



CORPORATE RESPONSIBILITY REPORT 2011

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We have broken much new ground in terms of sustainability.

Being remembered as a company that invests not only in its own future, but also the future of the world, its country and its sector actually means moving to a new dimension.



As a family company, you have attached notable importance to institutionalization... In your opinion, what contributions did your institutionalization efforts make to your receipt of the EFQM Excellence Award?

We have indeed attached great importance to institutionalization. We are a large company and we have ambitious targets. We have thousands of employees working at our headquarters, at our production plants and in the field. We have always believed that we can reach our targets by creating a family and by establishing professional management systems. The transformation process began in our company as the professional managers of Bilim Pharmaceuticals set the foundation for our institutionalization efforts and made contributions to develop them.

Launched in 1998, the EFQM Excellence Model contributed greatly to the management of Bilim Pharmaceuticals in a more institutional manner. A continuously de-

“It is an honour for us to be deemed a responsible company”

veloping process and performance management system allowed us to thoroughly examine all of our operations, allowing us to see the interactions between our operations more closely so that we could set up a more efficient management model.

The most important factor that allowed us to receive the EFQM Excellence Award and the Achievement Award in four different categories was our corporate management approach which helped us achieve success in our continuously improving performance indicators.

In your opinion, what contributions did sustainability-related efforts make to Bilim Pharmaceuticals, which is today known as a model company in Turkey in terms of sustainability management?

It has made an undeniable contribution, because now we have a management approach that is based on processes and performance indicators. This way, it was not difficult to add sustainability-related indicators to our existing processes. The ability of our managers and directors to speak a common governance language allowed us to rapidly integrate our sustainability approach into the company. However, we still of course have many matters that need to be improved on. We deal with them one by one.

According to your observations, what contributions did your sustainability approach make to your company's success and reputation?

It is an honour for us to be deemed a “responsible company”. We were always aware of our responsibilities to our employees, customers and the community; however, I can say that we have begun to observe the real reflections of our comprehensive sustainability strategy as it has entered into all of our processes as of 2010.

Our sustainability approach contributes greatly to our company. We have broken so much new ground in the Turkish pharmaceutical industry and the business world in terms of sustainability. Being remembered as a company that invests not only in its own future, but also the future of the world, its country and its sector actually means moving to a new dimension.

Yours sincerely,

Bülent Karaağaç
Chairman of the Board

“What is measureable is manageable!”



My Dear Bilim Family, Business Partners and Customers,

I am honoured to share Bilim Pharmaceuticals' Corporate Responsibility Report with you. This is our third report. This report is a summary of Bilim Pharmaceuticals' approach to sus-

tainability and its corporate responsibility practices and efforts. The report may only be a result and a means of communication, but it is an important communication tool in sharing information about our efforts with you. This year's report was audited externally. This process was highly informative for all of us. We identified the points in our internal audit mechanisms which need to be improved for the management of our processes, and we launched new practices that follow our accountability principle. By sharing more data and indicators in our corporate responsibility report each passing year, we seek to improve ourselves; however, data sharing is not sufficient. We believe that setting targets and striving for continuous improvement in order to reach these targets will bring us closer to our sustainability goals. There may be times when we cannot reach some of our targets, but we know that it is important to steadfastly remain true to our commitments and continue to demonstrate efforts to realize them. Only this way can we internalize our sustainability approach and make it a part of our work culture.

Our primary matters are human health, people's happiness, investing in the community and environmental protection. We have also initiated a record of our previous sustainability-related efforts. When I turn and look at the past, I see that these efforts not only increased our business efficiency and reduced our risks, but also generated value for our company, strengthened our ties as a family, brought us closer to our stakeholders and rein-

forced our position in the community. My colleagues and I, who serve as directors in our company believe these positive results are important factors which carry our company to the future. To this end, we have strived to achieve continuous development and improvement, while seeing our sustainability efforts as an opportunity to increase our capacity.

Furthermore, we have covered a great deal of ground in our human resources practices and in our efforts to minimize our environmental impacts, thus improving our sustainability-related indicators. Details of such practices and efforts are provided in this report. Many of our practices are taken as a model for other companies; the fact that companies forward us their requests for benchmark meet-

By sharing more data and indicators in our corporate responsibility report each passing year, we seek to improve ourselves; however, data sharing is not sufficient. We believe that setting targets and striving for continuous improvement in order to reach these targets will bring us closer to our sustainability goals.

2011 was an important year for us in terms of development. Despite the volatility and challenging factors in the pharmaceutical industry, we did not compromise our dedication to sustainability for even a moment. 2011 was a year full of activities which implemented our comprehensive sustainability strategy, which was designed in 2010 under the supervision of the Sustainability Board. All of our employees serving at our headquarters, our production plants, and in the field were held subject to sustainability-related trainings. These trainings were important in terms of raising our employees' sustainability-related competencies, keeping them informed about Bilim Pharmaceuticals' sustainability-related efforts and offering them various sustainability-oriented volunteering opportunities. The primary topic of our Business Partners Summit in 2011 was sustainability. We take pains to encourage our suppliers to be informed on sustainability and to launch responsible corporate practices in their own organizations. Moreover, we try to increase our information on the subject through in-house and external awareness raising seminars and information sharing on special days.

ings and that our report and efforts are shared as best practices case studies in business administration lessons taught at universities help to increase the number of “responsible companies” by sharing our efforts with others.

The most important development in 2011, and the one that crowned our efforts, was when Bilim Pharmaceuticals was deemed worthy of the EFQM Excellence Award. We received this grand award on the behalf of our employees, who were the real architects of this achievement. It was a great honour for us to represent our country among Europe's largest companies. This model of excellence, which we have been applying since 1998, has allowed us to gain competency in process management by continuously developing our company's governance capacity.

“What is measureable is manageable!” I believe we must break the routine; we must allocate time and resources; and finally we must measure. I invite you all to make continuous contributions to a sustainable world.

Dr. Erhan Baş
CEO

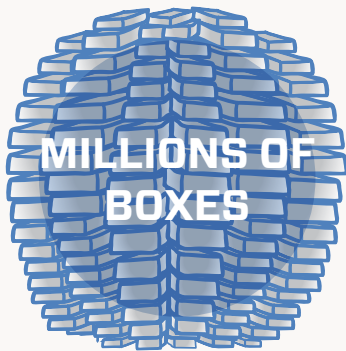
BILIM PHARMACEUTICALS AT A GLANCE



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



With a **5.1%** share, Bilim Pharmaceuticals ranked **3rd** in the Turkish pharmaceutical market, which reached to **TL 15.2 billion** in size in **2011**.



In terms of the number of boxes sold to the market, Bilim Pharmaceuticals closed the year at **3rd** place with a total of **100.4 million** boxes.



In doctors' prescription preferences, Bilim Pharmaceuticals closed the year at **2nd** place, with its medicines accounting for **7.1** out of every 100 prescriptions.



Exports to **48** countries.

The company has representative offices in Moldova, Georgia, Ukraine and Albania.

Its exports in 2011 amounted to **US\$ 29,854,000.**

Carrying out its marketing and sales activities in **11** different locations throughout Turkey with **11** different teams.

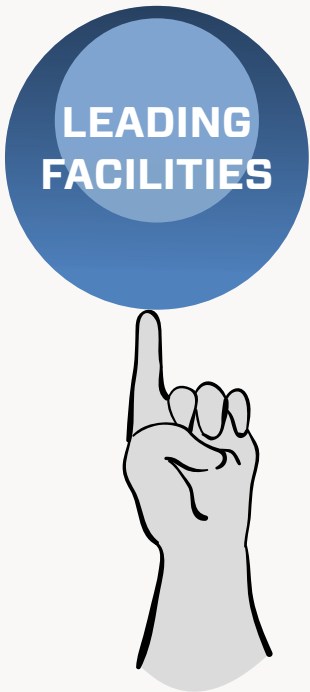
It's domestic sales in 2011 amounted to: **US\$ 461,354,359**

Number of employees: **1,950**



1,043 of its employees are Bilim Pharmaceuticals Community Volunteers.

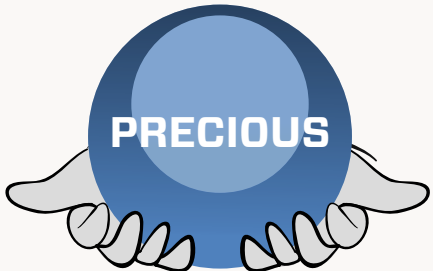
Bilim Pharmaceuticals Community Volunteers have touched the lives of **37,911** people with **26,614** voluntary hours, making a difference.



With an indoor area of **9,250** square meters, the Bilim Çerkezköy Beta-Lactam processing facility, approved by the German Ministry of Health, is one of the most important penicillin production plants in Turkey.

With an indoor area of **51,500** square meters, Bilim Gebze - the largest drug processing facility in Turkey approved by the UK Department of Health - accounts for **17%** of the Turkish pharmaceutical industry with a production capacity of **250** million boxes per year.

With a laboratory area of **4,500** square meters, Bilim Pharmaceuticals has the largest R&D center in the Turkish pharmaceutical industry.



Bilim Pharmaceuticals was ranked **129th** in the “Turkey Top **500** Industrial Enterprises” list prepared by the Istanbul Chamber of Industry (ICI).

Bilim Pharmaceuticals ranked **195th** in the “**Fortune Turkey 500**” list prepared by Fortune, one of the world's most reputable business magazines.

Bilim Pharmaceuticals ranked **243th** in a research study conducted by the Capital magazine in **2011** to determine Turkey's top **500** private sector companies.

Bilim Pharmaceuticals was ranked **672th** in the list of Turkey's top **1,000** exporters published by the Turkish Exporters Assembly (TEA).

ABOUT THE REPORT

Our report was examined and approved as A+, the highest approval level, by GRI.

We prepared our third Corporate Responsibility Report, which is a summary of sustainability-related efforts shown by our company in 2011, to share with all of our stakeholders. We had published our two previous reports in June 2010 and June 2011. These previous reports can be accessed from our website at www.bilimilac.com.tr.

While the report contains corporate profile information of Bilim Pharmaceuticals, it predominantly covers the sustainability efforts shown by the company. The main headings of the report are our corporate management approach, sustainability management practices, sustainability targets, economic added values, environmental measurements and investments and people-oriented social impacts. Since Bilim Pharmaceuticals has a three dimensional sustainability approach, the report covers maximum content about each sphere of corporate responsibility. Human resources practices and environmental issues are especially material for us. As discussed in the “Our Sustainability Management” section, this year we attributed utmost importance to raising awareness about sustainability among both our internal and external stakeholders.

Rapor, Bilim İlaç'ın üç boyutlu sürdürülebilirlik yaklaşımıyla doğru orantılı olarak, kurumsal sorumluluğun her alanıyla ilgili içerik barındırmaktadır. Sürdürülebilirlik Yönetimimiz bölümünde bahsedildiği üzere, bu sene iç ve dış paydaşlarımızda sürdürülebilirlik bilinci yaratma konusunda özel çaba sarf ettik.

There is a glossary at the end of the report. You can look up the definitions of the words marked with an asterisk (*) in the report.

We made use of two internationally-recognized standards when preparing this report: the Global Compact* Progress Statement standard and the GRI G3.1* standard. We integrated indicators within a common index since both standards and their respective indicators are similar to each other. In the index attached to the back of the report, you will be able to see the indicator index.

Having close interaction with all the boards, and gathering data on stakeholder expectations, the Sustainability Board observes and discusses the material topics that have to be covered in the report.

Sürdürülebilirlik Kurulumuz, tüm diğer kurullarımızla yakın ilişkiler kurarak ve paydaş beklentileri hakkında bilgi toplayarak raporda yer alacak konuları gözlemlemiş ve müzakere etmiştir.

Report data was collected through focus group meetings and revised to its final

version under the supervision of the Sustainability Board. The report is filled with opinions of those within Bilim Pharmaceuticals. We find this approach important in terms of accountability and transparency.

Mikado Danışmanlık (www.mikadoconsulting.com), the sustainability-related consultant of Bilim Pharmaceuticals, was commissioned for the preparation of the report.

Report data was subject to external audit by Deloitte. Deloitte's statements are provided at the end of the report. Thanks to this audit, we also included the sources that confirm the report data. These sources are provided under the tables and graphs included this report.

The report was examined and approved as A+, the highest approval level, by GRI.

Since it is a level A+ report, we included our policies and practices which were mentioned in previous reports and have not changed, in order not to lead to any failure in terms of the report's comprehensiveness. An online version of this report is included on our company's website at www.bilimilac.com.

You may forward your opinions to Ms. Esra Çakır, President of the Sustainability Board and Corporate Communication Supervisor of Bilim Pharmaceuticals: esra.cakir@bilimilac.com

CORPORATE PROFILE



Bilim Pharmaceuticals
prioritizes quality and adopts
“respect for future generations”
as a corporate value.

*Bilim Pharmaceuticals is ranked 3rd among 300
corporations in the Turkish pharmaceutical industry.*

ABOUT BILIM PHARMACEUTICALS

As a “**deeply rooted**” corporation, Bilim Pharmaceuticals, in line with its mission, attaches importance to people and human health, adopts quality as a philosophy of life; makes use of advanced technologies, performs production at international standards, develops economic products, and is customer-oriented and open to continuous development.

Founded in 1953, Bilim Pharmaceuticals is a company with 100% Turkish capital, which conducts production and marketing activities in the strategically important pharmaceutical industry. Ranked 3rd among 300 corporations in the Turkish pharmaceutical industry, Bilim Pharmaceuticals continues to grow at a higher rate than the market. The company carries out its production activities at two separate plants.

The company has the largest R&D centre of the Turkish pharmaceutical industry with a laboratory area of 4,500 m².

Approved by the German Ministry of Health, Bilim Çerkezköy is one of Turkey’s most important penicillin production plants.

Approved by the UK Ministry of Health, Bilim Gebze is Turkey’s largest, newest and most environment-friendly drug production plant.

The company also has the largest R&D centre of the Turkish pharmaceutical industry which has a laboratory area of 4,500 m². The company makes significant contributions to the Turkish economy with the new products that it develops at its R&D centre.

Exporting to a total of 48 countries, Bilim Pharmaceuticals has representative offices in Moldova, Georgia, Bosnia Herzegovina and Albania.

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.

OUR FIELD OF WORK

There are two primary categories of drugs in the pharmaceutical industry: “original” and “generic”/“equivalent” drugs. An original drug refers to drugs that were proven to have positive impact on a specific disease as set forth by long research and clinical trials. Moreover, “original drug” is an international 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 patent laws and data protection rights. During this time period, no other drug company is allowed to manufacture a similar drug. Thus, original drug manufacturers are able to cover their R&D investments and create resources for new researches. As the legal protection period of an original drug expires, pharmaceutical companies may offer similar drugs to the market. These drugs are named as “generic or 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 similar 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 with 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 for economic contribution. 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 with reference products. The only difference is that clinical and pre-clinical 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 is performed and their equivalence (i.e. 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, labelling, 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 can be seen in the table above, the difference between original drugs and equivalent drugs is that pre-clinical 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.

The Turkish Pharmaceutical Industry and Equivalent Drugs

With the “Law on the Pharmaceuticals and Medical Drugs” no. 1262 and dated: 14.5.1928, drug import and manufacturing came under official control. This and subsequent legislation include arrangements with respect to a number of issues, including drug manufacturing, import and export.

Within the scope of the EU harmonization period since 2005, revisions began to be made in the pharmaceutical industry in accordance with EU legislations.

In Turkey, no pharmaceuticals are offered to the market without first obtaining a license from the Ministry of Health. Drugs that are currently classified as prescribed and non-prescribed medicine can only be offered to the market after the required licenses are obtained. During the licensing period, although there are other types of classification, drugs are either classified as Original Drugs or Equivalent Drugs.

The legislation currently defines “Original Drugs” as products which are licensed or permitted for release to the global markets for the first time after the effectiveness, quality and reliability of their active substance(s) are scientifically proven. Equivalent Drugs, on the other hand, are defined as medical drugs which contain the same amount of the same active substance as the original drug, which have the same formulation and pharmaceutical features and whose bioequivalence with the original drug has been proven through bio-availability efforts.



OUR PROCESSING FACILITIES

With its centre in the Maslak Headquarters Building, Bilim Pharmaceuticals executes production in two different facilities: Bilim Gebze and Bilim Çerkezköy.

The Bilim Gebze Processing Facility, which was designed and built in compliance with the US Food and Drug Administration (FDA) standards, entered operation in 2008. Non-beta lactam products are manufactured in Bilim Gebze. Having received approval from the UK Department of Health Drug Assessment Foundation in 2009, the facility's production capacity is 250 million boxes per year in all solid, liquid and semi-liquid forms.

Entering operation in 1998, the Bilim Çerkezköy Processing Facility has a production capacity of 44 million boxes per year. Penicillin Oral Solid and Penicillin Injectable products are manufactured at the facility, which was approved by the German Ministry of Health in 2006 and 2010.

ÇERKEZKÖY PROCESSING FACILITY

Located at the Çerkezköy Organized Industrial Zone, the Çerkezköy Processing Facility is built on an area of 22,000 m² with an indoor area of 9,250 m². The facility became operational in 1998.

Penicillin Oral Solid (tablets, film covered tablets, capsules and dry powder suspension) and Penicillin Powder Injectable drugs are manufactured at Bilim Çerkezköy Processing Facility, which has a total production capacity of 44 million boxes per year.

Holding ISO 9001 Quality Management System, ISO 14001 Environmental Management System and OHSAS 18001 Occupational Health and Safety Management System certifications, the facility's compliance with cGMP regulations and integrated management system standards has been proven.

Environmentally Friendly Approaches and Practices

Bilim Pharmaceuticals' environmentally friendly approaches and practices are based on the protection of natural resources of today and the future. The Bilim Çerkezköy Processing Facility is equipped with environment-friendly infrastructural systems in compliance with legislations in order to ensure protection of natural resources. Bilim Çerkezköy Processing Facility is a processing facility, where the following environmentally friendly practices are conducted.

Entering operation in 1998, the Bilim Çerkezköy Processing Facility has a production capacity of 44 million boxes per year. Penicillin Oral Solid and Penicillin Injectable products are manufactured at the facility. With its centre in the Maslak Headquarters Building, Bilim Pharmaceuticals executes production in two different facilities: Bilim Gebze and Bilim Çerkezköy.

Modern Automation Level

Planned in accordance with the legislation, the Bilim Çerkezköy Processing Facility, besides being equipped with suitable technologies with respect to energy saving, is equipped with computer systems during production processes. Some of these technologies and systems are listed as follows:

- The Building Management System (BMS), which controls all areas 24 hours a day and 365 days a year
- Card pass system used for production areas and warehouses
- Automatic fire detection, alarm and extinguishing system
- Lighting automation



“Occupational Health and Safety” and “Social Facilities”
Bilim Çerkezköy Processing Facility was designed with a “human-friendly” point of view so as to increase our employees’ living standards. Thus, Bilim Çerkezköy Processing Facility offers the following to its employees within the framework of “Occupational Health and Safety” and “Social Facilities”:

- OHSAS 18001 Occupational Health and Safety Management Systems and its respective practices,
- A workplace practitioner, resting room, psychological consultancy services, and a mothers’ room
- A cafeteria, resting rooms, library and internet rooms for employees,
- A gymnasium,
- Outer environment walking areas

GEBZE PROCESSING FACILITY

Having entered operation in 2008, Bilim Gebze, which is the largest drug manufacturing plant in Turkey according to production forms, was planned in accordance with the standards of the American FDA (Food and Drug Administration), one of the world’s most prestigious health-care authorities.

Established at the Gebze Organized Industrial Zone on an area of 60,000 m², the facility has an indoor area of 51,500 m².

With a manufacturing capacity of 250 million boxes per year, Bilim Gebze was planned to cover any needs for capacity increase. The plant is able to meet 17% of the Turkish Pharmaceutical industry’s need on its own.

The Bilim Gebze Processing Facility holds ISO 9001 Quality Management Systems, ISO 14001 Environmental Management Systems and OHSAS 18001 Occupational Health and Safety Management Systems certificates.



Products Manufactured at the Bilim Pharmaceuticals Gebze Production Plant and Their Amounts
Gastrointestinal products, Analgesics-Anti-inflammatory products, Dermatological products, Antibiotics (non Beta-Lactam), Vitamins (Minerals), Respiratory System products, Antiparasitic products, Sweeteners, Central Nervous System products, Cardiovascular products, Iron preparations, Muscle relaxants and Flu products.

Pharmaceutical Form	Annual Capacity *
Tablet	72 million boxes (1.5 billion tablets)
Capsule	18 million boxes (0.5 billion capsules)
Syrup	18 million bottles
Sachet	5 million boxes
Dry Powder Suspension	7 million boxes
Cream/Pomade	5 million boxes
(*) Amounts of products that can be manufactured at the plant in 1 shift	

Environmentally Friendly Approaches and Practices
Bilim Pharmaceuticals’ environmentally friendly approaches and practices are based on the protection of natural resources of both today and in the future. The Bilim Gebze Processing Facility is equipped with environmentally friendly infrastructural systems which comply with EU regulations in order to ensure protection of natural resources. The Bilim Gebze Processing Facility is the most environmentally friendly drug manufacturing plant thanks to the following environmentally friendly practices:

- Automatically controlled functions that reduce energy consumption have been established within the building automation system;
- No pollutants are allowed in the air through highly impermeable HEPA filters used in the ventilation exhaust systems;
- In powdered production processes, air extracted from each room is fil-

tered through dust separators with an automatically controlled shaking system;

- Solid waste is collected in accordance with the solid waste management procedure, and then taken by carrier companies approved by the Ministry of Environment and finally annihilated at authorized incineration plants with no adverse impact on the environment;

- Heat loss is prevented through an insulation system that minimizes heat transfer; and
- In selecting cooling towers, necessary to cool all indoor areas, enclosed type towers were chosen which use the latest technologies and are more expensive than open towers. This way, water consumption for cooling has been reduced by 85%, compared to open towers.



Modern Automation Level

Planned in accordance with FDA regulations, Bilim Gebze Processing Facility, besides being equipped with latest technologies with respect to safety and energy saving, carries out high quality production that is able to compete in international markets, thanks to the level of automation provided through computer systems in the production process, and fully equipped building automation with smart building features. Systems, which allow Bilim Gebze Processing Facility to be defined as a smart factory, are as follows:

- The Building Management System (BMS), which controls all areas 24 hours a day and 365 days a year
- Energy Monitoring System (EMS)
- Employee recognition and safety through the card pass system used for all areas
- Automatic fire detection, alarm and extinguishing system
- Automatic data collection and reporting from the production field through the Manufacturing Execution System (MES)
- Lighting automation (LMS)
- Full-automatic unmanned warehouse management system (WMS)
- Chromatographic Data System / Scientific Data Management System (CDS/SDMS)



Full-Automatic Unmanned Warehouse Management System (WMS)

Our full-automatic unmanned warehouse is 38 metres high and has a capacity of 11,400 pallets. It is the highest warehouse in Turkey to operate with this technology. All pallets are managed with robots, cranes and conveyors. Thanks to this system,

- An increase was realized in the efficiency and speed of warehousing and transportation activities;
- The risk of loss of goods was prevented;
- Occupational accidents, which are frequently encountered in conventional warehouses, were eliminated.

“Occupational Health”and “Social Facilities”

The Bilim Gebze Processing Facility was designed with a “human-friendly” point of view so as to increase our employees’ living standards. Thus, the Bilim Gebze Processing Facility offers the following to its employees within the framework of “Occupational Health and Safety” and “Social Facilities”:

- OHSAS 18001 Occupational Health and Safety Management Systems and its respective practices,
- Building security system operated with CCTV,
- Workplace practitioner, resting room, psychological consultancy services,
- Cafeteria, resting rooms, library and internet rooms for employees,
- Gymnasium,
- Outer environment walking areas

OUR MISSION

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

It ensures 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 VISION

By the end of 2014,

- To be one of 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 VALUES

In Bilim Pharmaceuticals' journey of success that began exactly 58 years ago, we have today achieved to be the fastest growing company of the last decade in our sector. The most important privilege that has made us successful in this journey is our "Values". Our values have been prioritized at all times by each of our employees since our foundation.

Our values that are the backbone of our corporate reputation also cover our principle, "We have no more important business than managing our reputation". We get the inspiration that guides us in managing our reputation from our values.

Human happiness

We know that quality of life is based on human happiness. We think that our employees' competencies are reflected in our customers' happiness. We believe that the concept 'respect for humanity' is the most important link of this chain.



Respect for the future generations

We know that we are responsible for the world. We think that it is necessary to wisely utilize all global resources, especially water and energy. We believe in the importance of making economic, ecological and sociological contributions to the community.



Ethical management

We know how important the triangle of justice, accountability and transparency is. We think that ethics is the spine of our decision making processes and that we have to abide by global laws and rules. We believe in the importance of sleeping with a peace of mind.



Change

We know that the only thing that does not change is change itself. We think that change does not only mean 'being open to innovations', but also means differentiating and developing. We believe that we must continuously improve and develop our business within the framework of the principle of excellence.



Passion for success

We know that the first step taken on any journey of success is passion. We think that having a solution-oriented positive character will make us reach the biggest achievements. We believe that each and every sunset is the messenger of a new success.



OUR MANAGEMENT STRUCTURE

ORGANIZATION STRUCTURE - BOARD OF DIRECTORS

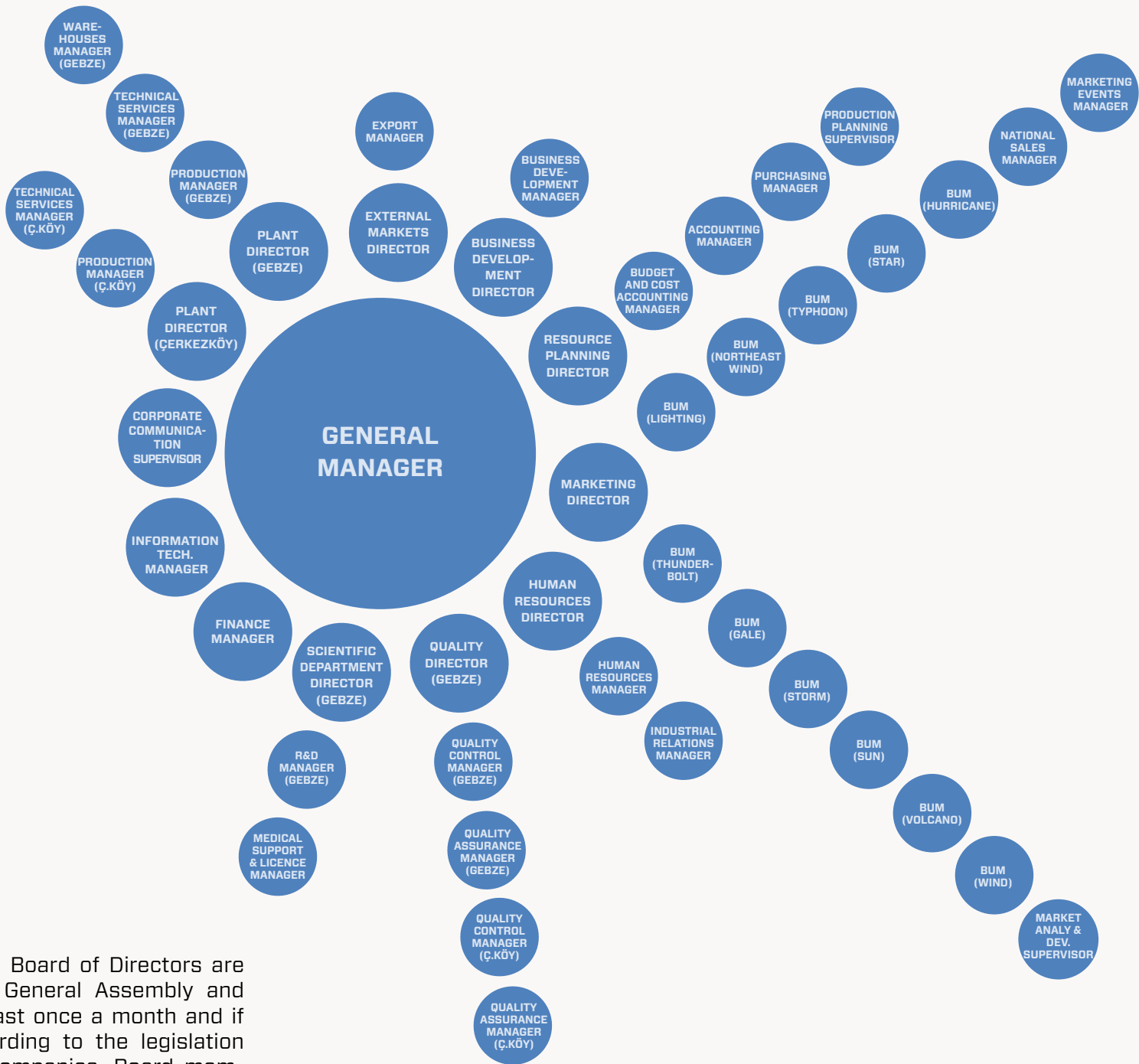
Shareholding Structure
With a 97.19% share, Bilfar Holding AŞ is the largest shareholder of Bilim Pharmaceuticals.

Bilfar Holding AŞ	97.19%
Gülseren Karaağaç	0.75%
Adil Karaağaç	0.03%
Kemal Karaağaç	0.57%
Bülent Karaağaç	0.57%
Alp Karaağaç	0.56%
Cladua Ergene	0.33%

Board of Directors
As the holder of more than 97% of Bilim Pharmaceuticals, Bilfar Holding sets up the board of directors and distributes duties to the board members in line with corporate governance principles. The Board of Directors of Bilfar Holding has administrative power on its subsidiaries. 4 of the members of the Board of Directors of Bilfar Holding are independent.

Three of these four independent members are non-executive members. The chairman of the highest governance body has no executive duty in the holding. The holding is managed and directed by the CEO. Shareholders can make suggestions to the highest governance body, but they have no power to give instructions. Bilfar Holding – the largest shareholder of Bilim Pharmaceuticals – directly forwards its expectations and suggestions to the management of Bilim Pharmaceuticals at the Board of Directors meeting, where results are also evaluated. Methods and mechanisms, which are determined for how to obtain the expectations of shareholders and other stakeholders, are defined in detail in the company’s “Strategic Plan (SP) and Annual Plan and Budget (APB) Approach”.

Members of the Board of Directors are elected by the General Assembly and they meet at least once a month and if necessary according to the legislation on joint-stock companies. Board members are predominantly selected from such individuals, who have a high level of knowledge, experience and expertise in the areas of Marketing, Finance and the Pharmaceutical Industry. At the Board, the ratio of men and women is 80% to 20%.



Chaired by the CEO, the Directors Committee is comprised of the heads of all departments who directly report to the CEO. The committee convenes once a week. At the Committee, the ratio of men and women is 83% to 17%.

All performance indicators, which were defined at the time of our foundation, are monitored and evaluated in line with the “Evaluation, Review and Improvement Approach”. The performance of the highest governance body is monitored and evaluated through the “Performance Indicator with Respect to the Rate of Realization of Strategies” and to which extent the primary business targets are reached. 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%
2010	102.07%
2011	100.73%

There are 20 Primary Business Target indicators that are defined under the topics Growth, Profitability and Efficiency. When Bilim Pharmaceuticals shows higher performance than some of these indicators, the overall rate of realization of strategies may exceed 100%.

There has not been any structural changes in our company within the reporting period.

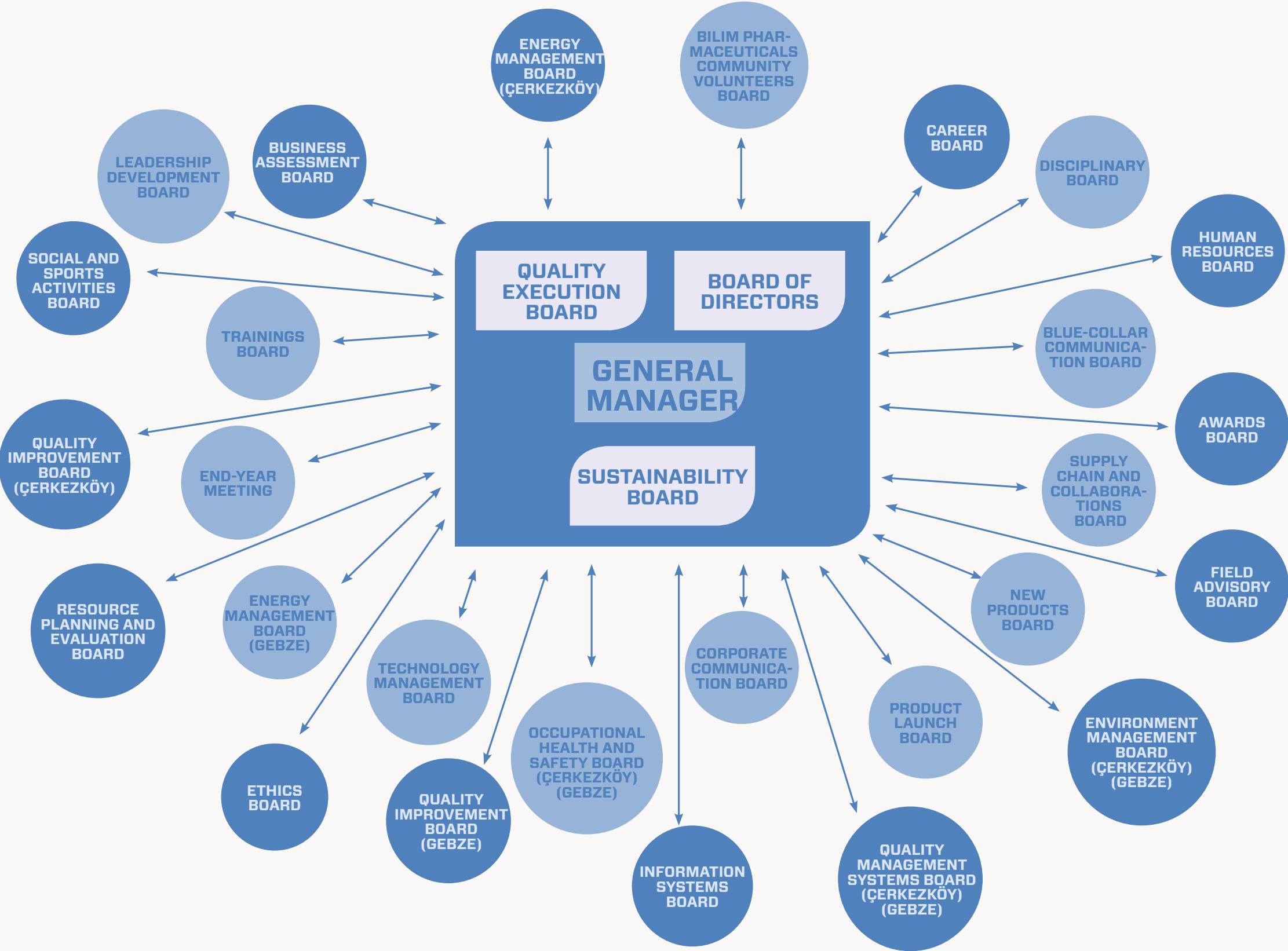
OUR BOARDS

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. Through these boards, it is possible that our employees become a part of administrative decisions, a situation which supports teamwork.

As defined in the **Board Handbook**, our boards hold meetings once a year, where the effectiveness of the company's approaches are evaluated and reviewed. It is defined in the DGG Plan which board would evaluate and review, as well as which approach would be evaluated and reviewed. Boards evaluate and review the performance indicators, benchmarks and information, which are required to evaluate the effectiveness of the current approach in terms of the EFQM Excellence Model and how it is applied throughout the organization. Boards also evaluate and review the effective of such criteria through GBR if it exists. Revision suggestions are dealt at the Directors Committee with MDAs, providing output for the Annual Plan and Budget (APB). Our boards, where mid- and long-term expectations and creative and innovative thoughts of our employees are discussed, are evaluated by board presidents at Quality Execution Board meetings every quarter. Each board has a sponsor, who is commissioned by the senior management.

Strategic decisions made by the boards are put on the agenda of the Directors Committee 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.



OUR MANAGEMENT PRINCIPLES

In the Turkish pharmaceutical industry that reached 15.2 billion in size in 2011, Bilim Pharmaceuticals ranked 3rd with a 5.1% market share, while it owns 198 licensed drugs in the market.

Steady and regular growth

Bilim Pharmaceuticals provides “steady and regular growth” by being open to continuous development. In the Turkish pharmaceutical industry that reached 15.2 billion in size in 2011, Bilim Pharmaceuticals ranked 3rd with a 5.1% market share. In terms of number of boxes sold to the market, Bilim Pharmaceuticals completed 2011 as the 3rd biggest seller with 100.4 million boxes. Ranking as the 2nd most preferred company by physicians, Bilim Pharmaceuticals was preferred in 7.1 out of every 100 prescriptions. The company’s aim since its foundation was to be an effective player not only in Turkey but also in international markets; today Bilim Pharmaceuticals exports to 48 countries and plans to enter the American and European markets in the coming years.

Bilim Pharmaceuticals was one of the 5 companies to generate the highest turn-

over in three (antibiotics, respiratory system, muscular and skeletal system drugs) of the five segments, which account for the highest sales volume particularly in Turkey, while it owns 198 licensed drugs in the market.

