership Model in the section entitled "Haberin Olsun" (Be Informed). We deal with the current matters of the business world in the sections entitled "Kendini Geliştir" (Develop Yourself) and "Mesajın Var" (You've Got a Message). We give also include comics related to the business world in the section entitled "Eğlenceli" (Fun).

## Employee Training

When describing our training and development targets, we aim to create an employee profile which shall provide the organizational structure pertaining to the requirements of our company, that is, its values, its mission, its vision, its strategic plan and strategies.

Training and development targets allow our employees gain the necessary competencies and qualifications, which are determined in line with our company's requirements. Thus, all training and development targets aim to ensure that our employees acquire one or more than one behavioral indicator or qualification under the competency and qualification catalogue.

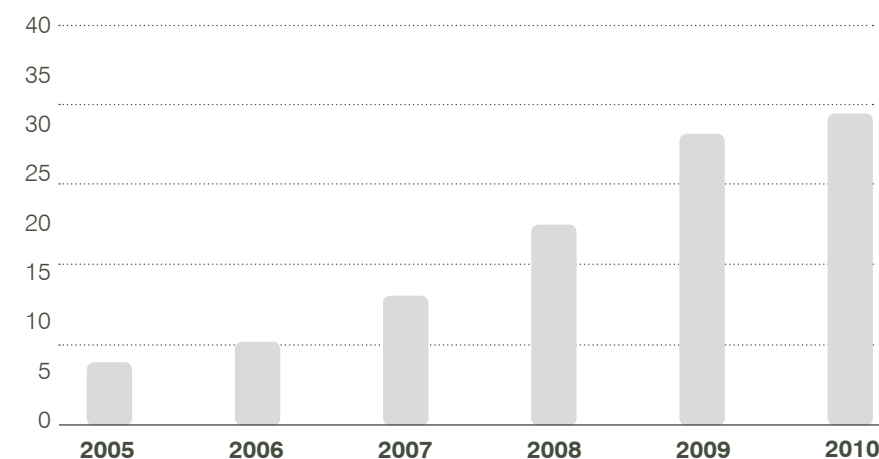
The individual development needs of our employees are identified within the framework of our performance evaluation and potential evaluation systems. During the performance evaluation period, the required areas of development are determined by comparing existing qualifications/competencies of employees to the targeted qualifications/competencies, which, in turn, provide input for the training requirement analysis.

By using the development centre practices for determined qualifications and competencies of those employees who deserved to get on the talent pool (Stars Team), the individual needs of employees before the development program as well as effectiveness of the training after the program, are measured.

Our employees who participate in training outside the company organize information sharing training sessions with the goal of enhancing interactivity amongst employees and sharing to become a part of the corporate culture, as well as having the training become commonplace within the company.

In addition to training, a number of mediums and concepts have been developed with the goal of formulating learning at the individual level, at the team level and as an overall company. Examples of these mediums and concepts are Guest of the Month, the Coaching System, Business Simulations, the Development Projects & Development Consultancy, the Field Coaching System, Seminars and Conferences, Graduate Study and the Virtual Learning Environment.

## Number of Employees Whose Masters Studies are Supported by Bilim Pharmaceuticals



# 31

**As of 2011, Bilim Pharmaceuticals has supported the masters studies of its 38 employees.**

	2005	2006	2007	2008	2009	2010
<b>Achieved</b>	6	8	13	20	29	31

## Valuing Humans

### Percentage of Training by Area of Development (personal development, occupational development, IMS-Integrated Management System)

2010	Man/Hour	Total Hours
Occupational Development Training	5.06	8801.63
Personal Development Training	37.2	64857.02
Integrated Management Systems Training	8.36	14540.39

### Training Time per Employee (Hours)

	2007	2008	2009	2010	2011
<b>Achieved</b>	43.74	50.1	52.4	55.4	
<b>Target</b>	45	50	52	53	56



**Anil ADANALI**  
 Instructor  
 Adisa Consultancy

I have been giving "Individual Leadership" trainings to Bilim Pharmaceuticals since 2003 within the framework of Individual Leadership and Domestic Relations-My Family Programs, as well as the volunteering project entitled "I Have the Control of My Career".

Trainings, which have been provided on domestic relations with the theme "My Family – BilimFamily", were highly admired.

As much as our colleagues who work in field or who are involved in the sales teams in particular, their spouses also actively participate at these trainings.

This training project is actually a reflection of family happiness to the business life and a reflection of happiness in business life to home.

The contemporary business life has to see individuals not as employees but as social entities. And, anticipation of family members towards the jobs and the workplaces of each other

gradually gains importance. Particularly nowadays when workplace loyalty has gradually decreased, one of the things that keep a person loyal to his job is his family's opinions.

For this reason, "My Family" trainings are organized as a meeting of sharing where employees particularly feel that they and their families are cared about. During this sharing process, family members get to chance to know and understand Bilim Pharmaceuticals more closely and to get acquainted with other employees; and they gain some recognition ability to be more satisfied and happier within the family. Some couples that have not yet become a family and some unmarried employees also participate at these meetings, making contribution to their own development as preparation for the future.

The Human Resources team plays a big role in the preparation and implementation of these training programs. Sometimes, it is not possible to see the direct reflection of such trainings on business or to achieve concrete results. In time, we aim to form a corporate culture, to create a common language and to ensure that our employees feel full loyalty to the company as a real family.

As an instructor, I get acquainted with many new precious families in every place I visit. I learn many things from all of them as well. I also make use of different cultures, different tradition and numerous examples in terms of working and living under the same roof.


**Gülsün GÜRSEL**

Founder of Bellatris, an Education, Consultancy and Coaching Company,

I am the founder of the education, consultancy and coaching company entitled "Bellatris", which has been providing training programs and evaluation studies for Bilim Pharmaceuticals since 2006. The feature that drew my attention in my works with Bilim Pharmaceuticals is that there is a very comprehensive and detailed preparation and preliminary briefing stage before the training. In 2006, in which our company began to offer training programs to Bilim Pharmaceuticals, before the Innovative Product Directorship training, we held meetings first with the Human Resources department, then with the board constituted of department managers and finally with the managers from the Human Resources department again and carried out efforts for the adaptation of the training program to Bilim Pharmaceuticals.

Another issue that caught my attention is that one or more than one person from Human Resources was available at the training, observing and assisting the participants.

Another difference of Bilim Pharmaceuticals is that it has standardized training programs each passing year and continued to give the same trainings to new participants every year. The training programs that we offer to Bilim Pharmaceuticals, as well as assessment processes have been all standardized. In my opinion, another positive issue is the gradation of trainings. For instance, separate training programs were structured for MTs, Junior Product Managers, Senior Product Managers, etc.

Working with Bilim Pharmaceuticals gave me the pride and happiness with a professionally acting partner. Moreover, I went to universities in the eastern part of Turkey as a voluntary instructor with some people from Bilim and was involved in delightful activities. Here, I got the chance to see closely the modest attitudes of Bilim Pharmaceuticals employees, who are self-sacrificing, who work for the community and who make difference.

**In-House Training**

Importance is given to "on-the-job training" in standard occupational development plans which also cover the "orientation period", in order to support employees' development. Like orientation training, training programs such as "on-the-job training" or "technical training", which aim to teach the job to employees while they are on the job, are provided by in-house instructors and sales training managers to all employees within the framework of our company's training plan.

**In-House Training Time in 2010 (Hours)**

Total Hours of Personal Development In-House Training	23,210.14
Total Hours of Occupational Development In-House Training	14,682.27

Providing at least 8 hours of in-house training was added to standard performance targets so as to support our managers share their experience with other employees. Moreover, the "field coaching" practice is also carried out to raise the business experience of the field employees.

**Employees' Volunteer Work**

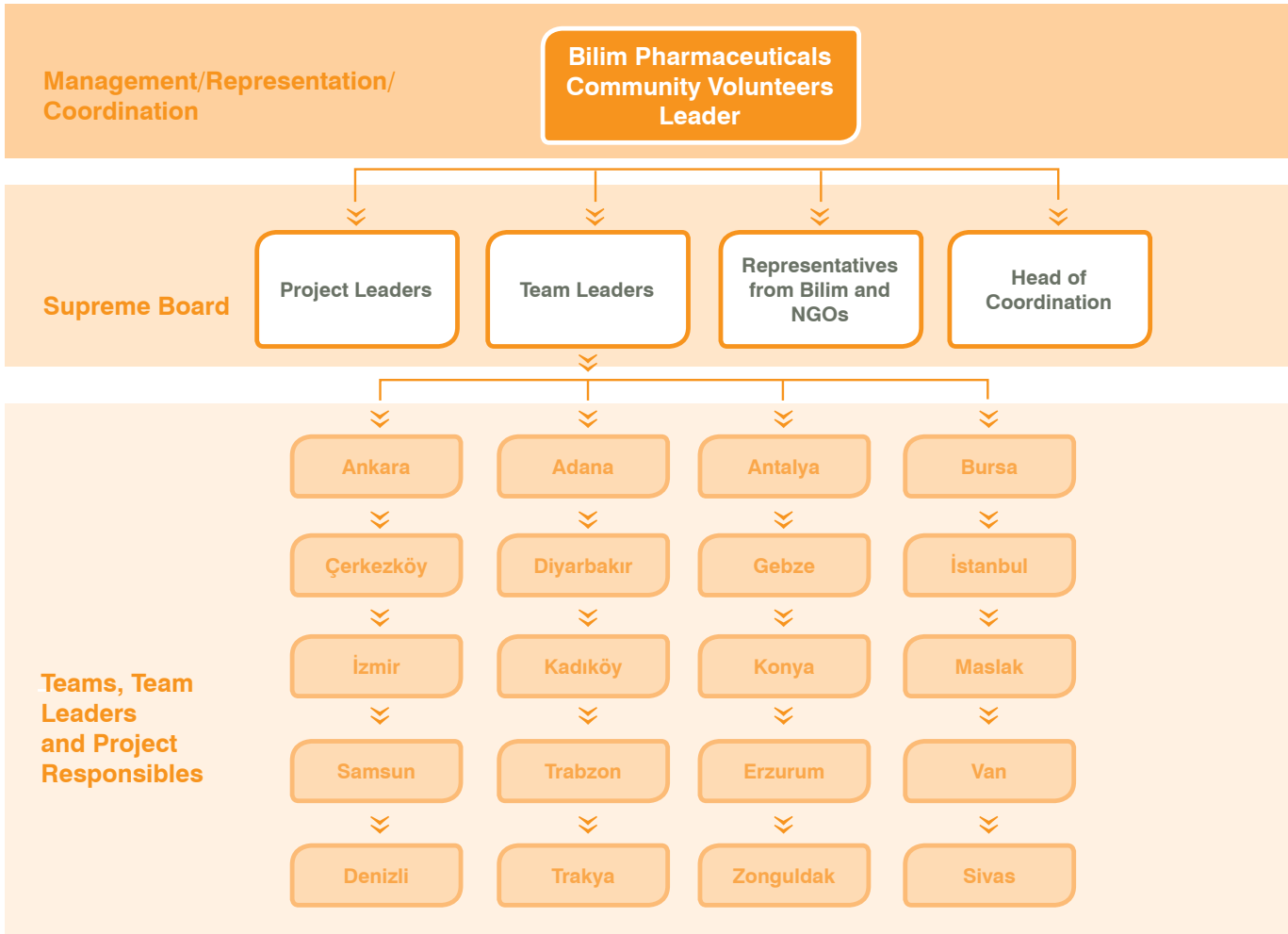
"Bilim Pharmaceuticals Community Volunteers" was established in 2004. In 2005 it became a platform comprised of our volunteer employees who were willing to devote their time, their individual talents, their intellectual knowledge, their labor and their experience to share with people in need "in order to become a part of the solution". As of 2010, the platform is operating with 20 teams comprised of 748 active members from 11 provinces of Turkey.

**Number of In-House Instructors**

	2006	2007	2008	2009	2010
Approved number of in-house instructors	7	16	40	40	39

Valuing Humans

Bilim Pharmaceuticals Community Volunteers Organization Scheme





#### Bilim Pharmaceuticals Community Volunteers Organization Scheme

Every year, our volunteers develop projects in line with “Bilim Pharmaceuticals Community Volunteers Mission and Principles”.

Projects that are approved by the supreme board, which is comprised of team leaders, are then implemented through the voluntary support of our voluntary employees, our families and our stakeholders.

#### Mission Statement of the Bilim Pharmaceuticals Community Volunteers

**To ensure that our employees, our families and our stakeholders share their knowledge, time, talents, resources and experiences with an understanding of social responsibility and with a voluntary approach for the benefit of individuals, who are not members of our families in order to become a part of the solution.**

#### Principles of the Bilim Pharmaceuticals Community Volunteers



## Valuing Humans

They have the means to plan during working hours and economic and logistic support while taking active part in these projects. Our CEO and our HR Director are among our volunteers representing Bilim Pharmaceuticals. Our supreme board (which consists of 20 team leaders) meets every year to plan, apply, and review projects as well as making improvements in the direction of 'Volunteering Principles'. Project results are shared with all our employees, stakeholders and families utilizing all internal communication channels and special activity films.

### Employee Volunteering Model

Bilim Pharmaceuticals Community Volunteers (BPCV) Platform is managed with the decision of the BPCV Board.

Our BPCV Board consists of 20 team leaders, 8 project leaders, 1 Coordination Executive, Bilim Pharmaceuticals representative (General Manager, HR Director, Corporate Communication Director) and NGO representatives.

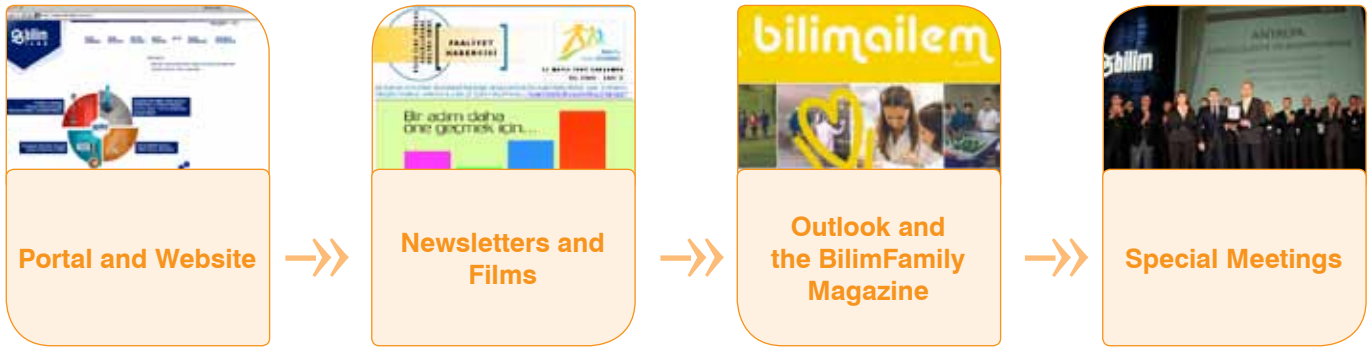
The BPCV board is chaired by the Leader of Bilim Pharmaceuticals Community Volunteers. The most important duty of our BPCV board and the Leader of the Bilim Pharmaceuticals Community

Volunteers is to identify the scope of projects to be applied and to check whether they comply with our principles. Our principles guide us during identification, evaluation, application and reporting of our projects. Compliance of projects with our principles is checked by our BPCV board. We revise our principles each year at our BPCV board meeting in light of what we have experienced and learned and determine our targets for the next year.

### Our Means of Communication

It is our target to generalize volunteerism among all our stakeholders and to raise the number of our volunteers. Perception management and our means of communication are key factors of success for us in reaching this target.

It is our duty to deliver the support and the contribution that our employees, our company and our stakeholders provided us to the right cause and to communicate the outcomes with them. For this reason, we visually record each and every project from beginning to end and share it with all our colleagues and stakeholders through a variety of communication means.



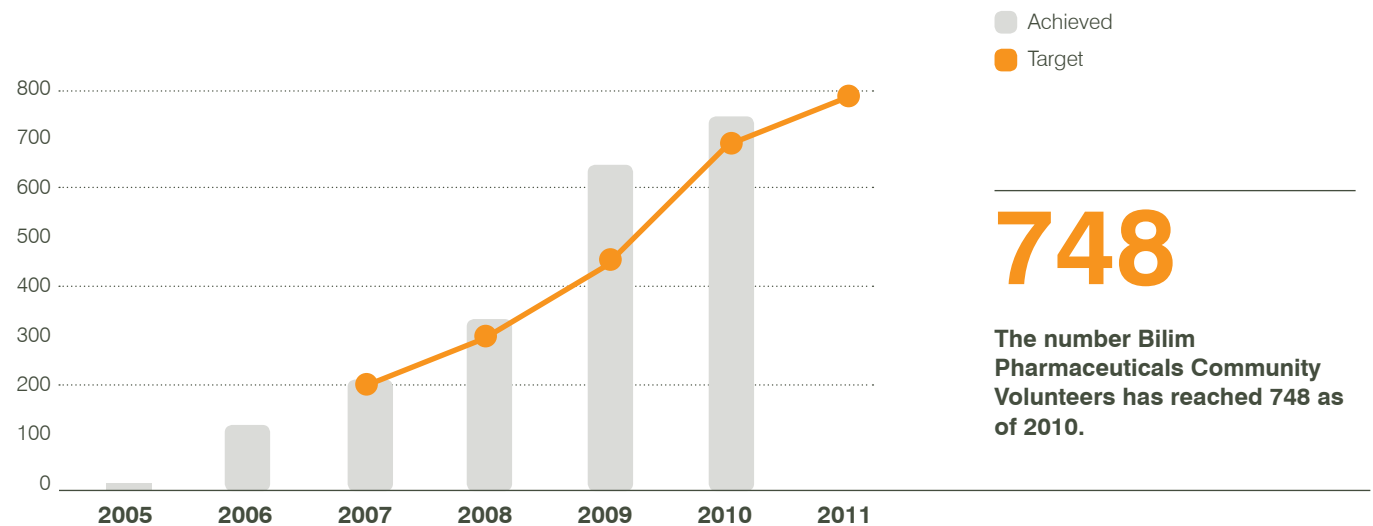
### Support of the Top Management

Our top management stresses the support and the importance it attaches to volunteerism at the headquarters and production plants' information meetings, which are held every six months; as well as at periodic meetings in which all field staff come together; and recommends all employees to join the platform. In Bilim Pharmaceuticals' annual budget, an amount approved by the Board of Directors is allocated to each team according to the projects prepared and recommended by volunteers. In addition to this amount, we offer such opportunities as 2-hour paid

leave every week, as well as vehicle allocation, transportation, accommodation, etc. Our General Manager is a member of the Bilim Pharmaceuticals Community Volunteers Top Management. He participates at the meetings, offers his support and states his opinions.

Our HR Director is involved in our projects as a sponsor, presenting his opinions and suggestions to the top management participating at each meeting; and directs and supervises the budget, decision and approval mechanisms during the structuring of projects.

## Number of Active Volunteers

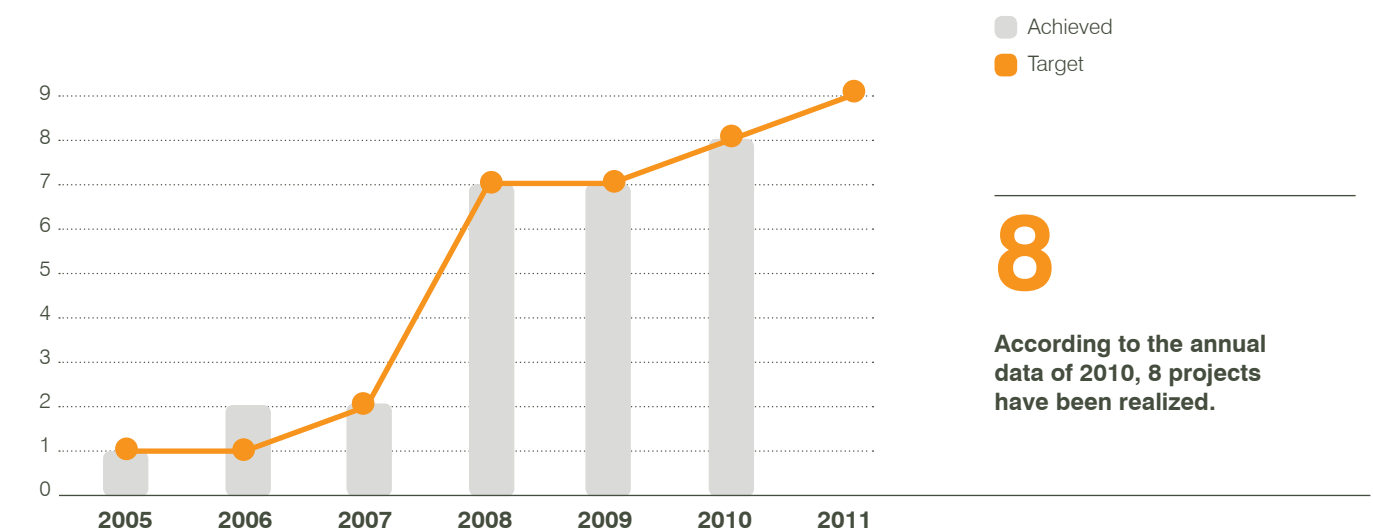


**748**

The number Bilim Pharmaceuticals Community Volunteers has reached 748 as of 2010.

	2005	2006	2007	2008	2009	2010	2011
Achieved	7	126	206	333	653	748	
Target			200	300	450	700	800

## Number of Projects



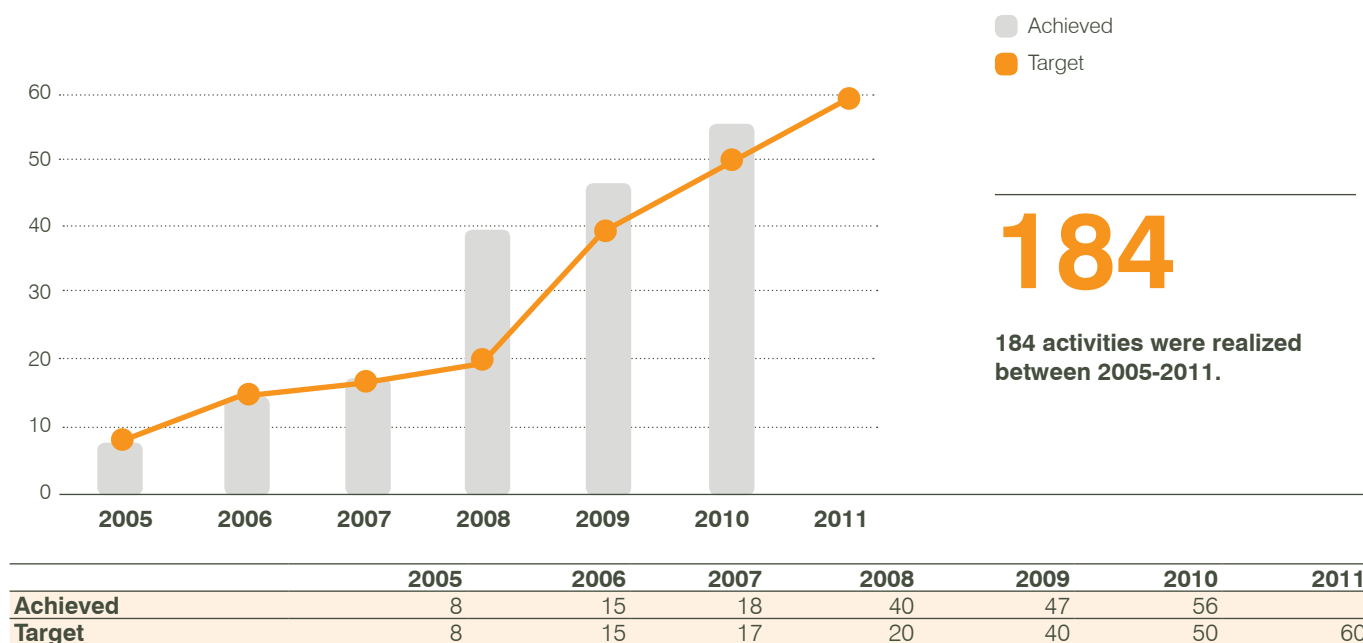
**8**

According to the annual data of 2010, 8 projects have been realized.

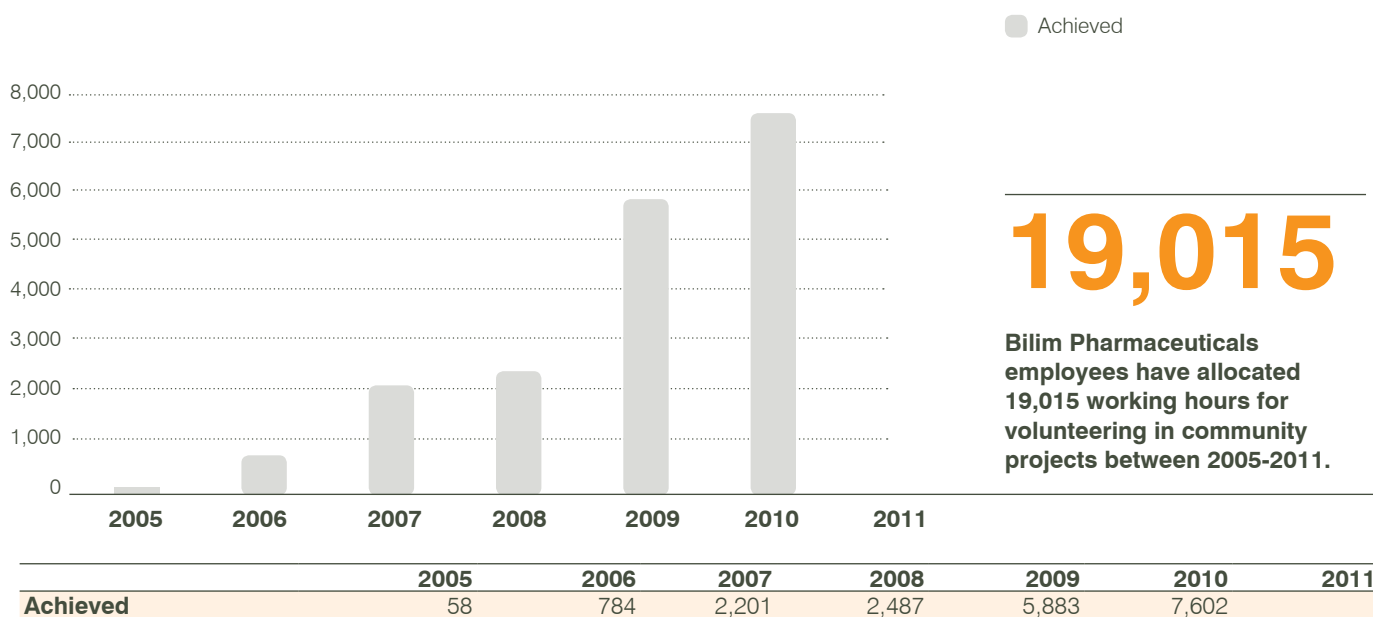
	2005	2006	2007	2008	2009	2010	2011
Achieved	1	2	2	7	7	8	
Target	1	1	2	7	7	8	9

## Valuing Humans

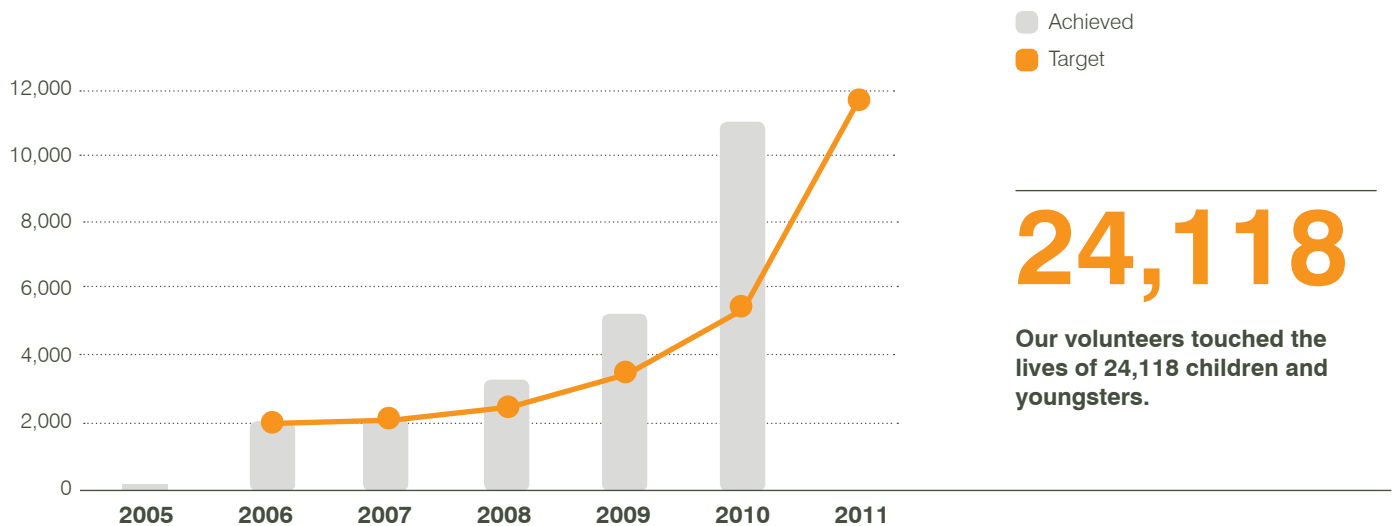
### Number of Activities



### Time Allocated from Working Hours



## Number of People Reached

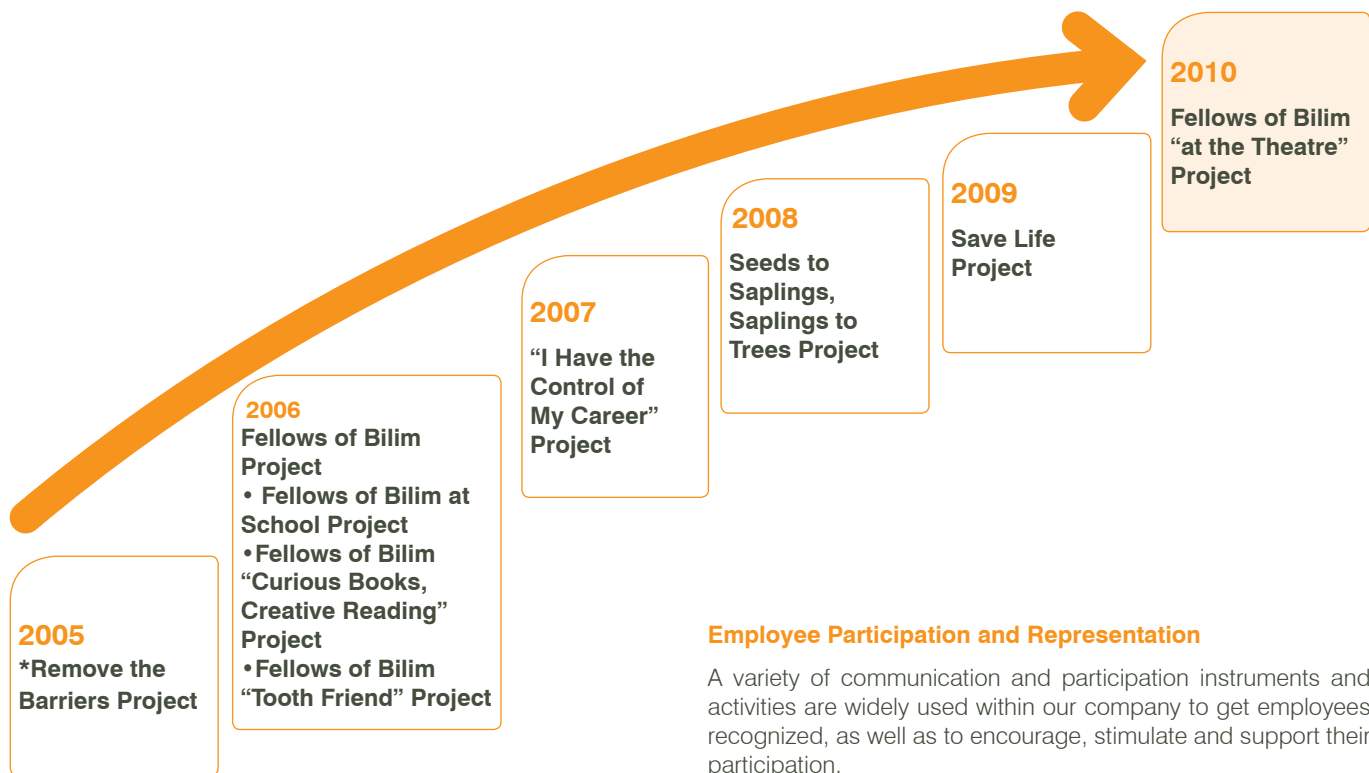


	2005	2006	2007	2008	2009	2010	2011
<b>Achieved</b>	102	2,056	2,140	3,355	5,362	11,103	
<b>Target</b>		2,000	2,100	2,500	3,500	5,500	12,000

Stakeholders	Methods of Popularizing Volunteer Work
<b>Employees</b>	<ul style="list-style-type: none"> <li>· Different projects for different fields of interest</li> <li>· Creating agenda for general and private meetings</li> <li>· Remaining on the agenda by utilizing internal communication tools</li> <li>· Announcement through our webpage and Bilim Portal</li> <li>· Appearing on the press</li> <li>· Positioning it as a development instrument</li> <li>· Integration with the Career Management system</li> <li>· Honouring</li> <li>· Support of the top management</li> </ul>
<b>Families</b>	<ul style="list-style-type: none"> <li>· Different projects for different fields of interest</li> <li>· Announcement through our webpage and Bilim Portal</li> <li>· Honouring</li> </ul>
<b>Customers</b>	<ul style="list-style-type: none"> <li>· Different projects for different fields of interest</li> <li>· Project collaborations</li> <li>· Opportunity to take part in projects voluntarily</li> <li>· Announcement through our webpage and Bilim Portal</li> <li>· Honouring</li> </ul>
<b>Suppliers</b>	<ul style="list-style-type: none"> <li>· Different projects for different fields of interest</li> <li>· Project collaborations</li> <li>· Opportunity to take part in projects voluntarily</li> <li>· Announcement through our webpage and Bilim Portal</li> <li>· Honouring</li> </ul>
<b>Private sector institutions</b>	<ul style="list-style-type: none"> <li>· Sharing of knowledge and application examples through volunteering trainings and comparisons</li> <li>· Project collaborations</li> <li>· Opportunity to take part in projects voluntarily</li> <li>· Announcement through our webpage and Bilim Portal</li> </ul>
<b>Non-Governmental Organizations</b>	<ul style="list-style-type: none"> <li>· Reaching a number of NGOs through various working fields</li> <li>· Project collaborations</li> <li>· Appearing on the press</li> <li>· Honouring</li> </ul>

\*Detailed information on projects is presented in the "Our Community Investment" section of this report.

## Valuing Humans



### Employee Participation and Representation

A variety of communication and participation instruments and activities are widely used within our company to get employees recognized, as well as to encourage, stimulate and support their participation.

All these practices, which are carried out within the framework of the strategy "Raising Employees' Participation", are notified to employees each year through "Communication and Participation Plans".

Communication and Participation Instruments	Participants
Bilim Portal	All employees
Notice Boards	All employees
E-bulletins	All employees
BilimFamily Magazine	All employees and their families
Motivation Practices Systematic	All employees
Boards	Board members
Electronic Communication (e-mail)	All office employees
Employee Satisfaction Survey	All employees
Communication Survey	All employees
Focus Group Meetings	All employees (excluding field staff)
Subject-based surveys	All employees
Subject-based contests	All employees
Personal Suggestion System	Blue-collar employees
Quality Improvement Programs/Quality Circles	All employees
Marketing HR Coordination Meeting	Marketing employees
Office Communicator	All office employees

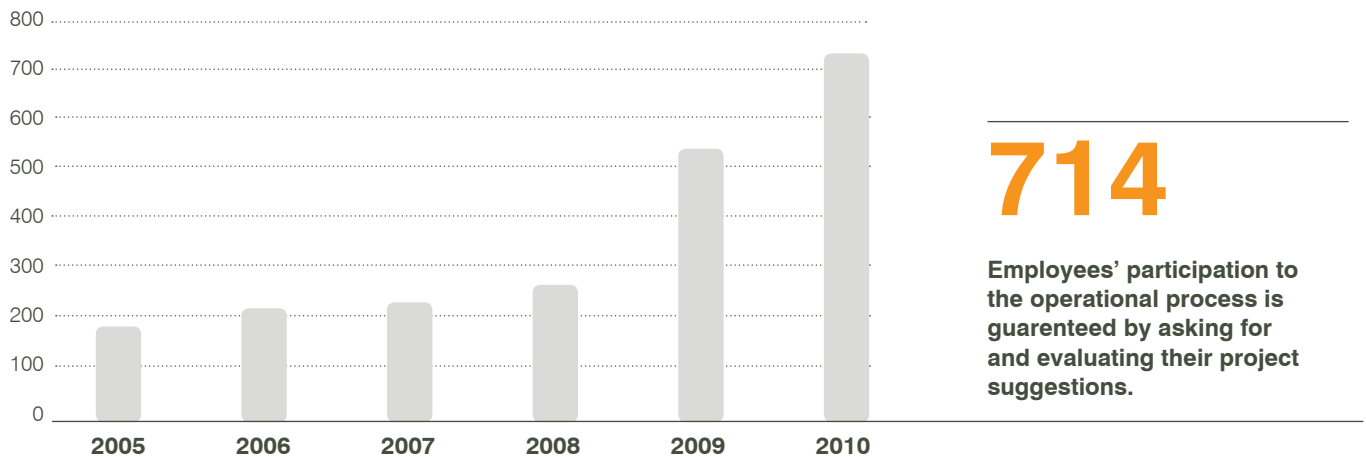
### > Bilim Pharmaceuticals represented Turkey at CSR Europe's Enterprise 2020 Event

More than 400 participants from multinational companies, business networks, EU institutions and all around the work gathered in Brussels on the 28th of October 2010. Bilim Pharmaceuticals participated at interactive representing its Community Volunteers Platform. This year's topics at CSR Europe included the Enterprise 2020 vision, innovative business initiatives to tackle environmental problems, initiation of collaborations among companies and discussion of the today's and tomorrow's of corporate responsibility.





## Number of Projects Suggested by Employees



	2005	2006	2007	2008	2009	2010
<b>Bilim</b>	183	220	236	261	527	714

### Boards and Working Team

**Boards** are teams that are established to ensure that employees become a part of decision-making processes and to support teamwork. Mid- and long-term expectations as well as creative and innovative ideas of employees are received by chairmen of related boards and evaluated at Quality Execution Board meetings every quarter.

		2007	2008	2009	2010	2011
<b>Employees participating at Boards</b>	<b>Target</b>	<b>50</b>	<b>80</b>	<b>95</b>	<b>120</b>	<b>125</b>
	<b>Achieved</b>	<b>55</b>	<b>92</b>	<b>109</b>	<b>143</b>	

**Improvement teams** are composed of Quality Improvement Plan, Quality Circle, Continuous Improvement and Continuous Improvement of Quality teams. Improvement teams and employees are trained to develop their teamwork capabilities, as well as to get them acquainted with teamwork and to use various statistical techniques.

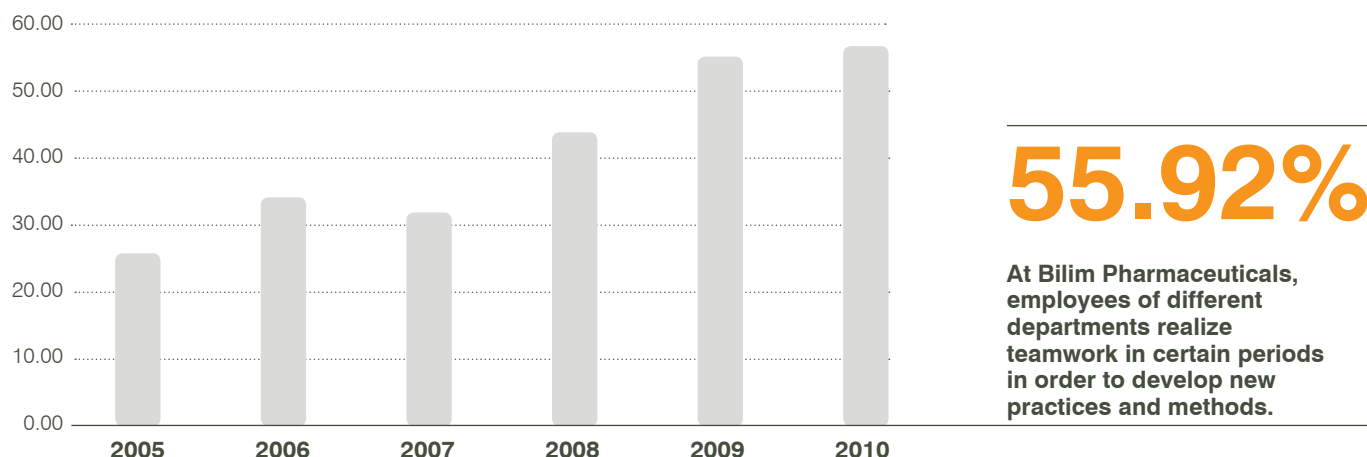
Number of improvement projects that were put in practice	2006		2007		2008		2009		2010	
	Target	Achieved	Target	Achieved	Target	Achieved	Target	Achieved	Target	Achieved
	15	15	14	16	35	36	26	27	30	32
<b>QIT</b>	9	9	1	1	3	3	5	5	0	0
<b>QC</b>	6	6	1	1	4	4	0	0	0	0
<b>SiE</b>			7	9	8	9	17	18	24	25
<b>KSİE</b>			5	5	20	20	4	4	6	7

**Project teams** include those groups that are formed through the team-based structuring of the organizational system due to the way of their collaboration with defined **project groups** that are comprised of employees from different departments, who come together to develop applications and methods.

**Organization-based groups** are those groups that work as a holistic team when carrying out their activities and conduct performance evaluations including business results on a team basis.

## Valuing Humans

### Participation at Teamwork (%)



	2005	2006	2007	2008	2009	2010
<b>Bilim</b>	25.60	33.42	31.63	43.14	53.81	55.92

Blue Collar Communication Board	It is a board that meets every quarter, where communication related matters of in-house blue-collar employees are discussed.
Targets of the Blue Collar Communication Board	<ul style="list-style-type: none"> <li>To increase the speed of information access by our blue-collar colleagues</li> <li>To determine employees' satisfaction with respect to in-house communication means</li> <li>To determine expectations with respect to in-house communication means</li> <li>To encourage and support employees to participate at in-house communication activities</li> </ul>

#### Creative Idea Platform

The Creative Idea Platform is a platform which was set up to generate ideas and encourage rising levels of values and performances through continuous and systematic innovation by making use of our employees' creativity in order to design new or improved products, services, processes and social interactions. We aim to open the creative idea platform, which is already open to all our employees, to the use of all our stakeholders in 2011.

#### Open-Door Meetings

These represent a communication medium that provides one-to-one communication between the top management and employees and allows employees to share transparently any issues that matter to them with the top management. Every Wednesday afternoon in the second week of each month, employees come together with managers through making rendez-vous. The top management is always available on this precise day for possible requests for communication.

#### Suggestion systems

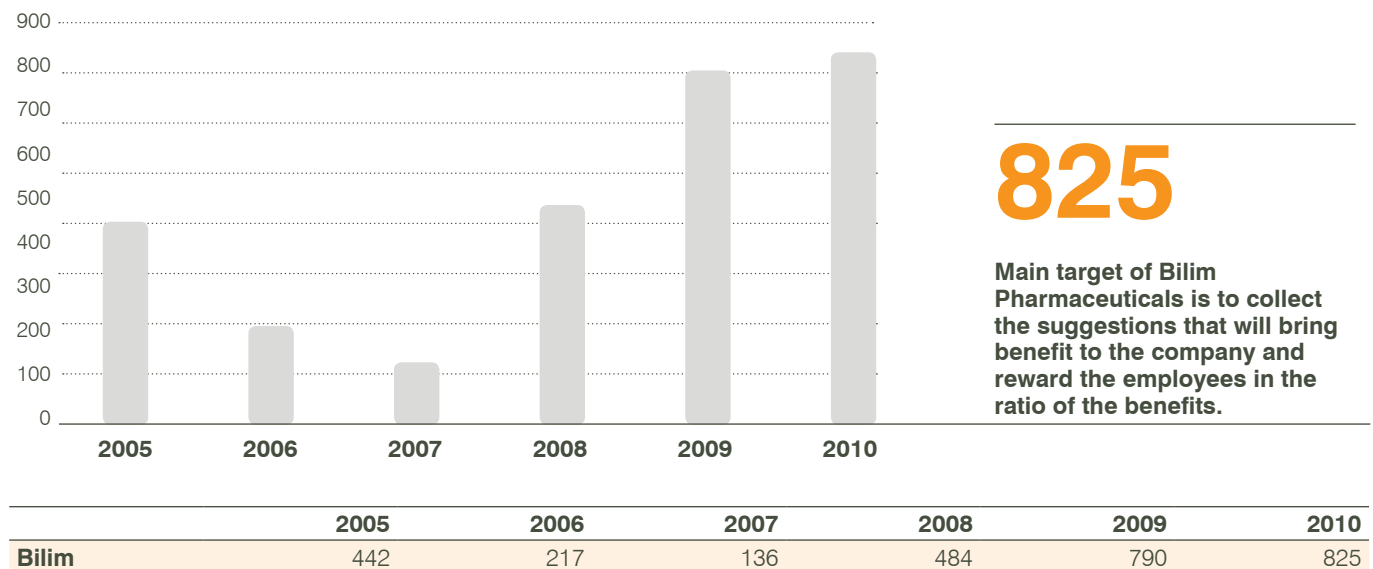
##### Personal Suggestion System (PSS)

The Personal Suggestion System (PSS) is a system that allows our blue-collar employees to share their remarks with respect to improvement activities, supports their innovative and creative initiatives, evaluates incoming suggestions and implements the suggestions deemed appropriate. In line with our company's purpose, targets and policies, and with the support of our blue-collar employees, the suggestion system aims to collect suggestions particularly with respect to such matters as efficiency increase, improvement of quality, cost-efficiency, improvement of the working environment, increasing customer satisfaction, occupational health and safety, social development and environmental impacts, as well as to evaluate and implement, if deemed appropriate, the suggestions based

on objective criteria and thus, to provide further participation of our employees and to increase permanently the number of our company's achievements. Owners of the suggestions that are deemed appropriate and put in practice are rewarded parallel to the benefit achieved through what is suggested and announced to all other employees throughout our organization.

The number of suggestions forwarded with the scope of the Individual Suggestion System since 2006 is given in the following diagram:

### Total Number of Suggestions



### Internal Communication Activities

In line with our strategy of "increasing communication among employees", the most important feedback resources that we use to identify communication needs and expectations are the Employee Satisfaction Survey (point of contact), Communication Survey and Focus Group studies.

By means of communication surveys, the effectiveness of existing communication means and expectations regarding new communication means are questioned. In order to analyse evaluations of our employees, who are in various positions and functions, on communication means and methods in detail, focus group studies are conducted in coordination between Corporate Communication Department and Human Resources Department.

Moreover, various benchmarking studies are carried out. By comparing in-house communication efforts of various organizations, we learn new practices, which are discussed at the Corporate Communication Board.

All information collected from Communication Survey, focus group studies and Employees Satisfaction Surveys (under sub-section entitled "Communication"), as well as the results of performance-measuring and benchmarking activities is evaluated at the Corporate Communication Board.

### Corporate Communication Board

It is a board sponsored by the General Manager and chaired by the Corporate Communication Manager, which meets every quarter and where internal and external communication matters are discussed.

## Valuing Humans

---

### > Corporate Communication Policy

We consider communication as the most important factor supporting our participative management approach. We are engaged in regular and bi-direction information exchange with our internal and external stakeholders that we are in touch with, within the framework of our principles such as honesty, transparency, ethics, understandability, sustainability and accountability.

We present our company's vision, mission, values, policies and strategies first for the information of our employees then our other stakeholders. We support activities that aim to internalize our vision. Moreover, we aim to make sure that our company's mission, corporate culture and values are effectively used by our employees in their daily lives, particularly during "business making, decision making, implementation and evaluation".

Regarding all our stakeholders, we aim to ensure that information is accurately shared based on the principle of transparency and trust. We share transparently our performance in our corporate responsibility reports in order to meet our stakeholders' basic expectations.

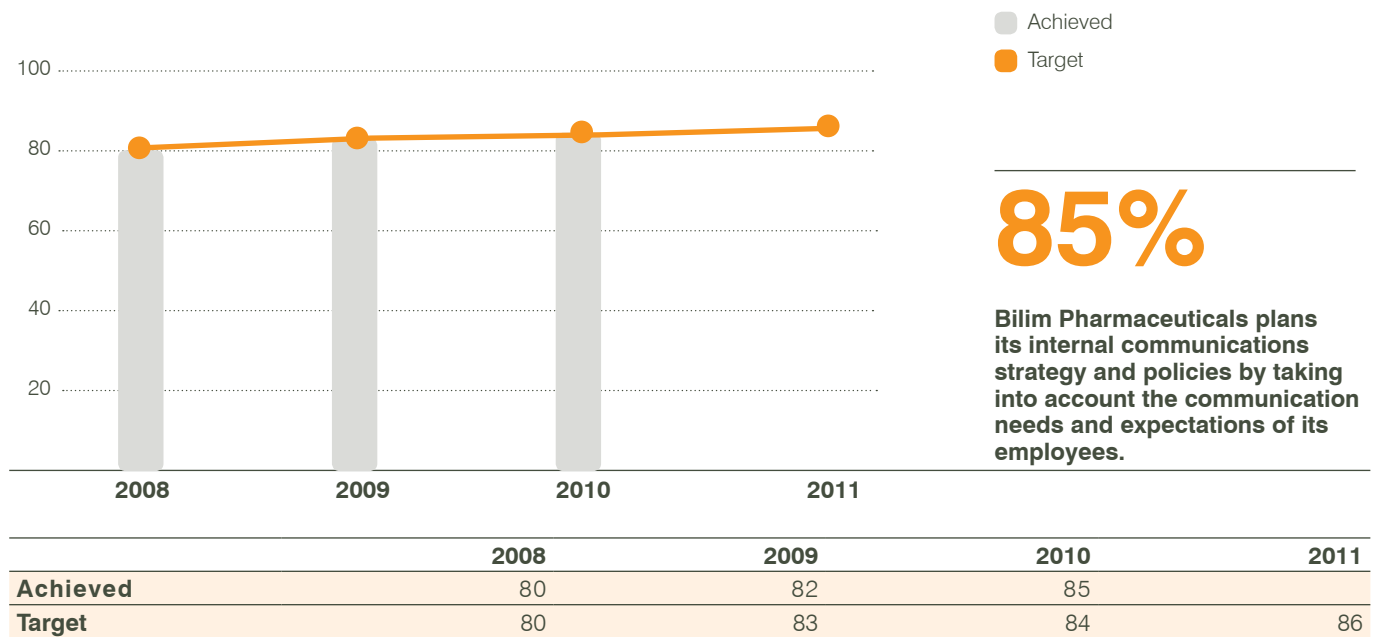
Based on our employees' communication needs and expectations, we plan our internal communications strategy and policies and design communication channels accordingly. In order to ensure that our company's mission, vision, values and purposes are well understood, we inform our employees and provide their participation in related processes. We create means of communication, which would allow our employees to adopt our corporate values and popularize our corporate culture. We provide information flow that contributes to the personal development of our employees and we enable the coordination of produced information. We keep a continuous view of latest technologies to make sure that our employees have easy access to information and take any precautions that would ensure the effectiveness of our communication.