Customer orientation

“Customer orientation” is a part of Bilim Pharmaceuticals’ strategy of manufacturing and offering economic products and its principle of “respecting the community”. Carrying out its marketing and sales activities in 11 different locations throughout Turkey with 11 different teams and a total of more than 1,200 field employees, the Bilim Pharmaceuticals team’s performance is evaluated every two years through customer satisfaction surveys and implemented plans aiming to raise customer satisfaction.

Bilim Pharmaceuticals is carrying out its marketing and sales activities in **11 different locations** throughout Turkey with **11 different teams** and a total of **more than 1,200 field employees.**

Importance attached to finding and developing new product

Bilim Pharmaceuticals’ R&D Centre is one of the largest R&D centres of the Turkish pharmaceutical industry with a total laboratory space of 4,500 m². Equipped with the latest technologies, the R&D Centre carries out its efforts through utilizing technologically advanced and sensitive laboratory devices, as well as laboratory

data automation and R&D pilot production facilities at FDA (*) standards. At the R&D centre which was established with a \$ 15 million investment, a total of 110 scientists are employed who prepare equivalent versions of original drugs – whose patents have expired – in order to offer them to the market. The centre is equipped with 220 different pieces of the state-of-the-art equipment.

Striving to rank among the first the two companies in the Turkish pharmaceutical market and to be the highest exporting local drug manufacturer by the end of 2014, Bilim Pharmaceuticals allocates nearly 5% of its budget to R&D investments.

Bilim Pharmaceuticals allocates nearly **5% of its budget to R&D investments.**

Corporate responsibility awareness

Being aware of its social, environmental and economic impacts, as well as its responsibilities towards its stakeholders, Bilim Pharmaceuticals deems serving sustainability with an ethical, transparent and accountable corporate management approach as an indispensable part of its business approach and corporate culture.

As of 2011, the Bilim Pharmaceuticals Community Volunteers' platform, with a total of **1,043 active members**, operates in **11 cities of Turkey** with **20 different teams**.

Bilim Pharmaceuticals' Employees: A part of the solution

Bilim Pharmaceuticals Community Volunteers is a platform established with the support of Bilim Pharmaceuticals in 2005 by voluntary employees, who share their individual competencies, intellectual knowledge, time, efforts and experiences with those in need "... in order to be a part of the solution". As of 2011, the platform, with a total of 1,043 active members, operates in 11 cities of Turkey with 20 different teams. Every year, volunteers prepare projects and the ones that are approved by the supreme board of team leaders are put in practice with the voluntary support of the families of Bilim Pharmaceuticals employees, as well as that of stakeholders.

The volunteers have carried out a total of 248 events within the framework of 9 different projects and were able to reach more than **37,000 children and young people**.

A pioneer in the quality journey

Acting upon the principle of conducting all of its operations by prioritizing "quality", Bilim Pharmaceuticals has been performing its activities since 1998 within the framework of the EFQM Excellence Model, which is an institutionalization and management model aiming to make all stakeholders happy. By doing so, the Company aims to yield results that satisfy its shareholders, customers, employees and the community, as well as to be a "pioneer" in its journey to quality play its role of guiding the sector.

As the first national company to receive the "EFQM Competency Approval in Excellence" given by the European Quality Association in 2004, Bilim Pharmaceuticals also received "The National Quality Grand Prize" in 2006 and "Award of Continuity in Excellence" in 2010, which are given by TÜSIAD (Association of Turkish Industrialists' and Businesses) and KalDer (Turkish Society for Quality). Having received the "Award of Continuity in Excellence" in 2010, which is deemed as the most prestigious award of the Excellence Model, Bilim Pharmaceuticals was deemed worthy of the "EFQM Excellence Award" - which no corporation in Europe received for the last three years - and the achievement award in 4 different categories in 2011.

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OUR QUALITY MANAGEMENT

At 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 ISO 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 of the systems to be continuously assessed and improved.

As Bilim Pharmaceuticals, we work to exceed all our clients’ expectations with the high-quality products we produce under the warranty of “Quality Systems”.

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 developing them 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 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 labeling and for their purpose of use, as well as taking precautions to abandon all risk that could occur with relation to reliability, quality and effectiveness. We assume as a management responsibility to reach this target, while we ensure all of our employees and suppliers to participate in the system.
- 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

did
you know...?

EFQM stands for the

European
Foundation for
Quality
Management



Quality is on top of everything.

We show all of our stakeholders that we have adopted being an excellent corporation and promise that we will progress with determination in this never-ending journey.

EFQM EXCELLENCE MODEL

As Bilim Pharmaceuticals, we are involved in a difficult and sensitive sector that is directly related to human health. Product quality is on top of everything. Aware of all of these, we prioritize quality at all times and have adopted it as a philosophy of life since our foundation.

Successful corporations are the ones that are able to create and maintain extraordinary results for their stakeholders. However, in today's world, which is subject to gradually increasing global competition, rapid technological developments, continuously changing business processes and rapid changes in the economic and social atmosphere and customer masses, it has become further difficult to maintain these results.

A question concerning these matters marked the beginning of the Total Quality Management at Bilim Pharmaceuticals: "In a world, where changes take place at such a speed, can we preserve our presence with our existing business making habits?" A mobilization was launched at Bilim Pharmaceuticals to accommodate such change. We adopted the EFQM (European Foundation for Quality Management) Excellence Model in 1998 in order to receive results that will make all of our stakeholders and the community happy and to be a pioneer in the quality journey in the pharmaceutical industry. We have been conducting our efforts since then within the framework of the model.

As Bilim Pharmaceuticals, we desire to develop and generalize this positive atmosphere that we have created inside, to set a good example in the sector, to guide the sector and thus, to realize our mission. We also show all of our stakeholders that we have adopted being an excellent corporation and promise that we will progress with determination in this never-ending journey.

We adopted the EFQM (European Foundation for Quality Management) Excellence Model in 1998 in order to receive results that will make all of our stakeholders and the community happy and to be a pioneer in the quality journey in the pharmaceutical industry.



Pierre Cachet
CEO - EFQM

How would you describe Bilim's performance?

I would describe Bilim's performance as excellent and exceptional. Bilim Pharmaceuticals won our European Business Excellence Award last year, following an assessment of the entire organization (from leadership to HR to customer results and Sustainability policies), involving more than 200 Bilim team members in interviews. The Jury decided to Award Bilim, not only for their great results across all areas, but also because they were able to make us confident that they would maintain their excellence in years to come. **I think it is only fair to say that they are excellent and a role model for others!**

Sustainability is a hot topic at the moment. How do you experience that in the EFQM community?

Indeed! We noted that our members were looking for great examples and benchmarking data. So last year we organized a competition to find good practices in the Sustainability area and we developed several case studies. Moreover, we asked leading companies, such as Bilim Pharmaceuticals, to present their Sustainability approaches at our main annual conference, the EFQM Forum.

Can you state the importance of sustainability management in selecting award-winners?

Only 40 companies have won the EFQM Award since it started in 1992. An EFQM Excellence Award Winner is an organization that displays role model behaviour in all 8 Fundamental Concepts of Excellence, and hence includes: **Taking Responsibility for a Sustainable Future**. Because of the importance of Sustainability in the current environment, it is indeed an increasingly important factor that the Jury will look at. Bilim pharmaceuticals showed very strong society results, much better than their competitors.

Bilim Pharmaceuticals is breaking grounds, while taking leadership in quality.

Having adopted the EFQM Excellence Model in 1998, **BILIM PHARMACEUTICALS**, which has been steadily showing efforts on its journey of excellence since then, gained the following achievements during this period:

- “**EFQM Recognized for Excellence Approval**” in 2004,
- “**TÜSİAD (Turkish Industry & Business Association)-KalDer (Turkish Society for Quality)-National Quality Award**” in 2006,
- “**Finalist of the EFQM Excellence Award of the European Foundation for Quality Management**” in 2009,
- “**TÜSİAD-KalDer-Sustainable Excellence Award**” (the most prestigious award given for Excellence Model efforts in Turkey) in 2010, and
- “**EFQM Excellence Award**” – which no corporation in Europe received for the last three years – and the achievement award in 4 different categories in 2011. These awards are the first and only awards received by a corporation in the Turkish pharmaceutical industry.

Having broken much ground in the Turkish pharmaceutical industry, **BILIM PHARMACEUTICALS** takes pride in achieving a first in Europe this time. **BILIM PHARMACEUTICALS became the first company to be deemed worthy of the EFQM EXCELLENCE AWARD**, which no company in Europe received for the last three years, **and is also the FIRST PHARMACEUTICAL COMPANY to receive this award. In addition to this award, Bilim Pharmaceuticals made a first by becoming the first company to receive the ACHIEVEMENT AWARD in four categories.** Having participated at the magnificent award ceremony, which was held at **BMW Welt** in Munich on October 25th, 2011, **Mr. Bülent Karaağaç – BILIM PHARMACEUTICALS Chairman of Board of Directors – and Dr. Erhan Baş**



Bilim
Pharmaceuticals
is the first
pharmaceutical
company to
receive the
EFQM excellence
award.

In addition to this award, Bilim Pharmaceuticals made a first by becoming the first company to receive the ACHIEVEMENT AWARD in four categories.

– **CEO of BILIM PHARMACEUTICALS** – received this prestigious award on behalf of all of their colleagues. The award was handed by **Mr. Mark Duhem – Chairman of the Board of Directors of EFQM** – and **Mr. Martin Zeil – Bavaria Ministry of Economy**.



BILIM PHARMACEUTICALS WITH 100% TURKISH CAPITAL IS THE MOST “PERFECT” COMPANY OF EUROPE.



In the “Big Scale Enterprises” category that covers all sectors in Europe, **BILIM PHARMACEUTICALS**, as a company with 100% Turkish capital, brought the EFQM Excellence Award to Turkey in this prestigious platform, where no company has been deemed worthy of this award since 2008. Also, **there was no company that was ever granted the ACHIEVEMENT Award in 4 separate categories at the same time** at the EFQM Excellence Awards, which have been given since 1992.

Besides the EFQM Excellence Award which the company received by surpassing strong finalists, including global giants, BILIM PHARMACEUTICALS received **Achievement Awards** in the following categories:

- Adding Value for Customers
- Managing by Processes
- Leading with Vision, Inspiration & Integrity
- Achieving Balanced Results

EFQM

The Brussels/Belgium-based EFQM (European Foundation For Quality Management) has more than 500 members operating **in 50 different sectors in 55 countries**. About **30,000 organizations** are currently applying the EFQM Excellence Model. In Turkey, international EFQM Excellence Model practices are carried out by KalDer (Turkish Society for Quality). EFQM provides an information sharing platform to its member corporations of different sizes that operate in different sectors through the excellence model that it provides for sustainable economic growth.

The EFQM Excellence Award comprises of 8 basic concepts and 9 criteria. Companies which have demonstrated superior success within the framework of the Excellence Model are nominated for the award. Receiving the EFQM Excellence Award is an indication that an organization employs the best practices in important areas such as Leadership, Strategy, Employees, Partnerships and Resources, Processes, Products and Services, Customer Results, Employee Results, Society Results and Key Performance Results, and also the organization has conducted these practices broadly at all levels and evaluated itself with a philosophy of achieving continuous improvement and has thus shown progress. Through these approaches, while the satisfaction of all stakeholders including employees, customers, suppliers and the society is guaranteed, a contribution is also made to the company's reputation.

OUR REPUTATION MANAGEMENT

Corporate Reputation is our most valuable capital.

We aimed to raise awareness of all our employees on the management of our corporate reputation.

OUR REPUTATION MANAGEMENT MODEL

Corporate Reputation isn't just an important issue for Bilim Pharmaceuticals but also a general issue for the entire pharmaceutical industry. The stakeholder research conducted also supports 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 to older times. In a continuous effort of development particularly since 1998, our company envisages corporate reputation as part of our strategy of change. Corporate reputation created its own agenda as part of our long-term growth strategy.

Reputation Envoys, which we have established to raise awareness on 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 to all around 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.



Tamer Kaygan
Financial Manager
Bilim Pharmaceuticals

Reputation is undoubtedly a significant advantage in terms of the importance given to this issue by the company's employees and the management, who both behave accordingly and protect it. Companies with a good reputation are able to enjoy a high level of reliability in the eyes of individuals and society at large. This high sense of reliability is also a sign that the company is carrying out its social responsibilities, leading to a positive prejudgment at first and, thereafter, of positive support by the stakeholders, ensuring that their behaviour to the company produces the best results. A notion, created by a sound reputation, will create an understanding that affects many other elements of the company.

As reputable companies continue to create a culture and accumulate knowledge to maintain their reputation, the notion of reputation is embedded in the identity of the company, and is thus emphasised and makes a difference. As a result of the advance in technology, universal work and policies in the work place become more prominent, and such differences will undoubtedly create an advantage for companies in terms of their recognition and evaluation within their activities in their playing field as well as society.

A "Bilim Reputation Ambassador" is a staff

member who feels that his/her sole responsibility is the reputation of the company, striving to preserve and surely further improve corporate reputation in their work as well as in their own time. I am very proud to be one of the Reputation Ambassadors at Bilim Pharmaceuticals. As a result of the work that we have done in terms of the company's reputation, we see, live, and feel that the level of reputation achieved today is at a very important juncture based on the ethical values that we received from company history and the values that we have added and materialised.

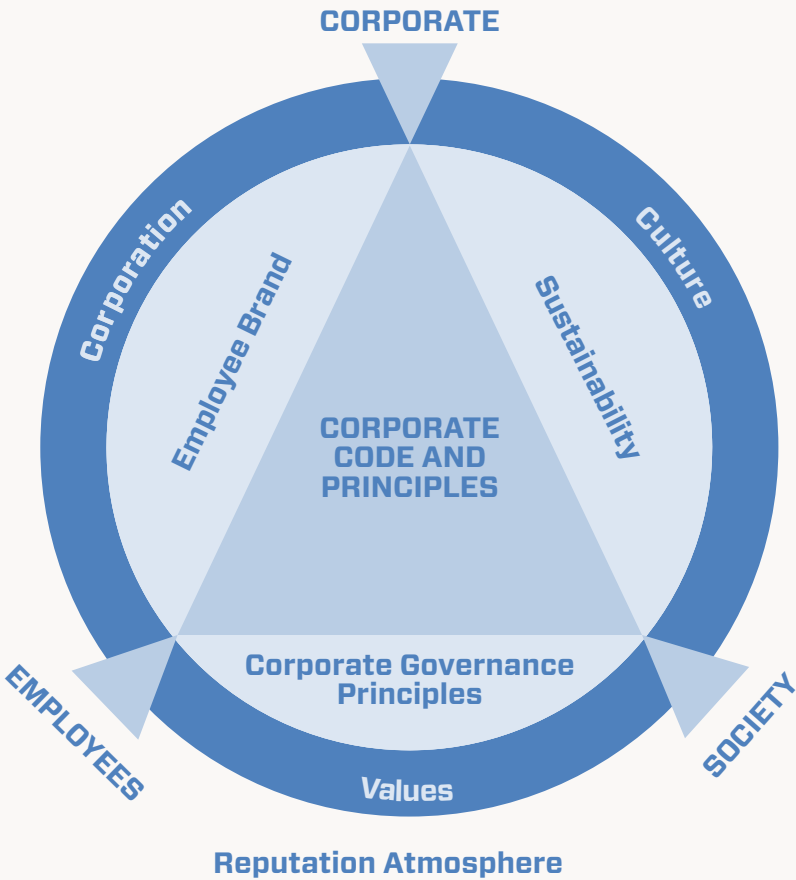
Our greatest responsibility is to be conscious of maintaining this level across all employees as a corporate culture, and that our reputation is the primary value possessed by our company. Thereafter, we must consider that the contributions to the company's reputation cannot solely rely on individual behaviour or protection, but that the company shares this holistic responsibility. Every element of a big "world" involving all of our stakeholders includes components which will positively support our reputation. We must become exemplary employees of such a company with a cautious, instructive and sharing point of view, acting with utmost care and attentiveness with regards to every issue that may affect our reputation.

Acting upon the fact that any one of our employees, whatever his duty and status are, represents our company’s reputation, we aimed to raise awareness of all our employees on the management of our 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 set up a vision aiming to separate its corporate values related to its corporate reputation, which Bilim describes 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” through social sensitivity.

Acting upon the fact that any one of our employees, whatever his duty and status are, represents our company’s reputation, we aimed to raise awareness of all our employees on the management of our corporate reputation.



REPUTATION AMBASSADORS PLATFORM

Within this framework, a platform of Reputation Ambassadors chosen from employees who have high power within the company was initially set up. Reputation Ambassadors became experts throughout the years (with training programs, workshops, source documents, etc). The Reputation Ambassadors Platform now comprises of 64 people as of the end of 2011.

WHO 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 who can represent the company they work and their colleagues with the company principles and goals and can contribute to all the improvement/restructuring undertakings with their knowledge and experience.

OUR ETHICAL MANAGEMENT

It is our values which are the fundamental resource that asserts our business making style at Bilim Pharmaceuticals; and Ethical Management is one of our most important values (please refer to the section, “Our Values”).

- Our Ethical Management approach is based on our corporate values and business principles which have been guiding our activities successfully for many years. Our Work Ethics Principles do not only protect our corporation and employees but also serve as a guide that helps us see the way in light of all our decisions and activities beyond laws, regulations and procedures.
- Our Work Ethics Principles consists of 2 parts, Work Ethics Guidelines and Principles. These rules play an important role in protecting and strengthening the trust relationship between our corporation and the stakeholders and the third parties it works with.
- 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 suitable 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, as well as 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 2011, no complaint was submitted to the Ethics Board with respect to any violation of Human Rights in the regions of our presence.

- In 2010, we applied training programs on Ethical Management to all employees. We continue such trainings in 2011 for our newly hired employees and those employees who did not participate in these trainings before. Moreover, we published it on Bilim portal and our website, which is accessible by all our stakeholders.

A total of
2,715.44 hours
of ethical
training was
delievered to
employees in
2011.



* The group of employees who did not participate in the ethical trainings includes newly hired personnel or those employees who had a valid excuse for non-participation.

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

1. BEING HONEST AND TRUE
2. ENSURING THE PRIVACY OF DOCUMENTS
3. AVOIDING CONFLICT OF INTEREST
4. FULFILLING OUR RESPONSIBILITIES TOWARDS OUR STAKEHOLDERS
 - 4.1 Our Legal Responsibilities
 - 4.2 Our Responsibilities towards Our Employees
 - 4.3 Our Responsibilities towards Our Clients
 - 4.4 Our Responsibilities towards Our Shareholders
 - 4.5 Our Responsibilities towards Our Suppliers and Collaborations
 - 4.6 Our Responsibilities towards Our Competitors
 - 4.7 Our Responsibilities towards 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 towards the company are stated clearly.

1. CREATING CIRCUMSTANCES 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 RISK MANAGEMENT

Bilim Pharmaceuticals has shaped Risk Management as a part of its corporate culture.

At Bilim Pharmaceuticals, risk management practices are conducted after risks are predicted and evaluated or after it is determined what solutions can be provided in the event of unpredicted risks. The risk management approach was designed in a way that it supports the existing and potential growth, ensures the company's further progress and protects such progress under possible risks. A great importance is attached to the following two factors when setting up the Risk Management System:

1. Penetration of risk management into the company's culture and strategy
2. Implementation of risk management practices by all employees and respective stakeholders as a body of rules within recognized systems

Acting upon the fact that a risk management approach which does not have a strategic or tactical place within all principles and policies of the company would fail, Bilim Pharmaceuticals has shaped Risk Management as a part of its corporate culture. All processes, projects and systems are implemented after the risks that they imposed or would impose are evaluated and measured. In the event of unpredicted risks, it is ensured that crisis management procedures and processes that are applied separately take effect. This situation gives the company the ability to act fast in order to eliminate the arising risks in times of crisis. Thus, the company set up its systems to perform crisis management with a higher authority in this and similar situations and applied it when required.

Bilim Pharmaceuticals evaluates not only economic risks or the risks related to its primary field of activity, but all risks from a very wide perspective and manages them within the systems it has built.

Another important feature of the risk management model applied at Bilim Pharmaceuticals is that it is implemented as a process that is known, applied and improved by employees and stakeholders. This way, all related personnel act consciously and within defined systematics when applying such practices that prevent or eliminate risks, while taking into account the risk factors during their strategic activities and operations.

The primary reason why risk management plays a major role on the company's policies is not only to practice envisaged plans and to minimize the damage in the event of possible risks, but also risk management is very important in terms of ensuring sustainability by turning risks into opportunities. Because of this, the company evaluates not only economic risks or the risks related to its primary field of activity, but all risks from a very wide perspective and manages them within the systems it has built.

Reviewing risk evaluations frequently in companies particularly in emerging economies like Turkey and updating the risk ratings in line with the changing conjuncture is of great importance. Risk evaluations made during the preparation of annual plans constitute only a part of risk management procedures and practices, while review, evaluation and update of these risks are carried out, continuously.

OUR SUSTAINABILITY MANAGEMENT

Human happiness, social development and environmental protection are very important issues in sustainability.

What lies underneath our sustainability efforts is transparency and accountability. Before we determine the areas that are open to improvement and make improvement plans, we find the underlying factor and question it. In order for improvement plans to be permanent and to make contribution to change, they must first be applicable.

The rules of today’s business world are changing; it is not enough anymore for companies to focus only on profitability in order to be “sustainable” and successful. Companies have to be aware of their economic, social and environmental responsibilities towards their stakeholders and show efforts to fulfil these responsibilities.

For Bilim Pharmaceuticals, which is a corporate citizen, the priority issues in sustainability are human happiness, social development and environmental protection. We seek to develop ourselves in these matters and produce pioneering and innovative practices, which may be an example for others. We establish structures that support these practices, keep

OUR SUSTAINABILITY POLICY

It is our basic principle to manage our corporate operations before the community and our other stakeholders without any discrimination based on religion, language, race or gender. Beyond full adaptation to all legal obligations, including laws, regulations and official guidelines, we see policies that may set an example to other companies as a part of our culture. We do not carry out any activities, which we are not accountable for. Ethical, transparent and accountable attitudes and behaviors are our basic practices in our daily lives which allow us to be an exemplary company.

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

- Undertake commercial activities without deviating from our ethical values;
- Work in harmony with all of our stakeholders in Turkey and abroad, while encouraging their participation;
- Work to add value to our employees, customers, and the community (our primary stakeholders), and try to set an example for them;
- See it as our duty to protect and enhance the health and safety of all our employees and customers;
- Take pains to reduce our environmental impacts by being aware of them and launching innovative practices for this purpose;
- Assume our responsibility for the development of the society and towards the fulfilment of the needs of future generations by raising social awareness and through community investments in the fields of health, environment and culture;
- Ensure active participation of those employees, who are dynamic, pioneering social transformation, demonstrating their social sensitivity and have a high sense of responsibility as a part of the community;
- Promote volunteerism for a better community and environment;
- Demonstrate an approach that preserves social traditions and culture; and
- Organize relationships with other NGOs.

The rules of today’s business world are changing; it is not enough anymore for companies to focus only on profitability in order to be “sustainable” and successful.

view of the developments through these structures, determine the areas that are open to improvement, design improvement plans, and try to not only reach our targets, but also to surpass them.

Within the framework of our reputation management model, we take pains to fulfill our corporate responsibilities, in order to ensure the sustainability of our company based on respect for future generations and ethical management values. We always give place to the following matters on our agenda: employee rights, occupational health and safety, individual development of employees, equality of opportunity, social investment, product responsibility, fair competition, ethical purchase, environmental protection, energy efficiency, and process and production innovations and legal compliance.



Pinar Öncel
The Sustainable Life
Collective

Our relationship with Bilim Pharmaceuticals began when they invited us to give a presentation on sustainability. We were pleased to see the interest from employees and the awareness in the presentations given at the Gebze and Cerkezkoy sites, and, in particular, the meaningful questions by the Cerkezkoy staff were of special significance. Thereafter, they supported the Sustainable Life Film Festival which we organised in December 2011. When we were looking for support for the festival contacted the few companies which we believed to be sincere in their work on sustainability; Bilim Pharmaceuticals was one of them.

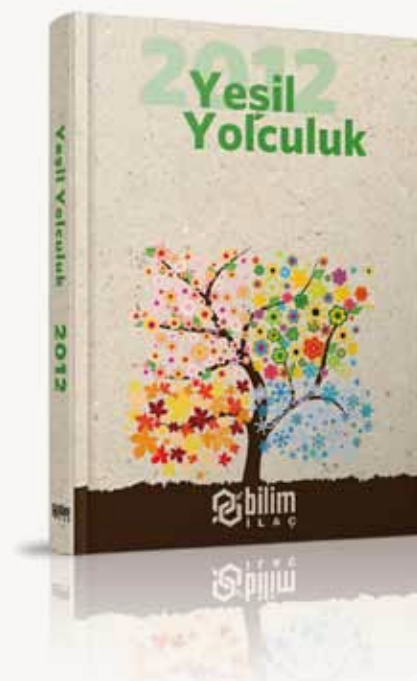
We noticed the attentiveness of their staff when organising activities aimed at improving environmental knowledge and awareness.

Bilim Pharmaceuticals' volunteer-oriented approach, paving the way for activities under its roof, appears to have achieved considerable success. The fact that members of staff can spend two hours per week on volunteer projects, and that these projects - which are for the greater benefit of society - are being supported by the company is highly meaningful and motivating. Bilim Pharmaceuticals' employees are able to create value for themselves individually as well as for society with this opportunity granted by their firm; we believe that this fairly differentiates Bilim Pharmaceuticals as an exemplary firm in the business world.

As Bilim Pharmaceuticals, we see sustainability as an opportunity. We are a company that is taken as a model by many corporations in terms of sustainability, but we know that we still have a long distance to cover. There is no destination or a finish line for sustainability. We have set our hearts on this issue. We think, as we advance on this path, we gain new experiences, learn new things, improve our processes and further approach excellence.

What lies underneath our sustainability efforts is transparency and accountability. Before we determine the areas that are open to improvement and make improvement plans, we find the underlying factor and question it. In order for improvement plans to be permanent and to make contribution to chance, they must first be applicable, which is a very important issue for us.

Supported by the CEO, the Sustainability Board comprises of people, who have the right to make decisions on behalf of all departments of the company. **In order to integrate the sustainability approach into all business strategies, our Sustainability Board drafts strategic plans, determines targets and monitors and evaluates practices.**



OUR STRATEGIC SUSTAINABILITY TARGETS

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

Within the framework of such main strategic sustainability targets, we have many sub-targets and take hundreds of actions to achieve them. Our Sustainability Board monitors and encourages the implementation of such actions.

Sustainability
is a journey
that we take
with our
employees.



Savaş Can
Senior
Sales
Representative

When I began working at Bilim Pharmaceuticals on March 1st, 2007, the company was trying to engrain awareness on sustainability and corporate social responsibility in each employee. When I joined the Bilim Family, it was joyful and pleasing to assume social responsibility by becoming a member of Bilim Pharmaceuticals Community Volunteers.

I graduated from undergraduate programs in Physics and Business Administration at different times. Both branches were positive sciences and for me, as an employee of a corporate firm, this represented an effort to be in a learning organization. Conscious employees and all efforts that are conducted to produce added value are a part of sustainability. Moreover, in 2011, I was registered for a Postgraduate program in Business Administration at the Çanakkale 18 Mart

University. In the lectures that I participate in, two of the topics frequently discussed are Total Quality Management and Strategic Management of Enterprises. One day I excitedly told my friends at the university that we had received the EFQM Award as a result of our longstanding efforts. My esteemed teachers were curious about the EFQM process and wanted to know a little more about our quality journey. Bilim Pharmaceuticals is surely the best example... I added a great deal of information to our recent Corporate Responsibility Report that was published in 2010 in the sector analysis, which I had prepared; and it was a pleasure for me to present this information at the university.

I am extremely proud to work at Bilim Pharmaceuticals and I believe we must communicate with each and every individual, who is a part of the ecological system, our corporate responsibility and sustainability-related efforts in every opportunity and at every platform.

I am currently working in Çanakkale as a Specialized Medical Representative. I wish success to all members of the Bilim Pharmaceuticals family, who act altogether and fearlessly and with the awareness of adding value to the existing value.

Our 1,950 employees received trainings on sustainability.

Some of the actions taken in 2011 aiming to realize our strategic sustainability targets:

Within the scope of our strategic targets; “to integrate the sustainability approach into the corporate culture” and “Instilling sustainability conscience by strengthening stakeholder dialogue”,

- As Bilim Pharmaceuticals, we are currently internalizing sustainability. Our aim is to raise awareness of sustainability to each of our employees and to support each of them to be a defender of sustainability. Sustainability is a journey that we take with our employees. We provide trainings to our employees, anticipate their desires through surveys and establish new structures in order to encourage them to be actively involved in sustainability-related efforts.
- We provided sustainability-related trainings to a total of 1,950 employees. In these trainings, while we raise our employees’ level of knowledge on sustainability, we also ask



them their opinions. The recommendations that are forwarded by our employees in these trainings are integrated into our strategy that is redesigned every year. We also invite our employees to participate in voluntary activities.

- A sustainability-related presentation was held at the Period-End Marketing Meeting in January 2011, which was attended by all of our field employees (about 1,300 people). The Attention of employees was drawn to the subject by opening a booth on sustainability. Mervyn King’s book entitled “Transient Caretakers” was given to employees as a gift. Employees also participated in a sustainability survey.
- A sustainability-related presentation was held for our employees (about 700 people) working at the company headquarters and processing facilities. Mervyn King’s



book entitled “Transient Caretakers” was gifted to employees. Employees also participated in a sustainability survey.

- A sustainability module was added to the orientation trainings. The aim is to raise awareness of each new employee on sustainability and to get them informed on the current projects conducted by the company.
- At the Periodic Marketing Meeting held in August 2011 and at the CEO Information Meetings that were held for employees working in the company headquarters and processing facilities, a booth on sustainability was set up and the Corporate Responsibility Report was shared with employees.
- A solar lighting post was mounted at the Bilim Gebze processing facility in 2012. This way, renewable energy began to be used at the facility, while also contributing to our efforts to raise our employees’ awareness on alternative energy resources.
- Sustainability-related questions were added to the stakeholder satisfaction surveys (employee satisfaction survey, supplier satisfaction survey and customer satisfaction survey).

- New sustainability-related indicators were added to the group of monitored indicators, thus introducing depth to sustainability-related operations and integration.
- We design contents on sustainable life in the BilimAilem magazine and other publications, in which we share our suggestions that may be applied by our employees in their daily lives.
- We added sustainability-related contents to our Bilimk@mpüs (e-learning platform), Bilim Portal (intranet) and Facebook-Twitter web-pages.
- Books on global climate change and the environment were gifted to the children of Bilim Pharmaceuticals employees.
- At the end of 2011, we prepared the 2012 agenda for our employees and customers. With the theme of Green Journey, the agenda recommends an environment-friendly action for each day.
- We sponsored the Sustainable Life Film Festival held on December 2nd, 3rd and 4th, 2011. We encouraged our employees to participate in the festival.
- With the “Guest of the Month” program, we created an environment for our employees to talk to the representatives of the leading institutions in the area of sustainability and to increase their knowledge on the issue. We, as Bilim Pharmaceuticals, hosted the following guests in the “Guest of the Month” programs that were held with a sustainability theme in 2011: Hayretting Karaca – President of TEMA (the Turkish Foundation for Combating Soil Erosion, for Reforestation and the Protection of Natural Habitats), Pınar İman from WWF and Pınar Öncel, Tunç Özçuhadar and Prof. Dr. Mikdat Kadioğlu from the Sustainable Living Collective.

The Business Partners Summit was held with a “sustainability” theme in May 2011.



- We increased our business partners' knowledge on sustainability by making a sustainability-related presentation for them (a total of 250 participants).
- On special days with a sustainability theme (for instance, World Environment Day, World Water Day, International Day for the Elimination of Racial Discrimination, etc.), we make announcements and organize contests in our company, raising our employees' awareness on the topic.
- In order to reflect our collaboration with WWF, we participated in the “World Hour Campaign” in 2011, as we have been doing since 2009. The campaign, which is organized in 130 countries at the same time, aims to draw attention to the environmental problems on earth. We invited people from many social segments to participate in the World Hour cam-

paign between 20:30 and 21:30 on Saturday March 31st, 2011, and to be a part of the solution for a better future. We informed all of our employees on environmental problems and increased other people's (including our employees' kins and friends) interest and attention in this issue through our employees. We prepared 10,000 flyers and distributed them to doctors and pharmacists through our employees, informing them of the importance of environmental issues. We asked for their support and created an important opportunity for those people, who are concerned about the problems that our planet is facing and would like to convey their sensitivity about the topic.

- In May 2011, we participated at the WWF's nationwide campaign entitled “Turkey's Life” with 7 people in total, becoming one of the lead-

ing institutions of the event. The campaign aims to ensure that projects are developed and applied; concrete results are achieved; and permanent solutions are put in effect in order to protect Turkey's biodiversity.

- Bilim Respiration Team and WWF jointly prepared a press release to ensure that sustainable approaches take part in our lives, as well as to raise social awareness on sustainability and to popularize sustainability-related issues within the community. We ensured that 600 volunteer doctors continue their WWF membership. A WWF press release was sent to each of these members, raising their individual awareness on sustainability.



Mahmut Özer
Bilim
Respiration
BUM

My experiences at Bilim Pharmaceuticals, which started as a Promotion Manager in 2001, now continue as the Business Unit Manager of the Respiration Group.

I am very happy to see that in each of my 11 years in Bilim Pharmaceuticals, I have experienced the principle of “People; our most valuable asset”, and have been a part of this family.

I have seen that being a leader in a journey of quality is a requisite in Bilim Pharmaceuticals. Along with values contributing to the happiness of a person, environmental sensitivity, the heritage aimed to be left to future generations, reliability of products and developmental efforts aimed at improving product quality, the support given to its employees' career development paths, the reputation sought to be given to the individual as well as the company, and the client-oriented approach are all of which I have experienced sustainability and have seen numerous happy people enjoying this very notion.

2011 was a good year for us, corresponding with our team's tagline “I Love to Breathe.” Whether it was our sensitivity to the environment in every contact point with our clients, our use of recycled materials such as biodegradable pens or notebooks made from rock powder, it was all to enhance the heritage that was to be left to future generations. We have continuously improved our relationship with the WWF over the years and have become a bridge for our clients. It was gratifying to observe and experience our new leaders bringing in new angles of thought to our future through the application of equal opportunities on the career paths of our employees. It is hard to describe the satisfaction that I felt when we received the European Quality Award in 2011. In the phases leading up to this success, participating in the work, taking a role, executing and being part of this is and will always be among my most cherished memories that I will share with others.



WE WORK FOR A “NON-CARBON” FUTURE.

We began to get our drugstore nylon bags manufactured from biodegradable and reusable materials.



- We have been measuring our carbon footprint since 2010 and sharing the results with our stakeholders in a transparent manner in order to measure the negative impacts of our activities on the environment and to take initiatives in order to reduce such impacts. By reviewing all of our processes, we take efforts to reduce our carbon emissions through various practices such as energy efficiency, etc. Moreover, we carry out efforts for carbon offsetting.
- By collaborating with myclimate, a specialized agency on carbon offsetting, we offset our carbon emission highlighted from our Business Partners Summit 2011. In order to perform carbon offset,

we made an investment in Kores – the wind farm built in Izmir. The amount of the investment was equal to the carbon emission of our activity.

- Another example is the press meetings that we organize to communicate our Corporate Responsibility Report 2010 of the GRI level A and to raise awareness in the media on carbon emissions. We also offset such media activities.
- We concentrated on teleconferences in order to use vehicles less. We made significant investment in our information technology infrastructure.

- We began to get our drugstore nylon bags manufactured from biodegradable and reusable materials.
- We are a member of the Business Council for Sustainable Development Turkey, REC Turkey-Climate Platform-Climate Change Group of Leaders and WWF Turkey; we hold awareness raising trainings on global climate change.
- With the project, “Seeds to Saplings, Saplings to Trees”, we raise awareness of our employees and their families on environment.
- One of the criteria that we use when evaluating our suppliers and business partners is that they must have the ISO 14001 certification.
- Some of our promotional materials are manufactured from recyclable materials. We increase the rate of use of recyclable materials each passing day. It is not wrong to say that we increased the environmental competency of the company that supports us with respect to the manufacturing of promotional materials.
- In 2011, we enlarged the portfolio of vehicles that work with diesel fuel whose emission per litre is lower, while contracting the portfolio of vehicles that work with gasoline. A total distance of 13,430,000 km was covered by our vehicles in 2010, while the total distance increased to 20,639,000 km in 2011. Despite this 54% increase in total distance, the amount of fuel used increased by only 8.8%.

The details of our investments in environment-friendly practices can be found in the section entitled “Our Sensitivity towards the Ecological Environment”.