We establish sustainable and transparent relationships with corporations, which we are in cooperation with, based on mutual trust and respect. We set up widespread relationship networks that would ease determination of possible collaborations.

We determine short- and long-term communication needs jointly with our customers and take pains to meet them. We respond rapidly and effectively to our customers' feedbacks. We make suggestions to our customers to use our products and services responsibly.

We establish communication with the media and the public based on the principles of accuracy and transparency. We pay attention to ensure that media members receive the right information from the source and at the right time.

### General Level of Satisfaction with respect to Internal Communication Means (%)-2010



### Occupational Health and Safety

#### Occupational Health and Safety Management

We, at Bilim Pharmaceuticals, apply the IMS (Integrated Management System) which integrated the Quality, Environment, Occupational Health and Safety standards within a single framework. Our system is based on the cGMP, ISO 9001 Quality Management System, ISO 14001 Environment Management System as well as the OHSAS 18001 Occupational Health and Safety Management System standards.

Our Çerkezköy Production Facility has held IMS Certification since 2004. As our Gebze Production Facility was certified in 2010, the scope of the certification was expanded so as to cover our entire company.

The Occupational Health and Safety Management System has been structured in Bilim Pharmaceuticals' OHS policy and risk analysis foundation. Risk analysis studies are repeated annually by the OHSAS 18001 Study Teams in departments throughout the corporation. Hazards stemming from our activities within the study content, as well as risks are ascertained by evaluating the possibility of their occurrence and severity. A business plan is formulated by taking the degree of risk into account. The business plan is administered and executed within the scope of the OHS targets and OHS Management Programs.

Natural disasters which may adversely affect business continuity and operational emergencies are also regarded as part of the risk analysis. We conduct emergency drills with emergency crews and the participation of all our employees in our operations twice a year. We also provide training on occupational health and safety and the environment to newly hired employees within the framework of orientation programs.

## Valuing Humans

---

### > Our OHS Policy

We make use of the most appropriate technology and take protective and preventive measures aimed at reducing the hazards that may arise as a result of our company's operations and its stakeholders.

In addition to the current GMP (Good Manufacturing Practices) standards with the Ministry of Health's laws and regulations of activities executed in our company, we also ensure adaptation to the valid Job Law Legislation and local requirements.

Risks pertaining to Job Health and Safety hazards, which originate from the activities of our company are identified whereas we keep these risks under control by bringing them down to acceptable levels.

We organize training activities deemed necessary for the dissemination of our Occupational Health and Safety Management System by the employees of our company and our sub-contractors.

OHSAS 18001 ensures the continuation of the Occupational Health and Safety Management System, continually improves it by means of revisions and periodically defined targets, whereas we are committed to prevent job-related injuries and illnesses.

#### The OHS Board

In addition to the members who are defined in regards to the requirements of the Occupational Health and Safety Board's Regulations, it is also comprised of department representatives at the management and specialist level. The board meets at least once a month and conducts an Evaluation and Revision with the following agenda in addition to the standard agenda:

- Risk Analysis Results, OHS Targets, OHS Management Program
- Internal and External Inspection Findings, Corrective and Preventative Activities and Improvement Plans

- Findings and Recommendations Presented by Employee Representatives and Other Board Members

- Job Accidents, Accident Risk, 'Close Call' Accident and Occupational Sickness Bulletins

- Training Activities

- Preparations for Natural Disasters and Emergency Situations

- Assessment and review of the progress deriving from the Current Status Analysis

- Assessment and review of legal amendments (when necessary)

- Monthly assessment of performance indicators related to OHS

- Assessment and review of innovative and creative ideas and learning data (when necessary)

- Assessment and review of OHS policy (at the last quarter)

#### OHS Study Teams

The teams are comprised of managers and specialists determined by the management of each department. The essential purpose of these teams is to continually increase the dissemination and application effectiveness. They meet on a monthly basis and more often, if deemed necessary, to conduct risk analysis within the Training Management Systems context, to conduct revisions in accordance with experiences gleaned from the practice of OHS, SOP and instructions, to ensure compliance with safe job rules in the departments they represent, to participate in internal inspection activities, to evaluate OHS bulletins, as well as to plan and execute activities for IAA's (areas open to development).



#### Member of the ISO 14001 Work Team

##### Emel ERTANIŞ

Expert Microbiology Analyst at Gebze Plant

I have been guiding occupational health and safety procedures for about five years. I have also been a member of the ISO 14001 working team for two years.

Before being a guide and a member of the working team, I was not informed of occupational health & safety and environment. Right now, however, I think I have too much knowledge on the

matter. I pay too much attention to occupational health and safety both in my business and private lives. Even, when I look at other companies and firms, I can instantly recognize those rules related to occupational health & safety and environment which are not watched out for; and sometimes, I cannot hold myself and warn people.

I take pains to raise people's awareness on occupational health & safety and environment by giving trainings about these matters in our department. I believe that raising awareness on the matter provides protection against job accidents, as well as environmental protection.



#### Member of the OHSAS 18000 Work Team

##### Adnan KAYABAŞLI

Liquid Medicine and Pomade Manufacturing and Packaging Manager at the Gebze Plant

I have been a member of the OHS/Environment Team since 2009. Being a team member means to be actively involved in efforts conducted with respect to occupational health and safety. Moreover, it necessitates you to keep view of activities

concerning occupational health and safety in your department and to raise awareness of employees on these subjects.

The environment dimension of our team is a matter that must be taken very seriously for a sustainable future. The fact that our company pioneers this approach and we take part in these efforts as members of this team makes very positive contribution to the environment and to our community, accordingly.

Because our efforts as a team are shared with other employees and even with our families, we are able to create a common platform of participation, thus reaching much better results each passing day.



## Valuing Humans

## OHS Targets in 2011

The OHS Management Program is implemented in order to guarantee the realization of the OHS targets.

The Gebze Plant 2011 OHS Management Program							Programmed Year : 2011	
No	Goal	Enterprise Name	Target	Related Hazard	Activities	Responsible	Term	Cost
1	Determining the occupational health and safety risks related to our establishment's activities; keeping the risks at acceptable levels  Using the right technology and taking precautions in order to reduce the risks our stakeholders are subjected to as a result of our activities	Gebze	<ul style="list-style-type: none"> <li>Developing an ergonomics management program and informing employees</li> <li>To reduce the weight rate of job-related accidents to 0.01</li> </ul>	Ergonomic hazard	<ul style="list-style-type: none"> <li>Developing ergonomics program</li> <li>Establishing an ergonomics improvement team</li> <li>Right lifting, carrying and protection of the back program</li> <li>Healthy Screen Working Team</li> </ul>	THM/ Enterprise Directorship	3Q	8,500 TL
			<ul style="list-style-type: none"> <li>To make sure that OHS improvement activities are completed 100%</li> <li>To reduce the weight rate of job-related accidents to 0.01</li> </ul>	Job-related accidents Emergency situations (fire, explosion, earthquake, chemical leakage, sabotage and terrorist incidents etc.)	<ul style="list-style-type: none"> <li>Procurement of hand lift for air conditioning stations</li> <li>Establishing side walk facility and handrail for stairs to prevent slippage at the outdoor employee entrance</li> <li>Establishment of panic*bar mechanism to emergency doors that open to outdoor, changing improper doors</li> <li>Making a wall anchorage system to exterior to ease window cleaning</li> <li>Procurement of lifters to put perforator boxes on the shelves</li> <li>To make a platforms for H401- J 310-F 310-F331-F332-E-116-C410-B411-B412-B413-B414-B415-B416-B417 shafts</li> <li>Establishing walking paths in D and F bloc suspended ceilings</li> <li>Adapting the stairs used at manufacturing and packaging to OHS standards</li> <li>Procurement of safe box cutters</li> <li>Procurement of carriage apparatus to safely carry solvent materials from level 100 to level 300</li> <li>Making a platform for Collette 300 platform to prevent accidents at discharging</li> <li>Making a window to the door that opens to the canteen</li> <li>Establishment of lifting equipment to -9 floor to carry the chlorine barrels when necessary</li> <li>Making a platform on top of the raw water depot entrance</li> </ul>	THM/ Enterprise Directorship /Production Management	3Q	69,900 TL
			<ul style="list-style-type: none"> <li>To reduce the weight rate of job-related accidents to 0.01</li> <li>To provide at least 4 hours training to our employees and to sub-contractors to internalize OHS management system</li> </ul>	Hazards related to electricity	<ul style="list-style-type: none"> <li>Provision of trainings on preparing instructions about electrical hazards</li> <li>Procurement of equipments on labeling-locking system</li> </ul>	Enterprise Directorship/ THM	4Q	5,000 TL
2	Making our OHS Management System adopted by our employees and the employees of our subcontractors and training them	Gebze	<ul style="list-style-type: none"> <li>To reduce the weight rate of job-related accidents to 0.01</li> <li>Provision of at least 4 hours trainings to our employees and to subcontractors</li> </ul>	Job-related accidents	<ul style="list-style-type: none"> <li>Behaviors based safety management</li> <li>Provision of behaviors based safety management -managers</li> <li>Provision of behaviors based safety management -employees</li> <li>Provision of stress management trainings</li> </ul>	HR/ Enterprise Directorship / THM	3Q	Will be assessed in the scope of PDM

The OHS Management Program is implemented in order to guarantee the realization of the OHS targets.

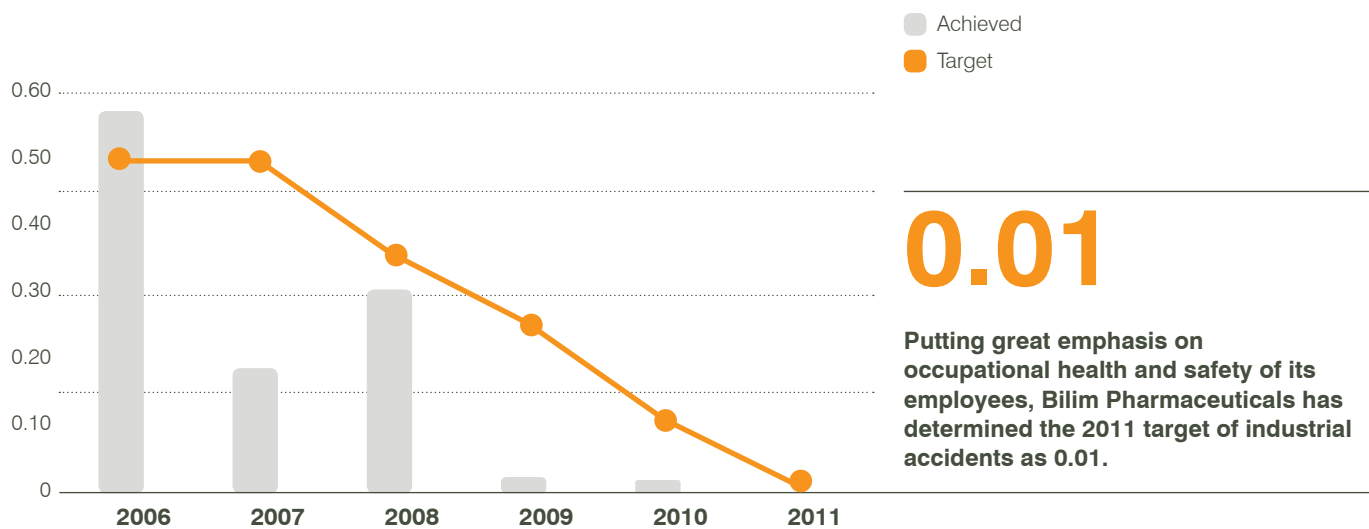
The Gebze Plant 2011 OHS Management Program								Programmed Year : 2011	
No	Goal	Enterprise Name	Target	Related Hazard	Activities	Responsible	Term	Cost	
3	Determining the occupational health and safety risks related to our establishment's activities; keeping the risks at acceptable levels	Gebze	<ul style="list-style-type: none"> <li>Employees taking preventive measures for emergency situations and making emergency case practices at least 2 times in the scope of legal legislation</li> <li>To make sure that Emergency situations intervention team consists of 96 people</li> </ul>	Emergency situations (Şre, explosion, earthquake, chemical leakage, sabotage and terrorist incidents etc.)	<ul style="list-style-type: none"> <li>Establishment of gas recognition and extinction system to solvent depot</li> <li>Establishment of gas recognition and extinction system to Quality and R&amp;D labs</li> <li>Procurement of mobile Şre extinguisher and establishment of an emergency situation cabinet to Quality control department</li> <li>Establishment of emergency situation stations for labs, manufacturing and technical units</li> <li>Renewing the Şrst-aid practitioners certiŞcates</li> <li>To install the body shower to the N bloc waste solvent and chemical materials depot at a reachable place in cases</li> </ul>	Enterprise Directorship / THM	3Q	95,200 TL	
			<ul style="list-style-type: none"> <li>To reduce the weight rate of job-related accidents to 0.01</li> </ul>	Hazards deriving from work equipments	<ul style="list-style-type: none"> <li>Making machine risk assessments betting consultancy</li> <li>Establishment of machine risk assessment team</li> <li>Taking trainings (work team)</li> <li>Making a list of machines</li> </ul>	Enterprise Directorship / THM	2Q	2,000 TL	
4	Complying with the current labor law regulations and local requirements	Gebze/ Çerkezköy	<ul style="list-style-type: none"> <li>To reduce the weight rate of job-related accidents to 0.01</li> </ul>	Emergency situations (Şre, explosion, earthquake, chemical leakage, sabotage and terrorist incidents etc.)	<ul style="list-style-type: none"> <li>Preparation of the document on Protection from Explosion</li> <li>Establishment of a work team</li> <li>Making a list of explosion limits of the chemicals classiŞed as explosives</li> <li>Making an explosion risk map of all areas</li> <li>Provision of trainings</li> </ul>	HR/ Enterprise Directorship / THM	4Q	5,000 TL	
5	Determining the occupational health and safety risks related to our establishment's activities; keeping the risks at acceptable levels  Using the right technology and taking precautions in order to reduce the risks our stakeholders are subjected to as a result of our activities	Gebze/ Çerkezköy	<ul style="list-style-type: none"> <li>To reduce the weight rate of job-related accidents to 0.01</li> </ul>	Working alone Working in closed areas	Procurement of an oxygen measuring device to monitor oxygen levels	Enterprise Directorship / THM	2Q	3,000 TL	
6	Improving our system with regular controls and thus preventing injuries and industrial diseases	Gebze	To reduce exposure to personal noise higher than 87 dBA to 1 person	Noise	<ul style="list-style-type: none"> <li>Taking into account personal exposure levels to noise</li> </ul>	Enterprise Directorship / THM/ Production Management	3Q	3,000 TL	
			To reduce illness levels to 0.5%	Work illnesses	<ul style="list-style-type: none"> <li>Making health controls in scope of annual work program</li> </ul>	HR	4Q	-	
			To realize 2,330 health inspections	Work illnesses	<ul style="list-style-type: none"> <li>Realization in the scope of OHS work plan</li> </ul>	HR	4Q	-	
			To reduce absenteeism to 0.5%	Work loss	<ul style="list-style-type: none"> <li>Increasing employee support programs, reducing logistical problems</li> </ul>	HR	4Q	-	

## Valuing Humans

### Job-Related Accidents and Efforts to Prevent Accidents

At Bilim Pharmaceuticals, the basic performance of applications related to occupational health and safety is evaluated by means of the KOA (Accident Weight Rate) performance indicator. While

#### Weight Rate of Job-Related Accidents



**0.01**

Putting great emphasis on occupational health and safety of its employees, Bilim Pharmaceuticals has determined the 2011 target of industrial accidents as 0.01.

	2006	2007	2008	2009	2010	2011
<b>Achieved</b>	0.57	0.18	0.30	0.02	0.01	
<b>Target</b>	0.50	0.50	0.35	0.25	0.10	0.01

The OHS procedure has formulated instruction and action plans with the goal of keeping the risks that emerge from the risk analysis under control. The dissemination and application effectiveness is evaluated and revised in the light of feedback such as “close call” accidents, internal and external inspection findings and employee accident risk, personal exposure level measurements, occupational illness risks, accidents and incidents, as well as final risk analysis results. We take the “procedure and instruction revisions” of areas open to improvement (IAA), “application methods and inspection,” “working environment and facilities” and “training” courses.

Regular medical training is performed to protect the health of employees. Beyond legal requirements, the scope of scanning covers measurement of the body-mass index, eye health,

audiometric measurements, respiratory tests, etc. Participation is open to all employees who request to do so, not only those in the risk group..

Medical training include scanning procedures that are compulsory as per the law and carried out under the supervision and instruction of our office doctor, but also those scanning procedures which are needed at the end of risk evaluation. With this practice, we aim to reduce the rate of absence and illnesses by supporting our employees beyond the legal framework. Regular medical check-ups of our field employees, on the other hand, are carried out within the framework of “private health insurance” as they are at a distance from our medical unit in our company.

### Rates of Absence

#### Rates of Illness and Absence (%)

	2006		2007		2008		2009		2010	
	Target	Achieved	Target	Achieved	Target	Achieved	Target	Achieved	Target	Achieved
<b>Illness Rate</b>	0.50	0.41	0.50	0.45	0.50	0.57	0.50	0.77	0.50	0.78
<b>Absence Rate</b>	0.50	0.50	0.50	0.55	0.50	0.53	0.50	0.63	0.50	0.73

When we analyzed the increase in the rates of illnesses and absence in 2009 and 2010, we saw that the reason for this situation was the maternity leave used by our female employees during this period.

## OHS Trainings

One of the performance indicators through which the effectiveness of our company's occupational health and safety practices is evaluated is "training provided within the scope of OHS". An average of at least 4 hours of OHS training is organized for each employee each year. These include significant training such as driving techniques, ergonomics, behavior-oriented safety management, personal protection, intervention in emergency, protection against explosions, etc.

<b>Total Training Hours on Occupational Health and Safety in 2010</b>	<b>3,747.03</b>
---	-----------------

### Training Topics on Occupational Health and Safety

Risk Evaluation
Results of Risk Evaluation
Safe Driving Techniques
Work Permits
Working with Equipment Having a Screen
OHSAS Occupational Health and Safety Management System
Safety in LPG Tubes and Equipment
Health-Safety in Manual Handling Works
Machinery Safety Covers
Safe Use of Forklifts
Basic First Aid Training
Occupational Diseases and their Reasons
Reasons of Job-Related Accidents and Related Risks
Information on Labour Acts
General Rules of Occupational Health and Safety
Chemical-Physical-Biological Risks
Hygiene and Order
Thermal Comfort Conditions
Ergonomics
Electricity-Related Dangers
Impacts of Noise on Health
Safe Use of Work Equipment
Body & Eye Shower
Emergency Patient Transfer Systematic
Job Descriptions of the Members of the Occupational Health and Safety Board
Internal Regulation regarding Occupational Health and Safety
First Aid Practicing
Controls on Office Health
Personal Protection Equipment
Principle of Protection against Accidents, Injuries and Illnesses
Safe Lifting and Carrying
Swine Flu
Firefighting
Safe Working at Height
Protection against Explosions and Document Training

## Legal Compliance

Launched in the second half of 2009 at the Gebze Plant that became operational in 2008, the IMS (Integrated Management System) Certification Project was completed in the first quarter of 2010. Thus, our entire company, including our Çerkezköy Plant and its headquarters, which had already been certified, have received ISO 9001 Quality, ISO 14001 Environment and OHSAS 18001 Occupational Health and Safety Management Standards certification. We are fully complying with all regulations related to work and labor practices. There is no incidence of any violation case at our company.

## PRODUCT RESPONSIBILITY

### Monitoring Safety, Performance and Quality of our Products

Within the framework of our sustainability performance, we do not perform or execute any action which we cannot answer for. Priority of this policy is patient safety.

Due to the nature of the sector we serve, our establishment operates in compliance with cGMP (current Good Manufacturing Practices) quality management standards, an issue which is set forth in legislations as per regulations. GMP regulations and the quality system are not confined to the production processes, but apply to all processes from purchase to delivery, which affect product and production quality.

Following the certification process, we evaluate to what extent our products, which we offer to the use of our consumers, are effective and reliable and whether they are easy-to-apply; we pay attention to the feedback we receive and effect improvements where necessary. We keep close view of publications and evaluations that include scientific developments regarding our products and try to provide patients/users, health care providers and public authorities with up-to-date and qualified information on risks and benefits of our products.

We do not limit the safety profile of our products to the pre-certification period; our monitoring continues even after we release these products to the market and we continue to perform necessary improvement, development and notifications. We try to collect as much information as possible about our products. For this purpose, we have commissioned "medical sales representatives", whom our stakeholders -primarily patients and health professionals- can reach in the first plan, as well as assistants, safety and call centre employees. This way, as Bilim Pharmaceuticals, we inform our employees through our specialized instructors about what they have to do when they receive feedback concerning the safety, quality or performance of our products. In line with our policies, as well as the law and regulations, we monitor all feedback related to the quality, safety and effectiveness of our products and notify respective authorities where necessary.

## Valuing Humans

We respond to feedback concerning product quality by performing required analysis and evaluations, responding immediately and effect improvements after obtaining legally required permits.

We continuously carry out development efforts in order to raise the level of safety and quality of our products.

### Human/Patient Health and Safety

#### Licensing and Pharmacovigilance

To ensure health care providers recommend our products confidently to consumers, we continuously check and evaluate reliability and effectiveness of all products that we hold a license for and regularly report to official authorities.

If necessary, after obtaining official approval, we send information letters to health care providers, organize meetings with them and inform them through our staff in the headquarters and in field under the management of our Marketing Department.

The safety of our medical products for human use is constantly monitored by our "Product Safety Executives," who are physicians and pharmacists under the Pharmacovigilance Administration that we have set up under our Medical Support and Licensing Department. All kinds of information concerning the effectiveness and safety of our products are continuously investigated from domestic and international sources.

By means of in-house training, we inform personnel at each level, particularly our employees in marketing headquarters and in field, with respect to how they will deal, manage and monitor the matters concerning the safety of our products, which may be forwarded by consumers or health professionals.

After they receive feedback concerning the safety of our products, our executives conduct the necessary initial evaluations, receive additional information if necessary from the person/people who submit the feedback and report to official authorities within a maximum of 15 days depending on the emergency and the importance of the situation/matter. If there is any additional precaution that has to be taken in the company, we notify the respective department(s) and closely follow the subject.

Training with respect to product safety, a matter which we always prioritize in our way of business making, is completed within the orientation periods of newly hired personnel in our company. We repeat these training sessions at specific intervals. We evaluate the results of the trainings as a criterion when measuring the performance of our marketing personnel who are in continuous contact with our customer group.

#### Regulations

In order to release drugs and medical products intended for human use to the Turkish market, first of all licensing procedures must be approved by the General Directorate for Pharmaceuticals and Pharmacy under the Ministry of Health. During the development of new products, which marks the beginning of the licensing stage, we go to great lengths to comply with the

requirements set forth in regulations and instructions in effect in Turkey and with the requirements and provisions set forth by the European Agency for the Evaluation of Medicinal Products (EMA) as part of the EU harmonization period and in line with our exportation efforts, as well as the requirements of the Food and Drug Administration (FDA) in the USA, the health authorities of the countries we export to, the International Conference on Harmonization (ICH), the World Health Organization (WHO), and Local and Central Ethics Boards. In line with the legislation published by these organizations and the amendments in instructions, we need to update and restructure our efforts in a way that they cover these newly defined requirements as per the scope of the amendments in question.

These regulations and instructions define the matters that must be paid attention to during the development of new products and guide us in giving direction to our efforts.

### > Counterfeit Products

In the pharmaceutical industry, drug manufacturers and distributors collaborate with the Ministry of Health and take and apply preventive measures to stop counterfeit products.

Within this framework, our company switched to the "Drug Monitoring System" practice at the beginning of 2010. Within this system, at the first stage, we print a 2-d barcode and serial numbers on drug containers and then confirm printing. Verified information of products, each of which has a unique serial number, is held subject to quality assurance approval on serial number/lot basis and then forwarded to the Ministry of Health's Drug Monitoring System (DMS) server as "production notification". For the second stage of the project, we went through various technologies and invested in high tech equipment to have high 2-d barcode printing quality and to ensure that 2-d barcode printing is easily read at the outlets. The numbers of 2-d barcodes that we print our products are submitted to the Ministry of Health and counterfeiting is thus averted by preventing the sale of products that do not carry these barcodes.

Furthermore, we validate the production processes of our products through our quality assurance approach and always carry out our production activities at the same quality through validated production processes. We also ensure the quality of our products is verified through in-process control and quality control checks that are performed at specific stages of manufacturing.

With the second phase of the Drug Monitoring System which we recently put in practice, we are moving one step forward and taking further action to fight against counterfeit products: to submit a series of notifications including sales notifications to the server of the Ministry of Health, in addition to production notifications. This way, any action to imitate our products will be fixed and evaluated by the Ministry during the period that extends from production to the presentation of the product to the end-user.

## Number of Drugs Recalled from the Market

A series of the product entitled "Antepsin Süspansiyon" was recalled from the market in 2010 upon the Ministry of Health's request as it has lost its suspension feature.

The recall of "Antepsin Süspansiyon" in 2010 is a "second class – level B" recall.

First class recalls point out such situations, in which serious or vital health problems arise or in which there are reasonable evidence for this. Second class recalls are situations in which temporary and treatable health problems arise or there is such a possibility. Third class recalls are situations in which use of the product does not harm human health.

Level A refers to the consumer level; first class recalls are made at this level. Level B refers to the retailer level (drugstores, hospital drugstores, institutions, etc); second class recalls are made at this level. Level C, on the other hand, refers to the pharmaceutical warehouses; third class recalls are defined at this level.

## Our Customers

### Customer Satisfaction

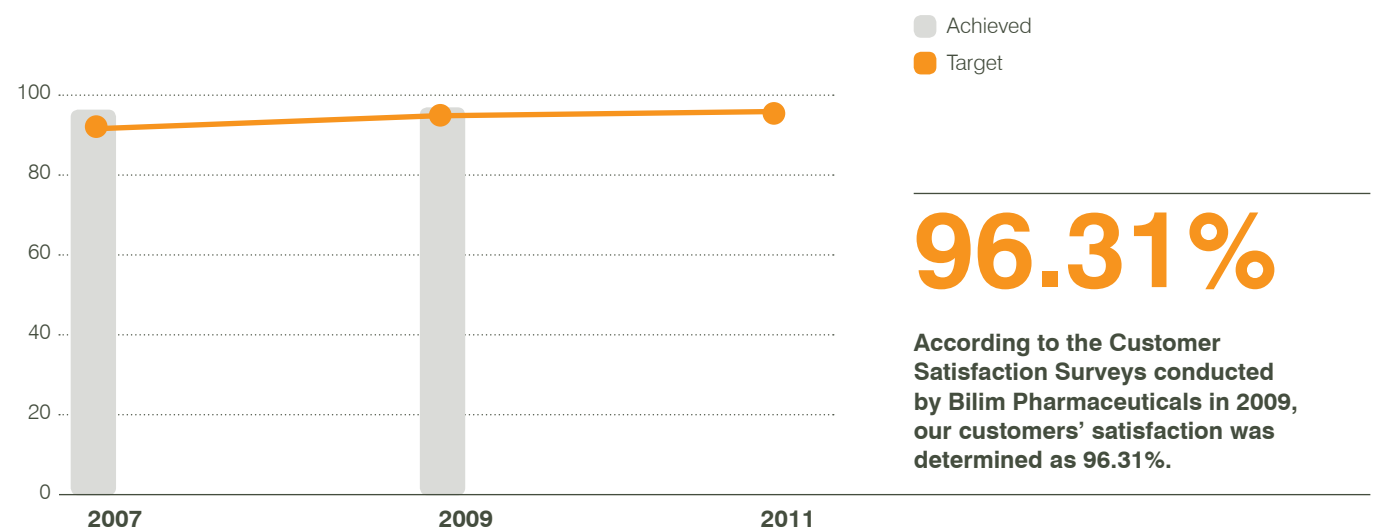
An important concept we use to learn about the expectations and perceptions of our customers is the Customer Satisfaction Survey (CSS).

We have incorporated the use of our CSS with the assistance of an external establishment with doctors since 2001 as well as with pharmacies and pharmaceutical warehouses since 2004.

The questionnaire forms used in this survey are prepared in accordance with international standards and the EFQM Model of Excellency, together with PD employees and the support of the external establishment. We update the questions on the survey in light of the current demands and expectations of our customers.

The questionnaire forms consist of three sections, the first of which covers expectations, the second examines their perceptions, whereas the third section helps us learn customers' other suggestions and needs through the aid of a series of open-ended questions. We use the "GAP Analysis" in analyzing the measurements and results of the level of satisfaction.

## Customer Satisfaction Rates by Years (%)



	2007	2009	2011
Achieved	95.73	96.31	96.50
Target	94.50	96.00	96.50



## Valuing Humans



**Prof. Dr. Oktay KADAYIFÇI**  
Physician

As a corporation that we are all proud of, Bilim Pharmaceuticals has been serving in the Turkish medicine sector for nearly 60 years, has its own scientific research and development laboratory, has proven itself to the whole world and currently exports to nearly 50 countries. Almost everyone from Bilim, from its senior management to the youngest employee, is able to establish discreet relationship with physicians within ethical and deontological rules and to inform wisely all health service providers of new improvements. Bilim Pharmaceuticals' market share has been among the first three in recent years. This shows us how much trust of physicians it has gained.

Among the company's primary activities are to import or manufacture all pharmacological agents that are necessary to raise patients' life quality and to offer these agents to the service of physicians. Moreover, it conducts research and development activities despite quite dramatic financial burdens. It sponsors congresses to ensure equal distribution of information among physicians, and organizes scientific meetings throughout Turkey with experts of the subjects to deliver a new piece of information to all physicians. In addition, it creates the environment which will improve friendship and information sharing between doctors.

Corporate responsibility awareness is a brand new concept for the Turkish pharmaceutical industry and Bilim Pharmaceuticals is the first and probably the only company that has interest in this subject. For this purpose, the company tries to fulfill its own liabilities in terms of social, environmental, economic and ethical concepts. As far as I know, through social responsibility projects that it has carried out throughout the country with more than 1,800 employees, it aims to serve not only the people of today, but also future generations.

### Informing Customers

#### Sharing of Product-Related Information and Experiences

Bilim Pharmaceuticals carefully monitors the benefit and risk profiles of all its licensed products on a regular basis, ensuring their protection.

Within the limits permitted by the existing law and regulations, we pay maximum attention to forward product-related information to users (and/or appliers), health care providers and public authorities.

All the concerned people, both in Turkey and in countries we export to, are informed with regard to a variety of features such as the use and safety of our products, situations in which they must not be used, usage in special conditions such as pregnancy and lactation, and the side effects.

Within the framework of the relevant law and regulations, this information is presented through the following channels:

- Documents inside the packages such as prospectus or usage instructions;
- Letters entitled "Dear Health Care Providers" sent to physicians, pharmacists and other health care providers;
- Informative and/or printed promotion materials;
- Presentations made by our representatives like our medical promotion executives;
- Sharing of relevant scientific publications (medical literature, congress information, etc);
- Reports presented to official authorities (Pharmacovigilance reports, stability results, etc.)

The shared information must be consistent with scientific

information and not misleading. For this reason, in the event of any change in current information (or if such a possibility arises), we rapidly complete all legal procedures, ensuring that information is always up-to-date and shared with the public in a timely manner.

We have not received any fines for non-compliance with regulations and voluntary codes concerning product and service information and labeling

#### Marketing Communications and Ethics

We plan and implement all marketing communications activities that aim our customer groups within the framework of relevant regulations, rules and instructions of the Ministry of Health and the Pharmaceutical Manufacturers Association of Turkey (IEIS), which we are a member of.

We instruct all our personnel, who are responsible for marketing, on marketing communications principles during the orientation period and conduct reminder trainings on a regular basis. We pass all kinds of materials and activities aiming at the promotion of our products through a series of checkpoints within the marketing team and confirm them. If needed, and in order to receive feedback internally, we are also supported by a unit which is completely independent from our marketing team. In the event of any concerns that the marketing communications principles have been violated by our company or other firms, we take pains to solve the problem first by mutual negotiations, thus allowing a self-test mechanism to settle within the sector.

As a license holder, we prioritize patient safety and keep close view of all developments regarding our products. We have organized a separate unit, which is comprised of our product safety executives, in order to view the side effects that may arise due to the use of our products and to take extra measures, if



necessary. We provide personnel, who will be responsible for the promotion of our products, with related trainings during the period while they are still candidates, aiming to raise social awareness on this matter as well.

We provide all our employees with comprehensive trainings and request a letter of undertaking on ethics from each of them in line with our Ethical Management approach. The Ethics Board examines all types of violation of ethics which are forwarded to the Board and independently takes all necessary measures after reporting the situation to the senior management.

When carrying out our activities, we ensure that we act in accordance with the provisions and instructions of the Ministry of Health's Marketing Communications Regulation, IEIS Marketing Communications Guidance or Bilim Pharmaceuticals Business Ethics Principles, whichever is more restricting, and repeat our internal training on these matters on a regular basis.

#### Our Efforts Aimed at Opinion Leaders

Our marketing department is responsible for the promotion of our company's products before physicians and pharmacists. For this purpose, 10 separate teams and nearly 1,200 people work in coordination. In addition to their management and organization functions, the regional managers of our field staff (which is comprised of nearly 120 people) include in their own working programs communication with the doctors, who have the qualification to be opinions leaders. Regional managers submit messages to this group of opinion leaders personally in their monthly visits.

During the period in which we launched our sustainability efforts, we have adopted the principles of "communicating messages on

sustainability to opinion leaders" through our regional managers and apply it with success.

Under the guidance of the Sustainability Board, the following were delivered to opinion leaders by our Regional Directors:

- A magazine entitled EKOIQ,
- A book entitled "İstanbul Hakkında Her Şey" (Everything about Istanbul),
- A book entitled "Ekolojik Zeka" (Ecological Intelligence),
- Soap produced by local families living in Mardin, which were delivered in cooperation with the Foundation for the Support of Women's Work, and
- CDs of Polyphonic Folk Songs.

There is no incidence of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship.

#### Customer privacy

Our customer database is maintained by a CRM software company; Bilim Pharmaceuticals does not keep a record or have access to its customers' personal information.

#### Customer Complaints Ratio %

	2010		2011	
	Domestic Market	Export Market	Domestic Market	Export Market
Target	0.0007	0.0008	0.00073	0.0007
Achieved	0.0133	0.0007		



**Mehmet SANCAK**

Hedef Ecza  
Assistant General Manager Responsible  
for Trade

We can see that the Turkish pharmaceutical industry has been through rapid change and development in the recent years. Particularly, the fact that it is a growing market and that it preserves this potential despite all kinds of negativity, makes the Turkish pharmaceutical industry to be a center of attraction among global markets. I can say that Bilim Pharmaceuticals has made great contribution to the development of the Turkish pharmaceutical industry.

I think that its long years of experience and the importance it attaches to its personnel are the two most important factors in the growth of the Company. We can see very clearly how heartily Bilim's field employees work, in particular, both during our visits

to different regions of Turkey and from the feedbacks of our branch employees in field. I believe, the fact that employee satisfaction is at a very high level and employees have achieved to be a team with a team spirit provide the Company to rapidly progress towards its targets.

The fact that Bilim Pharmaceuticals sees Hedef Group not only as a logistics company or a distributor, but as a business partners allows us to keep our cooperation at the highest level possible. I think that such cooperation between two important players, who have a sacred mission like delivering drugs to end-users, is very important and necessary for the Turkish pharmaceutical industry.

I see very clearly that the Company has quite modern facilities at GMP standards and continuously improves itself in this field and I watch its quality awards and certifications with great admiration as a member of the Turkish pharmaceutical industry. It will be a very honorary thing for the Turkish pharmaceutical industry if this expertise and knowledge in production is not only limited to Turkey and its neighbors, but also heads for American and European markets.

## Valuing Humans



**Hamit ER**  
 Pharmacist  
 "Er" Drugstore / AYDIN

I have been working with Bilim Pharmaceuticals for 12 years. Bilim Pharmaceuticals is a pharmaceutical company having the largest number of molecules in the market and its personnel working in field always demonstrate the necessary responsibility and self-sacrifice. I can say that Bilim Pharmaceuticals has a position in the sector, which attaches value to its customers and takes pains to rapidly solve the problems even during crises.

Bilim Pharmaceuticals has products which have been known for many years and which have gained rooted place in the memory of the public. I think, the fact that Bilim Pharmaceuticals' products are predominantly prescribed by doctors indicates that doctors have a high level of trust in Bilim Pharmaceuticals.

Moreover, Bilim Pharmaceuticals achieved environmental awards. However, the most important factor which made me prefer Bilim Pharmaceuticals is that it is a company which has adopted quality as a principle. I know that with this feature, the Company was deemed worthy of the National Quality Award. I care about quality and the value attached to people, because, as a principle, I would not like to give my patients a drug, which I do not trust and do not give to my own child. For this reason, I wish to give drugs that I know for sure. I am always sure of Bilim Pharmaceuticals' quality today as I was yesterday.

### Ratio of Settled Customer Complaints (%)

	Domestic Market	Export Market
Target	0.95	100
Achieved	0.97	100

### Patient confidentiality

Some of our activities may necessitate review and evaluation of the medical records or personal medical information of patients. Patient-related information that we obtain or is delivered to us during our activities is kept confidential. Unless required by the law and regulations or without the patient's consent, this information is not used and shared with others.

All of our employees, suppliers and companies working with Bilim Pharmaceuticals go to great lengths to maintain confidentiality and provide the safety of this information which is entrusted to us.

### Our Suppliers – Collaborations

**We defined our collaborations based on our business relationships:**

**Supplier:** Refers to a business relationship of less than 3 years with companies from which we buy materials, products and/or services that are required for our primary business.

**Collaborations:** Refers to a business relationship of more than 3 years and with which we work at least for 6 times a year, which produces value for both parties.

**Project-based Collaborations:** Refers to a project-based business relationship between our company and the organizations it cooperates with, which produces value for or adds value to both parties.

**Strategic Collaborations:** Refers to collaborations that are highly important in terms of implementing our company's strategies and that have a direct impact on providing business continuity by means of joining forces that may contribute exponentially to Infrastructure Operation Services.

### Management of Collaborations

#### > Our collaboration policy

We establish and foster trustful relations that address continuity with various companies that assure mutual success in order to create added value for our customers and other stakeholders.

We act with the awareness that collaboration depends on working together in the long term and sustainable value creation. While defining our strategic and operational collaboration, we base them on corporate and strategic needs, as well as each other's complimentary strong aspects and skills.

In order to achieve common goals and acquire mutual benefits with our collaborative companies, we put together and develop structures that support each other from the standpoint of accumulative knowledge, resources and specialization.

We establish sustainable relations with our collaborative companies that are based on mutual trust, respect and openness. We execute our relationships within a framework of ethical principles and manage them in accordance to the laws and regulations within the scope of consistency and integrity.

While conducting activities with our collaborative companies, we expect them to abide by matters dealing with human rights and working conditions that are defined in global principle agreements.

We formulate approaches with our collaborative companies so that they may partake in innovation and brainstorming activities.

While we develop processes aimed at measuring and assessing the performance of collaborative relationships, we get a clear picture as to the short- and long-term expectations and manage the perceptions of our collaborating companies.

### Collecting Feedback on Stakeholders' Expectations and Needs

Stakeholder Expectations, Needs and Feedback		Period		Receipt		Evaluation		
Stakeholders	Source	Short	Medium	Long	Freq.	Responsible Department / Person	Medium	Freq.
<b>Suppliers and Collaborations</b>	Supplier Satisfaction Survey (SSS)	X	x	x	once a year	Resource Planning Department	Department Meetings, Board of Collaborations, Supplier Satisfaction Surveys, Improvement Plan Determination Meeting	once a year
	Collaborations and supplier meetings		x	x	always	Related Department	Board of Collaborations Meetings	every 3 months
	Supplier checks	X	x		always	Quality Department, Resource Planning Department	Department Meetings	every 3 months
	Phone calls and visits	X			always	Resource Planning Department	Department Meetings, Board of Collaborations Meetings	every 3 months
	Receipt of complaints	X			always	Related Department	Related Department's Meeting - Board of Collaborations Meetings	every 3 months
	Suppliers' summit		x	x	once a year	Resource Planning Department	Department Meetings, Board of Collaborations	once a year
	Focus group studies on collaborations and suppliers	X	x	x	once a year	Related Department	Related Department's Meeting - Board of Collaborations	once a year

### Selection of Collaborations

Competency criteria are prepared and presented to the Collaborations Board (COL B) by the related process owners in line with stakeholder expectations and related strategies; and the Board evaluates and finalizes these criteria. The criteria are reviewed and updated at the COL B each year. A selection of collaborations is performed based on these criteria and by means of various forms, particularly the Supplier Collaboration Selection Pre-Evaluation (SCSPE) Form. Corporations that meet

at least 60% of the competency criteria set forth in the SCSPE are selected. The related procedure is launched upon the approval of the concerning director and the COL B is informed accordingly. This procedure is not applied to monopolies or official/semi-official institutions.

The general criteria that are required for all suppliers are outlined below, and the competencies that are required on a subject basis are specifically listed.

## Valuing Humans



**Sevim KÖKDEN**

Director of the Medical Department  
Troy

With its 20 years of experience in the promotion sector, our company titled “Troy” has been providing service to the pharmaceutical industry for 19 years without compromising quality. Our long years of collaboration with Bilim Pharmaceuticals turned into a solution partnership in time and our ties became stronger.

Troy serves Bilim Pharmaceuticals by preparing promotion materials for the company in line with the marketing communications principles, by also taking sectoral dynamics into account. In this context, because we work closely with the professional staff of Bilim Pharmaceuticals, we have more detailed information and experience about the pharmaceutical industry. At the meetings that we hold within the framework of our cooperation with Bilim Pharmaceuticals, the Company shared with us its point of view on sustainability and has transferred and continues to transfer us the information that it has gained in this area. As a result of sustainability related

information sharing, our awareness in this topic was raised, which, in turn, caused us to meet with WWF (World Wide Fund for Nature).

We asked ourselves what we can do to stop global climate change that rapidly affects our world, to prevent consumption of natural resources, to reduce the impact of our consumption habits on this negative situation, and to change our consumption habits and signed a license agreement with WWF. In consequence, a portion of the revenue generated from environment-friendly, recyclable products is transferred to WWF as financial resource. The joint studies that we have been performing with Bilim Pharmaceuticals draw attention of companies in and outside the sector; these special efforts in the field of “green marketing” provide us with both support and courage for our significant investments in this field.

We serve a number of pharmaceutical companies in the sector. However, having entered into solution partnership with Bilim Pharmaceuticals, one of the leaders of its sector, is really an important privilege for us... Bilim Pharmaceuticals is different in its sector as a company that is deemed worthy of such prestigious awards as National Quality Award, Award of Continuity in Excellence, Environmental Award, Award of Respect towards Humans, etc; and as a company that is managed by professional staff, it stresses out its difference by developing its business partners with the same approach.

### General criteria

- Compliance with the law and regulations
- Holding ISO 9001, ISO 14001 and OHSAS 18001 certifications
- Adopting an approach that fits the provisions stated in the Global Compact concerning human rights and working conditions
- Offering a competitive price
- Presenting a list of reference companies
- A satisfactory past
- Having the ability to develop new products/innovation

### Supporting the sharing of expertise, resources and knowledge with collaborated companies

A contribution is made to continuous improvement by mutually sharing knowledge and experiences between our company and suppliers/collaborators, particularly with respect to the GMP, Quality, Environment, Occupational Health and Safety Standards and Management Systems, as well as related technical matters. “Formal Benchmark Collaborations” are established.

Innovative and creative ideas forwarded by suppliers and collaborators during meetings, which are made on a regular basis or whenever needed, as well as the “Business Partners Summit” and focus group studies, and their feedback received through the SSS (Supplier Satisfaction Survey) are evaluated at the Current Situation Analysis committee. (Please refer to the table titled “Creative Ideas and Innovation.”)

Moreover, meetings are organized, if necessary, to promote a mutual exchange of ideas, technical support, improvement and sharing of plans, as well as for problem solving, while legal and legislative amendments are shared in written form by related units/departments.

**Zülfü DİCLELİ**

President

BZD Publication and Communication Services

We have been collaborating with Bilim Pharmaceuticals for more than one year. By regularly delivering a special edition of the magazine entitled “EKOIQ – Green Business, Green Life” to its employees, Bilim Pharmaceuticals contributes to raising awareness on sustainability and ecology in our country. Similarly, Bilim Pharmaceuticals sponsors our books with same themes. For instance, we are really happy for having delivered the book entitled “Our Choice” which is authored by Al Gore on climate change, to broader masses with the contributions of

Bilim Pharmaceuticals.

Working with Bilim Pharmaceuticals raised our self-confidence with respect to our efforts for green business and green life; it provided us with concrete support, paving the way for canalizing towards more comprehensive collaborations.

Different from many others, Bilim Pharmaceuticals aims to make social responsibility sustainable as well. Its primary difference lies within its determination to make sustainability and eco-friendliness an inseparable part of its own identity and soul. In every activity, it is responsible towards the nature and towards its social stakeholders, including its customers, employees, suppliers and people/companies that it is in close relationship with.

For us as BZD, there is nothing more beautiful to collaborate with corporations that are really harmonious with our values.

Short-term Annual Business Plans are also mutually shared at the meetings organized with suppliers and collaborators.

### Supplier Inspection

If one of our suppliers or agencies (if it is a warehouse forwards a request to us to join our List of Approved Suppliers, the “Amendment Control Process” is launched by the Quality Assurance Department. One of the activities conducted during this period is the inspection of the company in question. This is called pre-inspection, while regular inspections are made after the company is accepted to the list of approved suppliers. During pre-inspection and regular inspections, an investigation is held into whether the company meets various criteria within the scope of ISO 9001, ISO 14001, OHSAS 18001 and the Global Compact, such as quality system, environment, occupational health and safety, employing child workers, working environment conditions, etc. After the findings are evaluated, the company is expected to complete the shortcomings in question in order to be approved or the company is approved but asked to complete the shortcomings until the next inspection, depending how critical these shortcomings are. Within this framework, the company is guided, explained, suggested and provided information support with respect to how to complete the shortcomings. Thus, we make contribution to the development of the company and to raising its awareness on these matters.

### Results of the Supplier Satisfaction Survey (%)

	2007	2008	2009	2010	2011
Achieved	93.30	93.01	94.87	96.27	
Target		92.50	94.50	96.00	96.50

Our suppliers' expectations, as well as their perception of how well their expectations are satisfied are received at supplier meetings held on a regular basis and through the Supplier Satisfaction Survey. We set up and apply action plans to improve the Areas Open to Improvement, which are determined by the above-mentioned instruments. For instance, ordering methods are reviewed and made more effective; special training programs are applied to our employees who are in direct relationship with suppliers; activities that aim to provide special technical support to suppliers are carried out; training is given on various topics (such as GMP rules, amendments to regulations, etc); and activities that aim to increase suppliers' awareness on the EFQM excellence model are conducted. We have not received any fines for non-compliance with laws and regulations concerning the provision and use of our products and services.

### 2010 Suppliers Summit

We have provided the participation of our strategic collaborators in particular to the “Business Partners Summit”, which we held for the first time in 2010. At this summit, we first communicated messages regarding our point of view towards suppliers; we explained Bilim's current position in the sector as well as its future targets; and our CEO provided information on the pharmaceutical industry in the world and in Turkey and on future trends in his presentation. Also, Bilim Pharmaceuticals' corporate values, mission and vision as well as its strategic plans are shared with business partners. While the theme of the summit was “EFQM Excellence Model”, our consultancy firm that has been guiding our corporation for more than 10 years made awareness raising presentations to the participants. The summit was completed with a visit to our production facilities equipped with latest technologies and with the honouring of our business partners.

The theme of the 2<sup>nd</sup> “Business Partner Summit”, which will be held in 2011, has been determined as “Sustainability”.



## Valuing Humans

### OUR COMMUNITY INVESTMENT

#### Social Awareness

The pharmaceutical industry works to its own unique dynamics. Moreover, there exists a negative perception in society created by the merging of drugs (health) and profitability. It is possible to alter this perception through communication based on trust. Pharmaceutical companies are doing their utmost by means of projects they have developed. Numerous firms are attempting to raise public awareness by implementing social responsibility studies.

Thanks to the communication activities carried out by pharmaceutical companies, many people are becoming more aware of issues such as illnesses, proper drug usage, family medicine, etc. In this context, we can say that the task of raising public awareness is taken up mainly by pharmaceutical companies in an open and transparent manner.

As a company that conveys and provides information regarding sensitive issues such as human health, we are committed to open and honest communication. With this respect, we give great emphasis to providing dependable information to the media, as well as our other stakeholders.

#### Social Awareness Studies with respect to Chronic Illnesses

Since chronic illnesses are life-long disorders, it is of great importance to inform patients on their own illnesses and the problems they may face throughout their lives.