Hande Sezer
MyClimate Turkey

As MyClimate, a leading institution in carbon management services and coping with climate change, we embarked on our partnership in Turkey in early 2011. Our first point of cooperation with Bilim Pharmaceuticals was to ensure that the supplier summit in Istanbul was carbon-neutral. With our cooperation, we calculated and matched the carbon footprint of various activities conducted by Bilim Pharmaceuticals. In all of these processes, we had the chance to witness Bilim Pharmaceuticals’ sensitivity to the environment. Bilim Pharmaceuticals, as our first client in Turkey, has always supported us with its determined approach in the field of coping with climate change. We see Bilim Pharmaceuticals as a leader in Turkey when it comes to the environment. Many firms in our country are still distant to the concept of carbon footprints; hence, Bilim Pharmaceuticals’ initiatives have attracted attention. When many firms are unaware of how their operations affect the environment,

Bilim Pharmaceuticals excels itself in its operations by following its impacts on the environment, raising the issue to the next level by organising meetings and events aimed at measuring the effect of climate change and supporting projects aimed at reducing carbon emissions to neutralise this effect. Bilim Pharmaceuticals is one of the only institutions in our country that has internalised the concept of sustainability. It is an institution which understands the concept of sustainability not only through economic affairs, but also gives special importance to this concept’s social and environmental branches, displaying this at every opportunity. The BITG project run by Bilim Pharmaceuticals, which touches every corner of society, exemplifies what an institution can single-handedly achieve in terms of creating beauties for society. The multiplicity and sustainability of these projects proves how important the development of society is for Bilim Pharmaceuticals. As a corporate citizen, Bilim Pharmaceuticals has taken a step towards shaping Turkey’s future. With its operations, Bilim Pharmaceuticals has shown the concept of sustainability to companies operating in the same sector as well as other sectors, and its internalised applications. This “transparent” approach, while being engaged in these activities, must be taken as an example.

**“SOCIAL PARTICIPATION” HAS
BECOME OUR LIFESTYLE.**

**“Volunteering”
for the
development
of employees**

- We attach great importance to employee voluntariness. We have been offering our employees opportunities to volunteer for the community through the Bilim Pharmaceuticals Community Volunteers program since 2005. Our employees are actively engaged in voluntary activities and carry out the projects in their own cities by sparing time from their working hours. Our employees come with creative ideas for projects and implement such projects by setting up their own teams. Successful projects are popularized and applied throughout Turkey.

**We increase our
effectiveness
among NGOs**

- This way, we also help them to realize their own missions.
- We play an active role in NGOs that particularly operate in the area of sustainable development. (Please refer to the section, “Our Membership”)
 - Board Member of the Business Council for Sustainable Development Turkey
 - Board Member of the Corporate Volunteers Association
 - Board Member of the Ethics and Reputation Society of Turkey
 - Member of REC Turkey-Climate Platform-Climate Change Group of Leaders
 - Corporate Member of the Corporate Social Responsibility Association of Turkey
 - Corporate Member of PERYÖN (People Management Association of Turkey)
 - Corporate Member of WWF Turkey
 - Corporate Member of the Corporate Governance Association of Turkey

- The topics that we plan to deal with in 2012 within the scope of our strategic targets are:
- To create our long-term strategy for climate change
 - To activate the platform of ECO-SCIENTISTS in order to make sure that our employees become defenders of sustainability
 - To launch new practices/programs to increase the number of female employees
 - To organize trainings on how to prevent mobbing in order to raise our employees’ awareness on discrimination



Kerem Okumuş
Regional
Environment
Centre

In the current age, climate change threatens the welfare of society whilst having a direct impact on individuals and companies. Sustainable development raises the need to transform the economy. As the world shifts to low carbon emissions, it is inevitable that Turkish companies will become a part of this change. The Climate Platform has been established by institutions in Turkey that have accepted the principles of sustainability while managing climate risks and executing the opportunities brought upon by this process, even though there is no official legislation in Turkey with regards to this issue. Bilim Pharmaceuticals, a member of the Climate Change Leaders Group of Turkey, plays an important part in Turkey’s shift to low carbon emissions and leads change in its sector of operation. On the other hand, coping with global climate change requires international cooperation. Governments, companies and civil society must join forces in order to prevent waves of natural disasters triggered by climatic extremes and the relative economic damage caused by this. In this regard, with its Climate Platform membership, Bilim Pharmaceuticals contributes significantly in the search for a global solution as a part of the World Climate Change Corporate Leaders Network coordinated by the Principedom of Wales and the University of Cambridge running secretarial affairs. In this regard, its support the “Two Degree Bulletin” published in line with the aim of calling world nations to take emergency action and to bring upon a new, comprehensive, legally binding climate change agreement prior to the Durban negotiations is vitally important

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.

ENCOURAGING STAKEHOLDER PARTICIPATION

We believe that it is important to ensure participation of our stakeholders and to set up effective communication with them for a sustainable future.

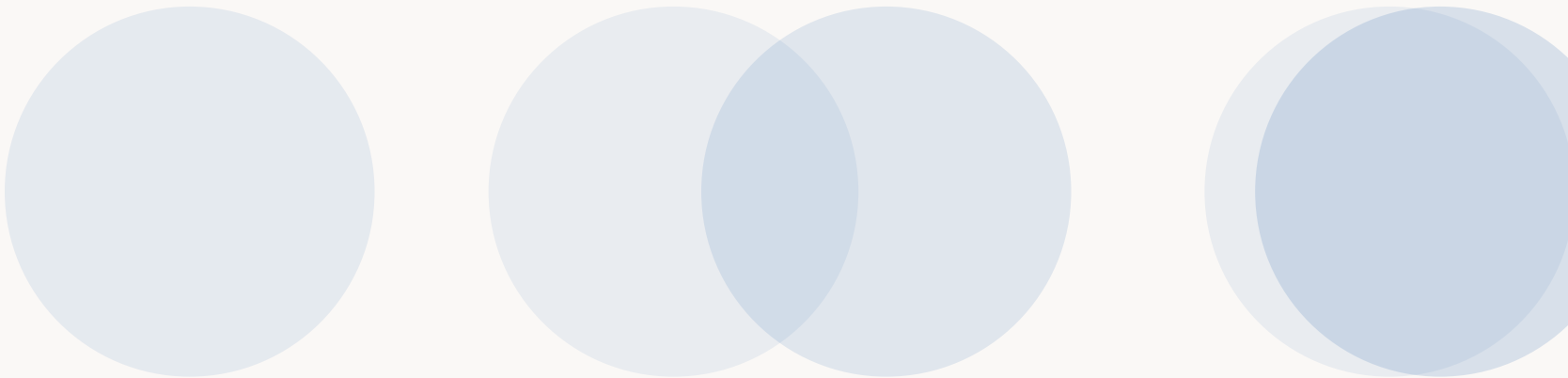
We try to understand our stakeholders' expectations, reflect them to our busi-

ness strategies and shape our activities to provide mutual benefits. In order to understand the expectations of our stakeholders, we collaborate with independent agencies to carry out satisfaction surveys on a regular basis. Especially, the Employee Satisfaction, Customer Satisfaction and Supplier Satisfaction surveys are performed every year. On the community scale, we get the Research on Perception done every two years.

We set up clear, transparent and reliable relationships with all our stakeholders in line with our values, "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 participation in these processes.

Stakeholders	Communication Channels	Objective
Employees	Notice Boards (continuous), Bilim Portal(continuous), Electronic Communication(continuous), Quality Day (twice a year), CEO Information Meetings (twice a year), Marketing End Period Meetings (once a year), Open Door Meetings (monthly), Acquaintance Cocktails (in case of necessity), "Welcome to the Club!" Dinner (in case of necessity), Meetings with Special Agenda (in case of necessity), Social-Sports Events (in the framework of the communications plan), Bilim Family Activities (in the framework of the communications plan), Bilim Family Magazine (twice a year), Period Meetings (every three months), HR Regional Visits (in case of necessity), Employee Satisfaction Surveys (once a year), Communication Surveys (once a year), Subject-Based Surveys (once a year), Focus Group Negotiations (once a year), Competence Evaluation System (in case of necessity), Performance Negotiations (once a year), Individual Suggestion System (continuous), Boards (every three months), Guest of the Month (in the framework of the communications plan), Department Meetings (in case of necessity), Bilim Portal E-Bulletin (monthly), Reputation Management E-Bulletin (every two months), Motivation Practices (in case of necessity), Marketing-HR Coordination Meetings (in case of necessity), Employee Clubs (in case of necessity), Quality Circle and Quality Improvement Projects, Bilim Pharmaceuticals Community Volunteers Platform (continuous), Reputation Ambassadors Platform (continuous), Orientation Program (monthly), Exit Interview (in case of necessity), Phase Trainings (in case of necessity), Leadership E-Bulletin (twice a year)	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



Stakeholders	Communication Channels	Objective
Customers	Medical Promotion Representative Visits (continuous), Factory Visits (continuous), Customer Visits (continuous), Scientific Meetings, Congresses / Panels / Conferences (in case of necessity), Customer Satisfaction Survey (every two years), Corporate Reputation and Research on Perception (every two years), Customer Focus Group Research (in case of necessity), Pharmacy Consultancy Board (in case of necessity), Physician Consultancy Board (in case of necessity), Foreign Market Partner Meetings (continuous), Phone Calls (continuous), Complaints (continuous)	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 (continuous), Factory Visits (continuous), Supplier Satisfaction Survey (once a year), Supplier Evaluation Survey(in case of necessity), Business Partners Summit (once a year), Supplier Audits (continuous), Phone Calls and Visits (continuous)	To trade ethically with our suppliers through collaborations and to create awareness on sustainability
Shareholders	Board of Directors Meetings (monthly), Annual Reports (monthly), Annual Plan Budget Meetings (according to schedule, 3-4 times a year), Strategic Plan Meetings (according to schedule, 3-4 times a year)	To raise the level of satisfaction of shareholders and to strengthen their investment motivation
Public Institutes, Sectoral Associations	Project Partnerships (continuous), Memberships, Participation at Meetings (continuous),Benchmark Studies (in case of necessity/in the framework of benchmarking plan)	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 (continuous), Memberships (continuous), Representation (continuous)	To contribute to the development of NGOs, to employ their expertise and to create an environment of mutual learning
Media	Press Meetings (continuous), Press Bulletins (continuous), Interviews (continuous), Factory Visits (continuous) , Corporate Reputation and Research on Perception (every two years)	To strengthen our corporate reputation, to ensure transparency and to inform the community
Community	Awareness Raising Efforts (continuous), Factory Visits (students-upon request), Corporate Reputation and Research on Perception (every two years), Bilim Pharmaceuticals Community Volunteers Platform (continuous)	To be sensitive, respectful, and responsive to the needs of the community and to contribute to social and cultural development

OUR MEMBERSHIPS

- REC Turkey-Climate Platform-Climate Change Group of Leaders Membership 2011
- Global Compact, April 2010
- PERYÖN (Turkish Personnel Management Association), 2010
- WWF (World Wide 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

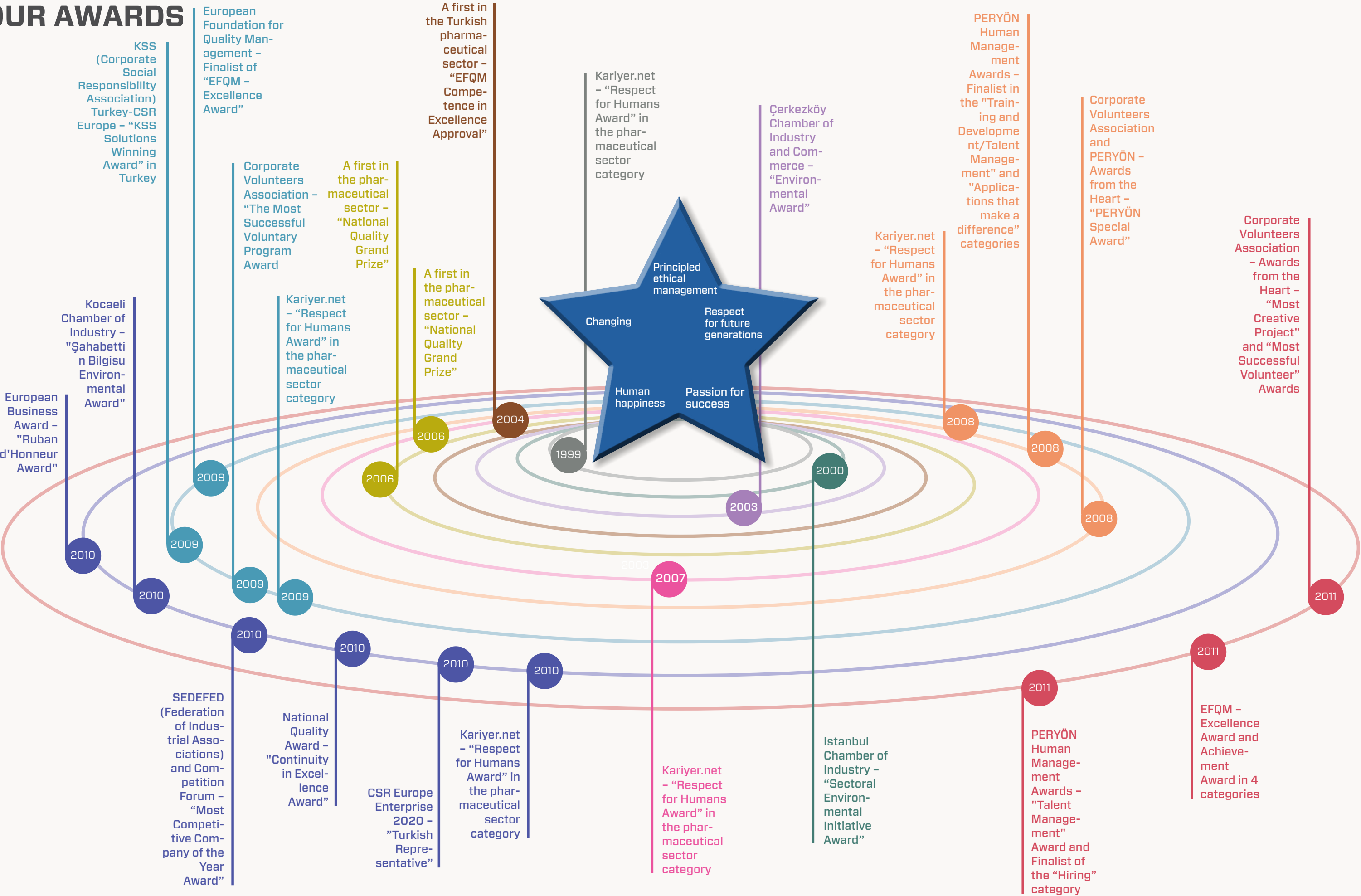


Turgut Tokgöz
Pharmaceutical
Manufacturers
Association of
Turkey Secretary
General

Bilim Pharmaceuticals clearly reflects its environmental sensitivity to its production as well as managing work processes with an approach that takes into account ecological balances. It uses appropriate and advanced technology in all of its work processes, primarily aims to minimise the use of natural resources in its operations while protecting the environment. Furthermore, Bilim Pharmaceuticals fulfils its responsibilities of raising public environmental awareness by developing projects that serve this purpose along with training sessions to ensure a sustainable environmental habitat. We now live in a world where companies as well as individuals are expected to be “good citizens.” We see that active, responsible companies that support the development of society make a difference through activities aimed at raising the living standard of future generations, laying claim to a world in which sole commercial power is insufficient. Bilim Pharmaceuticals is an exemplary company with the resources it allocates to social responsibility and its societal vision of sustainability with the partnership of its employees and all of its stakeholders. Bilim Pharmaceuticals has engaged in im-

portant awareness projects aimed at informing the public of issues related to health. It plays a large role in raising public awareness of Schizophrenia and Alzheimer’s. The fact that Bilim Pharmaceuticals staff personally voluntarily participate in health awareness projects is a good sign of volunteerism being embedded into the corporate culture. We can claim the following when we consider Bilim Pharmaceutical’s contributions to society through environmental sensitivity, training, and corporate volunteerism; Bilim Pharmaceuticals is a reliable and transparent institution in which a good notion of “corporate citizenship” is embedded in the corporate identity. Sustainability means industries and companies continue with their economic growth while protecting the environment and the standard of living of the general public, if not improving it. Social and environmental responsibilities now play an important role in establishing a corporate reputation. In the name of sustainability, our industry is involved in many projects and activities of social responsibility focusing on the environment and societal contribution, resulting in the rise of its reputation in the eye of the public. The concept of sustainability is very important to our union. In 2010, our industry signed the Universally Accepted Principles with the participation of many companies under our leadership. We were very pleased to see that this was a first for the industry as a step to be taken as an example to the entire world.

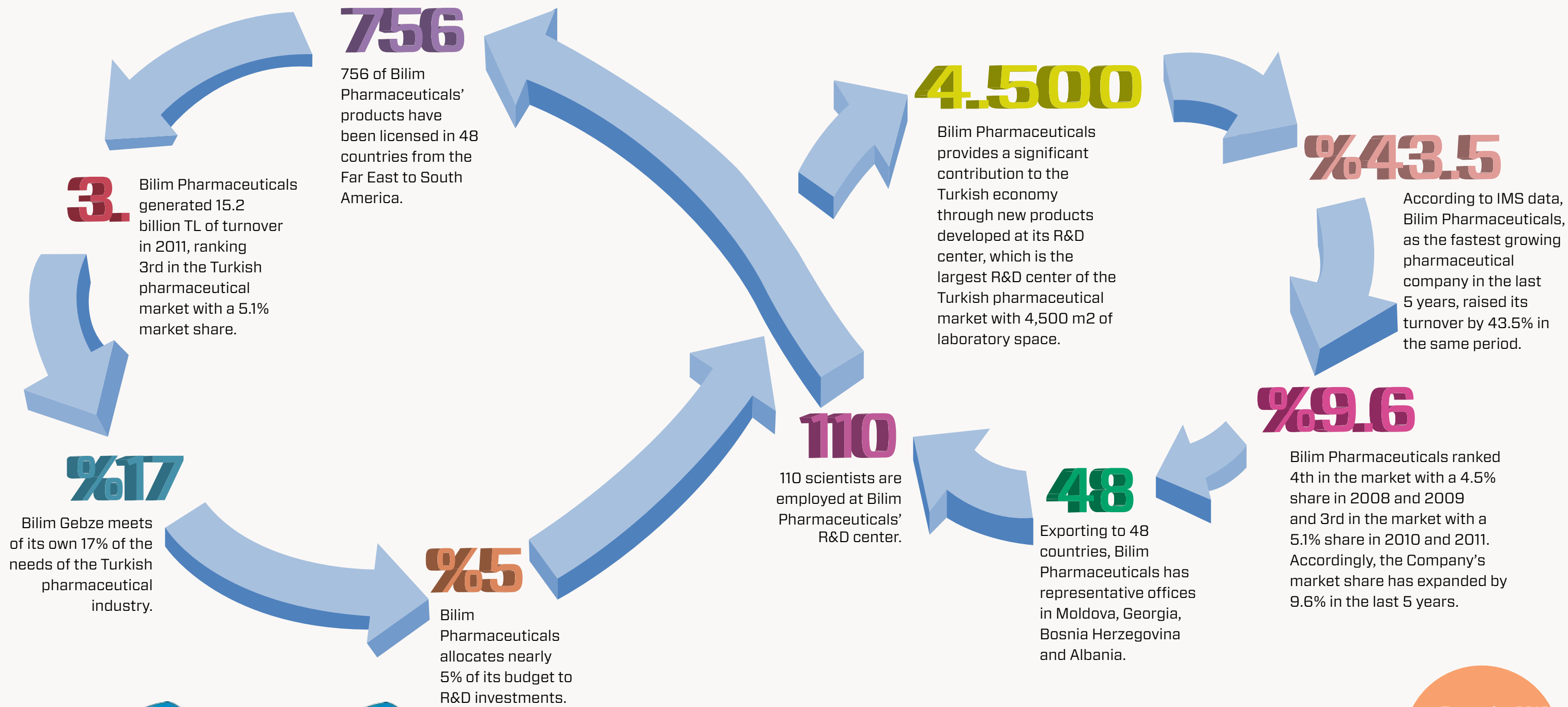
OUR AWARDS



OUR ECONOMIC ADDED VALUE



With our existence, we produce added value for the community and the business world. We serve the development of society with our 1,950-employees and R&D investments, as well as with the taxes we pay, the governmental incentives we are granted, and the resources we allocate for social development and by giving priority to domestic employment and domestic suppliers.



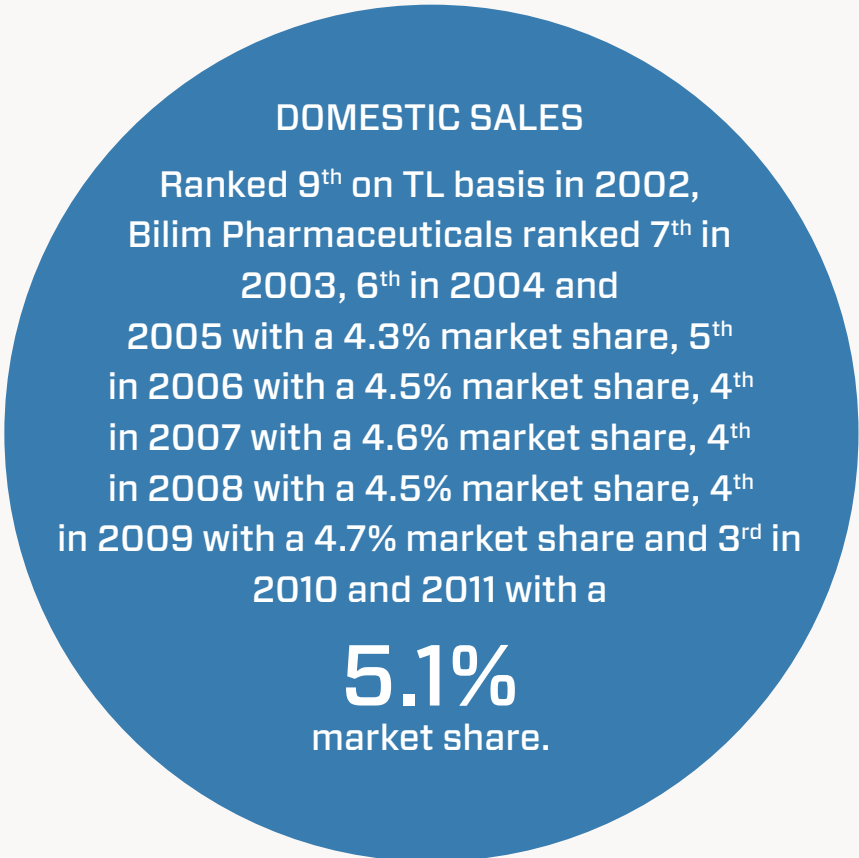
Bilim Pharmaceuticals develops and executes social investment projects aimed at raising social awareness. The Company's investments in these projects are listed below:

Contributions of Social Investment Projects (TL)						
Year	2006	2007	2008	2009	2010	2011
Target	215.000	300.000	350.000	1.750.000	1.900.000	2.300.000
	225.000	340.057	343.188	1.835.275	1.946.515	2.419.803

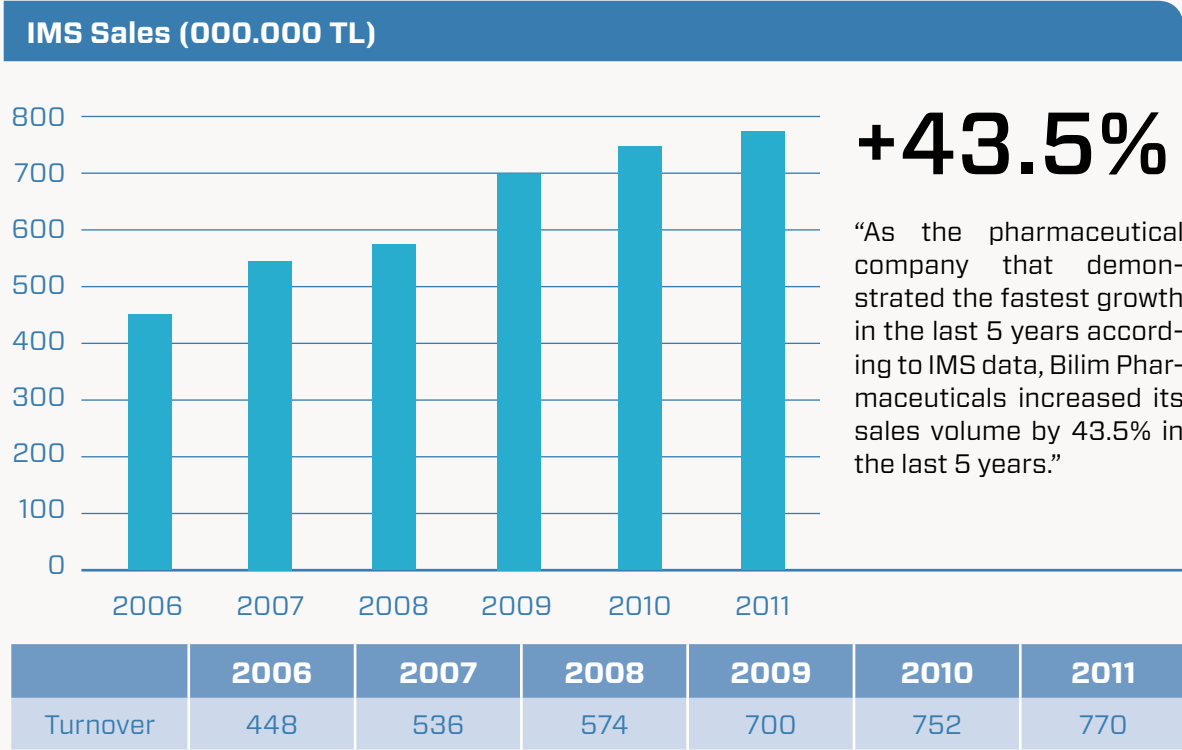
Target for 2012
2.750.000 TL

OPERATIONAL AND
FINANCIAL INFORMATION

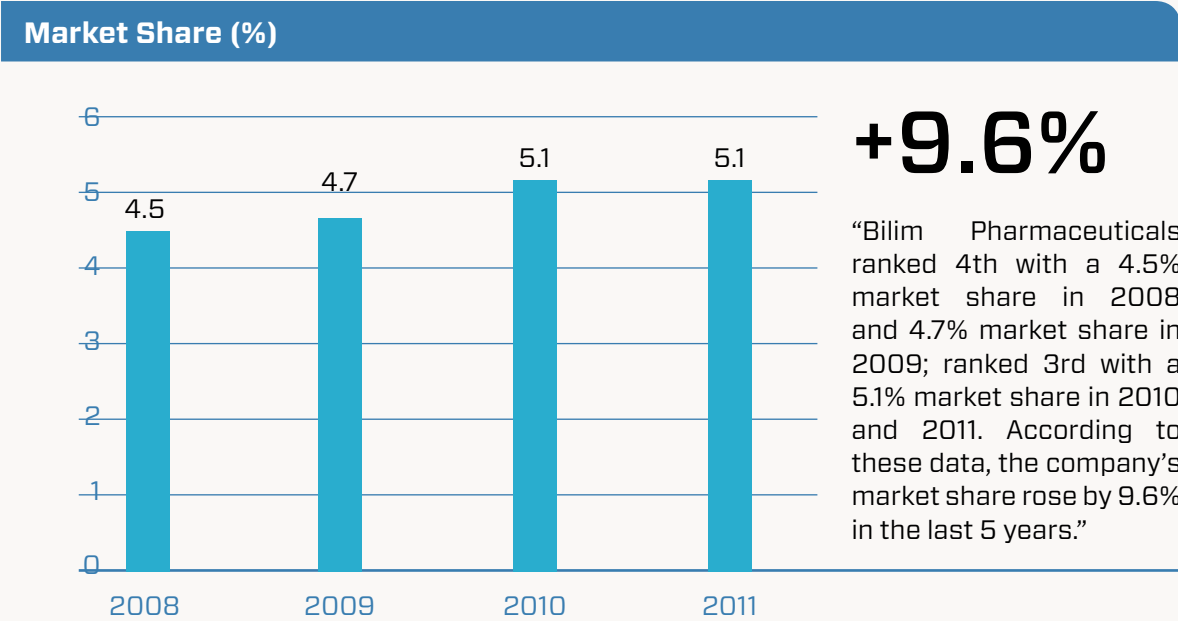
According to
IMS data, Bilim
Pharmaceuticals
is the fastest
growing
pharmaceutical
company in the
last five years.



DOMESTIC IMS SALES



OUR MARKET SHARE



In 2011, in the Turkish Pharmaceutical Market where more than 300 companies operate, Bilim Pharmaceuticals ranked 3rd with a 5.1% market share in terms of turnover in TL, 3rd with a 6.2% market share in terms of the number of boxes sold and 2nd with a 7.1% market share in terms of doctors’ prescription preferences.

Market Share						
	2006	2007	2008	2009	2010	2011
Turkish Pharmaceutical Industry (\$)	6,954,458,432	8,908,577,303	9,835,347,644	9,560,142,253	9,825,332,223	9,097,319,418
Bilim Pharmaceuticals (\$)	313,299,377	412,388,834	443,490,372	452,404,287	499,920,626	461,354,359
Rank in Industry	6	6	5	4	3	3
Share (%)	4.5	4.6	4.5	4.7	5.1	5.1

FOREIGN MARKETS

Export (US\$ -,000)						
Year	2006	2007	2008	2009	2010	2011
Export	11,935	15,055	19,433	22,962	26,418	29,854
Number of Countries	32	37	42	45	48	48

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 neighbours were initially targeted and market analysis were performed with respect to these countries. We opened our first representative office abroad in Moldova in 2007, respectively followed by the representative offices in

Albania, Bosnia-Herzegovina and Georgia. By the year 2011, Bilim Pharmaceuticals’ products are steadily prescribed in 48 countries. Thanks to our R&D and licensing competency, 756 of our products were licensed in 48 countries from the Far East to South America in 2011.



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

When we observe the period between 1998 and 2011, Bilim Pharmaceuticals’ steady and regular growth success is clear in terms of foreign markets.

According to the data announced by IM-MIB (General Secretariat of Istanbul Mineral and Metal Exporters’ Association), which pharmaceuticals and chemical exporters are bound to, pharmacy exports rose by 13% in 2011. In parallel to the total growth Bilim’s export rise up 13% in the same year.

As a result, the share of Bilim Pharmaceuticals in accordance with total pharmaceuticals exports has reached 5.6% in total.

We examine the results of the Customer Satisfaction Survey that we hold our partners subject to every year and make the necessary improvements. Some examples to such improvements are as follows:

We changed the package sizes in line with the demand of our Chinese partner, thus increasing production efficiency and reducing the transportation costs of our partner.

According to the Turkey’s largest exporters listing published by the Turkish Exporters Assembly (TIM), Bilim Pharmaceuticals ranked 672 end of 2011.

We began to keep packaging materials in our stocks in order to shorten order delivery times of partners, who purchase high amounts of products.

We performed improvement activities on packing and packaging processes in order to minimize customer complaints.

We employed another international product manager in our headquarters in order to increase the marketing support we provide to our partners.

We corporated with Eximbank to increase the credit limits of our partners in order to improve the sales conditions that we offer.

OUR INVESTMENTS

CREATED ADDED VALUE

Created Added Value*					
	2007	2008	2009	2010	2011
Target	98,860	125,500	145,500	182,665	204,844
Realized	100,541	129,519	149,875	204,101	186.810.132

* Created added value is calculated by adding the gross wages paid to employees, as well as interests and rental fees paid by a corporation to its profit (profit is calculated by subtracting the revenues generated from subsidiaries, interests on dividends and interest incomes from the profit before tax), which is actually the GDP of such corporation. The calculated amount refers to the created added value for the national economy.

Target for 2012
TL 305,829

PAYMENTS MADE TO THE SOCIAL SECURITY INSTITUTION

SSK (TL -,000)					
	2007	2008	2009	2010	2011
Target	11,000	11,500	11,500	11,905	13,487
Realized	11,532	11,796	11,401	11,971	12,938

TAX PAID

Tax (TL -,000)					
	2007	2008	2009	2010	2011
Target	20,500	18,400	23,000	33,000	40,500
Realized	20,620	18,518	23,265	35,147	32,066

Target for 2012
TL 48,321

The total amount of dividends paid in 2011 is TL 2,774,000; the ratio of dividends to the total profit is 6%.

OUR INFRASTRUCTURE INVESTMENTS

In the section entitled “Our Processing Facilities” in the report, our Bilim Gebze plant, medical storage unit and R&D laboratory investments were referred to.

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 social investment projects aiming to raise social awareness. Investments made in these projects are given in the following table:

CONTRIBUTION TO THE COMMUNITY (TL)

		2006	2007	2008	2009	2010	2011
Social Investment Projects Amount of Contribution (TL)	T	215,000	300,000	350,000	1,750,000	1,900,000	2,300,000
	R	225,000	340,057	343,188	1,835,275	1,946,515	2,419,803

Target for 2012
TL 2,750,000

Our operating costs in 2011 amounted to TL 313,685,312.



OUR WORK ON RESEARCH AND DEVELOPMENT

Bilim Pharmaceuticals is the biggest local equivalent drug producer.

BILIM PHARMACEUTICALS AND RESEARCH & DEVELOPMENT

As Bilim Pharmaceuticals, we increase research and development activities in a 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 centre of our exportation to 48 countries and the volume of our exports doubles each passing year with the new products that we receive licenses for.

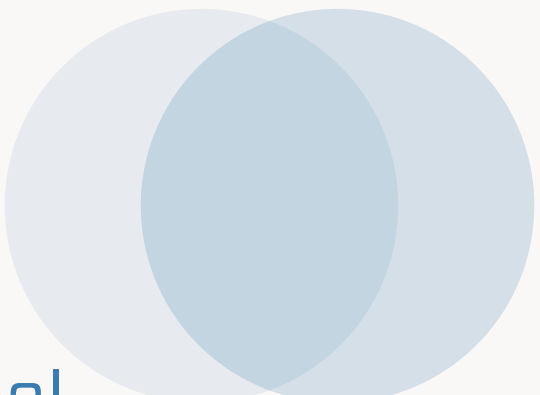
The underlying factors in increasing our sales targets as Bilim Pharmaceuticals are our concentration on technology-based R&D activities and a continuously rising budget allocated for these activities. Our Research and Department Centre has been equipped with 220 high-tech machines, apparatus and equipment.



Two of our drugs were licensed in Western Europe.

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.

Our investments should not be anticipated as only buildings or equipment. We also undertake large investments in competent human resources in our company. Researchers (such as Pharmaceutical Chemistry Experts, Pharmaceutical Technology Experts, Patent Proxies, Pharmacologists, Analytical Chemists), 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 Research and Department Centre has been equipped with 220 high-tech machines, apparatus and equipment. Our Research and Development team currently consists of 110 people.

More than 150 of our products which are in solid, semi-solid and liquid dosage forms were developed in our own R&D laboratories. Thanks to the understanding the importance of sharing information and transferring it to future generations, which was adopted in our Research and Development Centre, 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, as well as 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 the USA in the following days from our two production plants, which were approved by the UK and Germany.

Our R&D budget, which has been incrementally growing for years, was increased even in 2009, 2010 and 2011 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 CENTRE

With its building expenses as high as €120 million, our Research and Development Centre is the largest R&D centre of the Turkish pharmaceutical industry with a total of 4,500 m² laboratory space. An investment of US\$ 15 million was made in our R&D centre located within our Bilim Gebze plant, which is the biggest drug manufacturing plant in the Turkish pharmaceutical industry. We continue to make an average of US\$ 5 million of additional investments every year. Bilim Pharmaceuticals' R&D budget has been increased by approximately 320% in the space of the last four years only. Bilim Pharmaceuticals earned the R&D Centre Certification on February 17th, 2009. Our Research and Development Centre comprises of analytical development laboratories (instrumental analysis laboratories, wet laboratories), formulation laboratories, pilot production and stability zones.

Our Research and Development Centre at Bilim Pharmaceuticals consists 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, alternative API and improvement batches. In our Research and Development centre, patent scanning and evaluation studies, active substance assessment, analysis and works, formulation and analytical method development,



Bilim Pharmaceuticals' R&D budget has been increased by approximately 320% in the space of the last four years only.

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 QualityByDesign(QbD).

Another important role of our Research and Development Centre 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 are sold in 48 different countries from the Far East to Latin America and Africa to the Middle East.

OUR PRODUCTS IN INTERNATIONAL MARKETS

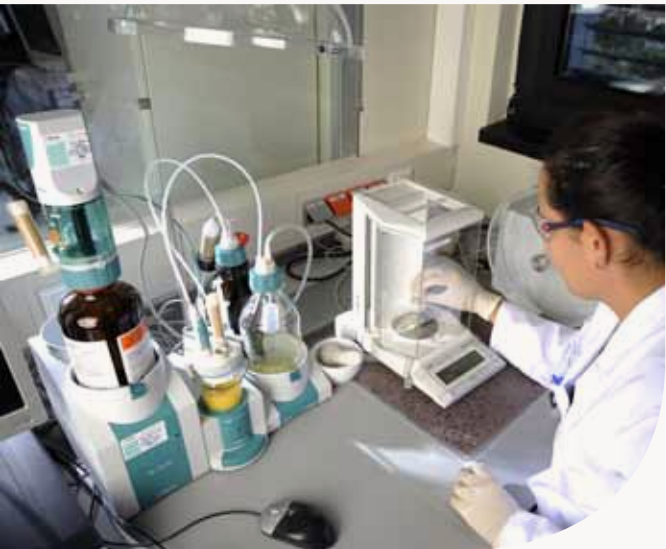
90% of the products that we hold a license for were developed through our R&D activities. Thanks to our license files, which comply with international regulation in order to respond to customer and market demands, as well as our R&D plant and production quality at high standards, we are able to offer our drug portfolio to international markets. We have a cardiovascular product approved by the UK Department of Health and an anti-diabetic drug approved by the German Ministry of Health. In the near future, our products will begin to be sold in Europe, too. In addition, as of the end of 2011, our products are sold in 48 different countries from the Far East to Latin America and Africa to the Middle East, while Bilim Pharmaceuticals asserts its presence and quality in global markets by reaching 756 license files.