#### Bilim Pharmaceuticals Diabetes Team

- Prepares information booklets on the disease to share them with patients in polyclinics and doctor examination rooms where patients are waiting, as well as posters and informing visual materials to explain the diabetes to patients in hospitals;
- Shares general information and nutrition information texts through the internet, particularly at the patients section on the website, [www.pioglitazon.com](http://www.pioglitazon.com).

At Bilim Pharmaceuticals, diabetes scanning programs were developed with other institutions in 2009 and 2010. The institutions that Bilim was in extensive cooperation with were municipalities and state or private hospitals. The starting point of these programs was to facilitate institutions in diagnosing diabetes, particularly in patients who do not know that they are diabetic, by drawing attention to the rising diabetes prevalence.

In cooperation with more than 10 institutions, we sponsored patient scanning programs in 2010 particularly in the city of Istanbul, where 20 million people are living.

#### Bilim Pharmaceuticals Respiratory Team

- Within the framework of corporate responsibility approach that we launched in 2008, the team wanted to draw the attention of physicians firstly. Within this framework, information meetings were held on the "Impact of Global Climate Change on Respiratory System Disorders"...

At these meetings, a physician who is specialized in Asthma and COPD (Chronic Obstructive Pulmonary Disease) accompanied Prof. Dr. Mikdat Kadioğlu, a Natural Disaster scientist and the Head of the Meteorology Department at Istanbul Technical University, who participated as a speaker. A total of 4,280 doctors who participated at these meetings were informed of the subject thanks to this program.

- The Bilim Respiratory team evaluated employees' projects on the global climate change and its impacts and has increased the use of environment-friendly recyclable products in all promotion and advertisement materials since 2009.

- In addition to physician information efforts, 600 voluntary doctors were given subscriptions to the WWF – Turkey membership, aiming that they also participate in the activities of the Bilim Respiratory Team.

- Participation of WWF–Turkey at 4 national congresses (Turkish Respiratory Society 2009-2010, Rhinitis-Asthma Congress, National Allergy Congress) was ensured so that the organization can directly reach and inform doctors. During this period, both WWF – Turkey's and Bilim Respiratory's logos were used on promotion materials to raise recognition of WWF – Turkey.

- Generalization of the efforts of the Bilim Respiratory Team throughout Bilim Pharmaceuticals has been continuing since May 2010.

- The team provided support to the Earth Hour practice which people and companies from more than 130 countries around the world including Turkey participate in order to draw attention to the global climate change. Moreover, health care professionals were informed on this matter in order to raise social awareness.

#### Bilim Pharmaceuticals Central Nervous System Team

##### "Gerçekler Maskelenmesin Projesi" ("Let Truths Not Be Masked" Project)

Bilim Pharmaceuticals draws attention to schizophrenia with the project entitled "Gerçekler Maskelenmesin". This project, which Bilim joined in 2007, addresses the treatment of the Central Nervous System. Supporting both patients and patient relatives with its efforts in this field, the Company aims to traditionalize these efforts and to make them exemplary activities before the entire community.

The aim of the project, which has been conducted since 2008 with the support of the Federation of Schizophrenia Associations, is to introduce schizophrenia and to eliminate the stigma applied to schizophrenia patients by the community. Within the framework of the "Gerçekler Maskelenmesin" project, a story contest entitled "From the Place where Ember Falls to: Voices, Faces, Stories" is organized among schizophrenia patients. The contest has been organized for 3 years. The jury of the contest held in 2010 was constituted of Novelist Mario Levi, Ass. Prof. Dr. Haldun Soyğür – President of the Federation of Schizophrenia Associations, Dr. Erhan Baş – Bilim Pharmaceuticals General Manager, Actor Tuncel Kurtiz, Mr. Erdoğan Aktaş – Executive Editor of ATV News, Mrs. Deniz Yüce Başarır – Doğan Kitap

General Director and Mrs. İpek Altiner – Tiyatro Kedi General Coordinator. Contestants who were ranked 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> were given monetary prizes and the right to participate at Mario Levi's writer workshop, while stories of the first 10 contestants were gathered in two books published by Doğan Yayınlar: The first book is entitled "Hayat Bana Yüreğini Açıyor" (Life is Opening its Heart to Me) and the second book is entitled "Hepimiz Deliyiz" (We Are All Insane). The books are sold at Turkey's one of the biggest music and book store chain.

Moreover, due to the extensive interest shown in writing activity, which is a means of rehabilitation, writing academies were established in the psychiatric hospitals of many cities in Turkey under Mario Levi's leadership within the framework of the project.

In the other leg of the project which carries the most beautiful examples of what schizophrenia patients can do when they are permitted to hold on to life, pianist Davig Helfgott, the world's most famous schizophrenia patient, came to Turkey and contributed to the adoption of the project by the community by giving concerts within the framework of the project.

#### **ALZHEİMER YAKINLARI YALNIZ DEĞİL (FAMILIES OF PEOPLE WITH ALZHEIMER'S ARE NOT ALONE) Project**

**Turkey's First Alzheimer's Disease Support Line: 0 800 261 78 40**

Alzheimer's disease, which 35 million people throughout the world and 300,000-350,000 people in Turkey have to live with, is an incurable disease that changes not only the patient's life, but the lives of his whole family. Patients' families have to be supported during this difficult period which sometimes reaches the limits of emotional trauma.

**In order to help patients' families overcome this period in the easiest way without compromising their quality of life, the "Alzheimer's Disease Call Centre", a first in Turkey, was launched by the Alzheimer's Association and the Alzheimer's Foundation under Bilim Pharmaceuticals' leadership.**

Launched on June 15<sup>th</sup>, 2009, the pilot project began in 3 cities (Ankara, Istanbul and Izmir) with the patients of 30 doctors. The call center, where expert psychologists serve between 09:00-17:00 every weekday, began to serve throughout Turkey on September 30<sup>th</sup>, 2009. Calls incoming out of working hours are recorded and callers are called back by expert psychologists. Regular follow-up calls are made to patient relatives every month

and they are given information about the patient after contacting their doctor.

As of March 2011, 834 people had received support from the Alzheimer's Call Center, which all Alzheimer's patients' families and relatives may benefit from and where expert psychologists provide psychological support. Statistics prepared from incoming calls to the Alzheimer's Call Center indicate that the most extensive interest is shown by people living in three big cities (Istanbul, Izmir and Ankara).

Many Alzheimer patients are cared for by their relatives at home. Strikingly, 68% of patients' relatives who get support from the Alzheimer's Call Center are women.. The breakdown of patient relatives in these calls is as follows: 71% are daughters-in-law, daughters, sons-in-law and sons, 15% are spouses, 7% are grandsons and granddaughters, 5% are the patients themselves, and 2% are brothers and caretakers.

Given the recent ageing in the world's population, it is estimated that the number of people with the Alzheimer's disease will reach 115 million by 2050. Also, the increasing number of incoming calls to the Alzheimer's Call Centre serves as a clear indication that the disorder is increasingly recognized by people each passing day.

Within the framework of the Alzheimer's Call Centre Project, in addition to phone call support, our infrastructure efforts are ongoing, to provide support to patients and their relatives at home, with Istanbul being the pilot area.

#### **Projects of the Bilim Pharmaceuticals Community Volunteers (BPCV) Platform**

In today's world, where social problems keep growing, the capacity of natural resources has been contracting as the world population increased and aged. Problems such as violation of human rights, health problems, problems in education and transportation, gender inequality and environmental pollution negatively affect the development and the level of welfare of communities.

Bilim Pharmaceuticals Community Volunteers believe that every individual can contribute in solving these problems, and see being a part of the solution as the responsibility of each of us.

Being "responsible employees" of Bilim Pharmaceuticals, we have created "orange hours"...





## Valuing Humans

### Orange Hours

Orange hour is a time created for volunteering and for self-sacrifice for people and communities in need. Orange hours represent efforts, knowledge, talents, experience and self-sacrificing of volunteers. Bilim Pharmaceuticals spares 2 hours per week from working hours for employees to be used in voluntary projects. We carry out 8 big projects in these 2-hour periods. We have conducted 153 activities in the scope of these 8 different projects and reached 17,229 children and youngsters by sparing a total of 15,230 voluntary hours.

With the substantial logistical support it provides, Bilim Pharmaceuticals is one of the first companies in Turkey to come to mind when volunteering is in question, thanks to the support of its stakeholders and 660 active volunteers.

Awards that we have received with respect to our voluntary activities:

**2008 PERYÖN (Personnel Management Association of Turkey) Special Award:** Bilim Pharmaceuticals Community

Volunteers was deemed worthy of the **'Special Award'** at the Human Resources Management Awards ceremony, organized by PERYÖN.

**2009 Most Successful Volunteerism Program:** 'Bilim Pharmaceuticals Community Volunteers Platform' achieved the winning award in its category at the "Gönülden Ödüller (Awards from the Heart) 2009" event, organized by Corporate Volunteer Association (ÖSGD).

**2009 Corporate Social Responsibility Projects Marketplace Winning Award:**

Bilim Pharmaceuticals Community Volunteers Platform received the grand prize at the "Corporate Social Responsibility Projects Market Place 2009" event, which was held by the Corporate Social Responsibility Association of Turkey (KSSD) for the first time in Turkey.

**2010 Brussels Corporate Social Responsibility Marketplace Event:** Bilim Pharmaceuticals Community Volunteers Platform represented Turkey at the event, which was held in Brussels in October 2010.



**Bilim Pharmaceuticals Community Volunteer**

**Alparslan SIRAKEYA**  
Regional Manager

I have been in the pharmaceuticals industry for 10 years. I have been working as a Regional Manager for four years at the Central Nervous System team at Bilim Pharmaceuticals. I am married with two daughters.

I would like to mention that I was very excited when I first heard the "Fellows of Bilim at the Theater" project. It is impossible not to be influenced by the project. It is a very good organization in which there is education and children.... Can you believe that you will make children watch plays at the theater and build libraries for needy schools with the books that will be received from the audience in return of theater tickets? It is a splendid idea...

I told myself that I should definitely have a role in such a project. Then I found myself on the stage, acting the Aladdin character, which is also the title of the play...

Preparations were long and tiring... Nevertheless, it was fun... It was very meaningful that many of my colleagues showed great sacrifice out of working hours, stayed until late hours at

night, and even at weekends, and continued preparations for three months.

I must say that it was difficult at the beginning. It was like the first training of a group of amateur soldiers. However, sharing the same emotions removes all these barriers.

At Bilim Pharmaceuticals, not only employees, but also their spouses are volunteers. Spouses of many colleagues in our regions are Bilim Pharmaceuticals Community Volunteers... When they heard about this activity, they wanted to spare time and take part in this organization. As participation in the project is fully based on the principle of volunteering, we had no difficulty in this aspect. Our families made great contribution to us in keeping our motivation at the maximum level at all times.

As a result, actualization of such a project was an unbelievable experience for us. We made children laugh, which is, in my opinion, very important. There were children who came to the theater for the first time; we made them watch theater plays, too. Thanks to the project, we achieved to build libraries for some needy schools. These are very nice... We are volunteers and would like to continue organizing events that add value to society.

I think that volunteering has significant impacts on personal development. Effective use of the body language and acting raises my eloquence and presentation talent, in my opinion. I became a more recognized person in and outside the company. Many of my friends, even my daughters, call me Aladdin from time to time.

## Our Projects

### 1. Remove the Barriers (Engelleri Kaldırın) Project

#### “We are making their dreams come true”

Today, there are 8.5 million handicapped people in our country, most of whom are children and youngsters. When it is considered that Turkey's population is nearly 75 million, almost 15% of the population - in other words one in of every ten people - is handicapped. However, when we look around us, we do not see any handicapped, because no roads, vehicles or parks are built for them, and there are no activities, which they can get take part in. Moreover, when lack of money is also taken into account, families are forced to imprison their children in domesticity, as they do not receive the necessary support. Imprisoned at home, the handicapped live with their dreams. We wanted to make these dreams come true through the “Engelleri Kaldırın” project. Within the framework of the project, which we have been conducting since 2005, we create opportunity for handicapped children and youngsters to:

- Enjoy a vacation at the “Alternative Camp”, where all their needs are covered by volunteers;
- Play “No Handicap Football Match” with famous football • players;

Hold a photography exhibition;

- Walk with corteges at national holidays and wave hands to millions of people at the national TV channels;
- Enjoy festivals and balls.

### 2. Fellows of Bilim (Bilim’in Kardeşleri)

In this project, we support personal development and personal care of children whose families lack money, and we provide them with education materials.

#### 2.1 Fellows of Bilim at School (Bilim’in Kardeşleri Okulda) Project

Our volunteers carry out a range of activities varying from covering personal needs of children such as stationery, school outfits, shoes, jackets, etc, to establishing important educational areas to their schools such as computer labs and libraries.

The other three legs of the project are: Fellows of Bilim “Tooth Friend”, Fellows of Bilim “Curious Books, Creative Reading” and Fellows of Bilim at the “Theater”. These projects aim to support children's personal development and ensure their socialization. As all activities of the project are conducted at the same school, children know our volunteers very closely, thus consider these people as role models for themselves.

#### 2.2 Fellows of Bilim “Tooth Friend” Project

This project aims to raise generations with no decayed tooth by educating them on dental health through entertaining practices. Volunteers get one full-day practical training in order to be involved in this project. They come together with children for two hours every month during the one-year course and train children by using specially-designed education materials, such as giant tooth model, posters, toothbrushes and toothpastes. Children who regularly participate at this activity throughout the year adapt to regular tooth care routine.

#### 2.3 Fellows of Bilim “Curious Books, Creative Reading” Project

When compared to developed countries, Turkey has a very low average reading rate. However, reading is very important for personal development. This project aims to get children love reading and make reading a habit for them.

In this project, we ensure that children experience what they read through drama plays. Children who keep reading by playing games, dreaming and discussing altogether begin to love reading and improve their creativity.

#### 2.4 Fellows of Bilim “at the Theatre” Project

All actors on stage are our volunteers and their families. We exhibit children's plays to contribute to their social development and ensure that children whose families are in lack of money watch these plays for free. Trained for months, volunteers demonstrate their plays in different cities, showing performance surpassing even professional actors. Adults, who would like to watch the plays, are forced to hand in a children's book to enter the theatre. Thus, libraries are built for schools that do not have one.



## Valuing Humans

### 3. “I Have the Control of My Career” Project (Kariyerimin Kontrolü Bende)

“Think for one second that you receive your basic skill training at your university years... You then begin your business life one step forward! Because you normally receive this kind of training which has significant contribution to your achievements in the private sector, from professional instructors after your business life begins. ”

In the “I Have the Control of My Career” Project, we aim to contribute to the development of young talents and to ensure that they move one step forward. We voluntarily provide education to university students with the efforts of the professional instructors of Bilim Pharmaceuticals as well as specialized instructors who train managers and professionals working at the big companies in the private sector. We help students prepare their own career

plans and focus on developing their competencies only in professions that they choose.

All junior and senior students who continue their graduate education at universities can participate to our congress for free, which comprises 9/12 different training programs. For 4 days, they receive what they want from the training programs, examples of which are mentioned below, and prepare their career plans and develop vision with the knowledge and skills they receive from professional instructors:

Individual Leadership, Being part of and Managing a Team, Modern Leadership, Effective Suggestion Presentation and Reporting, Personal Behavior Models, Body Language and Personal Image, Negotiation Techniques, Individual Performance Management, Career Planning, Competency-Based Interview Techniques, etc.



**Bilim Pharmaceuticals Community Volunteers Platform**

**Nagihan SERİN**  
Management Assistant

I have been working as a management assistant at the Technical Services Department at Bilim Pharmaceuticals since 2006. I have also been a community volunteer of Bilim Pharmaceuticals for five years. I first joined the team in 2007 at the Respect for the Aged Day events. After that, I took part in many projects: Reading Project, “Non-Handicapped Life One Day a Year” Project, Tooth Friend, Stationery Campaign, “A Second Chance” Campaign...

As a member of BPCV, you get the chance to make leadership in a number of projects. I experienced my first leadership at the

“Non-Handicapped Life One Day a Year” Project. It was one of the most meaningful projects I have taken part in. For the first time in Çerkezköy, a company conducted a project on behalf of the disabled. At the Çerkezköy Public Education Center, we tried to create a day in which disabled children can have fun and forget about their disability even for one day. We repeated the same event in 2010.

I made leadership for the Reading project in 2009. In this study which we conducted together with Kapaklı Gazi Elementary School, we aim accustom children to reading and to enrich their imagination. The project received very positive feedbacks and I will the lead the same project next year.

It is great happiness to see the effect of each project we make on people. Moreover, I get the chance to acquaint with a number of people within the framework of these projects. I learned about the voluntary activities of many associations around where I live, and I am now a member of several community organizations.



#### 4. Save Life (Hayat Kurtar) Project

As Bilim Pharmaceuticals Community Volunteers, we launched the “Save Life” project in memory of our colleagues, who lost their lives in traffic accidents or were forced to break their careers because of their physical disability. Complying with the European Road Safety Charter, this project was deemed as a European Union project. We, as BilimFamily, want this project to expand to Turkey and even throughout the world.

Approved as the Turkish leg of the European Union's project entitled “25,000 lives to save”, our “Save Life” project aims to attach 25,000 people to life every year.

The project is an awareness raising initiative to prevent accidents and to ensure that life-saving measures are taken after accidents or disasters occur. The project began to take the attention of our colleagues, who cover a total of 3 million km per month, on

preventive measures and first aid. Our families, teachers and children will be the significant parts of this awareness raising initiative, which we believe will grow in waves.

#### 5. Seeds to Saplings, Saplings to Trees (Tohumlar Fidana, Fidanlar Ağaca) Project

The project aims to instill a love of nature in children starting from the elementary school age and to raise social awareness on the environment. For this purpose, by means of “magic tablets” that we give away to our children and stakeholders, we practically raise saplings out of seeds and trees out of saplings. Thus, we help children and even adults understand how much time and effort is needed for a tree to grow.

Moreover, with this project, we measure our carbon footprint and learn how much we owe to the nature, and take the responsibility for this on behalf of future generations.

#### Our BPCV Projects with Numbers

Year	Project	Activity	Spared Hours	Number of Volunteers	Total Volunteering Hours	Collaborator	Number of People Reached
2010	BPCV-Fellows of Bilim	“Filling Out Facial Lines with Smiling” Event – Visit to Çorlu Nursing Home	3	5	15	Social Services and Child Protection Agency (SHÇEK)	80
2010	BPCV-Fellows of Bilim	Establishment of Computer Lab at Konaklı Şehir Er Kamil Alkan Elementary School, Ödemiş	7	17	119	Parent-Teacher Association and School Manager	341
2010	BPCV-Fellows of Bilim	Establishment of Computer Lab at at Bandırma Atatürk Elementary School	8	9	72	Parent-Teacher Association and School Manager	314
2010	BPCV-Fellows of Bilim	Helping Earthquake Victims	7	6	42	Special Administration – Governorship	150
2010	BPCV-Fellows of Bilim	“First Step into School” Project-Şanlıurfa Karaköprü Elementary School	7	12	84	National Education Directorate, Özel Akademi Chest Diseases Center	59
2010	BPCV-Fellows of Bilim	Cleaning of the Seferihisar Shore	5	20	100	TURMEPA	30
2010	BPCV-Fellows of Bilim	Aid Campaign for the Flood Disaster in Pakistan	3	28	84	Red Crescent	2,000
2010	BPCV-Fellows of Bilim	“Let Not Our Future Melt”-Güzelyalı Girls Technical and Occupational High School	1	2	2	TURMEPA – The Turkish Foundation for Combating Soil Erosion, for Reforestation and the Protection of Natural Habitats (TEMA)	133
2010	BPCV-Fellows of Bilim	“Let Not Our Future Melt”-Izmir Nene Hatun Girls Technical and Occupational High School	1	2	2	TURMEPA – The Turkish Foundation for Combating Soil Erosion, for Reforestation and the Protection of Natural Habitats (TEMA)	52
2010	BPCV-Fellows of Bilim	“Let Not Our Future Melt”-Izmir Konak Vali Vecdi Gönül Anatolian High School	2	2	4	TURMEPA – The Turkish Foundation for Combating Soil Erosion, for Reforestation and the Protection of Natural Habitats (TEMA)	105
2010	BPCV-Fellows of Bilim	“Let Not Our Future Melt”-Izmir Namık Kemal High School	2	2	4	TURMEPA – The Turkish Foundation for Combating Soil Erosion, for Reforestation and the Protection of Natural Habitats (TEMA)	155
2010	BPCV-Fellows of Bilim	“Let Not Our Future Melt”-Izmir Selma Yığıltap Anatolian High School	2	2	4	TURMEPA – The Turkish Foundation for Combating Soil Erosion, for Reforestation and the Protection of Natural Habitats (TEMA)	155
2010	BPCV-Fellows of Bilim	Fellows of Bilim at the Theatre – Samsun Team Drama Play	120	16	1,920	Governorship of Samsun, Samsun Metropolis Municipality, General Directorate of State Opera and Ballet, National Education Directorate	1,000

## Valuing Humans

Year	Project	Activity	Spared Hours	Number of Volunteers	Total Volunteering Hours	Collaborator	Number of People Reached
2010	BPCV- Fellows of Bilim	Fellows of Bilim at the Theatre – Establishment of library at Canik Hacı Naipli Village Elementary School, Samsun	3	14	42	Samsun National Education Directorate	350
2010	BPCV- Fellows of Bilim	Fellows of Bilim at the Theatre – Samsun Team Drama Play	24	16	384	Governorship of Samsun, Samsun Metropolis Municipality, General Directorate of State Opera and Ballet, National Education Directorate	880
2010	BPCV- Fellows of Bilim	Fellows of Bilim at the Theatre – Establishment of library at Düvecik Village Elementary School, Samsun	3	14	42	Samsun National Education Directorate	425
2010	BPCV- Fellows of Bilim	Fellows of Bilim at the Theatre – Samsun Team Drama Play	120	16	1,920	Governorship of Samsun, Municipality of Canik, General Directorate of State Opera and Ballet, National Education Directorate	1,130
2010	BPCV- Fellows of Bilim	April 23 <sup>rd</sup> Folk Dance Event	8	3	24	Çayırözü Elementary School	12
2010	BPCV- Fellows of Bilim	Çanakkale Project Group	7.47	18	134.5	Çanakkale Seddülbahir Museum	155
2010	BPCV- Fellows of Bilim	We Are Different, We Exist Too	1	10	10	Antalya Chamber of Drivers, Orfe Atli Sports Club and Municipality Kepez, Antalya	9
2010	BPCV- Fellows of Bilim	Stories from the Heart	9.46	11	104		232
2010	BPCV- Fellows of Bilim	Women's Hands Are Weaving for the Future of Children	17	6	102	Foundation for the Support of Women's Work	130
2010	BPCV- Fellows of Bilim	Birdhouse	3.75	4	15	Remo Furniture, Samsun İlkadım District National Education Directorate and Mayoralty	50
2010	BPCV- Fellows of Bilim	Love Wall	1.8	9	16.2	Municipality of Kartal, Society for the Protection of Children	47
2010	BPCV- Fellows of Bilim	Adopted Child Project	10	7	70	Balıkesir Firdevs Saraçoğlu Nursing House	14
2010	BPCV- Fellows of Bilim	One Day with Gamins	1	5	5	Bahçelievler Society for the Protection of Children, Ekol Optics	50
2010	BPCV- Fellows of Bilim	I Am Repairing My Brother's School	6	5	30	Değirmenler Village Elementary School in the District of Yakutiye in Erzurum	24
2010	BPCV- Fellows of Bilim	I Love Reading	1	3	3	Ünlü Furniture, Reşit Çubukçuoğlu Elementary School	75
2010	BPCV- Fellows of Bilim	Please Do Not Pour" for Respect to Future Generations	3.62	8	29	Ezici Yağ Sanayi Biodizel ve Enerji Üretimi Paz. Laboratuvar Hizmetleri A.Ş., (Ezici Biodiese), WWF-Society of Natural Life Protection, SUN AŞ GIDA, Mega Promosyon (Promotion), Barel Makine (Machinery)	720
2010	BPCV- Fellows of Bilim	What Do Children Want?	3.5	9	31.5	Zübeyde Hanım Society for the Protection of Children	52
2010	BPCV- Fellows of Bilim	One Step Forward	3.4	5	17.5	National Education Ministry Public Education Center	25



Year	Project	Activity	Spared Hours	Number of Volunteers	Total Volunteering Hours	Collaborator	Number of People Reached
2010	BPCV- Fellows of Bilim	Eco-Scientists	1.4	11	15.4	Transportable Battery Manufacturers (TAP) Association	400
2010	BPCV- Fellows of Bilim	Do Not Waste Our Future, Recycle It	8.2	6	49	Municipality of Sarıyer, Environmental Protection and Packaging Waste Recovery and Recycling Trust (ÇEVKO), Beyoğlu Rotary Club	600
2010	BPCV- Fellows of Bilim	Music Library	2.54	13	33.02	TRT Music	50
2010	BPCV- Fellows of Bilim	Home Sweet Home, Nursing Home	1.18	11	15.34	Edirne Nursing House	150
2010	BPCV- Fellows of Bilim	One Drop	5.8	5	29	Cebeci Village Elementary School	62
2010	BPCV- Fellows of Bilim	Smiling Eyes	3.9	22	85	Polisan Boya, Unilever and Emrullah Turanlı Kindergarten	60
2010	BPCV-Remove the Barriers	Non-Handicapped Life for 1 Day a Year – December 3 <sup>rd</sup> World Disabled Day	6	12	72	Çerkezköy Police House, Kapaklı Association of the Disabled, Association of Real Estate Agencies	400
2010	BPCV-Remove the Barriers	Autism School Workshop Project	2	4	8	Sabahat Akşiray Autism School Centre	14
2010	BPCV-Remove the Barriers	Remove the Barriers Project	10	3	30	Callpex	10
2010	BPCV-Remove the Barriers	World from a Child's Point of View	0.25	6	1.5	Sivas Ahmet Kutsi Tecer School of Educable Children	230
2010	BPCV-Remove the Barriers	Disabled Children Are Fundamental	4	6	24		7
2010	BPCV-Reading	Reading Project Implementation of "Curious Books Creative Reading" trainings	8	13	104	OSGD (Corporate Volunteer Association) Çağdaş Drama Derneği (Contemporary Drama Association)	13
2010	BPCV-Reading	Ümraniye Istanbul Chamber of Trade Elementary School-Kadıköy Team Implementation of "Curious Books Creative Reading" trainings	5	3	15	OSGD (Corporate Volunteer Association)	40
2010	BPCV-Reading	Implementation of "Curious Books Creative Reading" trainings Çerkezköy Yanıkağıl Village Elementary School	18.3	8	146.5	OSGD (Corporate Volunteer Association)	87
2010	BPCV-Reading	SHÇEK Çerkezköy 80. YIL Kindergarten - Karaağaç Village Elementary School					
2010	BPCV-Reading	Çerkezköy Yanıkağıl Village Elementary School Final Event	3	15	45	OSGD (Corporate Volunteer Association)	200
2010	BPCV-Reading	Gebze Fevzi Çakmak Elementary School Implementation of "Curious Books Creative Reading" trainings	14	15	210	OSGD (Corporate Volunteer Association)	160
2010	BPCV-Senior Board	Participation at CSR Europe Enterprise 2020 Brussels Final	24.6	6	148	CSR Europe	200
2010	BPCV-I Have the Control of My Career	Kayseri Erciyes University (with 5 voluntary instructors)	14	10	140	TMI, PDR Group, Remeda Communication Futureleaders, Adisa	100
2010	BPCV-Seeds to Saplings, Saplings to Trees	Give Life to Nature Team - Carbon Footprint Measurement	2	5	10	GOSB (Gebze Organized Industrial Zone)	150

## Our Responsibility to the Ecological Environment

# Environment Friendly Bilim

We consider the environmental dimension and impacts of our activities during all stages including design, purchase, manufacturing, packaging, storage, and launch of products on the market and recycling of packages of marketed products in order to minimize ecological impacts; and we carry out our activities taking into consideration and respectful of the protection of natural resources.





## OUR ENVIRONMENTAL MANAGEMENT

We consider the environmental dimension and impacts of our activities during all stages including design, purchase, manufacturing, packaging, storage, and launch of products on the market and recycling of packages of marketed products in order to minimize ecological impacts; and we carry out our activities taking into consideration and respectful of the protection of natural resources.

In this context, we prefer to use materials with low environmental effects. We organize routine training sessions on environmental protection to raise awareness of our employees on the importance of ecological environment and our role as a company.

We have structured our Environment Management System on the basis of 'Environment-Dimension- Effect Evaluation', Bilim Pharmaceuticals Environmental Policy and in compliance with ISO 14001 standards encompassed by Integral Management Systems (IMS).

Our activities within the scope of 'Environment-Dimension-Effect Evaluation' are always assessed numerically according to their environmental dimensions and effects. We have also put together a Yearly Environment Management Action and Management Plan to be able to reduce environmental effects to a minimum and to monitor them.

We have developed important procedures and directives deriving from the results of 'Environment-Dimension-Effect Evaluation' to keep environmental effects under control. We take 'Waste Management Procedures' and 'Energy Management Procedures' as a guide in activities we undertake on the protection of ecological environments. The dissemination and application activities are assessed and reviewed through the latest 'Environment-Dimension-Effect Evaluation', internal and external auditing findings, incidence reporting and the feedback of employees.

We identify the environmental dimensions and effects of our activities and products, their legal and local requirements, the ins and outs of every procedure, their routine and exceptional management circumstances and emergency situations by assessment with our ISO 14001 work teams.

## Our Responsibility to the Ecological Environment

### Sample Environment-Dimension-Effect Evaluation

ENVIRONMENT DIMENSION AND IMPACT EVALUATION FORM															
AREA: STORAGE AREAS										DATE OF ACTIVITY: 03.08.2010					
BASIC ACTIVITY: WAREHOUSES FOR MATERIALS, PRODUCTS AND SOLVENTS AND WAREHOUSES FOR PROMOTION MATERIALS															
PREPARED BY				VOLUME MANAGER							ACTIVITY NO: 3				
İlter Kaya / Mutlu Kuzu / Sibel Kayaoğlu				Mutlu Kuzu							MANAGEMENT REPRESENTATIVE / ASSISTANT				
				Cengizhan Nas / Bülent Erol											
Dimension No	Sub Activity	Dimension	Effect	Environmental Impact Criteria							Level of Importance	Existing Precautions / Existing Related Procedure	Legal Restrictions	DF/F Possible Activity	DF/ F No
				A	B	C	D	E	F	Total Effect Point					
1	Goods Acceptance	Waste paper-plastic (Recoverable/ Recyclable Waste)	Reduction / Consumption of Natural Resources	2	1	3	1	1	1	10	4	Waste Management Procedure	Regulation on the Control of Packaging Wastes		
2	Goods Acceptance	Chemical wastes (Hazardous wastes)	Water / Soil Pollution	2	1	3	1	1	1	10	4	Waste Management Procedure	Regulation on the Control of Hazardous Wastes, Regulation on the General Principles of Waste Management, Regulation on the Control of Soil Pollution		
3	Goods Acceptance	Exhaust emission during when suppliers bring in materials	Air Pollution	1	1	2	1	1	1	4	4		Regulation on the Control of Exhaust Gas Emissions		
4	Use of Picker During Acceptance of Goods	Energy consumption	Reduction / Consumption of Natural Resources	2	1	1	1	1	1	6	4	Energy is monitored through key performance indicators of THM	Regulation on Efficiency Increase in Use of Energy and Energy Resources		
5	Preparation of Process Order and Product Transportation	Waste paper-plastic (Recoverable/ Recyclable Waste)	Reduction / Consumption of Natural Resources	2	1	3	1	1	1	10	4		Regulation on the Control of Packaging Wastes		
6	Preparation of Process Order and Product Transportation	Chemical wastes (Hazardous wastes)	Water / Soil Pollution	2	1	3	1	1	1	10	4		Regulation on the Control of Hazardous Wastes, Regulation on the General Principles of Waste Management, Regulation on the Control of Soil Pollution		
7	Use of Vehicles During Preparation of Process Order and Product Transportation	Exhaust emission formation	Air Pollution	4	3	1	1	3	4	112	3		Regulation on the Control of Exhaust Gas Emissions	Audit by Warehouse Management and recording exhaust emission ratings - preventive activities will be launched	
	Use of Vehicles During Preparation of Process Order and Product Transportation	Vehicle tires/Used accumulators/ Used oils, etc.	Water / Soil Pollution	4	3	1	1	3	4	112	3		Regulation on the Control of Used Oils	Warehouse Management will ensure that environment-related liabilities are added in maintenance contracts of the company's vehicles	
8	Preparation of Process Order and Product Transportation (Use of Picker)	Energy consumption	Reduction / Consumption of Natural Resources	2	1	1	1	1	1	6	4		Regulation on Efficiency Increase in Use of Energy and Energy Resources		

ENVIRONMENT DIMENSION AND IMPACT EVALUATION FORM															
AREA: STORAGE AREAS												DATE OF ACTIVITY: 03.08.2010			
BASIC ACTIVITY: WAREHOUSES FOR MATERIALS, PRODUCTS AND SOLVENTS AND WAREHOUSES FOR PROMOTION MATERIALS												ACTIVITY NO: 3			
PREPARED BY				VOLUME MANAGER				MANAGEMENT REPRESENTATIVE / ASSISTANT							
İlter Kaya / Mutlu Kuzu / Sibel Kayaoğlu				Mutlu Kuzu				Cengizhan Nas / Bülent Erol							
Dimension No	Sub Activity	Dimension	Effect	Environmental Impact Criteria							Level of Importance	Existing Precautions / Existing Related Procedure	Legal Restrictions	DF/F Possible Activity	DF/F No
				A	B	C	D	E	F	Total Effect Point					
9	Activities in Solvent Warehouses (waste transferring and sampling)	Pouring of used solvents and chemical wastes	Water / Soil Pollution	3	2	2	1	2	2	36	4	Instructions on the Control of Pouring of Chemicals and their Scattered Substances	Regulation on the Control of Hazardous Wastes, Regulation on the General Principles of Waste Management, Regulation on the Control of Soil Pollution		
10	Activities in Solvent Warehouses (waste transferring and sampling)	Gases and steam exposed during pouring of used solvents and chemical wastes	Air Pollution	1	2	2	1	2	2	12	4	Instructions on the Control of Pouring of Chemicals and their Scattered Substances	Regulation on the Control of Hazardous Wastes, Regulation on the General Principles of Waste Management, Regulation on the Control of Soil Pollution		
11	Activities in Solvent Warehouses (waste transferring and sampling)	Contaminated barrels	Water / Soil Pollution	3	2	2	1	1	2	30	4		Regulation on the Control of Hazardous Wastes, Regulation on the General Principles of Waste Management, Regulation on the Control of Soil Pollution		
12	Maintenance of Forklift	Wastes after maintenance of contaminated forklifts (greasy fabrics)	Water / Soil Pollution	2	2	2	1	2	3	36	4		Regulation on the Control of Solid Wastes		
13	Maintenance of Forklift	Used accumulators	Water / Soil Pollution	2	2	2	1	2	3	36	4		Regulation on the Control of Solid Wastes		
14	Maintenance of Forklift	Used oil	Water / Soil Pollution	2	2	2	1	2	3	36	4		Regulation on the Control of Hazardous Wastes, Regulation on the General Principles of Waste Management, Regulation on the Control of Soil Pollution		
15	Use of Forklift	Used tires	Reduction / Consumption of Natural Resources / Soil Pollution	2	2	2	1	2	3	36	4		Regulation on the Control of Worn Out Tires		
16	Use of Forklift	Exhaust emission	Air Pollution	1	1	2	1	1	1	4	4		Regulation on the Control of Exhaust Gas Emissions		
17	Forklift Accumulator Charging Area	Hydrogen emission in accumulator charging area	Air Pollution	1	1	2	1	1	1	4	4		Regulation on the Control of Exhaust Gas Emissions		
18	Process of Labeling Industrial Wastes Released by the Warehouse	Industrial wastes (Al folio, Al tubes, Al covers, Label backsides, etc.)	Reduction / Consumption of Natural Resources									Storage and Recycling of Industrial Wastes Will Be Added to the Destruction Procedure	Communiqué on the Recovery of Non-Hazardous Inert Wastes		
Form No		PR.0.TH.07.				Page Number: 1/1									
Template No:		01-01													

## Our Responsibility to the Ecological Environment

### > Our Environmental Policy

We use appropriate technologies in order to minimize and control potential impacts caused by our activities, related to environment and human health.

We comply with the laws and regulations of the Ministry of Health required by the pharmaceutical production sector, the rules of current Good Management Practices, Environmental Legislations and local requirements.

We predicate our actions for a sustainable environment through the minimization of loss in the ratio of raw materials, the efficient use of energy, the absolute minimization of waste products and the increase in support of recycling.

We organize training events for our company's and subcontractors' employees with the aim of raising awareness on protecting the environment.

We assess and monitor our suppliers and contract manufacturers in view of their impacts on the environment.

We ensure the adherence to ISO 14001 Environment Management Systems and review and improve them through set targets. In this manner, we commit to preventing environmental pollution.

We share our environmental policy, with our stakeholders, within our company, making use of our website, Bilim Portal, our annual internal trainings and written documents.

This year, the success of our Environmental Management System has been crowned with the Environment Award granted by the Kocaeli Chamber of Commerce in the category of large enterprises.

Our ISO 14001 Environmental Management System and the standards that we applied at our Bilim Gebze Production Plant, which was built based on the green building concept and commissioned in 2008, played key role in these successful results regarding environmental protection.

### > 100 out of 100 to Environment-Friendly Bilim Gebze

Bilim Pharmaceuticals has received the Environment Award of the Kocaeli Chamber of Industry(KCI).

Minister of Forestry Prof. Veysel Eroğlu presented the "Şahabettin Bilgisu Environment Award" to the CEO Dr. Erhan Baş with the aim of fostering environment sensitivity among industrial companies.

In the speech he made at the ceremony organized by KCI in May 27, 2010, CEO Dr. Erhan Baş stated, "Environment is one of most important dimensions on both corporate responsibility and sustainability... Investing to the environment is no longer a trend but a necessity. As Bilim Pharmaceuticals, we comply with the environmental standards not only in our corporate responsibility practices but also in business practices. We abide to the national and international regulations and are committed to protecting natural resources, using these resources efficiently, source reduction and recycling.

Bilim Gebze, which was deemed worthy of the Incentive Award in addition to the Environment Award, was built in compliance with the ISO 14001 Environment Management Standard and the "green building" concept. The building provides energy and natural resource efficiency thanks to its building management system, energy management system, lightening automation, heat isolation, free-cooling features etc.

Bilim Pharmaceuticals started its sustainability journey in 1998 by applying the EFQM Excellence Model and with this award, it is one step closer to receiving the European Quality Awards as a candidate.

### Our Environmental Management Model

A sustainable ecological environment requires effective governance that is in relation with all other processes. Within the framework of our sustainability management process, and in line with our strategy of “protecting the environment and reducing consumption of natural resources”, we set up the Environmental Management Board, the Energy Management Board and ISO 14001 Environmental Work Teams, which play active role in such processes as evaluation of our environmental impacts, planning of necessary activities to minimize determined impacts and reducing consumption of natural resources. The Environmental Management process is carried out with the participation of all our employees and in cooperation with other processes.

The Environmental Management Board and the Energy Management Board were established under the roof of the Sustainability Board to evaluate and review management, planning and implementation processes, while Environmental Work Teams were established to executive and disseminate activities in practice.

#### Environmental Management Board (EMB):

Our Environmental Management Board consists of department representatives. The Board meets under the presidency of the Technical Services Manager of the related plant, every 3 months, and evaluates and reviews the standard agenda and other matters set forth by its members. The standard agenda is as follows:

- Activities of improvement that derive from the Current Situation Analysis
- Environmental Activities set forth that serve the “Management of Environment in the Annual Budget Plan”
- Corrective and preventive environment-related measures
- Review and evaluation of legislative amendments
- Stakeholder feedbacks

At its meeting at the 4<sup>th</sup> quarter, the Board determines improvement areas for the next year by considering the environmental policy, by conducting the Current Situation Analysis (CSA) and by evaluating stakeholder feedbacks, status of compliance with the

law and regulations, collaborations, technologies, benchmark and training information and findings of internal and external audits. If any evaluation came from outside the Company regarding the Excellence Model throughout the year, the Feedback Report is also evaluated at the first subsequent meeting. The EMB may meet with a special agenda, if necessary.

#### Energy Management Board (EMGB)

The Energy Management Board consists of the department representatives, who are actively involved in energy procurement, distribution and consumption processes within our company. The Board meets under the presidency of the Technical Services Manager at the plants, every 3 months with a standard agenda as set forth in the board format in line with the strategies of “protecting the environment and reducing use of natural resources” and “lower production costs”. It also reviews and assesses short-, mid- and long-term improvement plans and employees’ suggestions with respect to energy consumption, energy efficiency and saving, as well as related performance indicators during the operating period. At its end-period meetings, the Board determines areas of improvement for the next year by evaluating its energy policy, stakeholder feedback, status of compliance with the law and regulations, collaborations, technologies, benchmark and training information and findings of internal and external audits, providing input for the Current Situation Analysis (CSA). The EMGB may meet with a special agenda, if necessary.

#### Environmental Work Teams

Environmental Work Teams consist of managers and experts determined by our process owners. In scope of Environmental Management Systems, these teams come together once a month or more often when needed, to review yearly environmental dimensions and their effects and to review, popularize and increase the efficiency of the application of procedures and directives in light of the experience acquired and current legislations, while also to ensure right waste management practices in areas that fall under their responsibility, evaluating environmental feedback and preparing/managing action plans for areas of improvement.



## Our Responsibility to the Ecological Environment



**Kemal SERT**

Member of the Environment and OHS (Occupational Health and Safety) Team

I have been a member of the Occupational Health & Safety and Environment teams for 10 years. Being a member of the OHS and Environmental Teams is to be a person who can provide safety at the workplace, who can take measures against possible accidents and injuries and make interventions, who can take measures to prevent environmental pollution caused by the sector that they work for, who have the necessary knowledge and equipments to take preventive measures against air, water, soil and noise pollution, and who knows how to achieve these targets.

Occupational health & safety management system is a people-oriented system. We are a company aware of our social responsibilities, which also has a working system that attaches importance to humans, prioritizes human health and puts humans in the center.

Our Company is well aware of the national legislations with respect to environment and occupational health & safety and continuously keeps view of its customers' and sub-contractors' compliance with the related rules, aiming to prevent environmental pollution or otherwise, to reduce it at its source, and to keep risks associated with occupational health & safety and environment under control by predicting them. The fact that our Company placed these targets in its mission and policies makes us a leading and exemplary firm.

Being a part of such a company makes me proud and makes me feel that I have privilege against the employees of other companies.

### Our Environmental Targets

#### > Environmental Targets of Çerkezköy Plant in 2011

To keep electricity consumption at 0.167 kWh/box

To keep natural gas consumption at 0.0127 m<sup>3</sup>/box

To keep water consumption at 1.00 l/box

To keep process solid waste amount at 0.480 g/box

To keep average loss in production at 1.25%

To provide each of our employees with at least 4 hours/year of training on ISO 14001 Environmental Management System

#### > Environmental Targets of Gebze Plant in 2011

To keep electricity consumption at 0.175 kWh/box

To keep natural gas consumption at 0.0158 m<sup>3</sup>/box

To keep water consumption at 1.24 l/box

To keep process solid waste amount at 0.666 g/box

To keep average loss in production at 1.08%

To provide each of our employees with at least 4 hours/year of training on ISO 14001 Environmental Management System

### OUR ENVIRONMENT-FRIENDLY APPROACH

Some of the activities that we carry out within the framework of our strategy of "protecting the environment and reducing use of natural resources" are as follows:

- We prevent 6,800 trees from being cut every year by recycling 400 tons of paper, which emerge during our operations.

- We revise and change our production methods (like switching from solvent-based covering process to water-based covering process) and analysis methods (like generalization of use of UPLC in analyses which requires less solvents compared to HPLC devices) in order to reduce the amount of solvents used at production and laboratory areas in our facilities.

- Used solvents are separately collected at their source and submitted to companies for recycling, which are licensed by the Ministry of Environment and Forestation.

- As a result of the efforts we conducted in 2009 to remove organic solvents from production processes, we prevented the use of 73 tons of organic solvents in total in 2010.

- Our Company began to measure its carbon footprint in 2009; we switched to diesel vehicles in order to reduce emissions caused by use of vehicles. Moreover, we concentrate on teleconferences in our meetings in order to use less vehicles. We also make large investments in our IT infrastructure.

- We have our pharmacy bags manufactured of biodegradable and reusable materials.

- We are a member of the Business Council for Sustainable Development of Turkey and WWF Turkey; we organize awareness raising training programs on climate change.



- With our voluntary project entitled “Tohumlar Fidana, Fidanlar Ağaca” (Seeds to Sapling, Saplings to Trees), we raise awareness of our employees and their families on environmental protection.
- We deem our suppliers that we have been working with more than 3 years as our “business partners”. Through the Business Partners Summit that we hold every year, we share our environment-friendly activities and aim to raise awareness of business partners on environmental protection. One of the criteria that we use to evaluate our suppliers and business partners is whether they hold the ISO 14001 certification. Thus, we encourage our suppliers and business partners to conduct activities on “environmental protection for a more sustainable world.”

We make donation on behalf of our employees to the Foundation for the Promotion and Protection of the Environment and Cultural Heritage (ÇEKÜL) on their birthdays. This way, we get trees to be planted in 7 different forests on behalf of our employees.

We plant 20,000 new trees every year to balance the negative environmental impact that may occur due to use of 20,000 tons of paper. By means of the above-mentioned equipment, use of energy per air-conditioned area was reduced by 58% at our Bilim Gebze production facility, which we moved to and began to operate in 2008. The additional investments that we have made in order to reach these results are summarized in the following table:

### Our Environmental Investments and Our Savings

Investment Item	Investment Amount	Additional Investment to Increase Energy Efficiency	Economic Service Life (YEARS)	Annual Return (%)	Annual Earnings (TL/Year)
Building Management System (BMS)	3,860,000	420,000	15	10	325,274
Energy Management System (EMS)		500,000	15	2	65,055
Light Management (Automation) System (LMS)		250,000	15	5	12,887
A-B Blocks Sun Blind (Automatic Venetian Blind System)	67,500	67,500	10	1	2,577
Cooling System – Frequency Inverter Centrifuge Chiller (3x3 MW)	601,000	125,000	15		283,707
Cooling System – Closed-Type Cooling Towers	540,000	189,000	15	3 - 5	141,886
Frequency Inverter Pressurized Air System	209,250	37,665	10		83,922
Economizer Steam Boilers	179,645	30,243	10	2	12,000
Economizer Heating Boilers	70,578	13,149	10		
Use of direct drive 'efficiency 1' electrical engine with frequency inverter in air-conditioning stations	1,552,500	310,500	12		1,158,325
Heat recovery units in air-conditioning stations		15,000			114,634
Use of frequency inverter in air pressure tanks and pumps		43,000	10	3	228,071
Extra De-dusting Units with HEPA Filter	236,250	23,625	15		prevents 386 kg/year dust emission
Use of “COVALENT BOND DIVERGING BUSH” in natural gas lines in order to increase burning efficiency and to reduce emissions	20,000	20,000	10		18,586
Switch from gasoline vehicles to diesel vehicles			4		486,682 kg emission saving
Recycling of plastic and paper			-		14,454
<b>SUM OF ADDITIONAL INVESTMENTS TO INCREASE ENERGY EFFICIENCY</b>		2,044,682			

### Our Gebze plant is the most environmentally friendly drug manufacturing plant in Turkish Pharmaceuticals sector, thanks to its environment-friendly practices:

- In the scope of our Integrated Building Management System (BMS), we set up automatic control functions aiming to reduce use of energy.
- BMS works in integration with energy monitoring system, lighting automation, card entrance, CCTV and fire detection system.

• We use latest technologies with high energy efficiency in the heating, cooling and air-conditioning systems. Our cooling system is composed of centrifuge chilling groups with frequency inverter whose energy efficiency is 50% higher than its rivals. The closed-type cooling towers that we have been using are able to cover the plant's cooling needs at convenient outer environment temperatures without operating cooling groups (free-cooling).

• In the fans of our air-conditioning stations which are spread throughout the plant, we used “efficiency 1” direct drive engines with high efficiency, which are equipped with frequency inverters and convert electricity to mechanical energy.



## Our Responsibility to the Ecological Environment

---

- In addition, we provided an optimum energy consumption profile by using FC in air pressure tanks and pumps and ensuring that engines are operated based on the system pressure.

- In almost all air-conditioning stations, fresh air is used at 25% while returning air is used at 75%, thus enabling us to save from heating and cooling energy. In air-conditioning stations that use returning air and have sufficiency capacity, the need for heating fresh air in winter is reduced, thanks to heat recovery exchangers located in the exhaust air duct.

- Thanks to economizer steam and heating boilers, heat of chimney gas is recovered, increasing boiler efficiency.

- Energy efficiency is provided by covering peak load needs at an optimum level with the frequency inverter air compressor, which is used in the pressurized air system.

- Component elements with high thermal insulation were used in the exterior wall, roof and windows of the building.

- Cooling need is reduced in summers through automatic sun blinds that are used in offices and laboratories.

We utilize daylight at a maximum level using glass pyrophyllite in the external walls of and the "skylight" practice on the roof.

No pollutant is allowed in the exhausted air, thanks to high non-permeable HEPA filters used in air-conditioning exhaust systems. In dusty production process, air sucked from each room is passed through dust separators that have automatic pneumatic shaking systems.

- Solid wastes are collected and separated into classes (hazardous wastes, recyclable wastes, domestic and industrial wastes) at their source in accordance with the solid waste management procedure and submitted to and destroyed at contractors or incinerators, approved by the Ministry of Environment, in a way that does not harm the environment. We continuously inform our employees, suppliers, business partners and visitors on this matter.

### Environment-Friendly Information Technology Practices

- In 2010, OCS Video Conference Application software was installed to all employees' computers; related trainings were provided and instruction documents were uploaded to Bilim Portal. Audiovisual communication is provided through data lines between employees working at Ayazağa, Gebze and Çerkezköy Plants, as well as Regional Offices, thanks to the OCS application. This practice saved significantly from our Company's communication, traveling and accommodation costs.

- Electronic devices that are not used at Bilim locations were collected at the headquarters and submitted regularly to a contracted company, which is approved and authorized by the Ministry of Environment and Forestry and which holds ISO 14001 certification. Electrical and electronic devices, as well as technological waste such as accumulators, batteries, cartridges, cables, etc are delivered to an organization that has recycling plant. By means of the "Satellite Tracking System" owned by this company, we are able to track the whole process from receipt of electric and electronic wastes from our company to their transportation to the company's recycling plants.