OUR R&D RELATED TARGETS

Our Bilim Gebze Plant, with its 51,500 m² of indoor space, which entered operation in 2008, has been approved by the UK. With annual production capacity of 250 million boxes, this facility has the capacity 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 uphold 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 untapped segments and to expand the range of products that are used in the treatment of chronic diseases.

Our targets:

- To concentrate our efforts to develop controlled release tablets, which increase patient compliance and reduce the side effect of drugs, 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 our long-term strategies; development of equivalent drugs is only possible through making contribution to a number of disciplines such as pharmacy, chemistry, chemical engineering, biology, etc.



Our new 30 projects are being supported by TÜBİTAK.

TÜBİTAK PROJECTS

TÜBİTAK – The Department of Technology and Innovation Funding Programs Directorate has been established with the aim of speeding up the process of turning technology to social 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. The Department of Technology and Innovation Funding Programs Directorate designs and manages support programs in view of the aforementioned.

At the end of 2011, 12 in house projects were being supported by Tübitak at Bilim Pharmaceuticals. A total of 30 new projects had been developed in 2011. Our aim is to reduce the project cost by increasing the number of new projects with a low change in expenses. The budget of each project has been lowered to approximately US\$0.5 million by increasing the number of new projects in 2011, it can be said that Bilim Pharmaceuticals would create a R&D volume of nearly US\$ 15 million with a total of 30 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 have been brought under protection in our country under law 551 “Legislative Decree About The Protection of Patent Rights”.

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

We assess patents for the medicines before market entry 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 RECEIVED

We have met all provisions set forth in the law no. 5746 “Law on Supporting Research and Development Activities” and received an R&D Centre certification for a period of 2 years being effective as of 18.02.2009. The period was extended to February 2012. Also, a request was made for re-extension.

Grants received through this certification:

- Research and Development deductions

For R&D and innovation activities carried out at the Research and Development Centre, 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)

The company also benefits from the “support for the unit rental expenses” for its representative offices in Albania and Georgia within the scope of Supporting Foreign Units, Brands and Promotion Activities of Turkish Companies no. 2010/6.

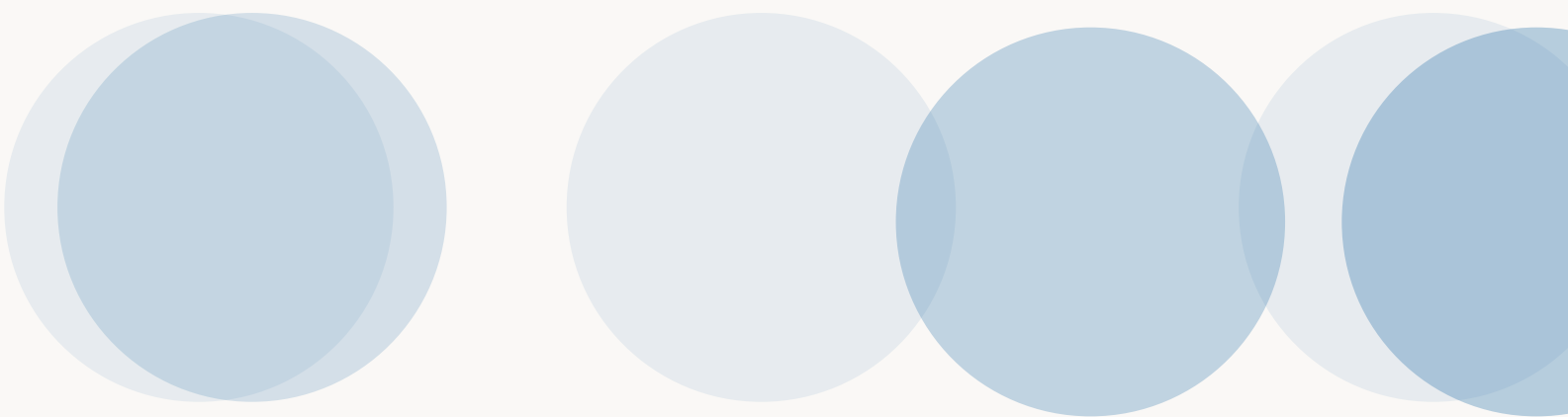
INVESTMENT DEDUCTION PRACTICE

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 obtained new investment incentive certificates from the Undersecretariat of Treasury concerning the purchase of new machinery and equipment for our facilities in Çerkezköy and Gebze in August 2011 and October 2011, respectively.

The new certificates will expire in 2014.

We benefit from VAT exception and KKDF (Resource Utilization Support Fund) exception in items determined by the Undersecretariat of Treasury in investment expenditures (in our facilities in Çerkezköy and Gebze) which are made with this certificate. We continue to benefit from investment deduction in the calculation of corporate tax as per our incentive certificate that expired in April 2011.



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 are required to pay tax at various rates concerning expenses that are related to business travels to and participation at fairs in many countries. Although the amount varies from one country to another, 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 Labour 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 centres 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 received no penalty with respect to such matters as a violation of competition, monopolization, etc.



FIGHTING WITH 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 institutions, 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.



No bribery or impropriety event was observed and no actions were brought against the company in 2011.

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 manner which may be anticipated so.

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

THE VALUE WE ATTACH TO PEOPLE



We create together
with our employees.

At Bilim Pharmaceuticals, the happiness and personal development of employees, the company's family culture and its notion of creating together with employees are the factors that underly the company's success in the sector and in the Turkish business world. In HR practices, innovation and the participation approach are prominent. 2011 was a year in which existing efforts were improved and new practices were launched.



AS A COMPANY THAT RESPECTS FUTURE GENERATIONS: INTERNALIZING SUSTAINABILITY

4-Dimensional Responsibility Approach

We fulfill our social, economic and environmental responsibilities with an **ethical, transparent, respectful** and **accountable** management approach

Our identity as a social participant: Bilim Pharmaceuticals Community Volunteers Platform.

Founded in 2005, Bilim Pharmaceuticals Community Volunteers aim to be a part of the solution of social and environmental problems with its 20 teams including 1,043 active members, who carry out social projects in 11 cities of Turkey. The platform makes a difference by having touched the lives of 37,911 people.



As a Company that Respects Future Generations... Internalizing Sustainability

As well as being a leader in sustainability, Bilim Pharmaceuticals is;

a) The first company in the Turkish pharmaceutical sector to:

- **2010** prepare a sustainability report
- **2010** prepare a carbon footprint report
- **2010** sign the **Global Compact**

b) The first company in the Turkish business world to:

- **2011** prepare to **GRI - approved A level** sustainability report
- **2012** prepare the **GRI-approved A+ level** sustainability report

Our primary sustainability-related subjects: **People's happiness, social development and environmental protection.**

We increase our effectiveness in the community

In our sustainability efforts, we aim to pioneer our own sector and the Turkish business world. NGOs, particularly those operating in the field of corporate responsibility, command an important place in our sustainability efforts.



We produce added value through our social investment projects

Within the scope of our strategy of raising social awareness, we carry out social investment projects in the areas of schizophrenia, Alzheimer's disease and diabetes. Besides drawing attention to schizophrenia through such projects as **Gerçekler Maskeleyenmesin" (Don't Let The Facts Be Masked)** and **"Düşünen Şarkılar" (Thinking Songs)**, we also aim to show what schizophrenic patients can achieve when they are given the chance.

We implemented the project **"40 Işık-40 Hayat" (40 Lights, 40 Lives)** and established **Turkey's first "Alzheimer Call Center"** in order to raise the quality of life of those near patients and to point them in the right direction in their fight against Alzheimer's, which affects 350,000 people in Turkey and more than 25 million in the World.

In our project entitled **"Diyabetle Mücadelede Daha Kaliteli Bir Yaşam İçin Hayata Adım At" (Take a Step Towards a Better Life to Fight Diabetes)**, which we carry out in cooperation with the Turkish Diabetes Foundation, we raise public awareness and inform those who suffer from diabetes of the risks of improper nutritional habits and insufficient exercise.



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 strategically planned targets 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 our company's current and future competency requirements are met by preparing opportunities for improvement that will develop the competencies of our employees throughwith our concepts regarding constant training, innovation and improvement.

WE CONSIDER ALL OF OUR EMPLOYEES TO BE SKILLED.

We consider each of our employees to be a skilled leader of his/her job, whereby we formulate a participative work environment that will reveal and develop their potential through 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 contribute to 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 honouring 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.



Liliana Shalaru
Moldova Country
Manager
Bilim
Pharmaceuticals

When Bilim started its activities in the Republic of Moldova in 2003, I was employed as a Medical Representative. I didn't have any work experience in the pharmaceutical field. At the same time, I completed a Master's Degree as a pulmonologist. For a while, I held the position of Senior Medical Representative. In 2007, after we opened the Representative Office of Bilim Pharmaceuticals in the Republic of Moldova, I became the Country Manager. Bilim is a company with a winning and challenging work environment. Bilim started to work in a more professional manner in the Republic of Moldova, building new long-term strategies for the Moldavian market. Bilim accelerated the personal development of employees, improved

working relationships with distributors, pharmacies and doctors, developed professional teams and improved the culture of the organisation.

Bilim was the first Turkish pharmaceutical company to enter the Moldavian market. Thanks to high-quality Bilim medication, we created a sound image of Turkish pharmaceuticals in Moldova. The competitors that later entered the market benefited from the Bilim reputation that we had already established. Before Bilim, doctors did not trust the quality of Turkish products at all.

Bilim Pharmaceuticals is proactively focused on the self-improvement of its employees and puts special emphasis on social projects. In Moldova, we organised four social projects: two for children from the Tuberculosis Centre (on Children's Day and on the first day of the school term), one for a regional hospital's paediatrics department and one in Rezina for the boarding school for children with learning disabilities.

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 labour
- No child labour
- No discrimination
- Providing occupational health and safety
- Ensuring proper working conditions that comply with legislation
- Ensuring proper working hours and wages

The company complies fully with these principles.

The Ratio of Overtime to the Total Working Hours (%)					
	2007	2008	2009	2010	2011
Realized	5.33	5.37	3.37	4.30	4.46
Target	5.00	5.00	3.50	4.00	3.50

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

Number of Employees									
	2006	2007	2008	2009	2010	2011	2012	2013	2014
Realized	1,502	1,726	1,683	1,696	1,844	1,950			
Target	1,605	1,898	1,744	1,822	1,773	1,999	2,136	2,530	2,897

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.

No forced labour and no child labour are among our principles on employee rights, while we comply with these principles at 100%. While there is no room for forced labour or child labour practices in our company, it is one of our rules that the same applies to our suppliers and collaborations.

There is an overtime practice in our company. Overtime is put in practice upon the approval of our directors. Overtime pay is 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.

DEMOGRAPHIC DATA

Demographic data of our employees										
GENDER	AVG. AGE	AVG. SENIORITY	NUMBER OF EMPLOYEES	% RATIO	SENIOR MANAGEMENT	% RATIO	BLUE COLLAR	% RATIO	WHITE COLLAR	% RATIO
FEMALE	30	4	376	19.3%	1	11%	16	5%	360	22.0%
MALE	32	4	1574	80.7%	8	89%	284	95%	1290	78.0%
TOTAL PERSONNEL			1950	100%	9	100%	300	100%	1650	100%

Number of employees (2011)									
	WHITE COLLAR			BLUE COLLAR			TOTAL		
	Female	Male	Total	Female	Male	Total	Female	Male	Total
AYAZAĞA	100	92	192	1	3	4	101	95	196
ÇERKEZKÖY	21	38	59	2	62	64	23	100	123
GEBZE	105	89	194	13	219	232	118	308	426
FIELD	133	1072	1205	0	0	0	133	1072	1205
TOTAL	359	1291	1650	16	284	300	375	1575	1950

Facility	Female	Male	Total as of 31.12.2011
Ayazağa Facility	162	485	647
Çerkezköy Facility	23	100	123
Gebze Facility	118	308	426
Adana Liaison Office	3	41	44
Ankara Liaison Office	4	43	47
Antalya Liaison Office	8	38	46
Bolu Liaison Office	7	34	41
Bursa Liaison Office	0	45	45
Denizli Liaison Office	5	39	44
Diyarbakır Liaison Office	2	42	44
Erzurum Liaison Office	2	42	44
Eskişehir Liaison Office	6	36	42
Gaziantep Liaison Office	5	41	46
İzmir Liaison Office	7	40	47
Kayseri Liaison Office	4	39	43
Kırıkkale Liaison Office	9	38	47
Konya Liaison Office	3	42	45
Samsun Liaison Office	2	44	46
Tekirdağ Liaison Office	4	32	36
Trabzon Liaison Office	1	46	47
TOTAL	375	1,575	1,950

Total Labour Force by Employment Contract															
	Ayazağa			Gebze			Çerkezköy			Field			Total		
	Female	Male	Total	Female	Male	Total	Female	Male	Total	Female	Male	Total	Female	Male	Total
Employment Contract of Indefinite Duration	101	94	195	118	308	426	23	100	123	133	1072	1205	375	1574	1949
Employment Contract of Definite Duration	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Employment Contract of Partial Duration	0	1	1	0	0	0	0	0	0	0	0	0	0	1	1
Total	101	95	196	118	308	426	23	100	123	133	1072	1205	375	1575	1950

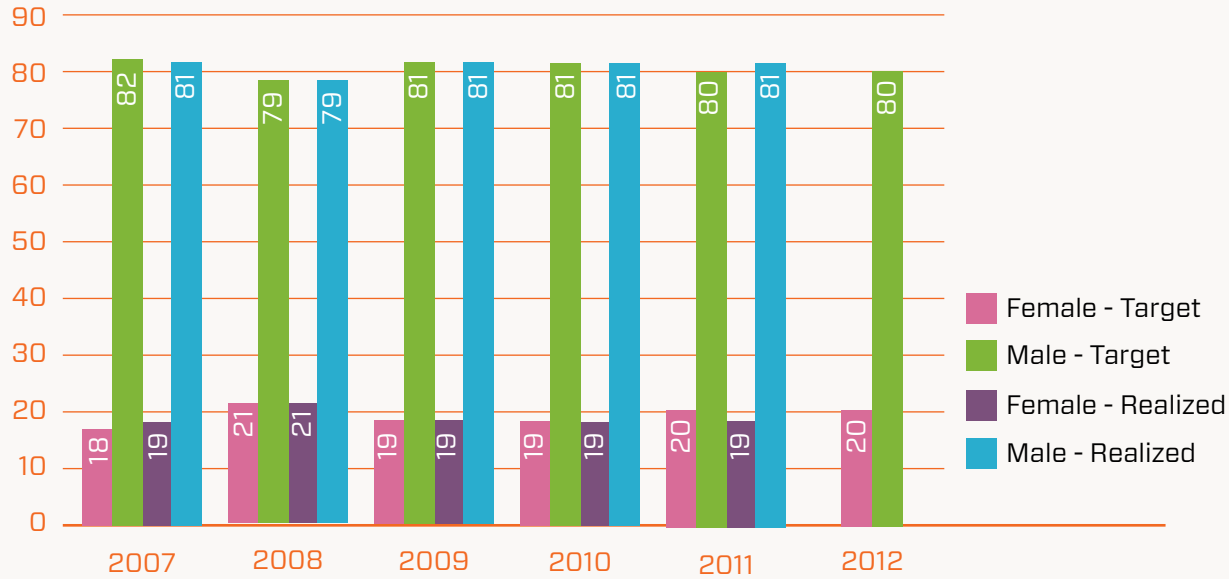
At Bilim Pharmaceuticals, there is no employee who is subject to the collective labor agreement.

Number of disabled employees																		
	2006			2007			2008			2009			2010			2011		
	Female	Male	Total	Female	Male	Total	Female	Male	Total	Female	Male	Total	Female	Male	Total	Female	Male	Total
Achieved	2	21	23	2	19	21	2	14	16	6	12	18	6	24	30	5	23	28
Target	25			34			22			29			30			37		

Female-male breakdown at managerial level														
		Ayazağa			Çerkezköy			Gebze			Field			Grand Total
		Female	Male	Total	Female	Male	Total	Female	Male	Total	Female	Male	Total	
2006	CEO	0	1	1	0	0	0	0	0	0	0	0	0	1
	Director	0	7	7	0	1	1	0	0	0	0	0	0	8
	Manager	10	28	38	2	1	3	0	0	0	0	6	6	47
	Administrator	25	49	74	1	9	10	0	0	0	1	68	69	153
	Total	35	85	120	3	11	14	0	0	0	1	74	75	209
2007	CEO	0	1	1	0	0	0	0	0	0	0	0	0	1
	Director	0	7	7	0	1	1	0	0	0	0	0	0	8
	Manager	8	32	40	1	2	3	0	2	2	0	7	7	52
	Administrator	30	63	93	1	8	9	0	2	2	1	78	79	183
	Total	38	103	141	2	11	13	0	4	4	1	85	86	244
2008	CEO	0	1	1	0	0	0	0	0	0	0	0	0	1
	Director	0	5	5	0	1	1	0	1	1	0	0	0	7
	Manager	5	29	34	1	2	3	4	3	7	0	8	8	52
	Administrator	16	48	64	1	8	9	16	14	30	3	80	83	186
	Total	21	83	104	2	11	13	20	18	38	3	88	91	246
2009	CEO	0	1	1	0	0	0	0	0	0	0	0	0	1
	Director	1	3	4	0	0	0	0	3	3	0	0	0	7
	Manager	3	24	27	0	3	3	3	2	5	0	9	9	44
	Administrator	19	40	59	2	5	7	14	17	31	4	74	78	175
	Total	23	68	91	2	8	10	17	22	39	4	83	87	227
2010	CEO	0	1	1	0	0	0	0	0	0	0	0	0	1
	Director	1	4	5	0	0	0	0	3	3	0	0	0	8
	Manager	4	22	26	0	2	2	2	2	4	0	12	12	44
	Administrator	11	18	29	2	5	7	14	12	26	4	103	107	169
	Total	16	45	61	2	7	9	16	17	33	4	115	119	222
2011	CEO	0	1	1	0	0	0	0	0	0	0	0	0	1
	Director	1	3	4	0	0	0	0	2	2	0	0	0	6
	Manager	4	26	30	1	2	3	2	3	5	0	8	8	46
	Administrator	20	27	47	2	7	9	14	13	27	5	115	120	203
	Total	25	57	82	3	9	12	16	18	34	5	123	128	256

Age breakdown at managerial level						
AGE GROUP	2006	2007	2008	2009	2010	2011
18-30	21	34	20	16	9	13
30-50	181	200	218	204	206	235
OVER 50	7	10	8	7	7	8

Gender breakdown of employees by year (%)



TARGET		2007	2008	2009	2010	2011	2012
	Female	18	21	19	19	20	20
REAL-IZED	Male	82	79	81	81	80	80
REAL-IZED		2007	2008	2009	2010	2011	2012
	Female	19	21	19	19	19	
REAL-IZED	Male	81	79	81	81	81	

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. Since we hired a high number of female employees for our Gebze processing facility (the proportion of female employees is higher particularly in Quality and R&D departments), an increase is observed in the proportion of female employees in the respective year.

Age breakdown of employees	
WHOLE COMPANY	
AGE GROUP	NUMBER
18-30	905
30-50	1,033
OVER 50	12

In our company, age is not considered as a criterion in Hiring Processes; we employ people in accordance with our qualifications catalogue. As seen in the above table, we employ people from every age group. No discrimination is made based on region, religion, language, sect, country, etc during the employment of our employees.

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. In recruitment, we support local employment by allowing our employees to be candidates from places where they are born or where they live. We primarily evaluate the applications of the local community in all hiring processes and establish our employee profile by taking these criteria into account.

MANAGEMENT OF DIFFERENCES

We consider the differences among our employees as an asset for approaching business-related problems with innovative and creative methods.

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 opinions of employees with different characters would contribute to our establishment.

We value differences, because we know that the only way to produce ideas that will make us reach our targets is to reveal 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 seek to understand and meet, if possible, the 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 on the basis of the schools attended, 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 enhance their contributions to their jobs.
- Within the framework of our career management system, we define criteria for horizontal and vertical promotion to different positions among 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 through 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.

OUR RECRUITMENT PROCEDURES

We hire employee who have the potential to shape our future.

As Bilim Pharmaceuticals, it is one of our priorities in our recruitment process 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 out in our HR policy.

We benefit from the Qualifications 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 Qualifications catalogue are subject to a pre-interview with our HR department, whereby those who are deemed positive are directed to the pertinent department chiefs. In these evaluations, an oral interview based on pertinent competencies related to the

open job positions in a manner described in detail in the Competencies Catalogue is conducted as well as skills tests, personality inventory, information tests and evaluation centre applications are used. The “Evaluation Centre” 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.

“Qualifications Catalogue” is among our basic instruments used in our recruitment process. By using these instruments, our decisions do not involve discrimination based on 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 women in the workforce seen in the aforementioned worker breakdown chart is the heavy travel schedule experienced in working the field as well as the spread of the geographical dispersion. The percentage of female applicants for job positions available in the field is much lower than for male applicants.

As Bilim Pharmaceuticals, it is one of our priorities in our recruitment process to create equal opportunities for everyone. By using the fundamental principles of our candidate selection our decisions do not involve discrimination.



Ayşen Dincer
Senior Product
Manager
Bilim
Pharmaceuticals

Although it is known that interviews are a two-sided evaluation process between the corporation and the candidate, this process generally puts pressure on the candidate. At Bilim Pharmaceuticals, in my interviews from the beginning to the end of my recruitment, I got the chance to see how well the company manages this process. In our company, when searching for a candidate for open positions, priority is given to the evaluation of internal references, which form a part of our corporate culture. My recruitment process, which began with an internal reference, continued with the competency-based interview with the HR department, the technical interview with the manager that I directly report to and the interview with the CEO; and ended with the face-to-face job offering interview with the HR department.

The recruitment process also includes the adaptation process of the newly hired candidates and this process is generally neglected by companies. Thanks to “my buddy”, Ceren Yanpar, on my first day of work, I got the chance to meet my colleagues in a sincere environment. In addition, the Human Resources Orientation Program and the Manager Orientation Program gave speed to my adaptation to work and the company. I feel myself very lucky as I went through a process at Bilim Pharmaceuticals that adds value to the position and the individual and motivates the candidate for acquiring the job.

RATIO OF FEMALE AND MALE APPLICANTS (2011)

Total Number of Applicants and Ratio of Female and Male Applicants		
Gender	Number of Applicants	Ratio of Applicants
Male	21,475	59%
Female	14,893	41%
Total	36,368	100%

RATIO OF FEMALE AND MALE APPLICANTS FOR FIELD POSITION

Total Number of Applicants for Field Positions and Ratio of Female and Male Applicants (2011)		
Gender	Number of Applicants	Ratio of Applicants
Male	4,588	70%
Female	1,923	30%
Total	6,511	100%

APPLICATION METHODS

Bilim Pharmaceuticals treats all candidates equally and allows candidates to complete 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

	2011
Newly Hired Employees	501
Employees Quitting Job	395

NEWLY HIRED EMPLOYEES IN 2011

By age:

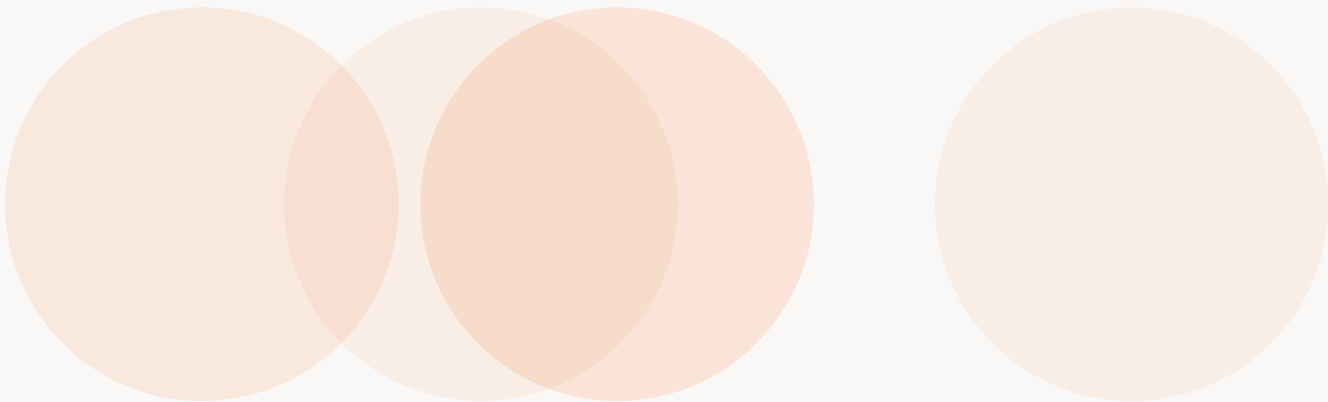
Under 25	77
25-30	292
30-35	110
35-40	15
40-45	7

By gender:

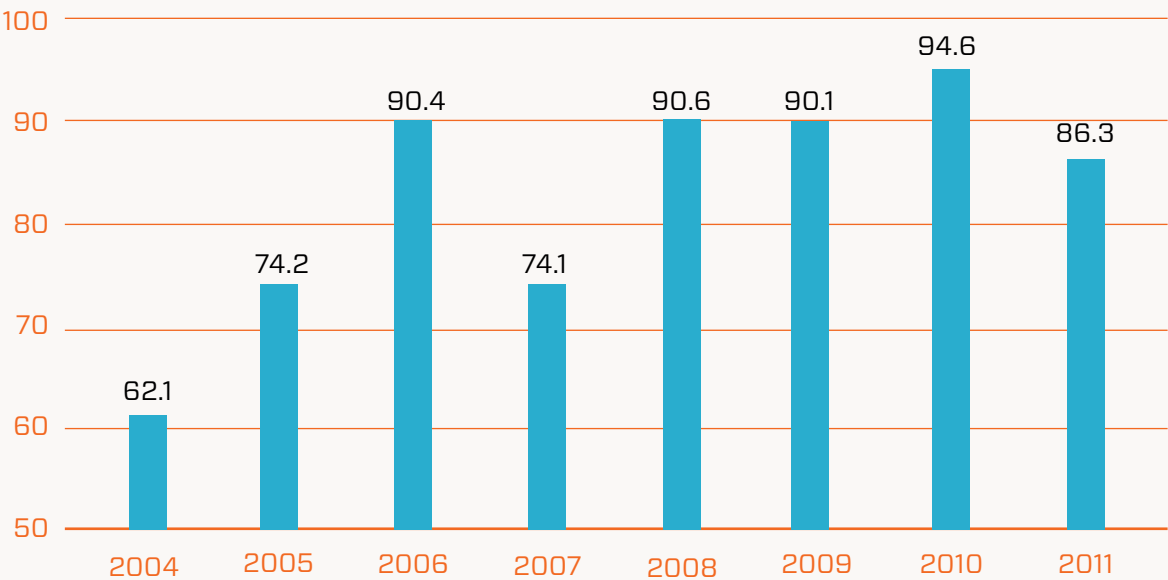
Male	395
Female	106
Total	501

By work status and region:

Adana		7		7
Ankara		18		18
Antalya		8		8
Antep		12		12
Ayazağa	19	166	1	186
Bolu		16		16
Bursa		8		8
Çerkezköy	4		11	15
Denizli		11		11
Diyarbakır		13		13
Erzurum		15		15
Eskişehir		12		12
Gebze	45		61	106
İzmir		5		5
Kayseri		14		14
Kırıkkale		15		15
Konya		16		16
Samsun		11		11
Tekirdağ		2		2
Trabzon		11		11
Total	68	360	73	501



Ratio of internal promotions



*The ratio of the number of employees who are internally promoted to the number of open positions

Breakdown of internal promotions (2011)

	Female	Male
Ratio of promotions of candidate who fulfill all criteria (by gender)	96.00%	96.43%

Ratio of employees who return back to work after giving birth

2011	100%
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In 2011, we had 15 female employees who took maternity leave and returned back to work and 133 male employees who took paternity leave and returned back to work. The ratio of returning back to work is 100% for both genders.

EVALUATION OF COMPETENCIES

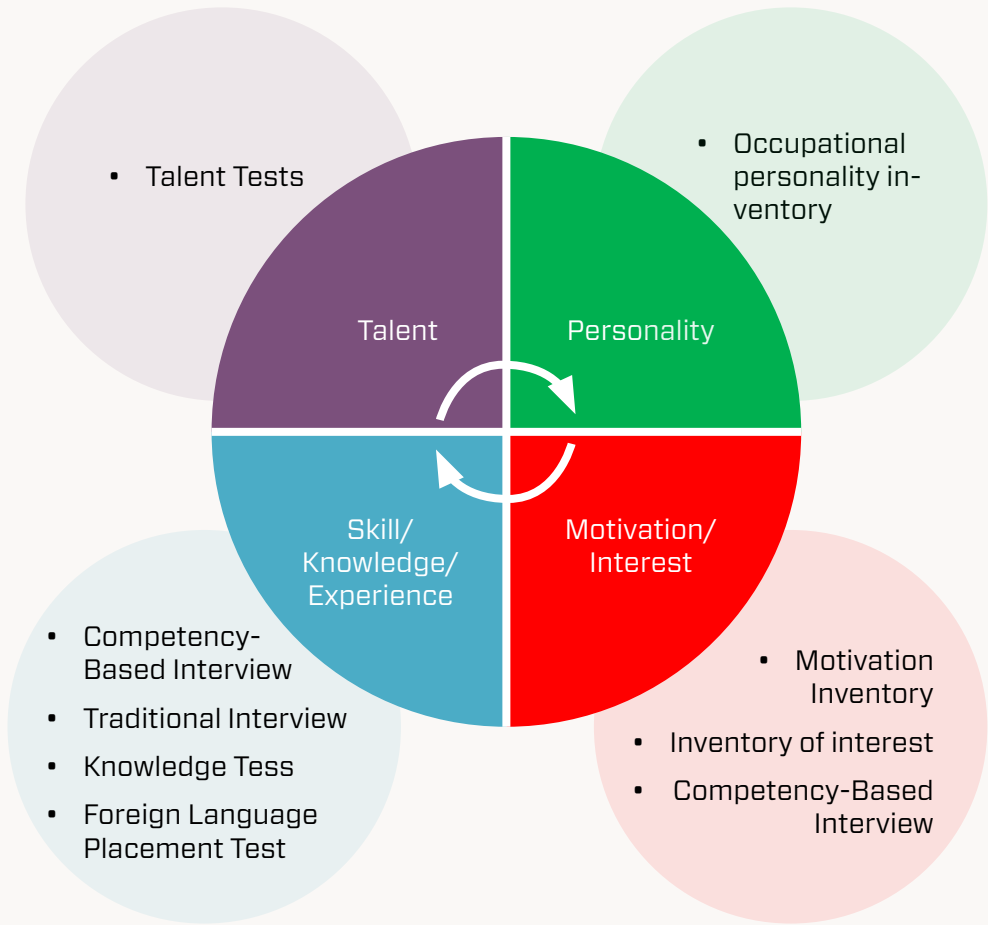
Bilim Pharmaceuticals has received kariyer.net’s “Respect for People Award” for the past three years.

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

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 is 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:

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. As 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, it has received kariyer.net’s “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 Bilim Family. 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 creates the opportunity to get acquainted with their colleagues and 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 faster social atmosphere within the company and who convey the unwritten, 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.

INTERNSHIP PROGRAM

As Bilim Pharmaceuticals, we aim to find the talents for not only the present, but also the future. In line with this approach, we aim to raise the leaders of the future with cooperation between universities and industrial corporations by improving the qualities and competencies of our students, a move that we take in the light of our corporate responsibility awareness.

By creating a platform where interns can share their innovative ideas through our training programs that ensure the effectiveness and efficiency of the internship program, we encourage and support interns to produce creative and innovative thoughts.

Following our efforts that we carry out in order to own a qualified labour force, we hire the candidates in line with the “Post-Internship Recruitment Systematics”. The number of interns that we hired with this method is shown in the following table (by year): 159 in 2011.

Breakdown of the number of hired interns by year							
2004	2005	2006	2007	2008	2009	2010	2011
87	33	52	62	90	125	138	159

PAY MANAGEMENT AND RETIREMENT POLICY

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

We pay attention to maintaining competitive levels of pay 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 dependency and going beyond these necessities, we have planned and are currently implementing non-salary supplementary possibilities, resources and services.

Bilim Pharmaceuticals ensures that pay management is monitored based on legal records and within the legal framework. Nobody is working informally and there is no incidence of non-payment at the company.

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

Our company pays insurance premiums for its employees as defined by the law within the scope of legal practices, which are defined by the government for retirement.

PAY RAISES BY YEARS

The rates of increase in pay have exceeded the rate of inflation every year.

The pay raises offered to our blue-collar employees' wages are higher than those of white-collar employees to make a positive difference to blue-collar workers' pay.

Our grades within the scope of our Wage Management System are not only based on salary, whereas we also utilize fringe benefits other than base salaries. Special fringe benefits have been defined for grade-based positions.

No separate wage and retirement policy is applied to our employees, whether hired, still working or resigned, based on gender.

	Ratio of Average Wage Paid by Our Company to Minimum Wage
Analyst	188.01%
Worker	211.25%
Engineer	169.20%
Employee	128.55%
Mechanic	123.37%
Technician	270.61%
Medical Representative	166.50%

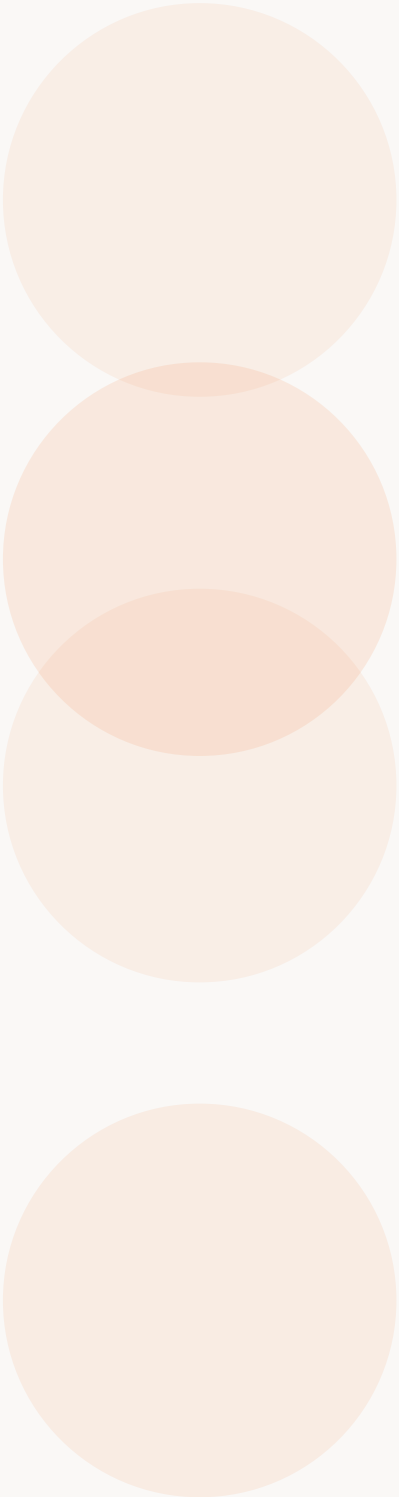
The ratio of the average wage paid by Bilim Pharmaceuticals to newly hired personnel to the minimum wage in the following countries where our representative offices are located is as follows:

Country	Ratio of average wage paid to newly hired personnel to the minimum wage	Number of Personnel	Employment of People from Local Community
Moldova	700%	31	All staff are from the local community
Albania	300%	12	All staff are from the local community
Bosnia Herzegovina	300%	11	All staff are from the local community
Georgia	275%	17	All staff are from the local community

BENEFITS, RIGHTS AND SUPPORT PRACTICES

BENEFITS, RIGHTS AND SUPPORT PRACTICES		
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	
The Psychological Consultancy Unit began to provide services to field employees through online channels	2011	

When the balance between wages, supplementary rights and promotions is taken into account, there is no discrimination between our female and male employees. There is not any difference between full-time and temporary employees concerning supplementary rights.



The fact that our establishment has never been subject to penalties during inspections pertaining to job legislation which has been conducted by legal institutions and agencies is a direct result of the sensitivity we show in carrying out our commitment to legal requirements.

OUR CONTRIBUTION TO THE DEVELOPMENT OF OUR EMPLOYEES

Each of Our Employees is a Talent; Each Talent is a Potential...

TALENT MANAGEMENT

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.

“At Bilim Pharmaceuticals, talent management has become the most fundamental approach in all our Human Resources processes. This approach allowed us to receive the Talent Management Achievement Award at the PERYÖN Human Management Awards 2011.”

In 2000, we launched the Talent Management System in which our employees can reveal their talents, recognize and improve their potentials and receive consultancy for their career targets. Our systems operate as a guide or an advisor in every step that our personnel take in their careers.



Yiğit Duman
Chairman of
Turkish Personnel
Management
Association

I can confidently state that Bilim Pharmaceuticals’ Talent Management system is based on scientific foundations, can be measured by means of reliable solution-oriented performance indicators, and is a model practice, which can be taken as a benchmark. On the basis of the leadership approach, talent management has become a culture in all areas associated with human resources management. The system considers all employees to be skilled and works by means of objective evaluations by applying external evaluation centres in order to provide equality of opportunity.