- Providing input for studies to increase production efficiency, the MES (Manufacturing Execution System) allowed us to transfer records on paper, which are monitored throughout the production process, to the electronic environment. With this practice, there is no need to duplicate the copy of the production method for each product series, allowing us to save a significant amount of paper. While nearly 150 million of boxes from 6,000 product series are manufactured each year, the average record is as long as 70 pages (a total of 420,000 pages). We made positive contribution to the protection of natural resources by reducing use of paper and to the environment by reducing toner cartridge consumption.

- With the SAP Document Management System, the intellectual capital of the whole company is transferred to electronic environment, providing data security and a paperless office environment. With the SAP-DMS (Document Management System) module, creation, storage and archiving of all documents which are produced within the scope of the Quality System as well as execution of the approval mechanism are conducted at the electronic environment. Thanks to this practice, there is no need to print documents in order to spread out documents for information and usage purposes, thus contributing to the protection of natural resources.

- We have switched to the system virtualization technology by 2009 in our servers, in which the operating systems and the database required by new software and different application projects are located. Thanks to this technology, we consume less energy since a lower number of servers are purchased and used, and a lower number of employees is needed for maintenance and updating processes. As the number of our servers is cut down at least by 50% through virtualization, we aim to reduce our energy consumption and greenhouse gas emissions and to prolong the service life of our servers.

- Thanks to the efforts of our R&D laboratories, we switched to the "thin client" server, which gathers data storage and processor capacities of desktop PCs that lead to higher greenhouse gas emissions by consuming more energy. This practice aims to reduce investment, operating and energy costs.

- We replace old desktop PCs with newer notebook PCs; also, we replace old monitors with LCD screens to reduce the amount of energy consumed.

- Business flow forms (requests for annual leaves, car accumulators, new tires, etc) with wet signatures on them, which circulate between or within departments in the company, were moved to the Bilim Portal platform, eliminating paper consumption.

- Orders given to packaging suppliers are processed through the electronic system instead of CDs. Before 2008, technical drawings of drug boxes and prospectuses were used to be first approved by the managers of different departments in the company with their wet signatures on papers and then copied to CDs and finally sent to packaging suppliers for manufacturing. With a new piece of software that we developed, we moved this

process to electronic environment, ensuring both information security and version tracking and reducing courier expenses and use of consumables such as CDs, cartridges, etc in communication.

- Official correspondences and agreements that we mutually make with our external stakeholders are carried out through electronic environment, while legal records are automatically created as the electronic environment is integrated to the SAP system. The correspondences, letters of agreement, etc which are printed out on paper from the SAP system and sent to our suppliers, customers or the banks that we work with are now automatically submitted via e-mail with improvements made by our IT department. We reduced use of paper and mailing costs through this practice.

- Within the framework of legal obligations that are not yet enacted but mentioned to be put in practice in the following years, we made our infrastructure and systems ready for switching to e-signature in all documents and for the management of invoicing (e-invoice) processes between companies through the IT systems of Ministries and Bilim. As e-signature and e-invoicing become legal obligations in the coming years, they will reduce use of natural resources, thus contributing to the national economy.

#### MATERIALS USED\*

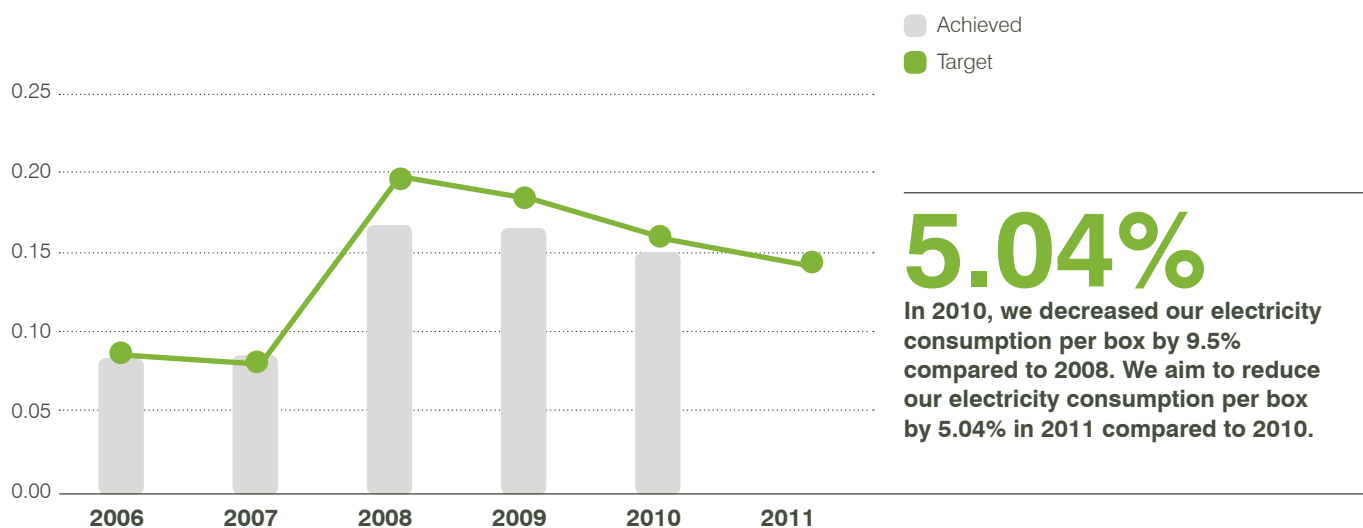
Box	2,175	tonnes
Parcel	475	tonnes
Prospectus	280	tonnes
Imported package	212.43	tonnes
Local raw materials	505	tonnes
Imported raw materials	1,920	tonnes
<b>Total package</b>	<b>3,142.4</b>	<b>tonnes</b>
<b>Total raw materials</b>	<b>2,425.0</b>	<b>tonnes</b>
<b>Total materials used directly in production</b>	<b>5,567.4</b>	<b>tonnes</b>
<b>Materials that are not recycled (Total raw materials)</b>	<b>2,425.0</b>	<b>tonnes</b>

\* Except for water and fossil fuels

## Our Responsibility to the Ecological Environment

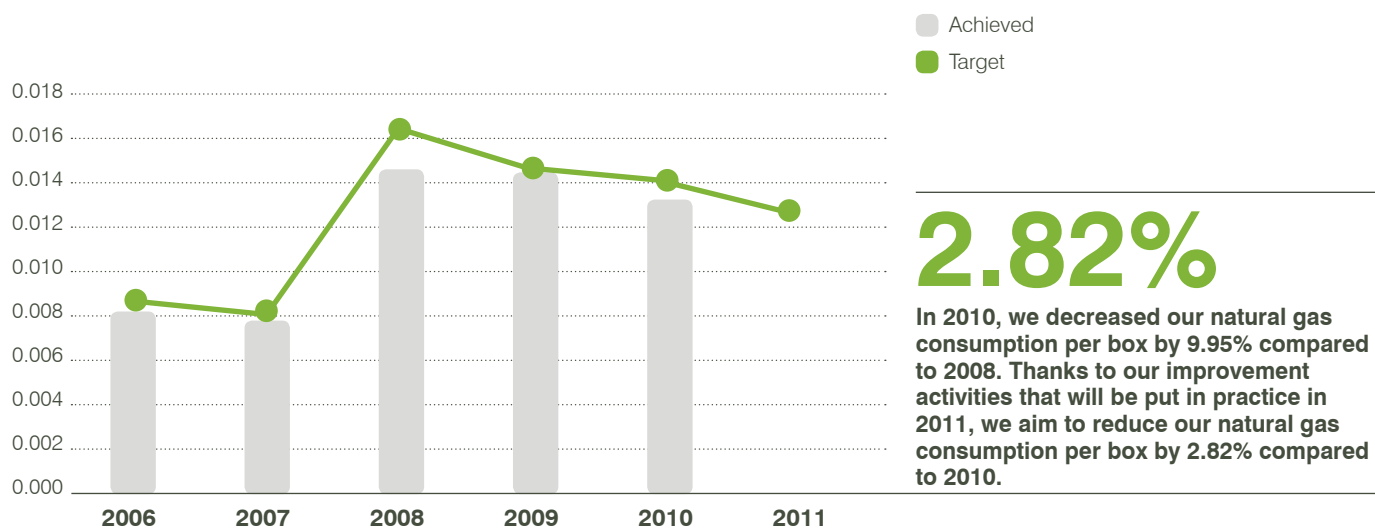
### ENERGY CONSUMPTION

#### Electricity Consumption per Box



	2006	2007	2008	2009	2010	2011
<b>Achieved</b>	0.0829	0.0883	0.1683	0.1664	0.1523	
<b>Target</b>	0.0845	0.0819	0.1987	0.1835	0.1590	0.1447

#### Natural Gas Consumption per Box

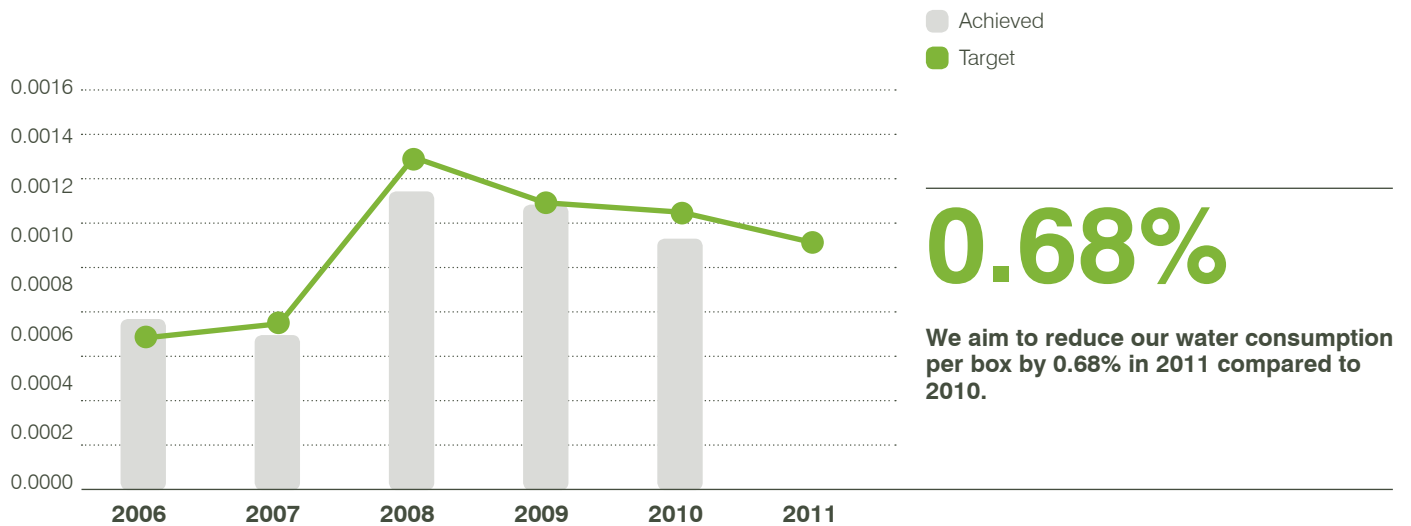


	2006	2007	2008	2009	2010	2011
<b>Achieved</b>	0.0081	0.0077	0.0146	0.0144	0.0131	
<b>Target</b>	0.0085	0.0079	0.0162	0.0145	0.0140	0.0127

Water, besides being a primary input in cleaning, is used as a raw material in the production of liquid medicine and pomades, in our plants. The process equipments at the Gebze Plant are fully equipped with WIP (Washing in Place) mechanisms, which provide effective washing performance with less water and detergent. Raw materials, IBC product containers that are

used in transferring semi-finished products and removable equipment that are contaminated with product dust are washed and dried up at automatic IBC washing stations that have the same technology with WIP. Domestic water consumption, on the other hand, is minimized through use of photocell armatures and water-limiting valves.

### Water Consumption per Box



	2006	2007	2008	2009	2010	2011
<b>Achieved</b>	0.00069	0.00062	0.00119	0.00114	0.00100	
<b>Target</b>	0.00061	0.00067	0.00134	0.00115	0.00111	0.00099

## Our Responsibility to the Ecological Environment

### WASTE MANAGEMENT

We separate the recyclable waste at the source under such categories as hazardous wastes, industrial wastes, recyclable wastes and recoverable wastes in the scope of our Waste Management Procedure, and dispose them through collaboration with accredited firms licensed by the Ministry of Environment and Forestry in a way that does not harm the nature. Produced wastes are continuously recorded including their category and their monthly trends are kept view of. One of these trends, which is "amount of hazardous waste per box", is monitored as a performance indicator. We continuously keep informing our employees, suppliers, business partners and visitors in order to increase the efficiency of our waste management system.

Our Scientific Department Directorate launched a project to switch from solvent-based covering to water-based covering in wet granulation and tablet film coverings as of end-2008, providing a 70% decline in the use of solvents. The project will be continued until water-based covering is used in all products. Thus, we aim to significantly reduce VOC emissions.

#### Waste Recycling

In scope of the Regulation on the Control of Packaging Wastes within the framework of the Environmental Law, we have been collaborating since 2005 with ÇEVKO, an authorized institution in recycling activities, for the collection of our packaging wastes at a specified quota.

Amounts of packages that do not contact the product inside, which we have been offering to the market in the last two years, are given below. The recycling rate, which was 36% in 2009, rose to 37% in 2010.

Wastes of packages offered to the market (kg)	2009	2010
Plastic*	189,840	23,300
Paper-Cardboard	2,955,158	2,549,000

\* There was a significant decline in stretch film materials, which are used to form bonds, during storage and distribution of our products. Moreover, with the standardization of packages, a significant decline was registered in the amounts of packages offered to the market.

With the same approach, we separate the recyclable waste caused by our activities at the source in scope of the Waste Management Procedure, and regain them through collaboration with accredited firms licensed by the Ministry of Environment and Forestry.

The amounts of regained packaging waste caused by the activities in our facilities in 2009 and 2010 are as stated below:

Type of Waste	2009 (Kg)	2010 (Kg)
Plastic	39,186	61,465
Paper-Cardboard	277,679	302,576
Glass	3,150	15,681
Strong Pallet Recycling	4,018	6,634
Scrap Pallet	59,050	73,800

#### Used Water

Water used at our headquarters is domestic water and drained directly to the sewage. As the central treatment facility was commissioned at the Gebze Organized Industrial Zone in 2010, the industrial wastewater treatment and the domestic wastewater treatment system which are installed at our Gebze Plant and which both have membrane treatment technology were deactivated; we began to canalize used water directly to the central treatment system. At our Çerkezköy Plant, process-based wastewater is processed at our domestic wastewater chemical pre-treatment facility and drained to the Çerkezköy Organized Industrial Zone Biological Treatment Facility. Similarly, domestic wastewater is also drained to the same facility.

Total amount of water drained to the receiving environments of Gebze and Çerkezköy Organized Industrial Zones in 2010:

Çerkezköy: 10,948 m<sup>3</sup>

Gebze: 17,600 m<sup>3</sup>



**Funda YILMAZ**

Gebze Organized Industrial Zone (GOSB) Environmental Manager

Bilim Pharmaceuticals is actively involved in Energy Work Teams, Environmental Work Teams and Technology Work Teams, which were all set up by GOSB.

Members of Bilim Pharmaceuticals' work teams make great contribution by offering innovative resolutions as they have a

broad vision. The fact that they have adopted a solution-oriented approach makes it possible that decisions are taken quickly. We can clearly state that Bilim Pharmaceuticals employees add value to work teams.

Bilim Pharmaceuticals is a company that has a sensitive approach with respect to every matter... It is not a mere spectator on any matter related to GOSB; it always takes pains to be a part of the solution.

Moreover, it keeps view of and is actively involved in current affairs. Its leadership in its sector is the most important indication of this.

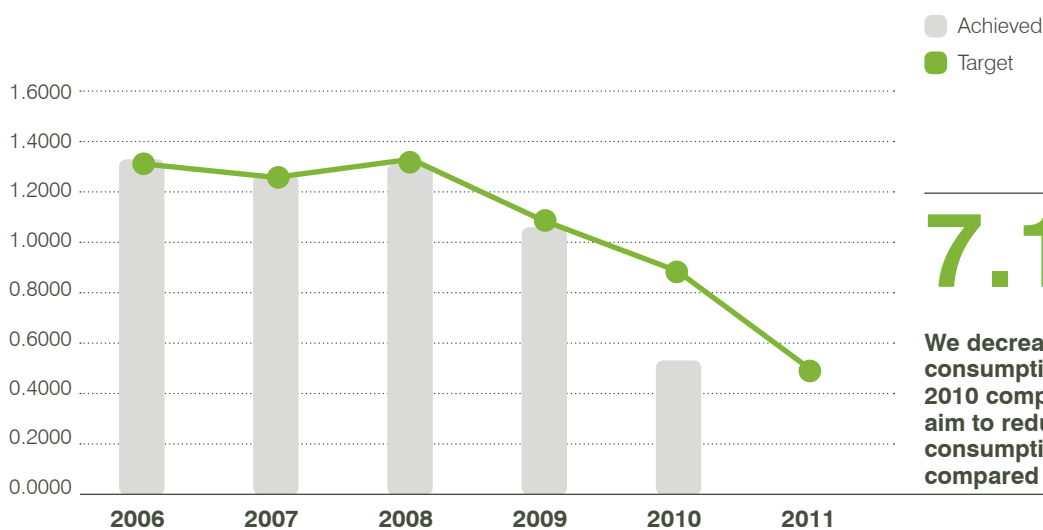
### Hazardous Wastes

If a decision of destruction is taken for material and products which were rejected by our Quality Control and Quality Assurance Departments, a destruction form is filled. Based on this form, products and/or materials are transferred to project inventories, provided that they are kept at the warehouses of rejected materials within the SAP system. Later, the related information is conveyed to the Cost Accounting Department. Meanwhile, informing correspondences are sent to the Ministry of Finance and Ministry of Health; and officials coming from the tax office

and the Ministry of Health check destruction amounts and the reason for such destruction. Following the official compliance letter, the products and materials are destroyed by the authorized institution, Izaydaş, in the presence of the Notary and officials from the Ministry of Health.

Apart from this process, if a material can be delivered to any recycling company, it is sold as scrap. The Ministry of Health is not notified about such products and materials. We have not encountered any spills caused by our operations.

### Amount of Hazardous Waste per Box



**7.11%**

**We decreased our hazardous waste consumption per box by 49.98% in 2010 compared to 2009. In 2011, we aim to reduce our hazardous waste consumption per box by 7.11% compared to 2010.**

	2006	2007	2008	2009	2010	2011
<b>Achieved</b>	1.344	1.280	1.340	1.076	0.538	
<b>Target</b>	1.325	1.275	1.350	1.100	0.900	0.500

## Our Responsibility to the Ecological Environment

### GREENHOUSE GAS EMISSIONS AND OUR CARBON FOOTPRINT

Use of energy and greenhouse gas emissions caused by the Company's vehicles, which were calculated in 2009 for the first time, were reviewed under the consultancy of an independent institution in the first quarter of 2010. The scope was expanded to cover other activities throughout the organization. Air miles, personnel transportation services, and transportations that are outsourced to third companies between our warehouses and distribution outlets were included as well.

<b>Greenhouse Gas</b>				
<b>Emission Ratio (CO<sub>2</sub> kg/box)</b>	<b>2009 (Actual)</b>	<b>2010 (Target)</b>	<b>2010 (Actual)</b>	<b>2011 (Target)</b>
<b>Facilities</b>	0.11789	0.11495	0.10793	0.10577
<b>Vehicles</b>	0.06450	0.06289	0.06493	0.06299
<b>TOTAL</b>	0.18240	0.17784	0.17287	0.16876

**We aim to reduce greenhouse gas emissions caused by our facilities, headquarters and vehicles by 2.5% until the end of 2012 by carrying out the following activities:**

- Use of covalent bond diverging bushes which increase burning efficiency in steam and heating boilers while reducing emissions,
- Renting of vehicles which cause less gas emissions,
- Generalizing the video conference system,
- Dissemination of e-trainings,
- Use of technologies throughout the company, which reduce power consumption and increase energy efficiency,
- Use of UPLC equipments in impurity analyses, which save energy and reduce solvent consumption.

<b>Greenhouse Gas Emission Ratio (t CO<sub>2</sub>e)</b>	<b>2009</b>	<b>2010</b>
<b>Scope 1</b>	12,107	11,558
<b>Scope 2</b>	10,778	9,680
<b>Scope 3*</b>	2,815	1,954
<b>TOTAL</b>	<b>25,700</b>	<b>23,192</b>

**\* Scope 3 does not include customers' share in emissions that result from the production of materials purchased from outside, which are inputs for the manufacturing process.**

Atmospheric emission can be in the form of gas or dust. A variety of technologies can be used to minimize emissions in the form of dust. In addition to applications that minimize dust at its source such as laminar airflow units and closed systems, which are used at our Gebze and Çerkezköy Plants, de-dusting units are also used to minimize atmospheric emissions. These units, which are used before dust that emerges during production within the manufacturing equipment cabins such as tablet compressing, capsule filling, powder filling cabins, etc is expelled by an exhaust fan, are equipped not only with bag filters that only comply with legal limits, but also with secondary HEPA filters, which has 99.99% filtration efficiency.

**NOx and SOx emissions caused by natural gas, gas oil and LPG usage:**

<b>SOx</b>	0,1	tonnes
<b>NOx</b>	60,0	tonnes

### BIODIVERSITY

Our facilities were established at Organized Industrial Zones (OSB). One of the foundation targets of OSBs is to provide waste management and to minimize and keep under control the possible negative impacts on biodiversity. Both facilities were through Environmental Impact Assessment during establishment and the negative environmental impacts arising from the activities of these facilities were evaluated. The issued report stated that our facilities would have no negative impact on flora and fauna.

We continuously monitor our emissions and discharges with accredited independent organizations, which are licensed by Republic of Turkey Ministry of Environment and Forestry. This way, we provide that our emissions and discharges are highly below the legal limits.





**Kadir KARAKAYA**

Çerkezköy Organized Industrial Zone  
Assistant Manager

No one has ever witnessed that Bilim Pharmaceuticals fails to comply with the law, legislations and social rules...

Bilim Pharmaceuticals operates in continuous sensitivity towards the environment and occupational health & safety.

The Company contributes to environmental studies by sending its personnel. (Participation at the Gebze Organized

Industrial Zone (GOSB) Environmental Team and participation of Çerkezköy plant employees at the GOSB Environmental Team's visit to Çerkezköy Organized Industrial Zone).

Bilim Pharmaceuticals has many outstanding features. Bilim Pharmaceuticals is different, particularly with its personnel's interest in their business, as well as their knowledge, politeness and smiling approaches. The Company paves the way for its personnel by attaching importance to such matters as management, environment, and occupational health and safety.

Bilim Pharmaceuticals is a superior company not only with its approaches concerning Environment and OHS, but with all its activities.

## LEGAL COMPLIANCE

Launched in the second half of 2009 at the Gebze Plant that became operational in 2008, the IMS (Integrated Management System) Certification Project was completed in the first quarter of 2010. Thus, our entire company, including our Çerkezköy Plant and the headquarters which were certified before, has received ISO 9001 Quality, ISO 14001 Environment and OHSAS 18001 Occupational Health and Safety Management Standards certification.

In 2010, we received the Şahabettin Bilgesü Environmental Grand Prize from the Kocaeli Chamber of Industry. With this environment award, we have got a 10% discount from İZAYDAŞ for waste disposal services throughout 2010.

Our company received the "Sustainability in Excellence" Award from TÜSIAD (Turkish Industrialists' and Businessmen's Association) KalDer (Association of Quality) in 2010 and will apply for the European Environmental Grand Prize in 2011.



## Statement GRI Application Level Check

GRI hereby states that **BILIM PHARMACEUTICALS** has presented its report "Corporate Responsibility Report 2010" to GRI's Report Services which have concluded that the report fulfills the requirement of Application Level A.

GRI Application Levels communicate the extent to which the content of the G3 Guidelines has been used in the submitted sustainability reporting. The Check confirms that the required set and number of disclosures for that Application Level have been addressed in the reporting and that the GRI Content Index demonstrates a valid representation of the required disclosures, as described in the GRI G3 Guidelines.

Application Levels do not provide an opinion on the sustainability performance of the reporter nor the quality of the information in the report.

Amsterdam, 8 June 2011

A handwritten signature in blue ink, appearing to read "Nelmara Arbex".

Nelmara Arbex  
Deputy Chief Executive  
Global Reporting Initiative



*The Global Reporting Initiative (GRI) is a network-based organization that has pioneered the development of the world's most widely used sustainability reporting framework and is committed to its continuous improvement and application worldwide. The GRI Guidelines set out the principles and indicators that organizations can use to measure and report their economic, environmental, and social performance.*  
[www.globalreporting.org](http://www.globalreporting.org)

**Disclaimer:** Where the relevant sustainability reporting includes external links, including to audio visual material, this statement only concerns material submitted to GRI at the time of the Check on 1 June 2011. GRI explicitly excludes the statement being applied to any later changes to such material.

Bilim Pharmaceuticals' 2010 Corporate Responsibility Report was prepared in compliance with the GRI G3 Sustainability Reporting Principles and the Global Compact's Communication in Progress (COP) Reporting.