While the EFQM model applied throughout the organization and sustainability-related efforts create a field of attraction, the recruitment system focuses on reaching talents with high potential, who must be the primary target of each company in today’s business world. From this stage on, the most important difficulty in talent management is to reveal and improve the potential. Regarding this issue, innovative and unique practices such as potential evaluation systems, supporting the talent through personal coaching and consultancy and the use of volunteering projects draw attention. Gaining the loyalty of the talent, on the other hand, turns into practices that cover not only the employees, but also their families.

I think that the talent management system at Bilim Pharmaceuticals inspires other companies.

FINDING THE RIGHT TALENT

At Bilim Pharmaceuticals, the recruitment system was designed in a way that it supports the company’s foundation strategies. In order for the company to realize its vision and mission and to reach its primary targets and policies/strategies, it hires such talents who have the required qualities and competencies in parallel with the corporate culture.

“We recruit not only the talents of today, but also the talents of tomorrow.”

Discovering the right talent and recruiting not just today’s talent, but the talent of tomorrow, we believe talents are among the crucial factors behind Bilim Pharmaceuticals’ success, which it pays attention to when setting up its human resources plans. In a sector such as ours, employees’ knowledge and competencies are of tremendous importance. 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. We designed a special recruitment process which would allow all our candidates to reveal their potentials and competencies (in line with the principle of equality of opportunity), while we measure their unique talents and potentials that would create value in line with our corporate strategy.

Our recruitment process is not limited only to the HR department. All our managers are actively involved in this process. Our qualifications and competencies catalogue (a catalogue of highly reliable and internationally accepted instruments that we use to evaluate such competencies and have been adapted to the Turkish norms), which is based on our corporation’s vision, mission, values and strategies, is a basis for our evaluation tools. Also, the special practices which we use intensively, like the evaluation and development centre, guides us in hiring the right talent in our company.

The “Evaluation Centre” practice is one of the most important instruments that we use to find new talents for our corporation. The “Evaluation Centre” 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.

Another method we use to discover the right talent is establishing collaborations with universities. These collaborations may comprise of standardised activities like offering internship opportunities, participating in career days or customised practices specific to our company like the “My Career Is Under My Control” Congress.

In today’s business world where the use and the importance of social media are growing, another way to find the talents is through social media. Through Bilim Pharmaceuticals Facebook and Twitter accounts, which were opened in 2010 and began to be actively used in 2011, we are able to reach our candidates who are involved in our recruitment process, as well as other potential candidates. These platforms also allow us to share information about Bilim Pharmaceuticals and our recruitment processes with them in order to find the talents that would carry Bilim Pharmaceuticals into the future.

We perform evaluation in an environment, designed to offer equal opportunities to each candidate to show his/her talents under a series of standardised circumstances.

Evaluation Centre
Through the Evaluation Centre applications, we gather objective and multi-directional data about our candidates which cannot be obtained during the interview. We perform evaluation in an environment, which is designed to offer equal opportunities to each candidate to show his talents under a series of standardised circumstances. This way, we can compare the competencies and the level of competency of a candidate, who would potentially shape our company’s future, to the competencies required by the company and the position for which the candidate is evaluated.

“Through the professional methods and tools we use, we question not only the past, but also the future potential.”

In our Evaluation Centre practice, we make use of the competency sets that are included within our Corporate Competency Catalogue and prepare separately for each position. Those candidates who meet the required qualities for the positions that they apply for are subject to competency evaluation during the Evaluation Centre practice. Evaluation of the competencies for the respective position is carried out by our team of professionals, who are competent and experienced in observing behaviour, by making use of a variety of internationally recognised and highly reliable instruments.

Target Mass	Method
New Graduates / Staff Members	Talent Tests Information Tests Foreign Language Placement Tests Group Practices Competency-Based Interviews
Experts / First Level Managers	Group Practices Analysis Presentation Competency-Based Interviews Foreign Language Placement Tests Role-Play Personality Inventory
Mid- and Upper Level Managers	Personal Practices Competency-Based Interviews Personality Inventory Leadership Report

DISCOVERING THE TALENT

“Our target is to offer our employees the careers of their dreams.”

We believe, “In the qualified and competent human resources competition of today’s world, the best way for companies to find and keep those employees who demonstrate a high performance is to know them better than they do and to offer them the careers of their dreams by using this information.” (Butler and Waldroop, 1999)

The common target of all the instruments we use to discover the talents of our employees is to know our employees and their expectations well and to satisfy such expectations. The most extensively used instrument that covers all of our employees is the Performance Evaluation System. The Performance Evaluation System aims to evaluate the business performances of our employees and to plan the environment required for their improvement by determining their strengths. The Potential Evaluation System, on the other hand, aims to evaluate the sustainable performances of our employees as well as their current and future potentials and accordingly to plan their development by also taking their personal targets into account. At the Development Centre, we identify our stars from among the talents, who have come into prominence, on the basis of the criteria that are determined through the Performance Evaluation and Potential Evaluation systems.

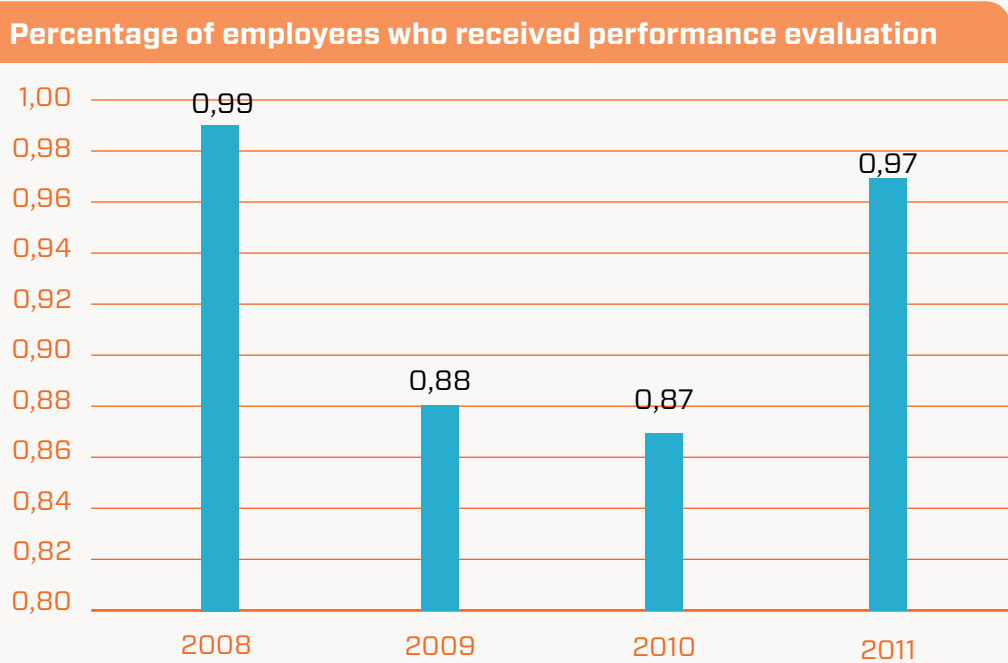
PERFORMANCE MANAGEMENT

“Through performance management, we approve the achievements of our employees and reveal and improve their potential.”

The Performance Evaluation process is applied based on determined measurement and performance criteria to evaluate employees in a fair, equal and timely fashion in order to ensure that Bilim Pharmaceuticals reaches its strategic targets as its employees realize their own individual targets. The Performance Evaluation process also paves the way for the competencies and performance of employees to be improved in line with targets through the feedback that they receive during the operating period, as well as through continuous dialogue; objective information is collected for pay and career-related decisions; and achievements and the performances of the employees are known by others and rewarded.

In this system that addresses all of our employees, the aim is not only to evaluate, but to ensure their participation in business plans, to motivate them for success and to undertake planning to improve their potential. Talent is fostered and supported to demonstrate a higher performance by integrating the performance evaluation process into potential evaluation, education and career processes.

Performance Evaluation Sections and Supporting/Improving Practices				
	Source	Weight	Supporting Practices	Improving Practices
Compe- tencies	Corporate Competencies (Basic, Functional, Managerial)	20%	Development Centre Potential Evaluation 360° Competency Evaluation System Field Coaching	Talent Improvement Programs, Mentorship System, Competency Development Trainings, Personal Development Tools
Business Targets	Strategic Plan Annual Plant Budget Duty Definitions Processes	80%	Field Coaching Performance Improvement Pool	Standard Occupational Development Plans, Talent Improvement Programs, Occupational Development Tools



“Participation, authorization, innovative contribution to business targets development and objective evaluation are important approaches of our talent management.”

In all stages (strategic planning and preparation of the annual plan and budget) with the exception of the determination of primary business targets and primary strategies, performance targets are determined with the participation of all employees. The annual plan and the budget, as well as the business targets set forth in the annual plan and the budget are written down on performance evaluation forms as annual or period-based performance evaluation targets after consensus is reached at the end of the negotiations that are carried out between all white-collar and blue-collar employees and managers every year in January.

“Participation, authorization, innovative contribution to business targets development and objective evaluation are important approaches of our talent management.”

We appreciate the value produced by our employees in business results and approve this value through our “instant honouring” and “honouring/awarding” systems in addition to our Performance Evaluation System.

360° COMPETENCY EVALUATION SYSTEM

Objective Evaluation

The “360° Competency Evaluation System” raises effectiveness of interpersonal communication and directly contributes to organizational development.

The “360° Competency Evaluation System” is applied to contribute 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 a manager’s basic and managerial competencies by a number of different criteria, such as their executive senior managers, their subordinates who directly report to them, their functional superiors and subordinates, as well as themselves. This study aims to contribute to the personal development of our managerial personnel by giving feedback on their strengths as well as their areas that are open to improvement.

Moreover, the “360° Competency Evaluation System” provides objective evaluation - as there are a number of criteria involved - raises effectiveness of interper-

sonal communication and directly contributes to organizational development.

In the evaluation form, behavioural expressions are defined with respect to “Basic and Managerial Competencies”; they are monitored and the extent that these behavioural indicators are covered by our managers is then measured.

Through 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 through feedback on which part of the model they are at. 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.

POTENTIAL EVALUATION

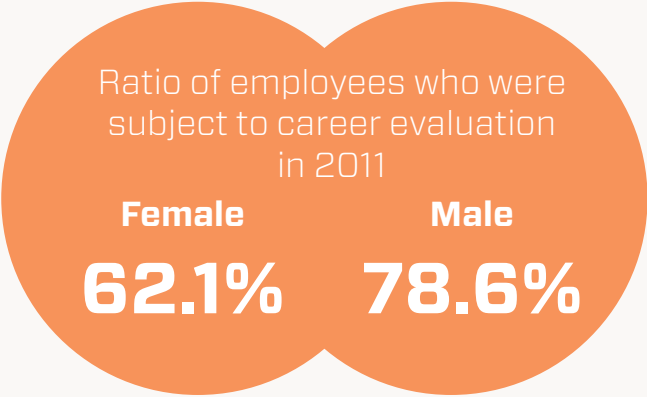
“We guide our employees to properly manage their careers.”

Our corporation has a young and highly qualified workforce. It is critical for our Talent Management to know and manage our employees’ expectations and targets, to ensure that they set up targets in line with the corporations and to guide them in order to properly manage their targets.

- The Potential Evaluation Meeting Aims to:
- ensure proper management of our employees’ career expectations;
 - determine employees that make a difference;
 - identify our employees’ potential;
 - direct each employee to different development programs based on his potential and sustainability 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.

Percentage of Employees Who Are Subject to the Career Development Evaluation:				
	2008	2009	2010	2011
Realized	78.0%	82.0%	81.0%	75.1%

*The percentage of employees who are subject to potential evaluation is the ratio of employees who are given feedback as a result of such practices in the development program and evaluation and development centre.



Those employees who have a specific performance result participate in this process by filling out the “My Career Is under My Control” form. The form aims to make sure that our employees think about their areas where there is room for improvement, plan their development properly, make use of development opportunities more frequently and take responsibility for their career. The form allows employees to take responsibility of their career through “RUMBAS Management” and orientation questions.

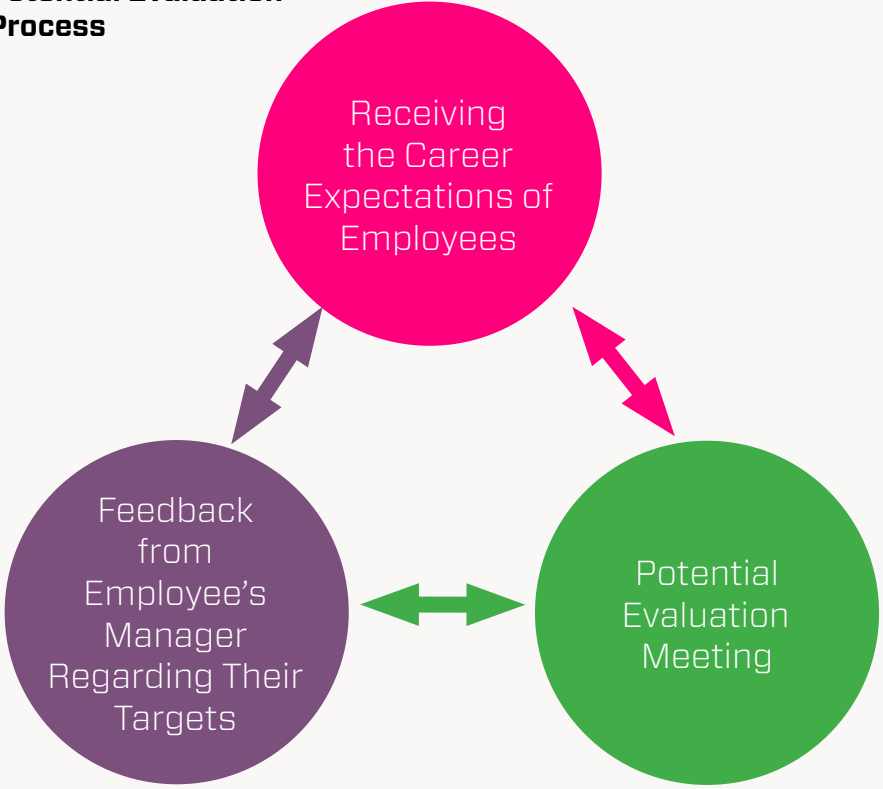
“Talents are those people who become aware of their potentials by taking the responsibility of their development and who can get one step ahead by using such potential.”

An employee who fills out the “My Career Is under My Control” form is ready to take the responsibility of his career development. Having received training on this form and the Potential Evaluation System, employees get the chance to state freely what they expect from their managers, the HR department and other colleagues.

The most important role model and the source of inspiration for talents are their leader managers. With our Leadership Model, leader managers discover and develop the talents.”

After the career expectations and targets of employees are received, managers who will guide these employees are invited to the Potential Evaluation Meeting, which is organized by the HR department. The main target of the manager is to make sure that his employee focuses on his development, searches for opportunities, and prepares and implements his action plan. At the Potential Evaluation meeting, in sessions that are specially held for each employee, the manager is allowed to state his opinions on his employee’s approved achievements, qualifications, experience and career targets/expectations, as well as the projects that his employee is involved in. For the manager who has focused on his employee’s qualifications, achievements in the past and future expectations, a special report is prepared which would be used by the manager in the feedback stage after the meeting. The process comprises of the stages shown in Figure 2:

Potential Evaluation Process



As a result of these meetings, each employee is placed in the Talent Management Matrix. Besides functioning as a scale used by managers to evaluate their employees, the matrix creates our company's talent inventory. Analysis is made based on this inventory after the completion of Potential Evaluation meetings and reported to the senior management.

Development Centre

The "Development Centre" is one of the instruments that we use to help our employees reach their personal career targets, which they determine in line with their talents, and to improve their talents in parallel with the targets of our company.

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.

In order to discover the talents in our company and to reveal their potentials, we act within the framework of two basic approaches. The first 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 establishment's needs.

The basic purpose of using the Development Centre is to objectively determine employees' strong sides and their sides that are open to improvement.

It is also aimed to determine the areas of improvement and the level of requirements of those candidates, who are candidates for strategic positions in terms of Development Centre practices and some specific competencies, and to decide whether they fit such positions.

The objectivity and professionalism of our talent management process is of great importance to us. We maintain our employees' motivation and confidence in the system and ensure they concentrate on improvement. The following has been guaranteed by the HR department when entering the Development Centre:

- there are clear and specific criteria;
- the process and the practices are clearly defined;
- employees are well informed about the process and practices;
- a standardized evaluation scale is used for everyone;
- a number of professional evaluators apply highly reliable and recognized instruments in a professional manner;
- results are evaluated in an objective manner; and
- there is no exception to the system.

Evaluators are selected amongst the employees internally according to specific criteria after an extensive application process. At the end of the training program that comprises of two modules, evaluator candidates are held subject to various practices. Candidates who are successful in such practices are commissioned in the evaluation processes after they receive the internationally recognized SHL Evaluator Certification.

“Our team of evaluators who have internationally recognized evaluator certification is the guarantee for the career of our employees.”

We include those employees in the Development Centre who have contributed to the company's performance with successful performance results and are evaluated according to the results of potential evaluation, while we set up our Stars Team that would provide additional development opportunities for our company's future targets.

Stars Team is our talent pool, which covers 10% of our employees and which is constituted of those employees, who follow career opportunities by participating in a challenging development program, in addition to standard development programs. Employees, who successfully complete their development on the Stars Team, are directed to the "Appointment Evaluation Centre" when any career opportunity arises.

IMPROVING THE TALENT

“We plan and apply modern learning tools, methods and systems that are based on individual and organizational needs and measure their results the most effective way.”

The driving force behind change and development of organizations is undoubtedly their human resources. The thing that makes humans so important for organizations is undoubtedly their ability to learn. Learning is the most important step in forming and developing human

behaviors. When defining our training and development targets based on the above mentioned mentality, we aim to create an employee profile, which would provide the organization structure in line with our company's requirements, in other words its mission, vision, values, strategic plan and primary business targets.

In order to realize our corporation's vision, we see creation of a learning organization as the basic element of strategic HR management. For this purpose, we provide all of our employees with new learning methods and various learning tools at our platform, bilimk@mpüs. Fully compliant with the latest e-learning standards in the world, bilimk@mpüs's e-learning and management platform allows monitoring of classroom trainings and various development tools. Thanks to the methods and new technologies it makes use of, the platform eliminates time and place restrictions.

Bilimk@mpüs is our learning platform that makes individual development permanent. It is able to cover different learning needs and allows rapid learning facilities to be accessed by all of our employees who are working across the nation.

Thanks to the “Career Paths”, our employees learn which positions they can target in parallel with their existing qualities and competencies, and how they can be candidates for these positions in accordance with career criteria. Our employees, who are given feedback during Performance and Potential Evaluation processes on their developed and undeveloped competencies so they can achieve their career targets, improve their potentials by making use of our learning platform in areas they want to improve.

“We established a special and individual development platform for each of our employees.”

Each of our employees has a special development platform at bilimk@mpüs. They can access the standard development programs and individual development tools that they require for their career development and business targets.

BILIMK@MPÜS

Information
grows as it is
shared...



Sinan Akdoğan
Senior Sales
Training Manager
Bilim
Pharmaceuticals

BilimK@mpüs has become one of the most important steps for our company, especially considering the popular slogan of our time “grasping change.” We are in an environment in which it is vital that individuals shape their own career management as well as their education.

“The individual is primarily responsible for the individual’s self-development,” and I strongly believe that friends who seek this kind of development will be able to take one step forward with this area of training.

The benefits of BilimK@mpüs in connection with myself and what I do are;

- I will be able to complete my training needs in the area of my choice
- I will be able to use my time wisely and effectively
- It is an area in which the control of my development rests with myself
- I have the opportunity to reach my target audience in the most effective manner through my training identity
- I am able to reach at the fastest speed
- I am able to conduct general computations and extract results

In this area, within the Sales Academy, which is geared towards all of our TTS colleagues, we have defined a field in which the TTS team is able to follow its entire training process from the period of hiring. They can track their progress

within the training and identify their development areas.

At the same time, we have also defined the field so that they can repeat any one training if they feel necessary.

In this process, we aim to provide a campus consisting of 20 modules targeting TTS proficiency within a period of 57 months.

The aim is to provide theoretical training as well as the chance to observe and evaluate these training areas within their field of work.

The base courses within the modules are Individual Image, Body Language and Body Language and Behavioural Training.

To improve sales and marketing proficiency, the training modules include Sales Skills Training, Presentation Skills Training, and Negotiation Skills Training. For the purposes of increasing teamwork, modules include becoming a Team Member Training, Conflict Management Training, and Team Success Training.

The Bilim Sales Academy, in its current structure, boasts an unrivalled depth and range when compared to all other firms engaged in sales.

Medical Promotion staff will be able to take 60 different types of training across 20 training modules, and also be able to evaluate this training over BilimK@mpüs.

My most important message for BilimK@mpüs is: “those who want to learn take one click forward!”



Ahmet Haçer
E-NOCTA –
General Manager

Bilim Pharmaceuticals is a leading company in Turkey which correctly positions training and development as a strategic tool within its integrated human resources management. Training and development activities, corporate strategies, social responsibility projects and communication work together in complete harmony; without this, it would have proved impossible to execute such a vast change in such a short space of time, in addition to the winning of consecutive awards. The EFQM award, the PERYON Special Award for Talent Management and Hiring, and the Private Sector Volunteers’ Award stand as testament to this fact.

Bilim Pharmaceuticals is an institution which believes in the continuity and universalisation of training and development. As a result, training and development is not only performed as one of the many tools for staff members, but also for business partners, suppliers and society at large. All training and development is positioned with an integrated manner, completing itself.

As with many parameters in the business world, training and development also undergoes change. In an increasing number of institutions across the world, a learning model in which training and development focuses on staff and is delivered by staff has become more evident. Institutions and leaders, including Bilim Pharmaceuticals, try to support this process. Training and development are offered in an integrated model. Classroom training sessions, training and development material, tool and e-learning technologies are planned and executed holistically and coherently. This approach ensures the direct contribution of earning efficiency in business results.

In this respect, Bilim K@mpus not only provides a learning model that offers the full extent of technology, but also supplies an integrated social working field for its employees, business partners, clients and the rest of society. While executing this strategy, Bilim K@mpus uses software provided by ourselves - the Enocta Training Platform (EEP, which presents and manages all training and development activities). The EEP is produced entirely in Turkey, has received R&D support from the Turkish Scientific and Technical Research Institute, and is used in many EU projects as well as other projects taking place beyond our borders. This software offers state-of-the-art technology in e-learning and communication. It features the retrieval of all content related to training and development from computers, mobile devices, tablets and any form of internet devices; the conducting of tests, sharing of videos; the production of contents and their sharing. This infrastructure also supports social learning and the sharing of information.

Bilim K@mpus is the first social learning and social information sharing model among Turkish pharmaceutical companies. This is a sign of Bilim Pharmaceuticals’ innovative approach, as well as the significance it attaches to transparent production and the sharing of information. Bilim K@mpus, with its infrastructure including training sessions, articles, book summaries, e-MBA programmes, up-to-date news announcements, links etc. is very rich and dynamic in terms of content and moves forward every day.



Yasemin Öztürk
Secretary-
Resource
Planning
Director

I think that Bilimk@mpüs, as a website with rich contents, is an ideal system for working with people, allowing you to take one step closer to your target s by improving yourself at the desired time and place. It is also a platform that improves and strengthens communication between employees.

I believe that e-training that is designed with the self-learning concept helps people to learn about a subject by allocating a desired amount of time without being subject to any pressure and constraint. E-training, the duration and speed of which are determined by employees, also teach them how to test themselves. If an employee believes that they have learned enough about a subject, the platform allows them to pass to the next subject and to state their opinions about the subjects that he has already learned.

At least, I got such an impression. Learning by having fun, practicing applications that are easily remembered, solving exemplary questions about a subject that is already learned and analyzing the solutions reinforce learning and increase its permanency. This, by making you happy, creates the motivation to participate in new training programs and to keep up on the kampüs.

Kampüs is easy to use and simply designed. I had no difficulty in learning. It is even more fun and easier than SAP... When you make a mistake in SAP, it is difficult to correct it. You do not face this problem in Kampüs. It has an easier design, but more content...

Because I am a Training Guide and because of my personal curiosity, I, as a person who loves to research and learn, use almost all of the options: Training, Reports, Content, Questions, Social Activities, Communication and the library, which I use the most frequently. In the library section, I read books about personal development and I feel that this has made a difference in my life.

I am very thankful to those who have provided such a platform to our employees.

We create an organizational culture that learns through social learning.

As a result of the studies performed on the human brain in the last decade, it is known that humans can learn better via the learning methods they prefer. This introduces the necessity to diversify learning tools according to learning preference. At Bilimk@mpüs, a number of tools and methods can be simultaneously used during learning & training programs.

Question-Answer – I have easily accessed information; what do others know?

We ensure our employees instantly access information through the question-answer system without waiting for their training sessions.

Blog – Sharing of intellectual information; what are the interpretations?

Our blog writers and followers either publish research or an essay in the same way they share their opinions with others.

Discussion Groups – The truest, the most unique and the most effective ideas compete for the sake of greater insight. **Ideas produced by discussion groups compete.**

Business Friendship – Who is doing what? How much do they share? What are the learning trends and what is on the company' agenda?

Through business friendship, we follow what others read, learn or share.

One person is sharing information and nine people are writing their comments. 90 people who do not interact, on the other hand, learn by just reading.

Our aim is to provide specialization through schools and academies.

With its audio and visual contents, its library that makes data sharing easier, its specially designed in-class development programs, and its measuring-evaluation systems, Bilimk@ampüs aims to offer opportunities to our employees and stakeholders for specialization through five different academies.

Our target is to make learning a habit.

78% of our employees actively use this system that is open to all of our employees. The minimum rate of successfully completing the Bilimk@mpüs practices is determined as 80% among the employee performance targets for 2012. This way we aim to increase the ratio of our employees who actively use this system to 100%.

E-learning is applied at a rate varying between 50-80% per employee. The average rate of satisfaction with these trainings is between 80-90% in 2011. These figures are high for a new learning model and for the first year of application.

Communication is very important at Bilimk@mpüs!

Bilimk@mpüs allows the executive senior manager to be informed of every stage of learning and the status of his employee’s progress. Moreover, senior managers are informed through general reports, which are automatically produced by the system.

It is important that participants and their senior managers are active and take responsibility throughout all stages of learning and development programs. All the learning and development behaviour of participants, from requesting to learning and test results, are reported over the system.

Trainings in 2011 (Employee/Hour)	
	Average
Target	56.00
Realized	58.61
Department	Realized
Marketing	63.04
Human Resources	53.76
Çerkezköy Processing Facility	52.33
Gebze Processing Facility	33.32
Scientific Departments	53.05
Resource Planning	50.60
Quality	62.00
Business Development	24.99
Foreign Markets	35.70

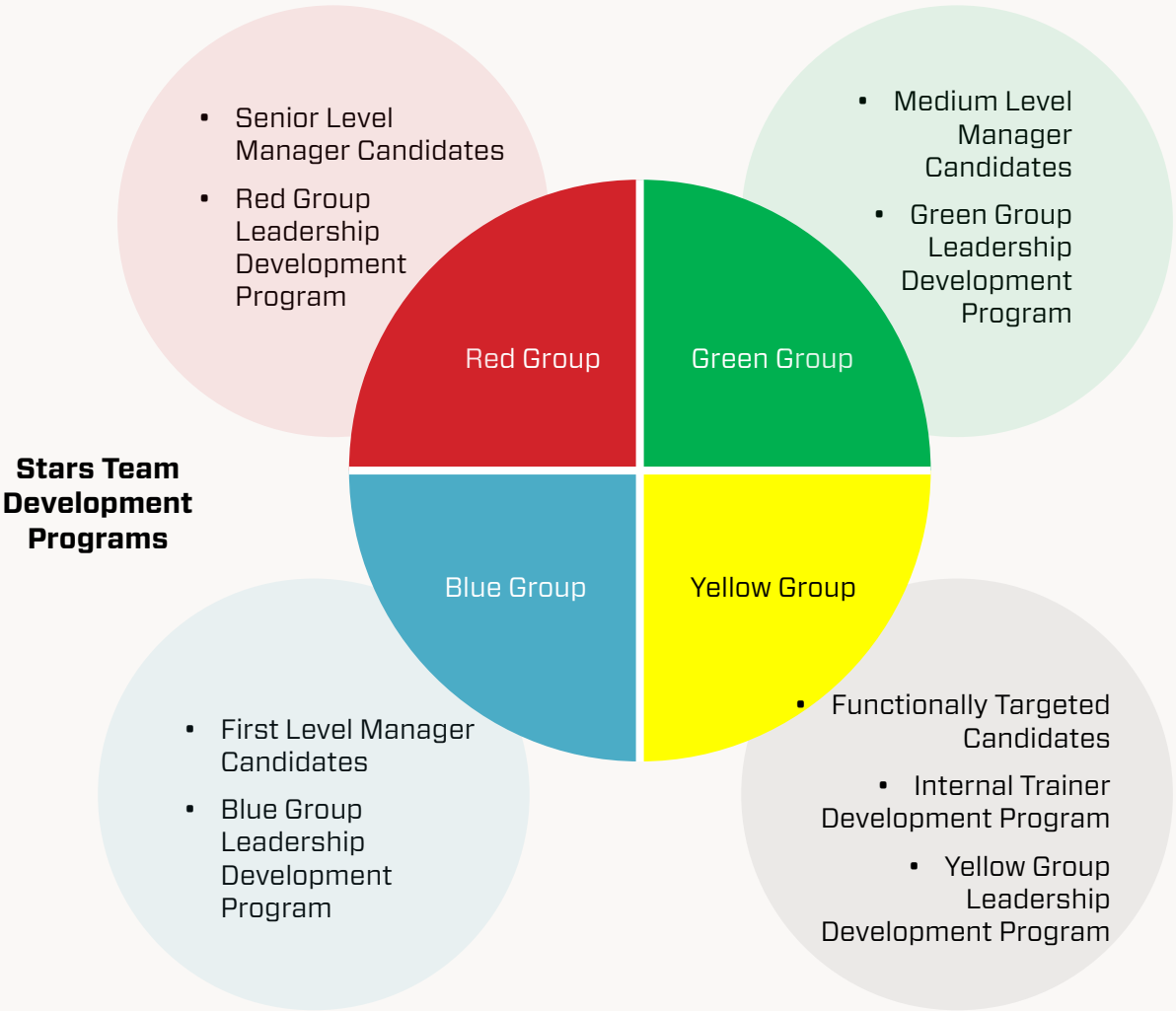
An employee’s potential is associated with their learning speed and ability to reflect what he or she learns in their job and job results. Within the scope of the principle of equality of opportunity, we allow those employees who benefit from the learning environment we offer and who become prominent with their achievements to join the Stars Team, where they are provided additional development opportunities.

Development programs, which are designed and customized according to the employee’s career targets, current status and profile level, are created by professional training companies and their consultants based on the results of the Development Centre.

EMPLOYEE TRAINING (HOURS)

Employee Training (Hours)		
	2010 Employee Hours	2011 Employee Hours
Occupational Development Trainings (General) (Employee Hours)	5.06	8.42
Male	13.5	10.7
Female	11	10
Personal Development Trainings (General) (Employee Hours)	37.2	36.8
Male	27	38.4
Female	35.2	30
Integrated Management System (Employee Hours)	8.36	9.47
Male	6.84	8.86
Female	10.07	12
Occupational Health and Safety Trainings (General) (Employee/Hour)	2.03	3.92
Male	1.95	3.79
Female	2.37	4.4

Total Number of Employees: 1,950
Male: 1,574, Female: 376



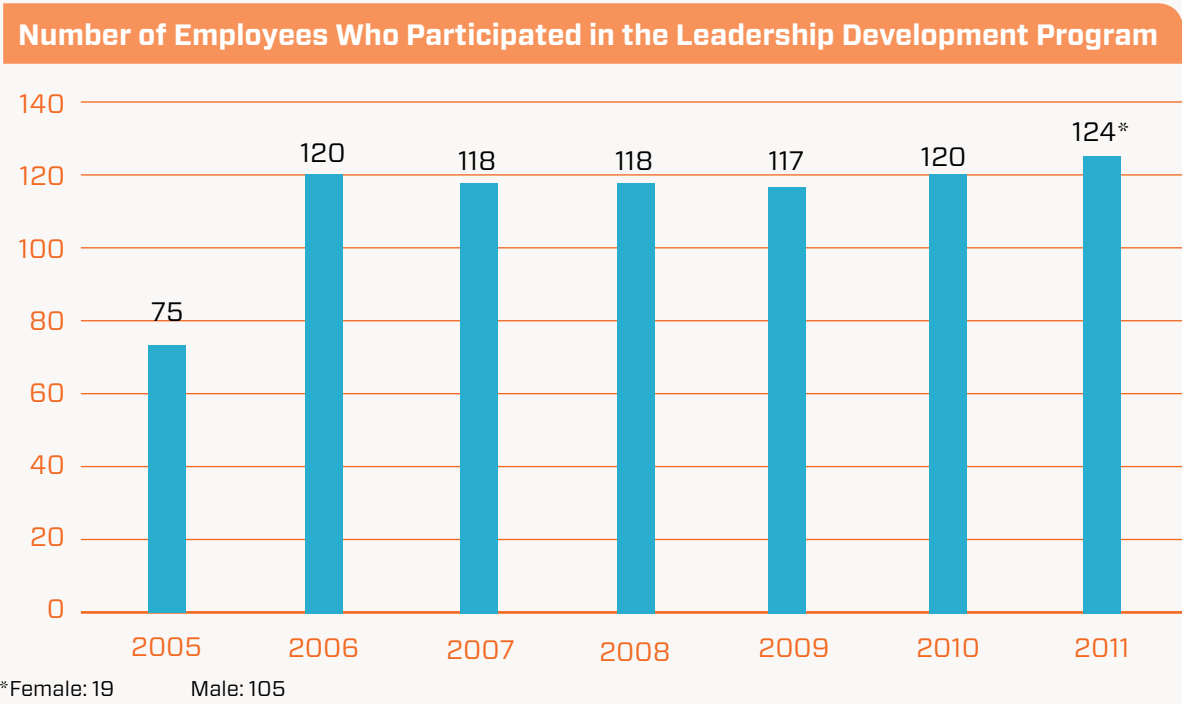


Hanife Tanışan
Ken Blanchard
Instructor

We have been working with Bilim Pharmaceuticals since October 2010 in the Multi-Dimensional Leadership II® (CBLII®) training processes. CBLII contains all those involved in a management role. Multi-Dimensional Leadership II is a practical, up-to-date and the most comprehensive method in the world to manage and develop people, time and other resources. Multi-Dimensional Leadership II helps the leader move beyond the critical character of a boss, evaluator and judge, and guides them to become a partner, facilitator, encourager, supporter and coach. The Multi-Dimensional Leadership II takes participants on a journey during which they experience development while also converting the participants' staff into self-sufficient and successful individuals. This process helps those who want to be among the best, are willing to work independently while overlapping personal goals with corporate aims. It also helps those individuals who seek these aims with an emotion of dedication. The programme increases the frequency and quality of speeches delivered on performance and development. It enables managers to easily apply their leadership styles, to be flexible and compatible and to take over the responsibility of the development of their staff. They become more competent in issuing instructions, appreciating, encouraging, the designation of targets and directions, individual problem solving, del-

egating and the handover of authority, observing and evaluating performance, and the delivery of feedback. They also become more effective, trustworthy, convincing and supportive. Individuals become more efficient because individual aims are clearly identified while establishing links to the targets of the institution. The competency and loyalty of staff increases, reaching the expected results, hence boosting performance. The programme aims to achieve a much more open and positive system of communication between management and staff through the use of a common language. Our journey with Bilim Pharmaceuticals, which began in October 2010, continued in 2011 with most of the management undergoing this process (a total of 168 individuals received the Multi-Dimensional Leadership II training in a total of nine groups). The characteristics which we observed whilst while Bilim Pharmaceuticals were the dynamic human structure which was open to development, the understanding of leadership, the ethical stance, team spirit and the level of corporate loyalty in its employees. All of these characteristics moved us deeply and serving Bilim Pharmaceuticals and its staff has been a source of pride for us. Our journey with Bilim Pharmaceuticals continues with volunteer activities.

LEADERSHIP DEVELOPMENT PROGRAM



STARS TEAM

“Through our Talent Development Programs on the Stars Team, we offer our employees one of the target opportunities that they can benefit from throughout their entire career development process.”

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 six months to two years. participants join trainings working in cooperation with development consultants and intensively make use of various development tools. The program begins with a cocktail and then moves onto development trainings like simulations, workshops, event analysis, preparing development action plans together with their managers, managing community investment projects and then finally presenting the results of the projects that they manage to the career board.

“Managing and successfully completing a Community Investment Project requires maximum use of leadership skills.”

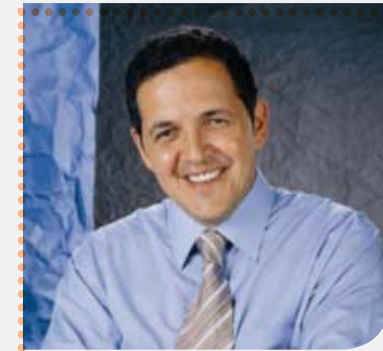
It is much easier for managers to delegate jobs to the employees under by status and to manage the results than it would be to manage a voluntary project. It requires leadership skills to convince and motivate people to undertake a different and challenging social responsibility project that you determine. to receive people's support, to make them work for such purpose, and to make sure that they continue making voluntary contributions by keeping their energy and motivation level high, allow managers to lead employees to perform such efforts by taking responsibility and by allocating extra time outside working hours.

Acting upon this idea, those of our employees who are candidates for first level managing positions have the opportunity to develop themselves by carrying out voluntary projects throughwith the leadership skills that they gain during trainings. In these projects, they voluntarily develop a social responsibility project, create their teams from voluntary employees and work together to reach the determined targets. Candidates for mid-level managing positions, on the other hand, work in a camp where they ensure that their disabled guests have the best vacation of their lives. This way, they can overcome the obstacles inside themselves.



Ahmet Ük
Marketing
Director Bilim
Pharmaceuticals

I joined Bilim Pharmaceuticals on March 3rd, 1997 as a Medical Representative. I was chosen as the medical representative of the year in 1998 and promoted as the Head of the Kadıköy Region in 1999. I was accepted in the Talent Pool in 2003 within the scope of Stars Team Green Group. The point that was explained to me by the Human Resources department on the day I was accepted was very important: “We are offering you a development opportunity for your career. We are ready to support you in order to satisfy all of your development needs. However, what is more important is that you take responsibility for this process” ... I successfully completed the program and was promoted to the Hurricane Team in 2004 as a Promotion Manager. On the day of my promotion, I noticed one thing: the person must first take the responsibility for their career; and then the company must continuously support it... My development continued between 2006 and 2011 at the Talent Pool within the framework of the Stars Team Red Group Talent Development Program. Following the 6-month rotation in the PM position in 2007, I was appointed as a Business Unit Manager. My professional career that began at Bilim Pharmaceuticals in 1997 as a medical representative continues as of January 2012 as a Marketing Director at Bilim Pharmaceuticals within the scope of our talent management system. I was not surprised when we received the Talent Management Award from PERYÖN (People Management Association of Turkey) in 2011. I think our Talent Management system represents a significant benchmark both in Europe and Turkey.



Hakan Tetik
TMI Group
Instructor

Within the framework of the Bilim Pharmaceuticals Star Team – Effective Person Management Program of 2011, we supported a group of individuals consisting of management candidates with an intensive programme. Throughout the training programme, over 60 highly energetic students believing in themselves and Bilim Pharmaceuticals completed their challenging yet enjoyable development in the fields of strategic approaches, personal quality, team formation, team management, creativity, and project preparation. In the practical exercises at the end of the training programme, candidates were able to synthesise practical work with the knowledge given to them in training. The performance of the team as well as the Bilim Pharmaceuticals HR was greatly appreciated.

This work was conducted with the aim of having the managers see different perspectives, internalise facts, and raise strong leaders and to make a difference in the competition. The strength of the individuals and their team player skills attracted attention, yet the observation was that there was room for improvement in the synergy between teams. Bilim Pharmaceuticals HR immediately increased its communication and took necessary action to achieve this goal.

COACHING SYSTEM

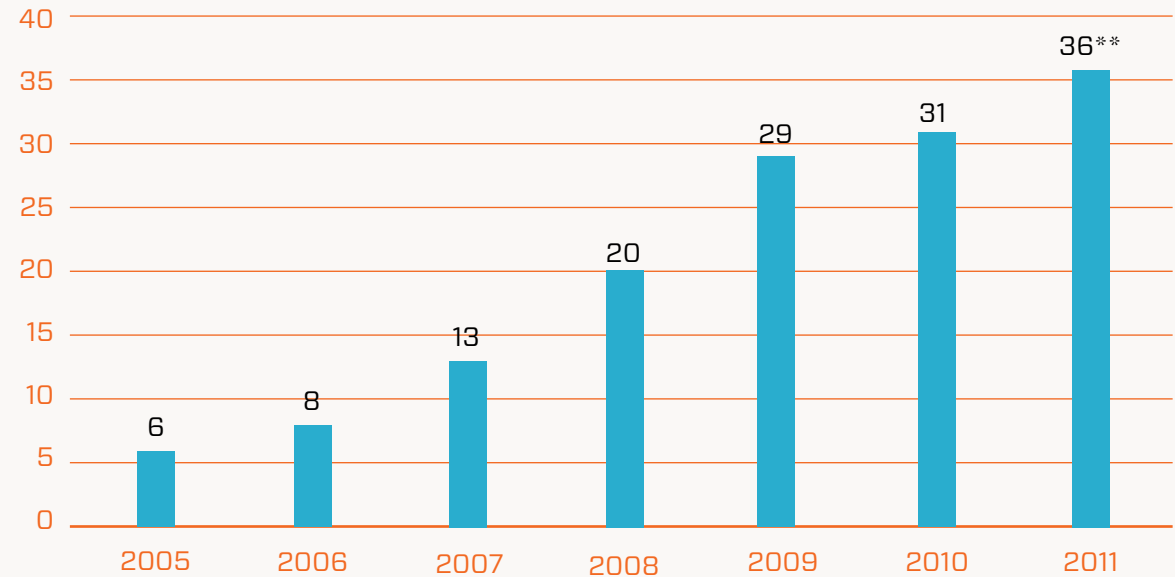
The “In-House Coaching System” was launched in December 2005 which initially began with 19 mentees and 13 mentors within the framework of the first pilot practice, continued in a growing manner and reached 26 mentors and 26 mentees, which were identified in line with quotas.

The “In-House Coaching System”, which is applied by many successful organizations throughout the world, is one of the strongest instruments applied for transferring 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, taking its place in our history as one of our most successful practices. Our “In-House Coaching” system, which initially began with 19 mentees and 13 mentors within the framework of the first pilot practice, continued in a growing manner and reached 26 mentors and 26 mentees, which were identified in line with quotas. Today, there are 31 mentors and 31 mentees within the system.

Our “In-House Coaching System” aims to create a culture in which each manager has adopted the “coaching style” management approach motivating mentees to become mentors in the future.

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

Number of employees who are supported for graduate study*



* Figures in the table are cumulative.

** Male: 20, Female: 16

GAINING LOYALTY OF THE TALENT

We further develop and differentiate our special practices every year which we have created in line with our employees’ expectations so that they feel safe, adopt our corporate targets and values, show efforts to be a part of the corporation, and feel that they are members of a strong family.

“Our target is to shape the future with employees, who are loyal to their business and corporation.”



In order to ensure that our employees develop emotional loyalty to our corporation, we establish and manage systems in 4 different areas: individual, job/role-experience, working environment and corporate structure.

We work with such employees, who are university graduates or higher, who have an average of 3 ½ years of experience, who have the motivation to succeed, who are socially responsible, who are ethical, etc. We establish systems that would respond to their unique expectations in line with their personal qualities. In the job/role-experience area, we aim to properly identify our employees’ expectations and to ensure they are satisfied with what they are doing. We receive their business development ideas, authorize them and give them the opportunity for personal development, and appreciate their achievements through our honouring and awarding systems. In the working environment area, we aim to model the leadership style expected by our employees and to maintain their business-private life balance. In the corporate structure area, we aimed to draw talents to our corporation by creating a brand for employees through excellent management, sustainability, corporate image and reputation activities.

Examples to Our Practices and Investments That Make a Brand for Our Employees

Individual	Job/ Role and Experiencing	Working Environment	Corporate Culture
Bilim Family Bilim Children’s World Bilim Pharmaceuticals Community Volunteers Management of Differences Psychological Consultancy Unit Legal Consultancy Unit Insurance Consultancy Unit Social and Sports Activities Teams Clubs	Learning & Development Opportunities Performance Evaluation System Talent Management System Potential Evaluation System Projects and Teamwork Creative Idea Platform Innovation Tours – Brainstorming Session Instant Honouring Systematic Recognition, Appreciation and Awarding Systematics Master and Doctorate Degree Application Systematic	Bi’L Leadership Model Wages and Benefits Systematics Flexible Working Model Department Motivation Practices Social Facilities in all facilities (Fitness Centre, Library, Bilim Café, Café Mola, Cafe Beta Internet Room, dry cleaning service)	Our Principles R&D Technological Infrastructure EFQM Excellence Model Sustainability Efforts Reputation Management Model Ethical Management

BILIMAILEM (BILIM FAMILY) AND BILIM CHILDREN’S WORLD

Family is a concept that everyone learns at a very young age. Our family supports us by always standing by us throughout our lives. We always get strength from our family, share our feelings with them and take shelter in our family even at the tiniest despair.

We are a big family with our employees and their families.



Biz Bir Aileyiz



The strength, interdependence and continuity of a family, which is very important for everyone, child or adult, creates positive impact on each member of the family.

We have been practicing BilimAilem as a project that is in line with our HR Policy and covers both employees and their families. The project aims to ensure our employees get acquainted with the families of each other and to contribute to personal and social development of our employees' families. We plan the projects, BilimAilem and Bilim Çocuk Dünyası (Bilim Children's World), in parallel with our 3-year strategic plans and within the framework of the annual HR plan. Accordingly, we prepare the budgets for these projects, while keeping view of the performance of the projects as a factor that affects our corporate success.



Ayça Öztunç
Clinical Research
Specialist
Bilim
Pharmaceuticals

I started working at Bilim Pharmaceuticals in the Research and Development Department in 2005, before moving on to my ongoing role as a Clinical Research Specialist. I think including all company employees and family members in the company's processes, while not underestimating their contributions to corporate success has proven to be quite a successful approach. It is very good of Bilim Pharmaceuticals to remember their staff and let them feel that the company is by their side during happy times such as marriage and birth, as well as during the dark days of when loved ones are lost.

Such practices enable the company to become something more than just a workplace, but an entity to which there is an emotional connection. In this respect, I find the Bilim Family Gebze facility visit to be highly successful. It was personally very effective to physically see a workplace where corporate success includes the contributions of family members. Both the facility visit and the accompanying activities were highly enjoyable. In another thoughtful turn, employees are remembered on special occasions such as Mother's Day, Father's Day and Women's Day.

I believe that Bilim Pharmaceuticals will continue to gain the appreciation of its employees' by improving on these successful policies.



Hacı Daş
Liquid Production
Department
Bilim
Pharmaceuticals

I have been working as a Foreman in the Liquid Production Department for 24 years.

I share the pride of being together with my Bilim Family for 24 years, in a structure which takes great responsibility for a better world and becomes ever more corporate with every passing day.

My family and I participate in corporate activities, thereby making use of the opportunity to meet my colleagues as well as their families. Activities such as the workplace visit, the Dolphin show and Summer Table Tennis School significantly increase the motivation of the employees. Sustainability, as part of our corporate culture, motivates us in terms of pushing us to improve our work and to become leaders in this field.



	Sample Activities for The Bilim Children's World	Sample Activities for Bilimailem (Bilim Family)
2006	Painting Contest Chocolate Course Creative Drama Course	BilimAilem Magazine Dalın Baby Care Set Distribution Concert & Playhouse Organizations
2007	Stationery Campaign Visit to the Toy Museum Space Camp	Welcome to Summer Picnic Çekül Birthday Card Practice General Manager Promotion Celebrations
2008	April 23 rd Festival Book & DVD Sending to Houses National Geographic Kids Subscription Painting Contest	Dalın Baby Care Basket & Baby Care Book distribution Photography Course Birth Photographer “Bilim’s Tastes” Cookbook
2009	Ping-Pong Summer School Çekül Birthday Card Practice Wooden Toy Painting Workshop with Grandfather Theo	Photograph Exhibition Marital Communication Training Boyner Discount Card Implementation
2010	Cental Istanbul Workshops Bugs Bunny Basket Show Bilim Children’s World Semester Activities Release	Concert and theatre organisations Family communication education Mothers’ and Fathers’ day presents
2011	DOLPHINARIUM Trip Stationery Set Delivery Bulletin on Semester Activities Delivery of Magazines, National Geographic Kids and Winnie the Pooh Book Delivery DVD Delivery	March 8th World Women’s Day Ağaçlar Konuşuyor (Trees Are Talking) Photo-graph Exhibition Mother’s Day Father’s Day Domestic Communication Trainings (Antalya-Konya-Trabzon) BilimAilem Gebze Trips Discount Campaign for Tuluhan Uğurlu Concert Ticket Drawing for Sapphire-Tuluhan Uğurlu Concert Ticket Drawing for the Piano Recital BilimAilem Magazine Dalın Baby Set Delivery Baby-care Book Delivery

In the BilimAilem Magazine, in addition to publishing news from our employees, we share information to raise awareness of our employees and their families on vari-

ous issues. In the last issue of the magazine, we focused on “sustainable life”; we shared practical applications with our employees which they can do in their daily lives for a more sustainable life.



SOSAK

A SOSAK press release is published to inform all of our employees on cultural, art and sports activities to be organized by SOSAK in and outside the company and to ensure their participation in such activities.

As a platform that is established with the voluntary participation of our employees working in different departments within our company, SOSAK organizes activities in line with the plans prepared in the beginning of every year. In order to strengthen our communication with our employees and to create the social interaction environment between employees, SOSAK began in 2003 to systematically organize social and sports activities, which are included in SOSAK’s activity programs. Through these activities, we support our employees’ business and private life balance and create social times that bring our employees together. SOSAK teams

decide on the activities that they would perform throughout the year. They determine their activities and the awards to be given in line with their own decisions within a general budget approved by the General Directorate. A SOSAK press release is published to inform all of our employees on cultural, art and sports activities to be organized by SOSAK in and outside the company and to ensure their participation in such activities. SOSAK traditionally organizes Bilim Olympics, as well as bowling, football, ping pong, billiards, backgammon tournaments every year. Moreover, a New Year’s cocktail is organized by SOSAK teams every year.

OUR IDENTITY AS A SOCIAL PARTICIPANT:
BILIM PHARMACEUTICALS COMMUNITY
VOLUNTEERS PLATFORM



As of 2011, Bilim Pharmaceuticals Community Volunteers (BPCV) operated with 20 teams including 1,043 active members, carrying out social projects in 11 cities of Turkey.

1,043



37,911

With the awards they have received for their voluntary projects, they have inspired us in our corporate responsibility efforts and made a difference by touching the lives of 37,911 people.

BPCV
projects:

9

1. Remove the Barriers - Alternative Camp Project
2. Remove the Barriers - Audio Book Project
3. Bilim Fellows at School Project
4. Bilim Fellows "In Pursuit of Seeds" Project
5. Bilim Fellows: "Curious Books, Creative Reading" Project
6. Bilim Fellows at the Theatre Project
7. My Career is in My Hands -Personal Development Congress Project
8. Save Life Project
9. Eco-scientists Project

55%

55% of our employees today carry out active voluntary projects, thus proving to the world what can be done through the voluntary efforts of a professional labour force.



26,614

By allocating "2 Orange Hours" per week to our human resources, who are our most valuable asset in our voluntary platform, we allow them to share this time with the community. By accumulating hours to these 2 Orange Hours, our employees fulfil their social responsibilities. Our employees have contributed to the community by carrying out 26,614 hours of voluntary activities.



210

Number of activities that were carried out by our volunteers



AWARDS

2011 Corporate Volunteers Association – Awards from the Heart – "Most Creative Project" and "Most Successful Volunteer" Awards



2008
PERYÖN
(People Management Association of Turkey) Special Award

2009
ÖSGD
(Corporate Volunteers Association) – The Most Successful Voluntary Program Award

2009
KSSD
(Corporate Social Responsibility Association) – Winner of Turkey

2010
CSR Europe
Turkish Representative

2011
ÖSGD
(Corporate Volunteers Association) – Most Successful Volunteer (Kadir Gökbakan)

2011
ÖSGD
(Corporate Volunteers Association) – Most Creative Project (My Career is in My Hands)

**BILIM PHARMACEUTICALS
COMMUNITY VOLUNTEERS**

“Bilim Pharmaceuticals is the first corporation that comes to mind, when the issue is volunteering.”

Thanks to our corporation’s financial and logistics support and the support of our stakeholders and 1,043 active volunteers, we are the first thing that comes to mind, when voluntariness is said in Turkey. We achieved to be a brand in this area in Turkey through the management of our talented employees.



“VOLUNTEERING” is an opportunity for Bilim Pharmaceuticals... An opportunity for employees to contribute to corporate responsibility...

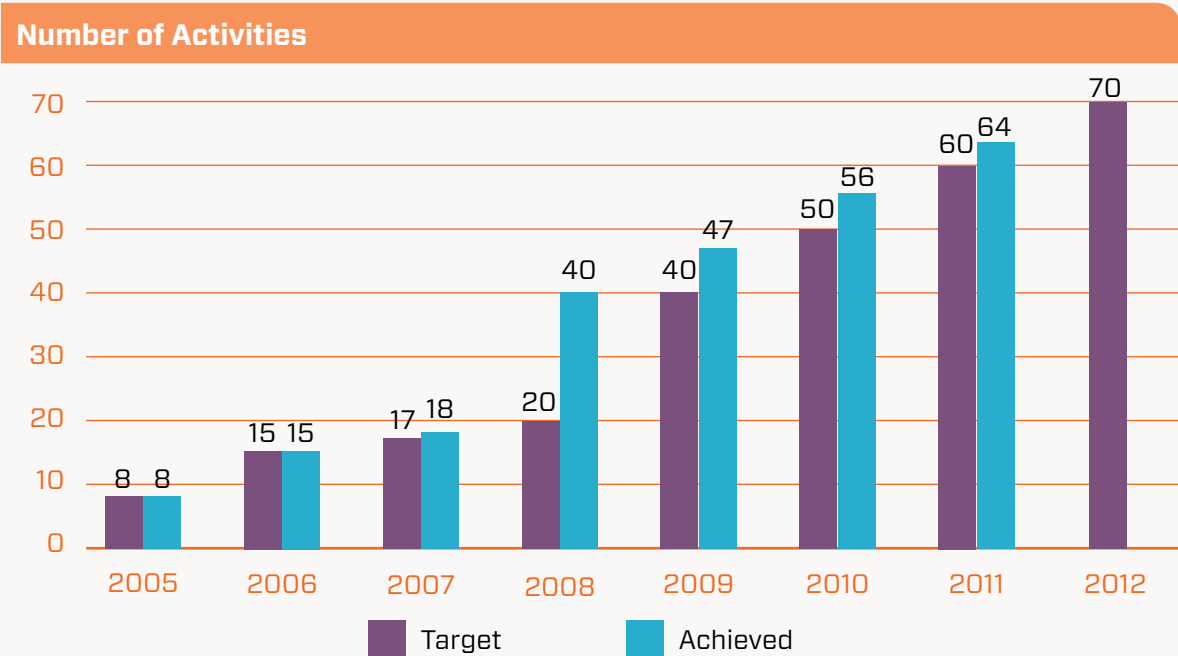
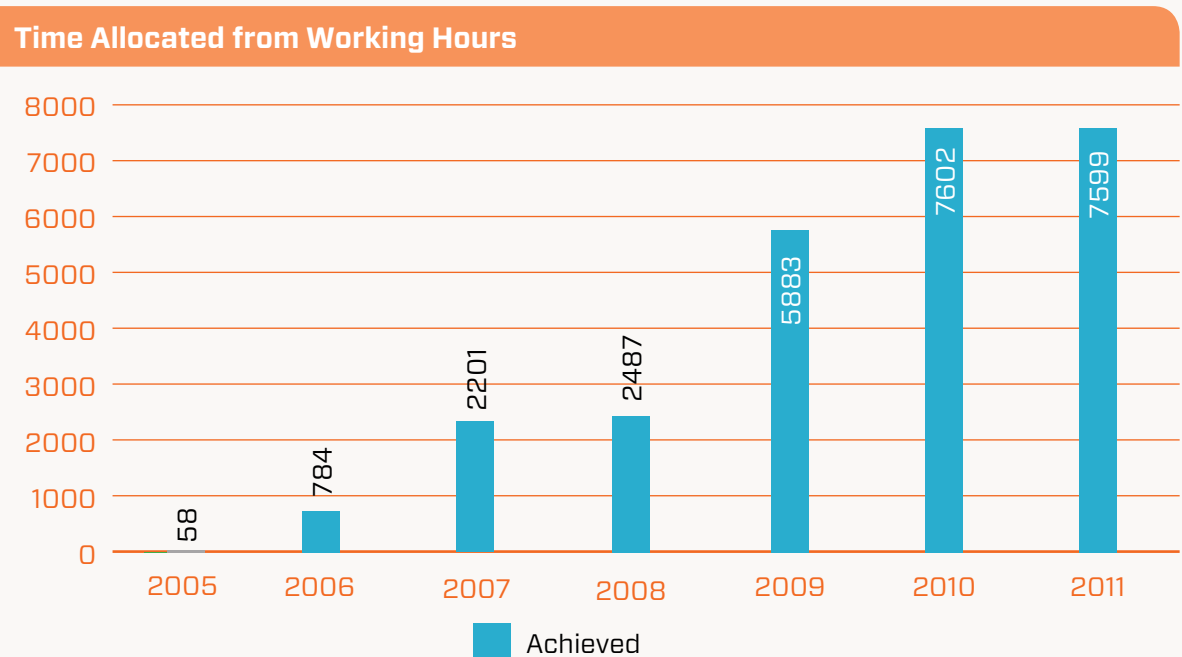
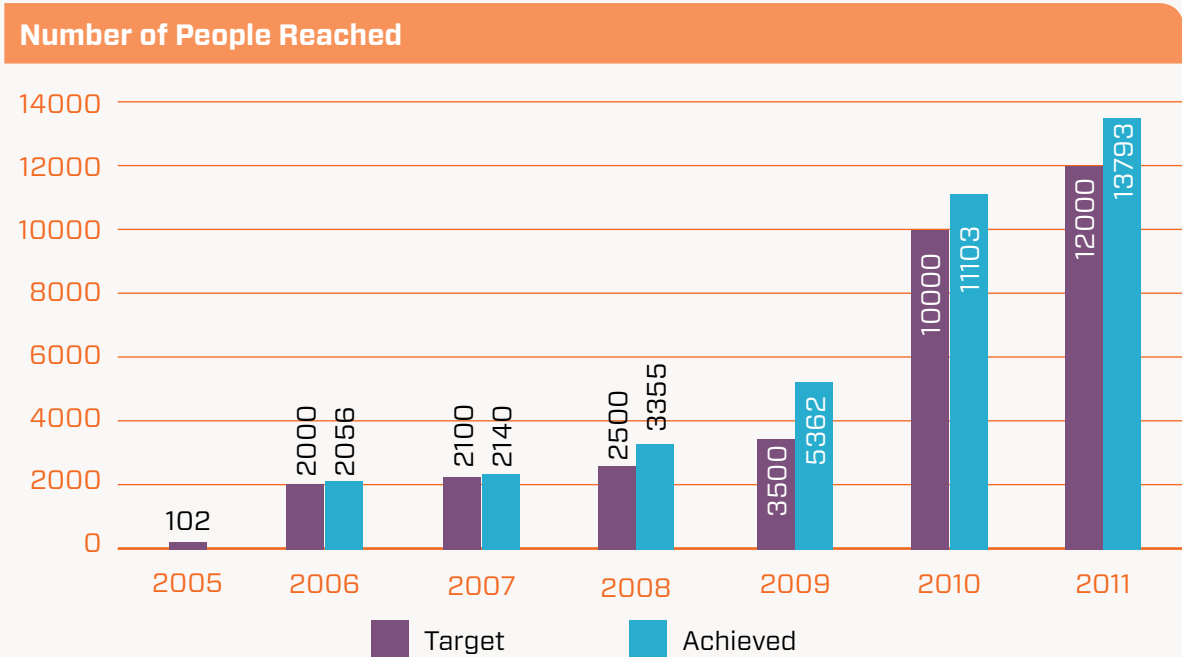


Bilim Pharmaceuticals Community Volunteers made a difference by touching the lives of 37,911 people.

We established the Bilim Pharmaceuticals Community Volunteers platform in 2005 in order to place our approach to social responsibility at the heart of our corporate culture. We know that social responsibility transforms into a corporate living value only if it becomes a part of the corporate culture. Such transformation is possible only if our employees improve their social sensitivity on a platform of volunteering and popularize volunteering among all of our stakeholders and the community. Our employees have inspired us in our corporate responsibility efforts with the awards they received in the area of voluntarism and **made a difference by touching the lives of 37,911 people.**

An opportunity to produce added value for the community...

Our employees fulfill their social responsibility by spending at least “2 Orange Hours” per week and they have so far contributed to the community by performing voluntary activities for a total of 26,614 orange hours.



We have redefined “volunteerism” by sharing our employees’ intellectual capital, professional experience, high level of knowledge and expertise, and time with the community. Today, 55% of our employees prove to the whole world “what can be done with the voluntary efforts of the professional labour force”, while car-

rying out their active volunteering work. We share our human resources, our most valuable asset in our volunteering platform, with the community by giving our employees “2 Orange Hours” per week. Our employees fulfill their social responsibility by spending at least these orange hours. Our employees have so far contributed to the community by **performing voluntary activities for a total of 26,614 orange hours.**

An opportunity to contribute to employee loyalty, success and development...

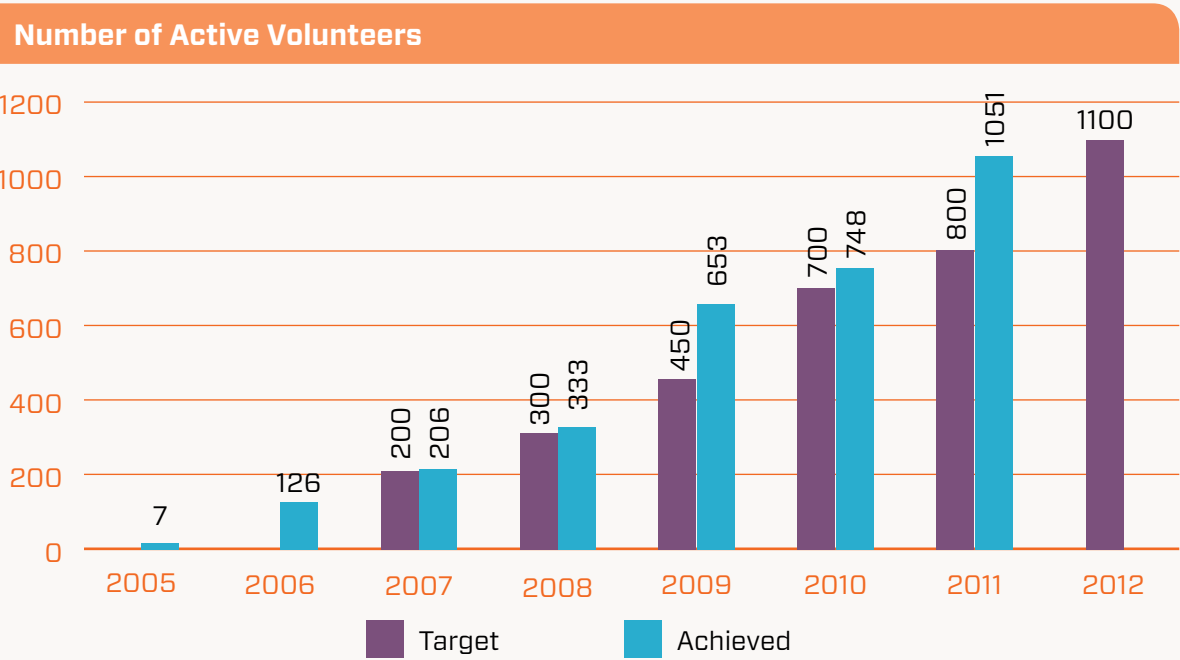
“To be a Bilim Pharmaceuticals Community Volunteer means to create time.”

Becoming a part of the solution is an important source of motivation and spiritual satisfaction for our highly intellectual and socially aware employees. With this source, the sky is the limit for what they can do in terms of their personal and social development. Moreover, those employees who voluntarily serve at the Bilim Pharmaceuticals Community Volunteers platform turn what they gain through voluntary projects into business success and competency development. Employees with high social responsibility awareness are one step ahead in recruitment, career criteria and training practices.

Our leaders of the future improve their leadership skills by performing voluntary projects, because it is much easier for managers to delegate jobs to the employees under them as per their status and to manage the results than it would be to manage a voluntary project. However, in voluntary projects, you are forced to recognize an important social problem and expand your sphere of influence by moving outside your comfort zone. It requires leadership skills to convince and motivate people to undertake a social responsibility project that you choose or create. It requires people’s support, willingness to work for such a purpose, continuous voluntary contributions and high energy and motivation levels, so that they perform such efforts by taking responsibility and by allocating extra time outside working hours. Our employees, who are involved in the projects and who manage the projects, are also involved in a serious personal development and awareness raising process.

The Bilim Pharmaceuticals Community Volunteers platform is comprised of 1,043 people, who were operating within a total of 20 teams in 11 cities in Turkey as of 2012.

Our platform, which is able to reach anywhere in Turkey, is shown as one of the most successful practices in Turkey and in Europe.



An opportunity to integrate social and environmental matters into our business processes...

Social responsibility is not only the responsibility of NGOs, governments or corporations, but the responsibility of every global citizen who lives on this planet. We are responsible for our world and future generations in each decision we make as a corporation, in each process we apply, with each stakeholder we work with, and in each resource we use. Aiming to be a part of the solution of social and environmental problems, our employees, who have adopted social responsibility through 5 different areas and 9 different projects, add economic, ecological and sociological approaches to their jobs.

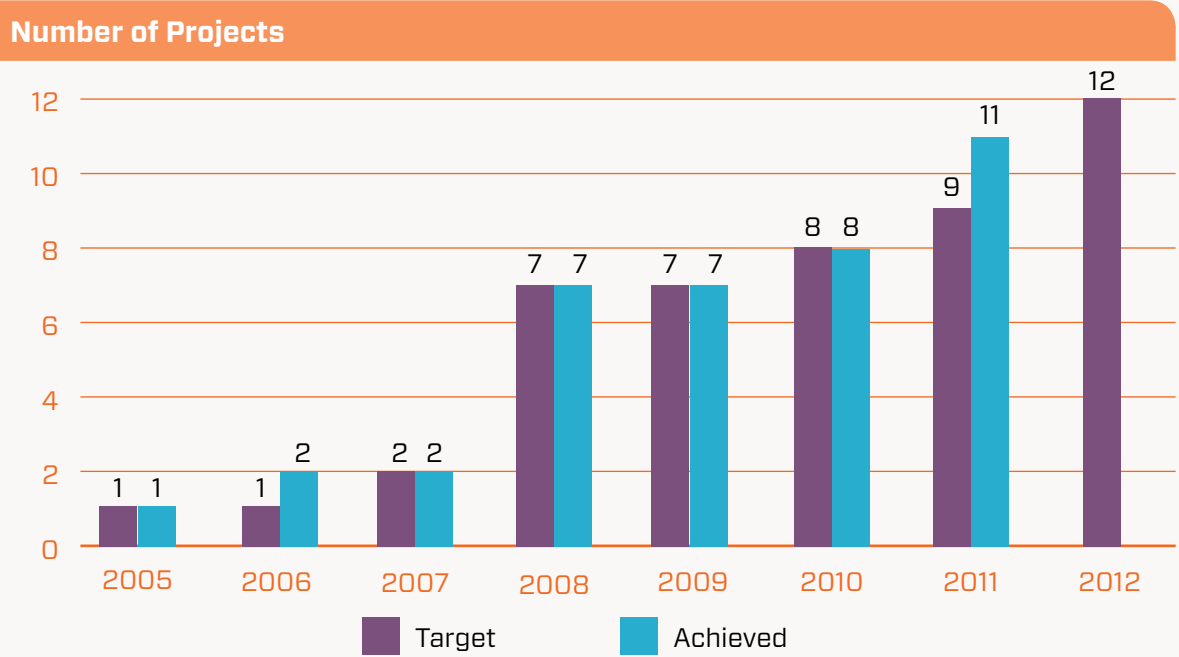
An important criterion and a big opportunity to create new generations with high social sensitivity...

For the first time in history, employees, whose values and approaches may be very different, share the same business atmosphere. In particular, in order to raise new generations with high social sensitivity, it is an important selection criterion and a source of loyalty and motivation to support voluntary activities, to give employees ‘orange hours’ and to make sure that they work with socially responsible leaders...

Number of active volunteers 2012 target 1.100

In 2011, we renewed the organization structure and the management style of bilim pharmaceuticals community volunteers...

Bilim Pharmaceuticals Community Volunteers (BPCV) is managed with the decision of the BPCV Board. Having accepted to switch to project-based management in 2007, the board raised competent project leaders for each project through various activities since 2007. After the board completed its efforts to restructure the BPCV in 2011, the platform which has been managed by BPCV Turkey Leader since 2005 began to be managed by project leaders since 2011. The coordination of project leaders is the responsibility of BPCV General Secretary.



Number of projects
2012 target
12

Our BPCV Board consists of Bilim Pharmaceuticals Community Volunteers General Secretary, Project Country Leaders, Team Leader, Project Executives, Corporate Delegates (General Manager, HR Director, Corporate Communication Supervisor) and NGO representatives.

The most important duty of our BPCV board is to identify the scope of projects to be applied and to check whether they comply with our principles. Within the new structure, the BPCV board is chaired by the General Secretary of Bilim Pharmaceuticals Community Volunteers.



Birce Piring
Occupational Health, Safety and Environment Specialist
Bilim Pharmaceuticals

I joined the Bilim Pharmaceuticals Community Volunteers (BPCV) in 2009. I was informed of BPCV's efforts just after I began working at Bilim Pharmaceuticals by my colleagues, who were already members of the BPCV. They used to take part in very pleasing projects which provided social benefit. I, as a part of this community, wanted to engage in such projects that could be beneficial for the community.

In 2009, I took part in the project, entitled "Seeds to Saplings, Saplings to Trees". It was a very good project in which the carbon footprints of our employees were measured and employees were informed on what they must do in order to reduce their carbon footprints. Moreover, all employees were asked to plant and germinate the seeds. Everyone planted their seeds with enthusiasm. It was a very sound project in raising awareness. We then organized some events on important days. For instance, on the World Environment Day on June 5th, we organized various exhibitions within the company, raising awareness of our

employees.

In 2010, I was involved in the reading project. This project was also a great experience for me. I established strong ties with the children. The week the project ended, one of my pupils bought nail polish for me and I was really surprised. I shared presents with the children as well.

In 2011, we implemented the project, Eco-scientists, under my leadership. In the project which comprises of three categories (Eco-scientists Teach, Eco-scientists Inform and Eco-scientists Apply), we are planning various activities for each of the three categories.

When working in these projects, it makes me very happy to see that we can be beneficial to the community as responsible citizens on top of everything. Moreover, you can observe how important teamwork is as well as the methods to increase the success of your team. Another advantage of voluntary work is the new people you meet and the new friendships you establish. You are in bi-directional development; I think this is the best aspect of voluntary work.

I will definitely continue to take part in voluntary projects both as a participant and a project leader. Voluntary projects allow you to fulfill your duties to the community as a corporate citizen, while contributing significantly to your personal development. Moreover the pleasure and self-confidence you gain when your project becomes successful increases your motivation by inspiring you to carry out much larger projects in the future.



Selin İşcen
Research and Development Analytics Specialist
Bilim Pharmaceuticals

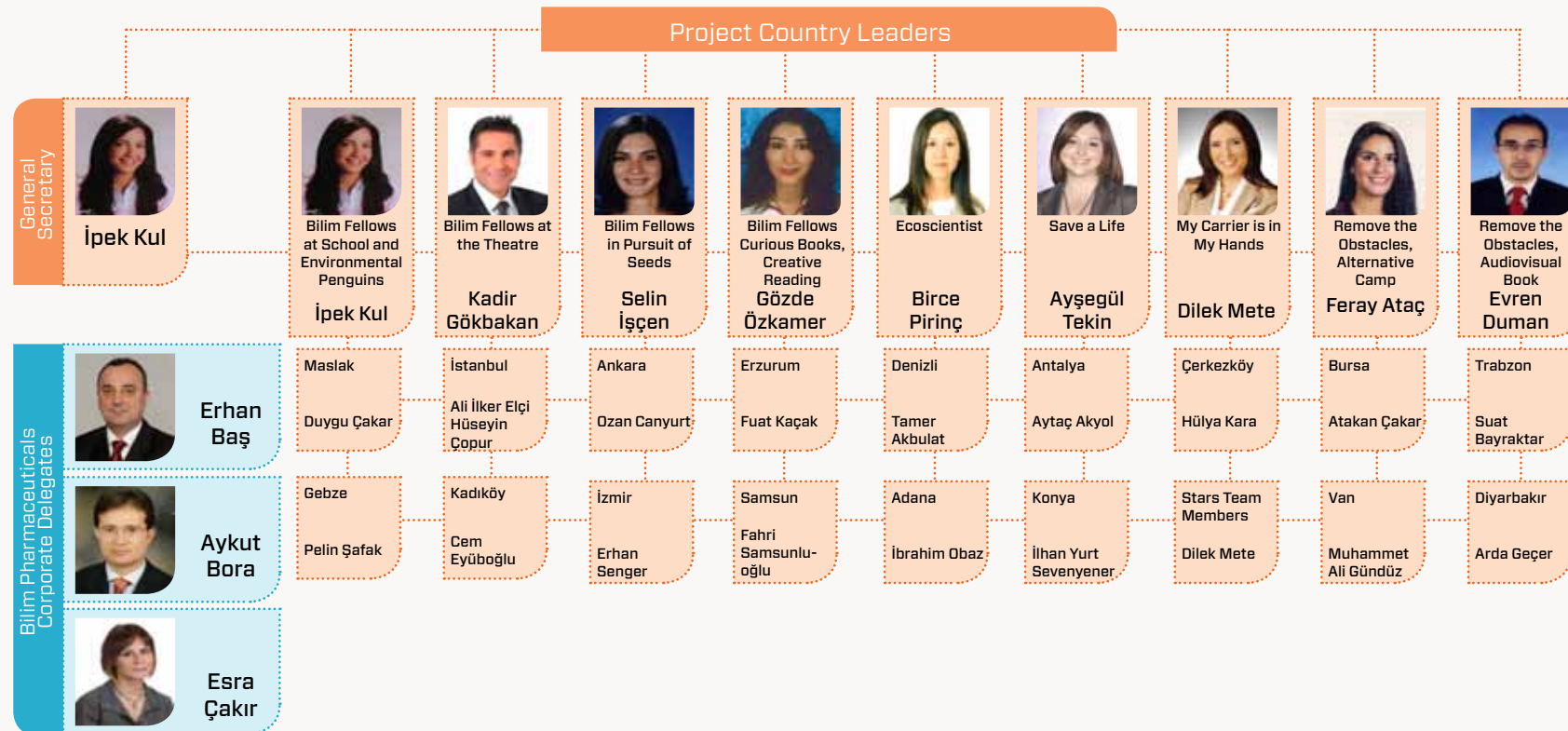
I joined Bilim Pharmaceuticals Society Volunteers (BITG) in 2009 when I also started working for Bilim Pharmaceuticals. I found out about BITG's work through e-mails and presentations delivered in awareness meetings. I noticed that various projects were run simultaneously and volunteered for BITG to become a part of the solution.