The following table is an integrated indicator index table that brings together the indicators of both standards. Status of reporting concerning all indicators has been specified.

GRI Indicators*	Related GC Indicators*	Scope of Report	Reported Part	Page of the Reported Part
1.1 Statement from the most senior decision-maker of the organization.	GC continued support statement	Full	*Chairman's Message *CEO's Message	2-5
1.2 Description of key impacts, risks, and opportunities.		Full	*CEO's Message *Our Sustainability Management *Our Risk Management	4-5, 27-29
2.1 Name of the organization.		Full	*Cover Page	
2.2 Primary brands, products, and/or services.		Full	*Corporate Profile / About Bilim Pharmaceuticals	12-15
2.3 Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.		Full	*Corporate Profile / About Bilim Pharmaceuticals - Our Management Approach	15-19
2.4 Location of organization's headquarters.		Full	*Corporate Profile / About Bilim Pharmaceuticals	12-15
2.5 Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.		Full	*Corporate Profile / About Bilim Pharmaceuticals *Our Economic Added Value / Operational and Financial Information - Export Figures	7, 12-15, 36
2.6 Nature of ownership and legal form.		Full	*Corporate Profile / About Bilim Pharmaceuticals - Our Board of Directors	18
2.7 Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).		Full	*Corporate Profile / About Bilim Pharmaceuticals *Our Economic Added Value / Operational and Financial Information - Export Figures	12-15, 36
2.8 Scale of the reporting organization.		Full	*Corporate Profile / Our Management Approach / Our Stakeholder Participation Approach *Valuing Humans / Our Work and Labor Practices / Our Employees *Our Economic Added Value / Our Sales / IMS Sales *Corporate Profile / About Bilim Pharmaceuticals - Our Board of Directors	30, 43-45, 35, 12-15, 18
2.9 Significant changes during the reporting period regarding size, structure, or ownership.		Full	*Corporate Profile	18
2.10 Awards received in the reporting period.		Full	*Corporate Profile / Our Awards	33
<b>3. Reporting Parameters</b>				
<b>Report Profile</b>				
3.1 Reporting period (e.g., fiscal/calendar year) for information provided.		Full	*Cover Page *About the Report	10
3.2 Date of most recent previous report (if any).		Full	May 2010	
3.3 Reporting cycle (annual, biennial, etc).		Full	Annual	
3.4 Contact point for questions regarding the report or its contents.		Full	*About the Report	10
<b>Report Scope and Boundary</b>				
3.5 Process for defining report content.		Full	*About the Report	10
3.6 Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers).		Full	*About the Report	10
3.7 State any specific limitations on the scope or boundary of the report.		Full	*About the Report	10
3.8 Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations.		Full	*About the Report	10
3.9 Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the Indicators and other information in the report.		Full	*About the Report	10
3.10 Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement (e.g., mergers/acquisitions, change of base years/periods, nature of business, measurement methods).		Full	*About the Report	10

GRI Indicators*	Related GC Indicators*	Scope of Report	Reported Part	Page of the Reported Part
3.11 Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.		Full	*About the Report	10
<b>GRI Content Index</b>				
3.12 Table identifying the location of the Standard Disclosures in the report.		Full	*GRI and GC Indices	118-124
<b>Assurance</b>				
3.13 Policy and current practice with regard to seeking external assurance for the report.		Full	About the Report	10
<b>4. Governance, Commitments, and Engagement</b>				
<b>Governance</b>				
4.1 Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight.		Full	* Corporate Profile / Our Management Approach	16-19
4.2 Indicate whether the Chair of the highest governance body is also an executive officer.		Full	* Corporate Profile / Our Management Approach - Our Board of Directors	18
4.3 For organizations that have a unitary board structure, state the number of members of the highest governance body that are independent and/or non-executive members.		Full	* Corporate Profile / Our Management Approach - Our Board of Directors	18
4.4 Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.		Full	* Corporate Profile / Our Management Approach - Our Board of Directors - Our Boards *Valuing Humans / Our Work and Labor Practices - Employee Participation and Representation	18-19, 74-79
4.5 Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements), and the organization's performance (including social and environmental performance).		Full	* Corporate Profile / About Bilim Pharmaceuticals - Our Board of Directors * Corporate Profile / Our Management Approach - Our Journey of Excellence *Valuing Humans / Our Work and Labor Practices - Our Wage Management System	18, 20-22, 50-51
4.6 Processes in place for the highest governance body to ensure conflicts of interest are avoided.		Full	* Corporate Profile / About Bilim Pharmaceuticals - Our Board of Directors * Corporate Profile / Our Management Approach - Our Journey of Excellence	18, 20-22
4.7 Process for determining the qualifications and expertise of the members of the highest governance body for guiding the organization's strategy on economic, environmental, and social topics.		Full	*Valuing Humans / Our Work and Labor Practices - Our Recruitment Procedures - Our Contribution to Employee Development - Our Talent Management System * Corporate Profile / Our Management Approach / Our Risk Management	48-49, 51-57, 29
4.8 Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation.		Full	*Corporate Profile / Our Management Approach * Our Economic Added Value * Valuing Humans * Our Responsibility to the Ecological Environment	15, 20, 22, 26-28, 46-47, 78, 80, 90, 103, 106,
4.9 Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental, and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct, and principles.		Full	* Chairman's Message * Corporate Profile / Our Management Approach / Our Risk Management	2-3, 29
4.10 Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.		Full	* Corporate Profile / About Bilim Pharmaceuticals - Our Board of Directors * Corporate Profile / Our Management Approach - Our Journey of Excellence	18, 20-22
<b>Commitment to External Initiatives</b>				
4.11 Explanation of whether and how the precautionary approach or principle is addressed by the organization.		Full	* Corporate Profile / Our Management Approach - Our Risk Management * Valuing Humans / Our Work and Labor Practices / Occupational Health and Safety * Valuing Humans / Product Responsibility * Our Responsibility to the Ecological Environment / Our Environmental Management	29, 79-85, 85-94, 103-105
4.12 Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses.		Full	* Corporate Profile / Our Memberships * Corporate Profile / Our Management Approach - Our Sustainability Management	32, 27-28
4.13 Memberships in associations (such as industry associations) and/or national/international advocacy organizations in which the organization is involved.		Full	* Corporate Profile / Our Memberships	32

GRI Indicators*	Related GC Indicators*	Scope of Report	Reported Part	Page of the Reported Part
<b>Stakeholder Engagement</b>				
4.14 List of stakeholder groups engaged by the organization.		Full	* Corporate Profile / Our Management Approach - Our Stakeholder Participation Approach	29-32
4.15 Basis for identification and selection of stakeholders with whom to engage.		Full	* Corporate Profile / Our Management Approach - Stakeholder Engagement - Our Sustainability Management * Valuing Humans / Product Responsibility	27-32, 85-94
4.16 Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.		Full	*Our Stakeholder Participation Approach *Table of Stakeholders' Engagement *Internal Communication Activities *Results of Employee Satisfaction Survey p. 56 / Improvement Practices? *Employee Volunteering *Employee Participation and Representation *Management of Collaborations	29-32, 57-58, 67-79, 90-93
4.17 Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting.		Full	* Corporate Profile / Our Management Approach - Participation of Stakeholders * Valuing Humans /Our Work and Labor Practices / Our Employees - Employee Satisfaction - Occupational Health and Safety * Valuing Humans / Product Responsibility - Customer Satisfaction - Supplier Satisfaction * Valuing Humans / Our Community Investment	29-32, 57-58, 87, 91-93, 94-101
<b>Economic</b>				
<b>Management Approach</b>		Full	* Corporate Profile / Our Management Approach - Our Quality Management - Our Journey of Excellence - Our Reputation Management Model - Our Ethical Management - Our Sustainability Management -Participation of Stakeholders	15-32
EC1 Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.		Full	* Our Economic Added Value / Operational and Financial Information - Our Sales - Our Exports - Our Investments - Our Work on Research and Development	9, 35-41
EC2 Financial implications and other risks and opportunities for the organization's activities due to climate change.	GC 7	Partial (Not available)	* Corporate Profile / Our Management Approach - Our Risk Management Our Responsibility to the Ecological Environment / Our Environment-Friendly Approach - Our Environmental Investments and Our Savings	29, 109
EC3 Coverage of the organization's defined benefit plan obligations.		Full	* Valuing Humans / Our Work and Labor Practices - Our Wage Management System	50-51, 36
EC4 Significant financial assistance received from government.		Full	* Our Economic Added Value / Government Grants Taken by Bilim Pharmaceuticals	40-41
EC5 Range of ratios of standard entry level wage compared to local minimum wage at significant locations of operation.	GC 1	Full	* Valuing Humans / Our Work and Labor Practices - Employment Figures	43-45
EC6 Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.		Partial (Not available)	* Valuing Humans / Product Responsibility - Our Suppliers - Selection of Collaborations	91-92
EC7 Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation.	GC 6	Partial (Not available)	* Valuing Humans / Our Work and Labor Practices - Employment Figures - Our Recruitment Procedures	48-50
EC8 Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.		Full	* Our Economic Added Value / Operational and Financial Information - Our Investments	37, 94-101
EC9 Understanding and describing significant indirect economic impacts, including the extent of impacts.		Partial (Not available)	* Our Responsibility to the Ecological Environment / Our Environmental Investments and Our Savings	102-116
<b>Environmental</b>				
<b>Management Approach</b>	<b>GC Environmental Commitment</b>		* Corporate Profile / Our Management Approach -Our Responsibility to the Ecological Environment / Our Environmental Management	27-28, 103
EN1 Materials used by weight or volume.	GC 8	Full	Our Responsibility to the Ecological Environment / Materials Used	111
EN2 Percentage of materials used that are recycled input materials.	GC 8, GC 9	Full	Our Responsibility to the Ecological Environment / Materials Used	111
EN3 Direct energy consumption by primary energy source.	GC 8	Full	* Our Responsibility to the Ecological Environment / Energy Consumption - Greenhouse Gas Emissions and Our Carbon Footprint	112, 116
EN4 Indirect energy consumption by primary source.	GC 8	Full	* Our Responsibility to the Ecological Environment / Energy Consumption - Greenhouse Gas Emissions and Our Carbon Footprint	112, 116
EN5 Energy saved due to conservation and efficiency improvements.	GC 8, GC 9	Full	* Our Responsibility to the Ecological Environment / Our Environmental Investments and Our Savings	112
EN6 Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	GC 8, GC 9	Full	* Our Responsibility to the Ecological Environment / Our Environment-Friendly Approach - Our Environmental Investments and Our Savings - Environment-Friendly Information Technology Practices	108-112

GRI Indicators*	Related GC Indicators*	Scope of Report	Reported Part	Page of the Reported Part
EN7 Initiatives to reduce indirect energy consumption and reductions achieved.	GC 8, GC 9	Full	* Our Responsibility to the Ecological Environment / Our Environment-Friendly Approach - Our Environmental Investments and Our Savings - Environment-Friendly Information Technology Practices	108-112
EN8 Total water withdrawal by source.	GC 8	Full	* Our Responsibility to the Ecological Environment / Energy Consumption	113
EN9 Water sources significantly affected by withdrawal of water.	GC 8	(Not available)	-	
EN10 Percentage and total volume of water recycled and reused.	GC 8, GC 9	(Not available)	-	
EN11 Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	GC 8	Full	* Our Responsibility to the Ecological Environment / Biodiversity	116
EN12 Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	GC 8	Full	* Our Responsibility to the Ecological Environment / Biodiversity	116
EN13 Habitats protected or restored.	GC 8	Full	* Our Responsibility to the Ecological Environment / Biodiversity	116
EN14 Strategies, current actions, and future plans for managing impacts on biodiversity.	GC 8	Full	* Our Responsibility to the Ecological Environment / Biodiversity	116
EN15 Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.	GC 8	Full	* Our Responsibility to the Ecological Environment / Biodiversity	116
EN16 Total direct and indirect greenhouse gas emissions by weight.	GC 8	Full	* Our Responsibility to the Ecological Environment / Greenhouse Gas Emissions and Our Carbon Footprint	116
EN17 Other relevant indirect greenhouse gas emissions by weight.	GC 8	Full	* Our Responsibility to the Ecological Environment / Greenhouse Gas Emissions and Carbon Footprint	116
EN18 Initiatives to reduce greenhouse gas emissions and reductions achieved.	GC 7, GC 8, GC 9	Full	* Corporate Profile / Our Sustainability Management * Our Responsibility to the Ecological Environment / Our Environment-Friendly Approach - Our Environment-Friendly Investments and Our Savings - Waste Management - Greenhouse Gas Emissions and Our Carbon Footprint	27-28, 108-116
EN19 Emissions of ozone-depleting substances by weight.	GC 8	(Not available)	-	
EN20 NOx, SOx, and other significant air emissions by type and weight.	GC 8	Partial (Not available)	Our Responsibility to the Ecological Environment / Greenhouse Gas Emissions and Our Carbon Footprint	116
EN21 Total water discharge by quality and destination.	GC 8	Full	* Our Responsibility to the Ecological Environment / Used Water	114
EN22 Total weight of waste by type and disposal method.	GC 8	Partial (Not available)	* Our Responsibility to the Ecological Environment / Waste Management - Waste Recycling - Hazardous Wastes	114, 115
EN23 Total number and volume of significant spills.	GC 8	Full	* Our Responsibility to the Ecological Environment / Waste Management / Hazardous Wastes	115
EN24 Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally.	GC 8	(Not applicable)	-	
EN25 Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organization's discharges of water and runoff.	GC 8	Full	* Our Responsibility to the Ecological Environment / Biodiversity	116
EN26 Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	GC 7, GC 8, GC 9	Full	* Corporate Profile / Our Sustainability Management * Our Responsibility to the Ecological Environment / Our Environmental Management - Our Environmental Policy - Our Environmental Management Model - Our Environmental Targets - Our Environment-Friendly Approach - Our Environmental Investments and Our Savings - Energy Consumption - Waste Management - Waste Recycling - Biodiversity - Raising Stakeholders' Environmental Awareness	27-28, 102-116
EN27 Percentage of products sold and their packaging materials that are reclaimed by category.	GC 8, GC 9	Partial (Not available)	* Our Responsibility to the Ecological Environment / Waste Recycling	114
EN28 Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	GC 8	Full	* Our Responsibility to the Ecological Environment / Legal Compliance	117
EN29 Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.	GC 8	Full	* Our Responsibility to the Ecological Environment / Our Environmental Investments and Our Savings - Greenhouse Gas Emissions and Our Carbon Footprint	116
EN30 Total environmental protection expenditures and investments by type.	GC 7, GC 8, GC 9	Full	* Our Responsibility to the Ecological Environment / Our Environmental Investments and Our Savings	108-111

GRI Indicators*	Related GC Indicators*	Scope of Report	Reported Part	Page of the Reported Part
<b>Labor Practices and Decent Work</b>				
<b>Management Approach</b>		Full	* Corporate Profile / Our Management Approach * Valuing Humans / Our Work and Labor Practices	15-33, 43-85
LA1 Total workforce by employment type, employment contract, and region.		Full	* Valuing Humans / Our Work and Labor Practices - Employment Figures	43-45
LA2 Total number and rate of employee turnover by age group, gender, and region.	GC 6	(Proprietary information)	-	
LA3 Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.		Full	* Valuing Humans / Our Work and Labor Practices / Our Wage Management System	50-51
LA4 Percentage of employees covered by collective bargaining agreements.	GC 1, GC 3	Full	* Valuing Humans / Our Work and Labor Practices / Our Human Resources Policy / Our Principles on Employee Rights	46-47
LA5 Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.	GC 3	Full	* Valuing Humans / Our Work and Labor Practices / Our Human Resources Policy / Our Principles on Employee Rights	46
LA6 Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs.	GC 1	Partial (Not available)	* Valuing Humans / Our Work and Labor Practices / Employee Participation and Representation - Occupational Health and Safety * Our Responsibility to the Ecological Environment / Our Environmental Management	74-77, 79-83, 103
LA7 Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region.	GC 1	Full	* Valuing Humans / Our Work and Labor Practices / Occupational Health and Safety	84
LA8 Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	GC 1	Partial (Not available)	* Valuing Humans / Our Work and Labor Practices / Occupational Health and Safety	79-85
LA9 Health and safety topics covered in formal agreements with trade unions.	GC 1	(Not applicable)	-	
LA10 Average hours of training per year per employee by employee category.		Full	* Valuing Humans / Our Work and Labor Practices / Our Contribution to the Development of Our Employees	65-67
LA11 Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.		Full	* Valuing Humans / Our Work and Labor Practices / Our Contribution to the Development of Our Employees - The Career Development of Employees	51-67
LA12 Percentage of employees receiving regular performance and career development reviews.		Full	* Valuing Humans / Our Work and Labor Practices / Our Contribution to the Development of Our Employees - The Career Development of Employees	51-65
LA13 Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity.	GC 1, GC 6	Full	* Valuing Humans / Our Work and Labor Practices / Our Employees - Employment Figures - Management of Differences - Our Recruitment Procedures - Our Wage Management System	43-45, 47-51
LA14 Ratio of basic salary of men to women by employee category.	GC 1, GC 6	Full	* Valuing Humans / Our Work and Labor Practices / Employment Figures - Management of Differences - Our Recruitment Procedures - Our Wage Management System	43-45, 47-51
<b>Human Rights</b>				
<b>Management Approach</b>		Full	* Corporate Profile / Our Management Approach * Valuing Humans / Our Work and Labor Practices * Valuing Humans / Product Responsibility / Our suppliers-Collaborations"	15-33, 43-85, 90-93
HR1 Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening.	GC 1, GC 2, GC 3, GC 4, GC 5, GC 6	Partial (Not available)	* Valuing Humans / Product Responsibility - Our Suppliers - Our Management of Collaborations - Supplier Audit	91-93
HR2 Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken.	GC 1, GC 2, GC 3, GC 4, GC 5, GC 6	Partial (Not available)	* Valuing Humans / Product Responsibility - Our Suppliers - Our Management of Collaborations - Supplier Inspection	91-93
HR3 Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.	GC 1, GC 2, GC 3, GC 4, GC 5, GC 6	Partial (Not available)	* Valuing Humans / Our Work and Labor Practices / Our Contribution to the Development of Our Employees - Employee Training	65-67
HR4 Total number of incidents of discrimination and actions taken.	GC 1, GC 2, GC 3, GC 4, GC 5, GC 6	Partial (Not available)	*Corporate Profile / Our Management Approach / Our Ethical Management *Management of Differences *Our Recruitment Process *Our Principles on Employee Rights	26-27, 46-48



GRI Indicators*	Related GC Indicators*	Scope of Report	Reported Part	Page of the Reported Part
HR5 Operations identified in which the right to exercise freedom of association and collective bargaining may be at significant risk, and actions taken to support these rights.	GC 1, GC 2, GC 3	Full	* Valuing Humans / Our Work and Labor Practices / Our Human Resources Policy / Our Principles on Employee Rights	46-47
HR6 Operations identified as having significant risk for incidents of child labor, and measures taken to contribute to the elimination of child labor.	GC 1, GC 2, GC 5	Full	* Valuing Humans / Our Work and Labor Practices / Our Human Resources Policy / Our Principles on Employee Rights * Valuing Humans / Product Responsibility / Our Management of Collaborations - Supplier Inspection	46, 91-93
HR7 Operations identified as having significant risk for incidents of forced or compulsory labor, and measures taken to contribute to the elimination of forced or compulsory labor.	GC 1, GC 2, GC 4	Full	* Corporate Profile / Our Management Approach / Our Ethical Management * Valuing Humans / Our Work and Labor Practices / Our Human Resources Policy / Our Principles on Employee Rights * Valuing Humans / Product Responsibility / Our Management of Collaborations - Supplier Inspection	26-27, 46, 91-93
HR8 Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations.	GC 1, GC 2	(Not applicable)	-	
HR9 Total number of incidents of violations involving rights of indigenous people and actions taken.	GC 1, GC 2	(Not applicable)	-	
<b>Society</b>				
<b>Management Approach</b>		Full	*Corporate Profile / Our Management Approach / Our Journey of Excellence - Our Model of Reputation Management - Our Ethical Management - Our Sustainability Management * Our Economic Added Value / Compliance with Law and Fair Competition * Valuing Humans / Our Work and Labor Practices / Our Contribution to the Development of Our Employees - Employee Volunteering Model	15-33, 41, 67-78
SO1 Nature, scope, and effectiveness of any programs and practices that assess and manage the impacts of operations on communities, including entering, operating, and exiting.		Partial (Not available)	* Corporate Profile / Our Management Approach - Risk Management	29
SO2 Percentage and total number of business units analyzed for risks related to corruption.	GC 10	Partial (Not available)	* Corporate Profile / Our Management Approach - Our Ethical Management - Risk Management	26-27, 29
SO3 Percentage of employees trained in organization's anti-corruption policies and procedures.	GC 10	Full	* Corporate Profile / Our Management Approach - Our Ethical Management * Valuing Humans / Our Work and Labor Practices / Our Contribution to the Development of Our Employees - Employee Training	26-27, 65-67
SO4 Actions taken in response to incidents of corruption.	GC 10	Full	* Corporate Profile / Our Management Approach - Our Ethical Management * Our Economic Added Value / Compliance with Law and Fair Competition * Valuing Humans / Product Responsibility / Our Management of Collaborations - Supplier Inspection	26-27, 41, 91-93
SO5 Public policy positions and participation in public policy development and lobbying.	GC 1, GC 2, GC 3, GC 4, GC 5, GC 6, GC 7, GC 8, GC 9, GC 10	(Not applicable)	-	
SO6 Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.	GC 10	(Not applicable)	-	
SO7 Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes.		Full	* Corporate Profile / Our Management Approach - Our Ethical Management * Our Economic Added Value / Compliance with Law and Fair Competition	26-27, 41
SO8 Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.		Full	* Our Economic Added Value / Compliance with Law and Fair Competition	41
<b>Product Responsibility</b>				
<b>Management Approach</b>		Full	* Corporate Profile / Our Management Approach - Our Quality Management - Our Journey of Excellence - Our Ethical Management - Our Sustainability Approach * Valuing Humans / Product Responsibility	15-33, 85-93
PR1 Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.	GC 1	Partial (Not available)	* Valuing Humans / Product Responsibility - Monitoring Safety, Performance and Quality of Our Products - Human/Patient Health and Safety	85-86
PR2 Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes.	GC 1	Full	* Valuing Humans / Product Responsibility - Monitoring Safety, Performance and Quality of Our Products - Human/Patient Health and Safety	85-89

GRI Indicators*	Related GC Indicators*	Scope of Report	Reported Part	Page of the Reported Part
PR3 Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	GC 8	Full	* Valuing Humans / Product Responsibility - Monitoring Safety, Performance and Quality of Our Products - Human/Patient Health and Safety - Informing Customers	85-88
PR4 Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes.	GC 8	Full	* Our Economic Added Value / Compliance with Law and Fair Competition	41, 85-89
PR5 Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.		Full	*Corporate Profile / Our Management Approach / Our Journey of Excellence * Valuing Humans / Product Responsibility - Monitoring Safety, Performance and Quality of Our Products - Our Customers / Customer Satisfaction - Informing Customers - Marketing Communications and Ethics	87
PR6 Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.		Full	* Valuing Humans / Product Responsibility / Informing Customers - Marketing Communications and Ethics	88-89
PR7 Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes.		Full	* Valuing Humans / Product Responsibility - Monitoring Safety, Performance and Quality of Our Products	85-86, 88-89
PR8 Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	GC 1	Full	* Valuing Humans / Product Responsibility / Our Customers / Marketing Communications and Ethics - Customer Privacy & Patient Confidentiality	88-90
PR9 Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.		Full	* Valuing Humans / Product Responsibility / Our Suppliers / Our Management of Collaborations	91-93

\* We have made use of the Practical Guide in the Communication on Progress of the UN Global Compact for the matching of GRI-GC indicators.

GLOBAL COMPACT

HUMAN RIGHTS

**Principle 1:** Businesses should support and respect the protection of internationally proclaimed human rights; and

**Principle 2:** make sure that they are not complicit in human rights abuses.

LABOUR

**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.

ENVIRONMENT

**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.

ANTI-CORRUPTION

**Principle 10:** Businesses should work against corruption in all its forms, including extortion and bribery.

Glossary

ABP	Annual Budget Plan
CSA	Current Situation Analysis
CSS	Customer Satisfaction Survey
EDIE	Environment-Dimension-Impact Evaluation
EFQM	European Foundation for Quality Management
ESS	Employee Satisfaction Survey
FDA	US Food and Drug Administration
GC	Global Compact
GCP	Good Clinical Practices
GLP	Good Laboratory Practices
GMP-cGMP	Good Manufacturing/Current Good Manufacturing Practices
GRI	Global Reporting Initiative
IMMIB	Istanbul Mineral and Metals Exporters' Association
IMS	Integrated Management System
ISS	Individual Suggestion System
MES	Manufacturing Execution System
OIZ	Organized Industrial Zone
PMAT	Pharmaceutical Manufacturers Association of Turkey
SSS	Supplier Satisfaction Survey



This report has been prepared with the support of  
Mikado Consulting, our consultant on sustainability  
strategy building.  
[www.mikadoconsulting.com](http://www.mikadoconsulting.com)

Designed by Tayburn Kurumsal  
Tel: (90 212) 227 04 36 Fax: (90 212) 227 88 57  
[www.tayburnkurumsal.com](http://www.tayburnkurumsal.com)