So far, I have participated in the "Seeds to Saplings, Saplings to Trees," and "Curious Books" projects. In the Curious Books project, in particular, I was most touched when I had the chance to communicate with children in the elementary schools we visited, where we saw our success in trying to pass on the love of reading.

Becoming a BITG volunteer made a very effective contribution to me, in the sense that I have had the opportunity to discover and apply my personal skills. I also added to my personal development through creativity, teamwork and self-confidence. Utilising the experience from this project and harmonising my personal interests with my hobbies, I recommended an original new project; the "Pursuing the Seed" project, which received approval from upper management, and we started working on the establishment of the project with a large team, to bring the project into action in 2012. Afterwards, I would like to participate in new or ongoing projects and to contribute what I can to the BITG platform.

I recommend volunteerism to all, both from within or outside the company. I think it is very important for individuals to contribute to people other than just themselves. We damage the earth that we live on, and hurt the people around us without thinking about the future. We should start positively contributing to our environment when we have the chance.

Bilim Pharmaceuticals Community Volunteers Organization Scheme



PROJECTS AND TEAMWORK

Through collaborative projects and teamwork, we make sure that our employees develop their jobs and achieve knowledge and experience in various areas. According to our project and teamwork system, our talents manage their projects within a team structure that comprises of the following boards and teams:

- Boards
- Project Teams (PT)
- Routine Improvement Teams (RIT)
- Critic Process Teams (CPT)
- Process Improvement Teams (PIT)
- Quality Improvement Teams (QIT)
- Quality Circles (QC)

BI'L LEADERSHIP MODEL

We think that leadership is the responsibility of all of us for sustainable success and a stronger company.

“Leadership is in our spirit.”

It has become impossible for companies to reach sustainable success without a strong leadership strategy. In order to reach our vision by realizing our mission, we attach great importance to the maximum use of our leadership capability.

We have implemented the Bilim Pharmaceuticals Leadership Model (BI'L Model) for a stronger leadership strategy and to make sure that all of our leaders act with a common leadership understanding and approach. It is our leaders' primary target to discover, improve and gain the loyalty

of talents. In order for our leaders to internalize Talent Management, we apply internationally recognized leadership development programs in our company and monitor the performance of our leaders in this area.

The BI'L Leadership Model is based on the Leadership Manifesto that is produced in the workshops, in which employees from all levels participate. This manifesto is signed and promised by all of our managers. In the BI'L model, different development programs are prepared for each of our employees.

Within the framework of the Leadership Development Program, we improve the leadership skills of employees from all levels, while we inspire our managers' leadership potential at the Leadership Summits that are organized every year.

ATTRACTING THE TALENT

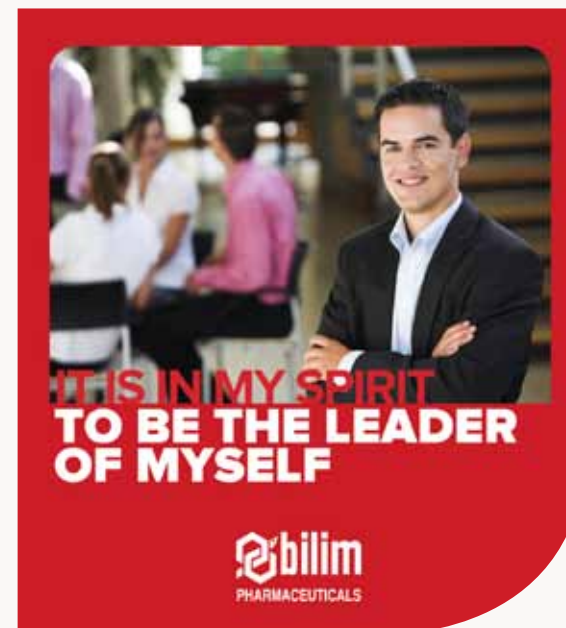
Enriched with our personal values, our corporate values have made Bilim Pharmaceuticals one of the fastest growing and most preferred companies in the Turkish pharmaceutical industry today.

It is “our employees” who have always crowned our belief to be a “good company” not only in our sector but among all companies from all sectors, as well as our passion for change, our achievements, and our policies and processes that aim at people’s happiness.

“We believe that being a good company is more important than making money.”

We always believed that a management approach that is based on our basic principles and values, human-oriented corporate management approach, reputation management, policies and feeling of corporate responsibility will make competition more meaningful.

As a company 100% owned by Turkish capital, we have been enriching our experience each passing year, turning our attention to Europe in 1998 when we began to apply for the EFQM Excellence Model. We will carry Bilim Pharmaceuticals forward, based on a corporate framework backed by its wealth of experience.



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.

Within the scope of the strategy of “Raising Employees’ Participation” and in order to protect our employees’ private-business life balance and to cover their communication needs, communication and participation plans are prepared every year and all internal communication practices are implemented as per these 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

BOARDS AND WORKING TEAMS

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.

In 2011, our 330 employees participated in boards.

Number of employees participating to the Boards									
2007		2008		2009		2010		2011	
Target	Achieved	Target	Achieved	Target	Achieved	Target	Achieved	Target	Achieved
50	55	80	92	95	100	120	141	125	330

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.

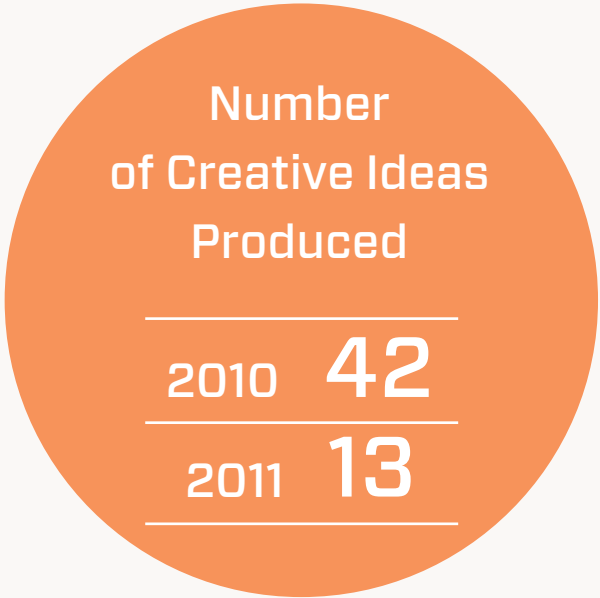
Blue Collar Communication Board	It is a board that meets every quarter, where communication related matters of in-house blue-collar employees are discussed.
Targets of the Blue Collar Communication Board	<ul style="list-style-type: none">• To increase the speed of information access by our blue-collar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



CREATIVE IDEA PLATFORM

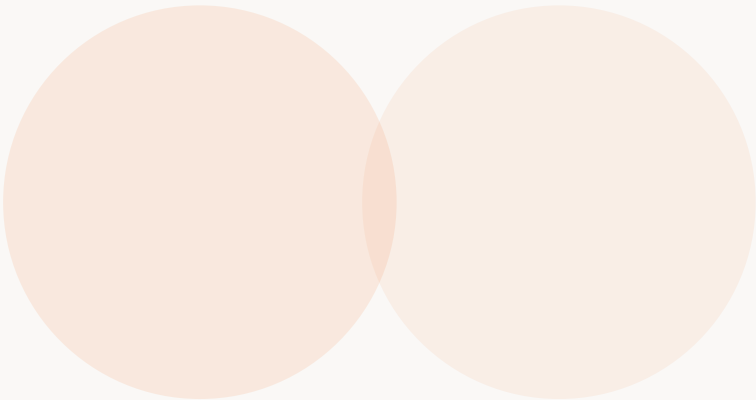
The Creative Idea Platform is a platform which was set up to generate ideas and encourage rising levels of values and performances through continuous and systematic innovation by making use of our employees’ creativity in order to design new or improved products, services, processes and social interactions. 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.

In 2011, as per the efforts to revise Bilim Pharmaceuticals’ website, a “Creative Idea Platform” was established on the website as an online function that allows all of our stakeholders to share their creative ideas. This way, the creative ideas of not only our employees but all of our stakeholders are supported and evaluated.



OPEN-DOOR MEETINGS

These represent a communication medium that provides one-to-one communication between the top management and employees, and it allows employees to transparently share 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 appointments. 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 development,
- quality improvement,
- cost-efficiency,
- improvement of the working environment,
- increasing customer satisfaction,
- occupational health and safety and
- social development and environmental impacts

The suggestion system also aims to evaluate and implement, if deemed appropriate, the suggestions based on objective criteria and thus, to provide further participation of our employees and to permanently increase the number of our company’s achievements. Owners of the suggestions that are deemed appropriate and put into practice are rewarded parallel to the benefit achieved through what is suggested and announced to all other employees throughout our organization.

The suggestion system also aims to evaluate and implement, if deemed appropriate, the suggestions based on objective criteria.

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

Number of Suggestions Made as per the Personal Suggestion System	
2006	442
2007	217
2008	136
2009	483
2010	738
2011	549

INTERNAL COMMUNICATION
ACTIVITIES

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.

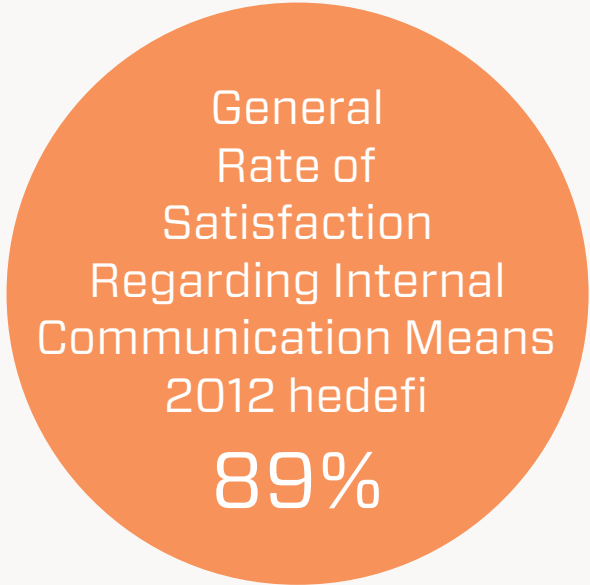
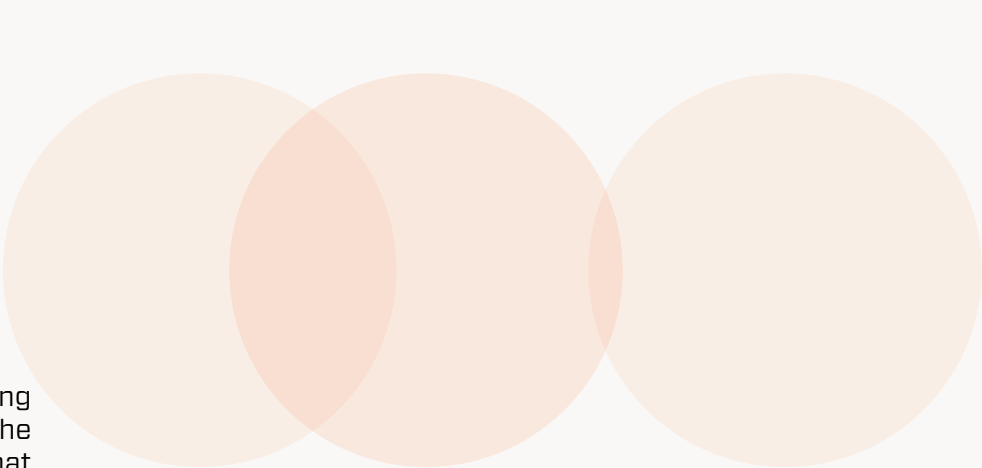
In line with our strategy of “increasing communication among employees”, the most important feedback resources that we use to identify communication needs and expectations are the Employee Satisfaction Survey (point of contact), Communication Survey and Focus Group studies.

Through communication surveys, the effectiveness of existing communication means and expectations regarding new communication means are questioned-Focus group studies are conducted in coordination between Corporate Communication Department and Human Resources Department in order to to evaluate employees from various departments on their communications means and methods in detail.

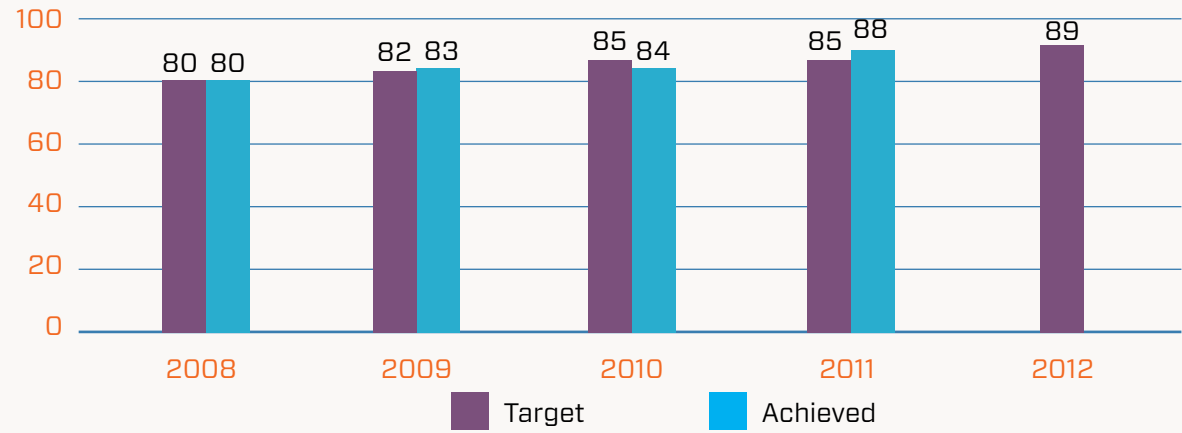
Moreover, various benchmarking studies are carried out. By comparing in-house communication efforts of various organizations, we learn new practices, which are discussed at the Corporate Communication Board.

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

Our employees are informed about significant operational changes. In case of procedural changes, people affected receive trainings and new procedures are distributed to all people concerned. Announcements with effective dates are made when organizational and positional changes occur.



General Rate of Satisfaction Regarding Internal Communication Means (%)



	2008	2009	2010	2011	2012
Achieved	80	82	85	88.16	
Target	80	83	84	85	89

Number of participants:

2008: 486 White-Collar Employees + 153 Blue-Collar Employees = 639

2009: 552 White-Collar Employees + 157 Blue-Collar Employees = 709

2010: 761 White-Collar Employees + 53 Blue-Collar Employees = 814

2011: 552 White-Collar Employees + 136 Blue-Collar Employees = 688 people

THE CORPORATE COMMUNICATION BOARD:

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.

CORPORATE COMMUNICATION POLICY

- We consider communication as the most important factor supporting our participative management approach. We are engaged in regular and bi-directional 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, ease of understanding, sustainability and accountability.
- We present our company's vision, mission, values, policies and strategies first for the understanding of our employees then our other stakeholders. We support activities that aim to internalise 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 transparently share 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, 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 the latest technologies to ensure that our employees have easy access to information and take any measures that would ensure the effectiveness of our communication.

- We establish sustainable and transparent relationships with the corporations 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 the feedback from our customers. 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 strive to ensure that media members receive the right information from the source and at the right time.

**'COMMUNICATION SURVEY':
VOICE OF BILIM PHARMACEUTICALS
EMPLOYEES**



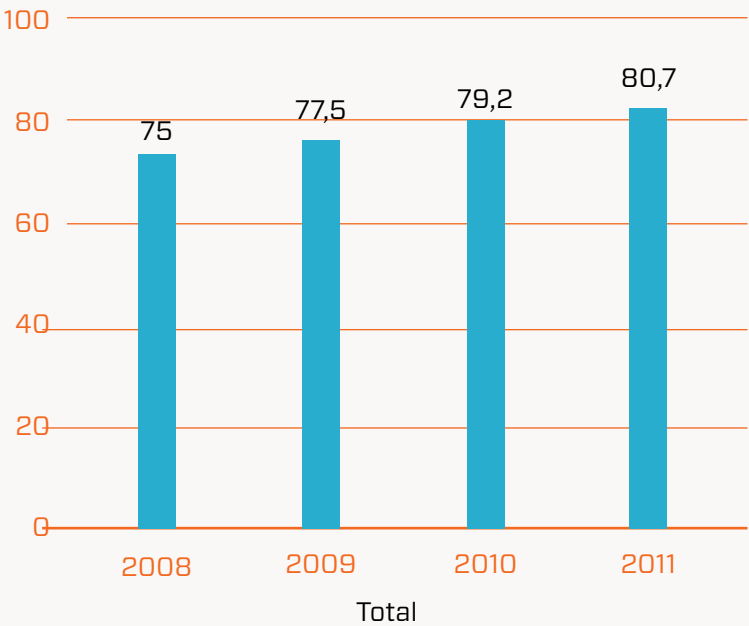
We invite you to answer the 'communication survey', which was prepared to question the effectiveness of our existing communication means and to determine employees' expectations...
The valuable opinions that you will share with us through the survey will direct our communication activities.
We know that we can reach excellence only through your opinions.

Excellence starts with communication...

**Deadline:
Wednesday
April 11th**



Results of the employee satisfaction survey





Aylin Korkmaz
HR Specialist
Bilim Pharmaceuticals

- Social responsibility projects

I think that employee satisfaction has continued to increase since 1999. I relate this to the fact that the staff is involved in corporate implementations.

- Establishment of consultative units,
- Universalisation of private health care,
- Extension of private health care coverage to include family members,
- Activity groups,
- Open-door meetings,

These implementations are among those that I find successful in the company. My family also participates in and appreciates the success of the Bilim Family and Bilim Children World projects, and I see that these projects are enhancing the sense of belonging as well as representing a source of happiness.

Legal actions on overtime, harassment or discrimination

	2006	2007	2008	2009	2010	2011
Lawsuits	0	2	1	1	1	3
Overtime	0	2	1	1	1	3
Others	0	0	0	0	0	0

No complaints were submitted to our Ethics Boards with respect to any violation of Human Rights in our offices or facilities.



Ezgi Ersul
Regulatory Affairs
Specialist
Bilim Pharmaceuticals

Employee satisfaction in our company increases consistently each year. Bilim Pharmaceuticals enables this with the participation of its entire staff in highly energetic projects that make a difference. With the Bilim Family project, we participate in events where we can spend time with our spouse and children, and we make preparations for special occasions. The Bilim Pharmaceuticals Social Activity Group (SOSAK) enables us to follow the works of theatre, and we spend time socialising with our co-workers throughout the year with activities such as bowling, backgammon and pool. We log on to Bilimk@mpüs on any given moment of any day and receive training online. Support is given through cooperation with important universities in master's and doctorate degrees. Bilim Pharmaceuticals Societal Volunteers (BITG) enables us to get involved in social responsibility projects. I believe that the two awards that we received this year in addition to the EFQM are parallel to the level of employee satisfaction. There is a vast,

motivated and loyal team behind the success of so many awards. In recent years, almost every company has started participating in social responsibility projects. The days when only associations took part in projects are now in the past. Companies execute many projects on a very large scale. The social responsibility projects undertaken by the Bilim Pharmaceuticals Societal Volunteers and the Star Team are developed by the staff. This proves to be very useful when it comes to staff forming their own teams and is therefore highly satisfying with regard to bringing social responsibility to reality. Being part of a project and even leading the team is a very useful contribution to personal development. In my opinion, social responsibility projects established through the opportunity of being the leader of your own project at Bilim Pharmaceuticals, and the training sessions that we can access online through Bilimk@mpüs are very important in achieving employee satisfaction.

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 the 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. Risks with higher degree are evaluated at the OHS Board. The business plan is administered and executed within the scope of the annual 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.

In 2011, the ergonomics management program was launched in order to reduce the illness rate. The first step of the program was completed by conducting an ergonomics survey. According to the results of the survey, the decision was tak-

en to continue the ergonomics management project in 2012 through business analysis, training and the preparation of the activity plan for areas that are open to improvement.

Regular check-ups and tests are still performed on all employees within the framework of the "workplace medical observation procedures".



Ismail Yazan
Gebze Industrial
Estate
(GOSB) Fire
Department and
Administrative
Support Manager

Since Bilim Pharmaceuticals is located within the GOSB, we often provide them with fire fighting training. As their aim is to train all staff in fire fighting and to keep this information up-to-date, we organise training sessions for their employees at regular intervals. We also share our thoughts and recommendations in the fields of labour safety and related risk assessment when they require support in evaluating risk. Bilim Pharmaceuticals is especially sensitive in the area of emergency management. We work together in their annual emergency management drills. They always seek to increase participation in their work to establish full labour safety. They act sensitively in training matters. We were very pleased to see that they have gained possession of the emergency crew gear that we had recommended. We see that the establishment actively pursues vigorous research to prevent mishaps that may be experienced in its operations. This is evaluated by our staff as the importance that Bilim Pharmaceuticals attaches to health and safety at work.

Bilim Pharmaceuticals is a company able to contribute to the environment and society. Their premises within the GOSB are designed to minimise its environmental effects. They are also a company that actively participates in the work within the industrial estate. It is an establishment that is a source of motivation for individuals through remembrance and reminders. They provide psychological support to individuals and society at large by sending greetings on national holidays. Any accidental environmental negligence is dealt with immediately. For example, a sprinkler in their summertime irrigation system that was accidentally sprinkling water onto the road was fixed at once. We don't see such constructive behaviour in other companies operating in our country. Even this small example enables us as outsiders to develop a positive perception in terms of the difference that Bilim Pharmaceuticals makes. Another plus in my book is the fact that no litter can be seen near the entrances and that it was neat and tidy.

THE OHS BOARD AND OHS STUDY TEAM

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. Their job is 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 evaluate OHS bulletins, to participate in internal inspection activities, and to plan and execute activities for areas open to development.

OCCUPATIONAL HEALTH AND SAFETY POLICY

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

We ensure that activities executed in our company comply with the current GMP (Good Manufacturing Practices) standards and the Ministry of Health's laws and regulations, as well as 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 that are 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 and continually improves it through with revisions and periodically defined targets, whereas we are committed to prevent job-related injuries and illnesses.

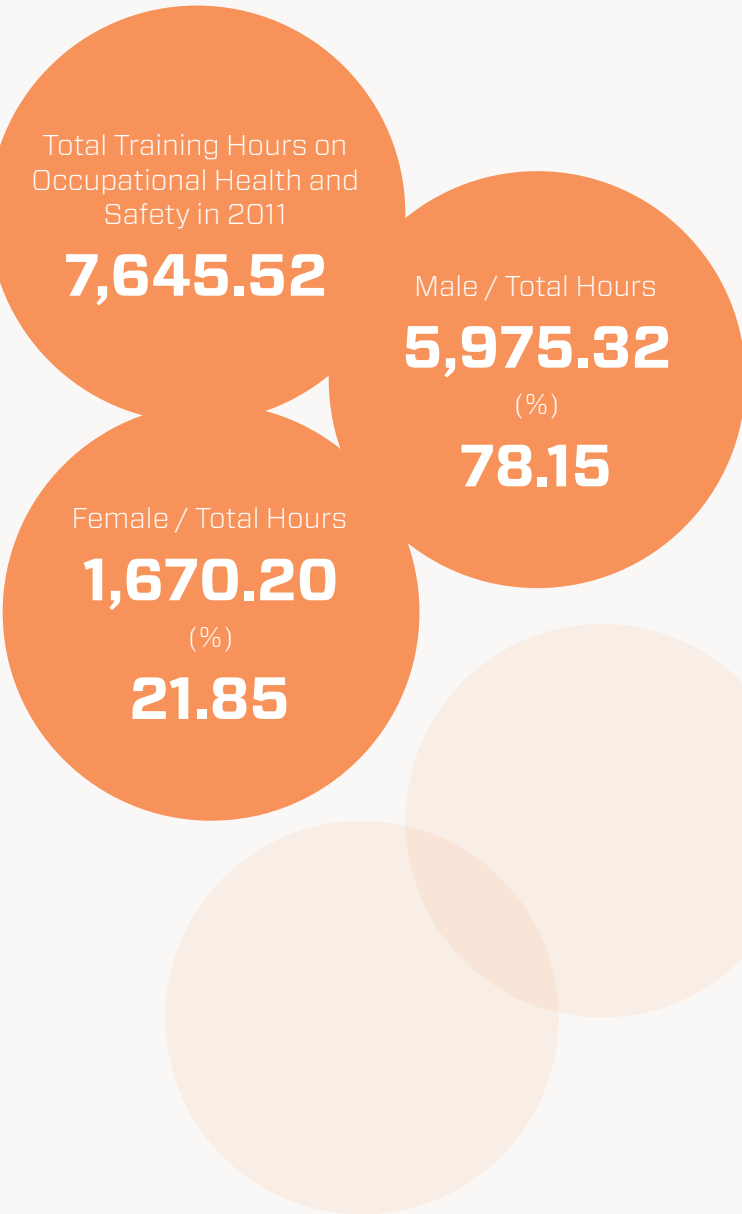
OHS TARGETS FOR GEBZE PROCESSING FACILITY IN 2012

The following Occupational Health and Safety targets were determined at Bilim Pharmaceuticals' Gebze Processing Facility for the year 2012 in line with the company's OHS policy:

- to reduce the weight rate of job-related accidents to 0.06%;
- to carry out a total of 5,200 Medical Screenings;
- to reduce the absence rate to 0.5%;
- to reduce the illness rate to 0.5%;
- to provide all employees with online training on "Safe Driving Techniques";
- to set up an Ergonomics Management Program and to inform all employees about the program;
- to ensure that our employees take preventive measures in emergencies and to perform emergency drills for at least twice a year within the scope of the legislation;
- to raise the number of employees who receive first aid certification to 70%;
- to provide at least 4 hours of training per employee to the employees of our company and sub-contractors to acquaint themselves with our Occupational Health and Safety Management System; and
- to make sure that OHS improvement activities are completed in a timely manner and at a rate of 100%.

OHS TRAINING

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, behaviour-oriented safety management, personal protection, intervention in emergency, protection against explosions, etc.



Training topics on OHS (as of 2011)

1	Working with Equipment Having a Screen
2	Health and Safety in Manual Handling Work
3	Occupational Diseases and their Reasons
4	Ergonomics
5	Impacts of Noise on Health
6	Emergency Patient Transfer Systematic
7	Monitoring of Health Conditions in the Workplace
8	Waste Management
9	Evaluation of Environmental Impacts
10	Risk Evaluation
11	Training on Environment-Related Legislation
12	Instructions for Checking Chemical Spillage and Leakage
13	Work Permits
14	Training for Safe Use of Forklifts
15	Occupational Health and Safety Regulation
16	Hygiene and Order
17	Firefighting
18	Physical – Chemical – Biological Risks
19	Personal Protection Equipment
20	Occupational Safety Warning Signs
21	Occupational Stress Management
22	Safe Driving Techniques
23	Protection of Eye Health
24	Personal Protection Equipment

OUR EFFORTS IN 2011 WITHIN THE SCOPE OF OCCUPATIONAL HEALTH AND SAFETY:

- We provided training on occupational safety for 4.94 hours per employee which was higher than the target (4 hours per employee).
- We provided training on occupational safety to field employees at the meeting held at the end of the marketing period.
- We provided training on safe driving techniques, first aid and office ergonomics over the Bilim K@mpüs and ensured that all employees participated in these programs.
- Our workplace psychologist provided training on “business stress” to the members of the OHS (Occupational Health and Safety) Board. The training is now open to all employees.
- In cooperation with the Dünya Göz hospital, we held information seminars on eye health for employees.
- In cooperation with 3M, our supplier of personal protection equipment, we held seminars on the use and the importance of personal protection equipment for all employees working in our Gebze and Çerkezköy processing facilities.
- Our workplace physician distributed informative brochures on “Flu and protection against flu” to all employees against flu risk in the winter months. The brochure contained answers to questions such as *what is flu, how does it infect the body, and what are the methods for protection against flu.*



- 28 April has been announced as the World Day for Safety and Health at Work by ILO. We have been realizing Motto Competition among our employees for 4 years to celebrate this day. The winners of the 4th Safety at Work Motto Competition can be seen below:



JOB-RELATED ACCIDENTS AND EFFORTS TO PREVENT ACCIDENTS

Weight rate of job-related accidents

At Bilim Pharmaceuticals, the basic performance of applications related to occupational health and safety is evaluated through the KOA (Accident Weight Rate) performance indicator. While the weight rate of job-related injuries covers accidents which result in the loss of more than three working days, it indicates how many hours were lost in correlation to every 100 hours of actual working time during a calendar year.

When any job-related accident occurs, we notify and report the accident and keep related statistics in accordance with the “Procedure for Occupational Health, Safety and Environment Related Notices”.

The average weight rate of job-related accidents

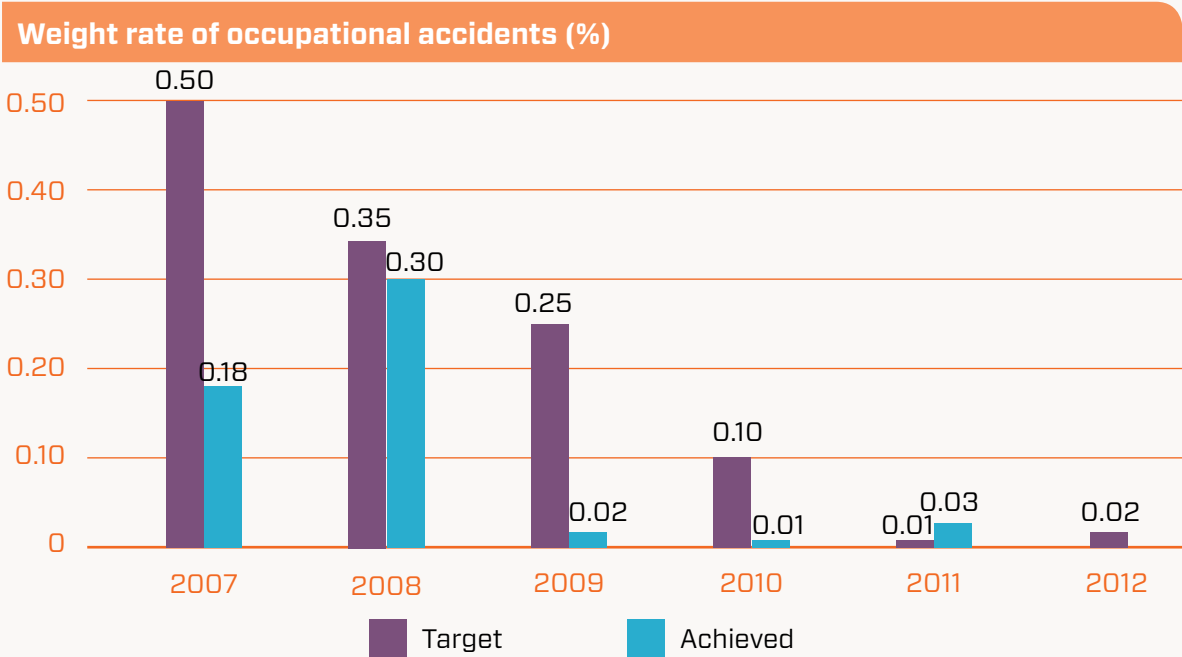
in 2011

was realized as

0.03.

Weight rate of occupational accidents 2012 tarfet

0.02%



Performance Indicators	Sor.	2007		2008		2009		2010		2011		2012
		T	A	T	A	T	A	T	A	T	A	T
Weight rate of occupational accidents (%)		0.50	0.18	0.35	0.30	0.25	0.02	0.10	0.01	0.01	0.03	0.02
Gebze	PD-ID	-	-	0.35	0.03	0.25	0.05	0.10	0.05	0.01	0.09	0.06
Çerkezköy		0.50	0.03	0.35	0.00	0.25	0.09	0.10	0.00	0.01	0.04	0.04
Ayazağa and Regional Offices		0.50	0.21	0.35	0.37	0.25	0.01	0.10	0.00	0.01	0.00	0.01

The weight rate of occupational accidents covers accidents that necessitate first aid. Calculations are made based on calendar days (which include weekends).

The calculation of the weight rate of occupational accidents covers accidents that take place in sub-contractors. As the primary employer, Bilim Pharmaceuticals is responsible for the occupational safety of sub-contractors. The company provides necessary training on occupational safety to sub-contractors before they begin working. Moreover, sub-contractors are audited at specific intervals for compliance with occupational safety rules. No job accident involving death occurred in our sub-contractors in 2011.

The OHS procedures, instructions and action plans have been formulated with the goal of keeping 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 scanning 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 scanning includes scanning procedures that are compulsory by law and carried out under the supervision and instruction of our office doctor, as well as 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.

The illness rate includes maternity leave. For this reason, the illness rate of our female employees appears higher.

There is no one in our company with an occupational illness.

	TOTAL WORKING HOURS (YEARLY)	TOTAL NUMBER OF HOURS MISSED BY THE WORKFORCE	RATIO OF TOTAL NUMBER OF HOURS MISSED
YEAR AVERAGE	429,331	5,498	1.28%

Illness rates						
	2006	2007	2008	2009	2010	2011
Illness	0.41%	0.45%	0.57%	0.77%	0.78%	0.75%
Male	0.26%	0.20%	0.32%	0.37%	0.43%	0.49%
Female	1.61%	1.60%	1.61%	2.41%	2.33%	1.87%

Illness rates 2011 Target 0.50% Achieved 0.75%

Absence rates (by year)						
	2006	2007	2008	2009	2010	2011
Absence	0.50%	0.55%	0.53%	0.63%	0.73%	0.59%
Male	0.42%	0.35%	0.30%	0.42%	0.37%	0.41%
Female	1.87%	2.78%	1.71%	1.43%	2.31%	1.34%

Absence rates (by year) 2011 Target 0.50% Achieved 0.59%

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, has received ISO 9001 Quality, ISO 14001 Environment and OHSAS 18001 Occupational Health and Safety Management Standards certifica-

tion. We are fully complying with all regulations related to work and labour practices. There is no incidence of any violation case at our company.

Our company is not a member of any union and we do not engage in any union-related activities, while no non-compliance with Audit Standards was experienced in our company in 2011 within the framework of the Law, Legislation and Regulations.

PRODUCT RESPONSIBILITY

Within the framework of our sustainability policy, we do not perform or execute any action, which we cannot be accountable for. The priority of our product responsibility policy is patient safety.



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. The 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 Practice) quality management standards, an issue which is set forth in legislations as per regulations. GMP regulations and the quality system are not only confined to production processes, but all processes from purchase to delivery, which affect product and production quality.

Following the certification process, we evaluate to what extent our products, are effective and reliable and whether they are easy-to-apply; we pay attention to the feedback we receive and make improve-

ments, if 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 with the pre-certification period only; we monitor it even after we release these products to the market and make necessary improvements, developments 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 concern-

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.

ing the safety, quality or performance of our products. As for our policies, as well as the law and regulations, we monitor all feedbacks related to the quality, safety and effectiveness of our products and notify respective authorities, if necessary.

In the event of feedback concerning the product quality, we perform required analyses and evaluations, respond immediately and make necessary improvements after obtaining legally required permits.

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

Since 2011, all of our customers’ feedbacks – including all complaints with respect to the adverse effects of our products - which are adapted within the framework of pharmacovigilance are accepted through our web-based platform and jointly monitored by our Quality Assurance and Pharmacovigilance departments.

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 the field under the management of our Marketing Department.

The safety of our medicinal 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.

With in-house training, we inform personnel at each level, particularly our employees in the marketing headquarters and in the 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 evaluation and receive additional information if necessary from the person / people who submit the feedback. They then 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 medicinal products intended for human use to the Turkish market, licensing procedures must first 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. We also follow 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 the 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 throughout 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.

Drug Monitoring System

It is a system that aims to stop counterfeit products by ensuring traceability at every point of the entire supply chain from production to the delivery of drugs to patients.

Bilim Pharmaceuticals experiences the privilege of being one of the several companies in Turkey that are able to operate the Drug Monitoring System and the SAP (ERP) system in full integration, as well as making use of the latest technologies that ensure full automation between systems in all processes from production lines to the storage of products, from product ordering by customers to the notification of production/sale to the Ministry of Health.

Thanks to this technology, Bilim Pharmaceuticals, besides fulfilling the provisions set forth in countries’ regulations, performs production at global standards and is deemed as an example to best practices at the international level in terms of DMS (Drug Monitoring System), which would gain popularity among all countries in the world in the future.

Number of Drugs Recalled from the Market

In 2011, three series of the product entitled “Antepsin Süspansiyon” were recalled from the market upon the Ministry of Health’s request and eighteen series were voluntarily recalled as the product has lost its suspension feature. The recall of Antepsin Süspansiyon in 2011 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); 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.

A fine of a total of TL 25,565.45 was imposed because of the drugs recalled in 2011.

OUR CUSTOMERS

Customer satisfaction

Corporations that have reached excellence have the ability to create extraordinary results and to maintain them. Among all stakeholders, it is the customer who will finally evaluate the quality of the products and services. The best way of ensuring customer loyalty, retaining customers and achieving market share is to clearly focus on the requirements of existing and potential customers.

In the EFQM Excellence Model, the following question is asked in the category of “Results Regarding Customers”: “what results does the company achieve regarding its external customers?”

According to the EFQM Excellence Model, it is the customer who will finally evaluate the quality of the products and services.

The best way of ensuring customer loyalty, retaining customers and achieving market share is to clearly focus on the requirements of existing and potential customers.

According to the model, it is necessary to make use of various research techniques and measurements in order to learn external customers’ opinions regarding their perceptions about the company.

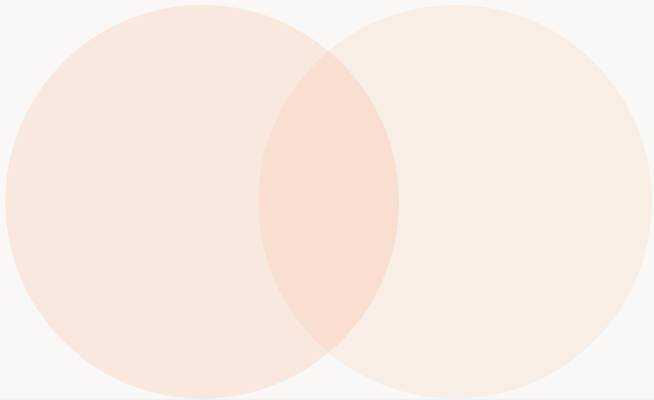
An important instrument we use to learn about the expectations and perceptions of our customers is the Customer Satisfaction Survey (CSS). We have initiated the CSS with doctors in 2001 and have been applying it to pharmacies and pharmaceutical warehouses since 2004.

The questionnaire forms used in this survey are prepared in accordance with the EFQM Model of Excellency, together with the employees of the Marketing Directorate and the support of the consulting firm. We review the questions on the survey in every survey period and update them in light of the current demands and expectations of our customers.

In accordance with the above mentioned, Bilim Pharmaceuticals Customer Satisfaction survey aims to:

- search for answers about how much the corporation satisfies its customers;
- identify strong sides and sides that are open to improvement; and
- establish a basis for improvement activities to be carried out in the future.

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’ suggestions and needs through the aid of a series of open-ended questions. We use the “GAP Analysis” in analysing the measurements and results of the level of satisfaction.



Professor
Mete Çek, M.D.
Thrace University
Medical School
Department of
Urology

As a doctor specialising in a branch of surgery, I not only attempt surgical procedures to cure patients, but also support surgical initiatives by seeking pharmaceutical solutions that take a surgical operation out of the equation. In this context, I think that Bilim Pharmaceuticals, as a domestic producer, has an important and valuable position in terms of producing according to international standards, following ethical values in its presentation of its products and providing scientific support to doctors.

I am also aware of the contributions of Bilim Pharmaceuticals’ activities for the good of society and environment through their web pages and their representatives working in our department. From this perspective, the fact that they are open to creative ideas and voluntarily take part in projects across the country is a very impressive example. Further examples could include special arrangements in their production facilities, the use of recycled products in their promotional material and packaging for the purposes of preserving the ecologic balance. Producers across all industries must take these efforts by example and clarify their aim of preserving the environment and advancing society, thus bringing great gains to our country.



Erhan Sezer
Sezer Pharmacy,
Samsun

Bilim Pharmaceuticals is a best-fit for the definition of strong domestic company. They sensitively examine the problems of the pharmacist within the sector, and employ an empathetic approach while maintaining an effective and considerate behaviour. Bilim Pharmaceuticals works with a team which has the capacity to make its products the primary brand in its region, including generic products. The awards that the company has won give confidence to the doctors and pharmacists in the sector. In turn, we have the comfort in reflecting this confidence to our patients. Satisfactory responses are given to the requests of the pharmacists even when the sector goes through difficult periods.

What impresses me most about the company is that it takes on social responsibilities across all of its areas of operation, not limited to its sector. As a result of its employees’ devoted efforts, theatrical activities have been opened to the people of Samsun with the donation of one book per viewer, leading to the contribution of two whole libraries to the city. I really wanted to actively participate in this project, but I was too late. Although I was not directly involved, I watched it with great pleasure.

Among domestic pharmaceutical producers, companies such as Bilim Pharmaceuticals that have firm principles in providing people with quality service not only bring gains for pharmacists like ourselves, but also for Turkey.



Rabia
Çam
Sales
Manager

I began working with Bilim Pharmaceuticals within the structure of Istkoop in September 2010. Since I joined Istkoop, Bilim Pharmaceuticals has been one of the best companies in terms of the cooperation between the pharmaceutical depot and the producer company. I have noticed how the company is making its way up through the pharmaceutical sector thanks to the effective planning and sustainability underpinning its sales policy.

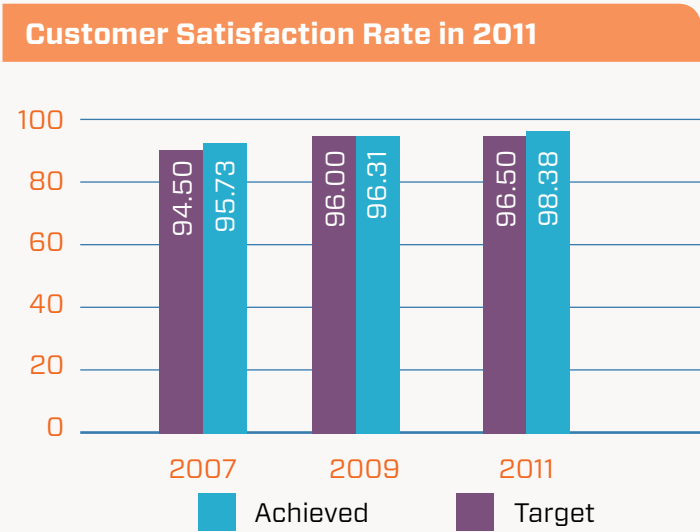
In these times when the sector's profitability is declining and management fees are on the rise, Bilim Pharmaceuticals is an ideal partner for Istkoop and pharmacists in terms of its high first grade product portfolio. In addition, considering that our institution is the economic organisation of the pharmacist occupation, this profitability is reflected to the pharmacist, and the company takes the lead in creating change in the sector as well as the decisions that it makes in favour of the pharmacist. It is a company possessing a high focus on creating solutions with its positive approach in its cooperation with Istkoop and our partners. It is a company that keeps its word to Istkoop and the pharmacist, with a trustworthy and ethical reputation in the industry.

The survey held in 2011 was responded by:

5,945 doctors

2,723 pharmacists

213 pharmaceutical warehouses



	2007	2009	2011
Achieved	95.73	96.31	98.38
Target	94.50	96.00	96.50

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 applicers), 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 be 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 fully comply with regulations and voluntary codes concerning product and service information and labelling. There is no incidence of non-compliance.

Marketing Communications and Ethics

Each newly hired employee receives training on 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-regulating mechanism to establish itself 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 training (pharmacovigilance training) 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. We fully comply with regulations and voluntary codes concerning the marketing of our products and services. There is no incidence of non-compliance.

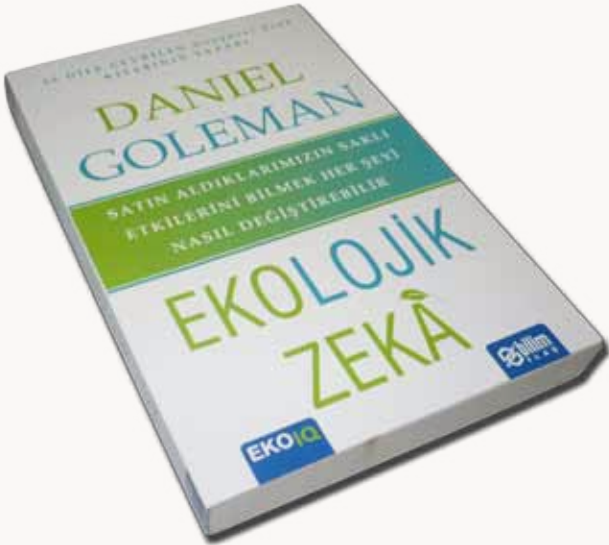
ABOUT THE COMMUNIQUE ON THE PROMOTION ACTIVITIES FOR MEDICINAL DRUGS FOR HUMAN USE

Prepared with the purpose of determining the rules concerning promotion activities aiming to ensure proper use of medicinal drugs, the "Communique on the Promotion Activities for Medicinal Drugs for Human Use" was published on August 26th, 2011 and most of the provisions set forth in the communique took effect on December 31st, 2011.

OUR EFFORTS AIMED AT OPINION LEADERS

Our marketing department is responsible for the promotion of our company's products to 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 communication with the doctors, who have the qualification to be opinions leaders. Re-



gional 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 adopted the principles of "communicating messages on sustainability to opinion leaders" through our regional managers and applied it with success.

Under the guidance of the Sustainability Board, the following practices were conducted in 2011 regarding our opinion leaders:

- Sharing of our Corporate Responsibility Report
- WWF Turkey membership
- Sharing of the monthly issues of the magazine entitled EKO IQ
- Opinion Leader Events
- Giving away the book entitled "Ekolojik Zeka" (Ecological Intelligence) and Al Gore's book entitled "Our Choice", and soap by the Foundation for the Support of Women's Work, etc.
- An agenda entitled "Yeşil Yolculuk" (Green Journey) was prepared for our customers. Environmental protection is tended to in each day of the agenda which can be done that day. Moreover, special days on sustainability and information on sustainability-related NGOs were shared with customers.

Project	Date of implementation
Book entitled "İstanbul Hakkında Her Şey" (Everything About Istanbul)	2010
Book entitled "Ekolojik Zeka" (Ecological Intelligence)	2010
Mardin Soaps by the Foundation for the Support of Women's Work	2010
Polyphonic Folkloric Songs CD	2010
Subscription to the magazine, EKO IQ	2010-2011
Al Gore's book entitled "Our Choice"	2011
CD Catalogue Set entitled "Sahnede Bir Ömür" (A Life on Stage)	2011
Book entitled "UNESCO World Heritage Anatolia"	2011
Classical music archive	2011
Book entitled "Yok Olmadan Önce Görülmesi Gereken 100 Yer" (100 Places to Remember Before They Disappear)	2011
Green Journey Agenda	2012

The above listed materials were delivered to opinion leaders by our Regional Directors.

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. No incidence of violence of customer privacy is reported.

There are 4 factors as the source for complaints.

Accordingly, 41% of complaints take its source from people, 10% from machinery and equipment, 33% from materials and 16% from methods.

Customer complaints ratio					
Performance Indicators	Number of Complaints	Number of Boxes Sold	Targeted Ratio (2011) (in a million)	Achieved Ratio (2011) (in a million)	Targeted Ratio (2012) (in a million)
Ratio of Customer Complaints in the Domestic Market (in a million) (Gebze)	52	94,739,153	0.75	0.55	0.7
Ratio of Customer Complaints in the Domestic Market (in a million) (Çerkezköy)	4	24,674,780	0.27	0.16	0.25
Ratio of Customer Complaints in Foreign Markets (in a million) (Gebze)	4	12,144,313	0.75	0.33	0.65
Ratio of Customer Complaints in Foreign Markets (in a million) (Çerkezköy)	5	8,646,966	1.3	0.58	0.5

The customer complaints ratio is the number of customer complaints accepted by the company in a year to the total number of boxes sold in the same year. This ratio is expressed in terms of in a million.

Ratio of resolved customer complaints* (%)				
Performance Indicator	Number of Complaints	Targeted Ratio (2011) (in a million)	Achieved Ratio (2011) (in a million)	Targeted Ratio (2012) (in a million)
Ratio of Resolved Customer Complaints in the Domestic Market (in a million) (Gebze)	52	97	100	98
Ratio of Resolved Customer Complaints in the Domestic Market (in a million) (Çerkezköy)	4	97	100	98
Ratio of Resolved Customer Complaints in Foreign Markets (in a million) (Gebze)	4	100	100	100
Ratio of Resolved Customer Complaints in Foreign Markets (in a million) (Çerkezköy)	5	100	100	100

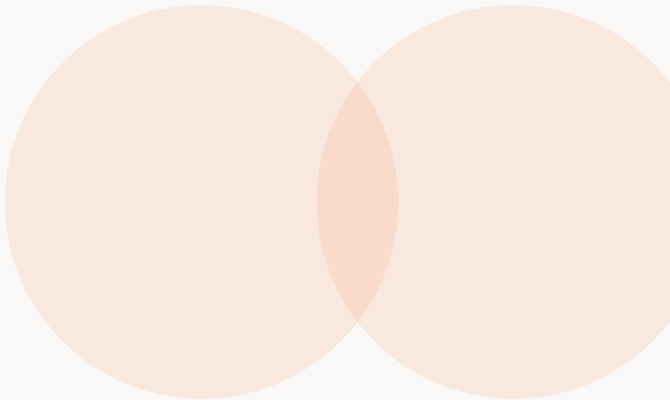
*The ratio of resolved customer complaints indicates the ratio of the total number of responds given to the complainants, including the results of the study performed on the accepted customer complaints and the actions to be taken, within the determined period of time to the total number of complaints received by the company. The ratio is expressed as a percentage.

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. No incidence of violation of patient confidentiality has been reported.

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 with which we work with or order from at least for 6 times a year and produces value for or adds value to 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 - Critical Collaborations and Suppliers: Refers to all suppliers and collaborations that the company receives critical materials or services for GMP; or collaborations and suppliers that are highly important in terms of implementing our company's strategies and that ensures our company to achieve or even exceed its primary business targets.

MANAGEMENT OF COLLABORATIONS

COLLABORATION and SUPPLY CHAIN 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 complementary strong aspects and skills.

In order to achieve common goals and acquire mutual benefits with our collaborative companies, we 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 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.

We create synergy and provide the necessary information flow that is required to produce added value in the customer - supply chain. For this purpose, we monitor our inventories and exits in our delivery channels on a product basis online, while we make plans for production and supply in line with 6-month demand planning. This way, we also help our suppliers prepare their own plans.

Collecting Feedbacks on Stakeholders' Expectations and Needs								
STAKEHOLDER EXPECTATIONS, NEEDS AND FEEDBACK		Period		Receipt			Evaluation	
Stake-holders	Source	Short	Medium	Long	Freq.	Responsible Department / Person	Medium	Freq.
Suppliers and Collaborations	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



Our suppliers' expectations and perceived satisfaction levels are received at supplier meetings held on a regular basis as well as through the Supplier Satisfaction Survey. The supplier satisfaction survey is electronically performed with specially designed software in a web-based environment. 192 strategic-critical suppliers and collaborations participated in the Supplier Satisfaction Survey in 2011. (With a decision made by the Board of Collaborations, the company only focused on critical-strategic collaborations in the Supplier Satisfaction Survey of 2011.

We develop 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 rendered more effective; special training programs are offered 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); and activities that aim to increase suppliers' awareness on the EFQM excellence model are conducted.

SELECTION OF COLLABORATIONS

Competency criteria are prepared and presented to the Supply Chain and Collaborations Board (SC 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 through using 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.

- 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

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 as to 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 on 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 a contribution to the development of the company and to raising its awareness on these matters.
- We fully comply with the law and regulations with respect to the supply of products and services. No fine is imposed due to non-compliance.

Number of Visited/Inspected Suppliers						
	2007	2008	2009	2010	2011	2012
Achieved	51	59	65	72	75	
Target	49	58	64	70	75	77

Ratio of Evaluated Suppliers and Collaborations						
	2007	2008	2009	2010	2011	2012
Achieved	85.7	90.3	92.4	96.0	97.1	
Target	86.0	90.0	92.0	95.0	97.0	97.5

IMPROVEMENT OF COLLABORATIONS

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 entitled “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.

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



BILIM BUSINESS PARTNERS SUMMIT

Business Partners Summit is a one-day meeting which is held every year to make a contribution to the improvement of collaborations. The summit has a different theme ever year. The theme of the first Business Partners Summit held in 2010 was “leadership”. The theme of the second Business Partners Summit held in 2011 was “sustainability”. The theme of the third summit which would be held in 2012 is planned to be “volunteerism”.

Participation Rate				
	2009	2010	2011	2012
Achieved	106	178	217	
Target	110	140	200	220

“CARBON-FREE” BUSINESS PARTNERS SUMMIT IN 2011...

Having held its Business Partners Summit with the theme, “Corporate Responsibility for Sustainability”, in order to, Bilim Pharmaceuticals raised the awareness of its suppliers and business partners on sustainability by making suggestions in the name of leaving a more sustainable world to future generations,

specifically by presenting examples from its activities. Since 2009, Bilim Pharmaceuticals has been calculating its carbon footprint caused by its activities in order to recognize the impacts of its activities on the global climate change and to take the necessary precautions regarding this matter. Within the framework of such efforts, the company calculated the impact of the widely participated “Business Partners Summit” on climate change with myclimate Turkey, the Turkish partnership of the Swiss NGO, myclimate. It was calculated that the carbon footprint of the event was 5.81 tons. Bilim Pharmaceuticals neutralized the carbon footprint of this event by buying the carbon emission lowering certificates of the Kores Wind Power Plant (located near Izmir) which is included in myclimate Turkey’s portfolio of carbon neutralization projects and which is certified by Gold Standard, which has the highest criteria among voluntary carbon standards.

Following its carbon neutralization efforts, Bilim Pharmaceuticals deserved to get the “carbon neutral” certification for the “Business Partners Summit”.

COMMUNITY INVESTMENT

Social Awareness

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 through projects they have developed. Numerous firms including Bilim Pharmaceuticals 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 (which should actually be performed by the public) 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, Bilim Pharmaceuticals is committed to open and honest communication.

With this respect, the company adopts the approach of establishing reachable collaboration and gives great emphasis to providing information and responding to the media in a timely manner under any circumstances.

Bilim Pharmaceuticals prioritizes being a dependable information source for the media.



BILIM DIABETES

Bilim Pharmaceuticals raised diabetes-related awareness of athletes and the local community, who participated in the Lycian Trail Ultra Marathon.

The 2nd 'Lycian Trail Ultra Marathon', which is sponsored by Bilim Pharmaceuticals, started in Fethiye on Monday September 26th, 2011. The marathon was completed in the Antique City of Phaselis on Sunday October 2nd, 2011 with participants running on a different leg of the 240 km portion of the historical 509 km long Lycian trail each day.

Bilim Pharmaceuticals turned one of the tents, which were all prepared within the form of a Yoruk tent to allow athletes rest stops, into the "Bilim Pharmaceuticals' Tent of Raising Awareness on Diabetes" with the following motto: "more information, more therapy". On the preparation day of the marathon, Bilim Pharmaceuticals informed sports men and women, the press and the local community on diabetes in the tent and, in particular, drew attention to the "prevalence of Type 2 diabetes", which has high insulin-resistance. The primary focus was on unhealthy nutrition, excessive weight and immobile life as factors behind the rise of diabetes. Bilim Pharmaceuticals' diabetes team was on duty in the tent, providing participants with diet lists, calorie scales and informative brochures on diabetes.



Temel Yilmaz
Chairman,
Diabetic
Foundation

Bilim Pharmaceuticals has engaged in very valuable activities in the field of chronic illnesses, raising public awareness through long-term work across a very wide audience. Under the auspices of the Turkish Presidency, the "Lets Stop Diabetes" project, undertaken simultaneously across 15 provinces through the "Take a Step and Remain Healthy" and "Take 5,000 Steps Every Morning and Defeat Diabetes," Bilim Pharmaceuticals has extended vitally important support and contributions to developing an awareness of sports and activity. The Secretary-General of the Turkish Presidency has issued a plaque of gratitude to Bilim Pharmaceuticals for its support.

I find it very important that Bilim Pharmaceuticals, as a member of the domestic pharmaceutical industry, is becoming such a powerful actor in the international arena with a wide product portfolio.

The fact that its production facilities have received approval from significant health authorities also adds further value to the company. Also, the fact that Bilim Pharmaceuticals has received the EFQM award, an honour not awarded to any European institution in the preceding three years, is a success of great pride for the Turkish health sector.

I also closely follow completed or ongoing efforts conducted by the pharmaceutical industry to improve public awareness and environmental protection, as a chairman of an NGO. It is also vitally important that companies engage in activities for the good of society and the environment with no relation to their products, and I take this very seriously. I find Bilim Pharmaceuticals' work in the social field to be of vital importance, and I thank them.



TURKEY'S FIRST ULTRA MARATHON

Held for the 2nd time this year, the Lycian Trail Ultra Marathon was the first ultra-marathon in Turkey. A total of 27 athletes from Turkey, Russia, Denmark, the USA and the UK participated in the marathon, which was supported by the Ministry of Culture and Tourism. Athletes, who run with a back-pack that contains materials such as food and drinks and which cover their daily needs, will complete in this challenging and exciting marathon within 6 days.

An intercontinental step to tackle diabetes

Bilim Pharmaceuticals participated in the "Eurasia Intercontinental Diabetes Walk" within the framework of the project entitled "Adım At" (Take a Step) as part of the campaign entitled "Diyabeti Durduralım" (Let's Stop Diabetes), which is conducted by the Turkish Diabetes Foundation under the Turkish Presidency. Mr. Kadir Topbaş - The Mayor of Istanbul- supported and participated in this event, which started under the Altunizade Bridge on Sunday October 16th, 2011.

With the project entitled "Take a Step for a Better Life to Fight Diabetes", which it conducts in cooperation with the Turk-

ish Diabetes Foundation, Bilim Pharmaceuticals aims to inform and raise awareness of people, who have diabetes risk because of the poor feeding habits and lack of exercise, as well as diabetes patients and their close family.

A step from Anatolia to Europe...

Having assumed its mission to inform people with the motto, "more information, more therapy", in BILIM PHARMACEUTICALS took a step from Anatolia to Europe with the Turkish Diabetes Foundation. BILIM PHARMACEUTICALS walked hand in hand with diabetes patients at the 33rd Eurasia Marathon to raise awareness about treating and preventing diabetes within Turkey. Acting upon the fact that poor feeding habits and lack of exercise have a major impact on the rapid increase of the prevalence of diabetes in Turkey, the company distributed training booklets on diabetes and healthy nutrition before the marathon, which is very important for diabetes patients.

BILIM PHARMACEUTICALS CENTRAL NERVOUS SYSTEM TEAM

We say,
"Don't let the
Truth Be Masked"
to the stigma
against schizophrenic
patients!

Bilim Pharmaceuticals draws attention to schizophrenia with the project entitled "Gerçekler Maskelenmesin" (Let Truths Not Be Masked). 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 the Ember Falls: Voices, Faces, Stories" is organized among schizophrenia patients. The jury of the contest is 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, Mrs. Deniz Yüce Başarır - Doğan Kitap General Director and Mrs. İpek Altınır - Tiyatro Kedi Gen-

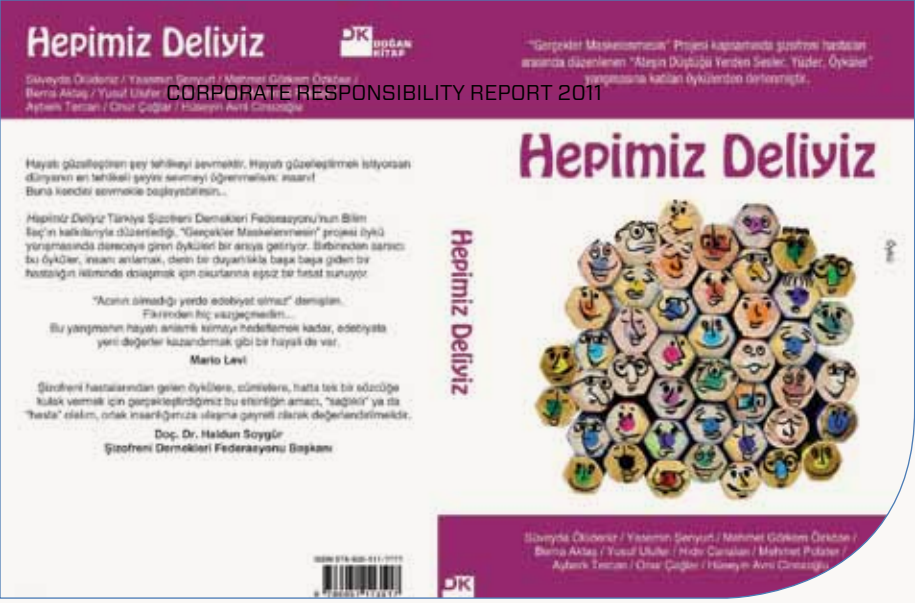
THE VALUE WE ATTACH TO PEOPLE



eral Coordinator. Contestants who were ranked 1st, 2nd and 3rd were given monetary prizes and the right to participate at Mario Levi's writer workshop. Moreover, the stories of the first 10 contestants are gathered in a book published by Doğan Yayınlar every year. The books are sold at D&R stores.

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.



“Do not underestimate or exaggerate our little steps... Just trust us!”

Ranked first in the contest, Yasemin Şenyurt, who is still studying for a doctorate in philosophy, said on behalf of all of her friends regarding her success story: **“do not underestimate or exaggerate our little steps... Just trust us.”** Ranked third, Hasan Emre Keskin influenced the audience including Mario Levi, with the following expression from his story: “We are illusions of each other”.

Meaningful support by the World Psychiatric Association (WPA)! Having participated in the conference to support the project, WPA General Secretary Assistant Prof. Dr. Levent Küey and Prof. Dr. Michaela Amering mentioned that more than 500 million around the world have psychological disorders and only 20 million are able to receive aid. In other words, while 1 out of 7 people face at least one psychological disorder every year, 1 out of 4 people face it throughout their whole lifetime.



Highlighting schizophrenia, in particular, as a disorder leading to loss of ability, Mrs. Amering said that, besides proper medication, schizophrenic patients have to participate in rehabilitation programs. By sharing with others they maintain the quality of their daily lives at a maximum level. She also added that the most successful way of sharing was artistic creativity.

Stating that they found the project very successful and that they were involved in order to support it, Mrs. Michaela Amering said, “I believe the stigma will disappear in a relation to be established through any art branch.”

I Released the Threads of My Mind! All winning stories were collected into a book entitled “I Released the Threads of My Mind” by Doğan Kitap. 13 attractive stories are published in the book, which sheds light on the secret worlds of schizophrenic patients.

In the sustainable success stories category, which was evaluated for the first time this year, stories authored by Hüseyin Avni Cinozoğlu and Süveyda Ölüdeniz, winners of the two previous contests, were mentioned.



Stories which had been entered in previous contests were collected into two books entitled “Life Opens Its Heart to Me” and “We Are All Insane” by Doğan Kitap.

THINKING SONGS Poems written by patients, who are receiving treatment at the Bakırköy Prof. Dr. Mazhar Osman Mental Facility, were dubbed by famous artists such as Teoman, Ahmet Özhan, Soner Arıca, Betül Demir, Mercan & Rashit and Demet Sağıroğlu and gathered under an album entitled ‘Düşünen Şarkılar’ (Thinking Songs).



THE VALUE WE ATTACH TO PEOPLE

Bakırköy Prof. Dr. Mazhar Osman Mental Facility (BRSHH) and Bilim Pharmaceuticals carried out an important social responsibility project in order to overcome society’s prejudices against individuals with mental illnesses, especially schizophrenics.

Poems written by the patients undergoing treatment at the mental facility were set to music and gathered under an album entitled ‘Düşünen Şarkılar’ (Thinking Songs) by the psychiatrist, Dr. Vedat Bilgiç and the music instructor, Volkan Uruk.

Poems that were compiled and collected in a book entitle ‘İnilti’ (Moaning) by a literature teacher named Bedia Tuncer in 1964 were dubbed by famous artists such as Teoman, Ahmet Özhan, Soner Arıca, Betül Demir, Mercan & Rashit and Demet Sağıroğlu.

Bilim Pharmaceuticals sponsored the album as part of its projects entitled “Gerçekler Maskelenmesin” (Let Facts Not Be Masked) and “Ateşin Düştüğü Yerden, Sesler, Yüzler, Öyküler” (From the Place Where Ember Falls to: Voices, Faces, Stories).



“In line with our corporate responsibility, we have been carrying out a number of social responsibility exercises. The project, ‘Thinking Songs’, which is conducted by the Bakırköy Mental Facility, is an important corporate responsibility project for us. Our main purpose in supporting this meaningful project is to draw attention to mental illnesses with a particular focus on schizophrenia and to show what patients can do and how productive they can be when they are given the chance. Within the framework of our social responsibility project entitled ‘From the Place Where Ember Falls to: Voices, Faces, Stories’, which we have been carrying out for three years, we are very happy and honoured to also support the project, ‘Thinking Songs’”, says Dr. Erhan Baş – Bilim Pharmaceuticals’ CEO.

While all songs and poems are inspired by true stories, each occasion, each feeling and each expression told in the songs carry the traces of real life stories

In this project, invigorated by the voices of famous artists such as Teoman, Betül Demir, Demet Sağiroğlu, Ahmet Özhan, Soner Arica, Mercan & Rashit, etc, Assistant Prof. Dr. Erhan Kurt vocalized the poem entitled “Teselli İsterken” (While Looking for Consolation).

The revenues generated from sales of the album will be donated to the Bakırköy Mental Facility Foundation and used in the rehabilitation of patients.

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 in 2009, the pilot project began in 3 cities (Ankara, Istanbul and Izmir) with the patients of 30 doctors. The call centre, where specialist psychologists work between 9am and 5pm every weekday, began to open throughout Turkey on September 30th, 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.

Given the recent ageing in the world’s population, it is estimated that the number of people with 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.

40 LIVES ILLUMINATED BY 40 LIGHTS!

Bilim Pharmaceuticals and Mersin University were a source of light for 40 families with an Alzheimer's patient, and accordingly, for hundreds of thousands of Alzheimer's patients in Turkey and their relatives. Through the project entitled "40 Işık - 40 Hayat" (40 Lives - 40 Lights), which was implemented to raise social awareness on the Alzheimer's disease and to raise the quality of life of patients and their relatives. The project, which was conducted with the cooperation between the Dementia Division of the Department of Neurology at the Faculty of Medicine, the Medical Services Vocational School of Higher Education, the Faculty of Communication, and the Faculty of Science and Literature in Mersin University, was launched at a press conference on September 19th, 2011 within the framework of World Alzheimer's Day event.

Dr. Erhan Baş drew attention to the fact that the project, "40 Işık - 40 Hayat" (40 Lights - 40 Lives), is one of Bilim Pharmaceuticals' sustainable corporate responsibility projects. Mr. Baş mentioned that the company would like to continue to implement the project with other universities following Mersin University, which has an Elderly Care Services program in their Medical Services Vocational School of Higher Education. "Turkey's population is gradually getting older. Because of the ageing population, the number of chronic disorders is increasing. As people live longer in Turkey, the number of Alzheimer's cases gradually rises because of ageing. We aim to raise social awareness of Alzheimer's disease, which is also known as dementia. Affecting about 450,000 people in Turkey and more than 35 million throughout the world, the number afflicted by Alzheimer's disease will rapidly increase in the coming years; acting upon this fact, we carry out projects that aim



to raise the quality of life of patients and their relatives. Within this framework, we launched the Alzheimer's Call Centre in 2009, a first in Turkey. The '40 Işık - 40 Hayat' project, which we launched today, is our most recent social investment program related to Alzheimer's disease. We shall keep conducting sustainable projects in this area", added Bilim Pharmaceuticals' CEO, Dr. Erhan Baş.

The originator of the project, Prof. Dr. Aynur Özge - an Academic at the Department of Neurology, Faculty of Medicine, Mersin University, said the following about the project: "We designed the '40 Işık - 40 Hayat' project so as to observe mutual interaction by matching, within the framework of a program, 40 university students who are being trained in professional elderly care to work in these respective areas in the future, with 40 families that need service in this area. Thanks to the project, families which need information and support with respect to tackling Alzheimer's disease received on-site support from specialists on this subject. They met other families facing the same problem and shared their experiences. In this project, which was realized with the professional efforts of the '40 Işık - 40 Hayat' team but with the enthusiasm of an amateur spirit, we received positive feedback from students and instructors, as well as patients and their relatives. I think that the project, which is a first in Turkey, would also be deemed as a model study within the framework of collaboration between universities and the industry sector. We will be able to share our experience with everyone through the documentary that reflects the entire project and the book that tells our lively experiences."

"This project taught us how we have to approach a taboo concept like 'Alzheimer's patient' and how to establish communication with patients and their relatives. By applying what we learned, we were able to bring some support to their lives. Our experiences allowed us to look at our occupation with a realistic point of view", says Şule Sevim on behalf of "40 Işık" (40 Lights).



Professor Aynur Özge
Academic, Mersin University Medical
School, Department of Neurology

In the 40 Lights, 40 Lives project, we aimed to establish solidarity in society by bringing the knowledge and energy of the young together with those families who have a loved one suffering from Alzheimer's, thereby enabling these young people to act as guides for these families.

At this point, Bilim Pharmaceuticals not only sponsored the project as the sole representative of its industry, but also engaged in extensive cooperation, taking responsibility for the project. We were also encouraged by its cooperation, where it delivered the project results to the desired points, and their reassurance that their cooperation was not limited to this project.

Bilim PPharmaceuticals is a company engaged in active exercises with the effort of giving back what it has earned from this country as well as activities aimed at enhancing public awareness of patient groups. Projects are laid claim to not by just the person in charge, but also by those on lower pay grades, hence ensuring effective delivery on the ground. I believe all of these activities will raise public awareness and enhance the concept of responsibility.



THE PROJECT HAS ENCOURAGED US...

Şenay Topal, who represents “40 Hayat” (40 Lives) and whose mother is an Alzheimer’s patient, expressed her feelings: “As indicated by the name of the project, students brought light in and livened up the home of each patient’s relative. When the project was over, each of the students was accepted as the daughter or son of each visited home. While trying to recover our balance in our fight against a disease that has extremely exhausted and aged us, educated young people came to our homes and became our guests for a period of 12 weeks with no thought of personal gain. The project, ‘40 Işık - 40 Hayat’, showed us that we are not alone by providing us with the reflection of young people’s energy, proved us that we will be relieved of our burdens through sharing and encouraged us in what we will do from now on.”

Having organized art therapy work in the project, Sculptor Özge Kar says, “We have observed that art therapy, which was implemented within the framework of the project, improved patients’ concentration and emotional status and increased their emotional connection with the practitioner by creating a new and non-verbal way of establishing communication. We found out that patients become happy for their new capabilities instead of feeling bad about their lost capabilities, and there are



positive developments in patients’ efforts to become socialized both within their families and in the community as their self-confidence increases”, thus drawing attention to the impact of the therapy on patients.

“40 HAYAT” (40 LIVES) WERE ILLUMINATED

The project, “40 Işık - 40 Hayat”, was carried out in Mersin between February 11th - May 28th, 2011 under the supervision of Prof. Dr. Aynur Özge - an Academic at the Department of Neurology, Faculty of Medicine, Mersin University - with the contribution of Bilim Pharmaceuticals. Within the framework of the project, 40 students, who receive training with respect to professional elderly care services, including nursing services and psychology, were supported with 16 hours of theoretic training and 3 hours of applied art therapy training. These trainings included information on the Alzheimer’s disease, its associated problems, the progress of the disorder, the impact of the disease on patients’ relatives and technical data about the issue. Within the framework of the project, 40 students visited 40 families in their homes for 2 days a week for a period of 3 months and established active communication with patients and their relatives. Families received professional support from students and while students were dealing with Alzheimer’s patients, patients’ rela-

tives spent time for themselves. Within the framework of “40 Işık - 40 Hayat”, Consultant Psychologist Kahraman Kiral and Specialist Nurse, Aslıhan Yandım, who are assistant project coordinators, conducted visits to offer support to students and families. When needed, the project team provided medical support services as well.

ALZHEIMER’S PATIENTS’ ART THERAPY ARTWORK EXHIBITED

As well as providing information, students allowed patients to participate in various social and cultural activities, in an attempt to raise their own and their relatives’ awareness of Alzheimer’s disease, as well as their motivation. They went to a dinner, went on a walk and they went to the cinema together. 40 students, who initially received “Art Therapy” training, conducted some work as a hobby with the support of their teacher, Sculptor Özge Kar, during home visits; these works of art were exhibited during the press launch.

A DOCUMENTARY FOR THE “40 IŞIK - 40 HAYAT” PROJECT WAS PREPARED

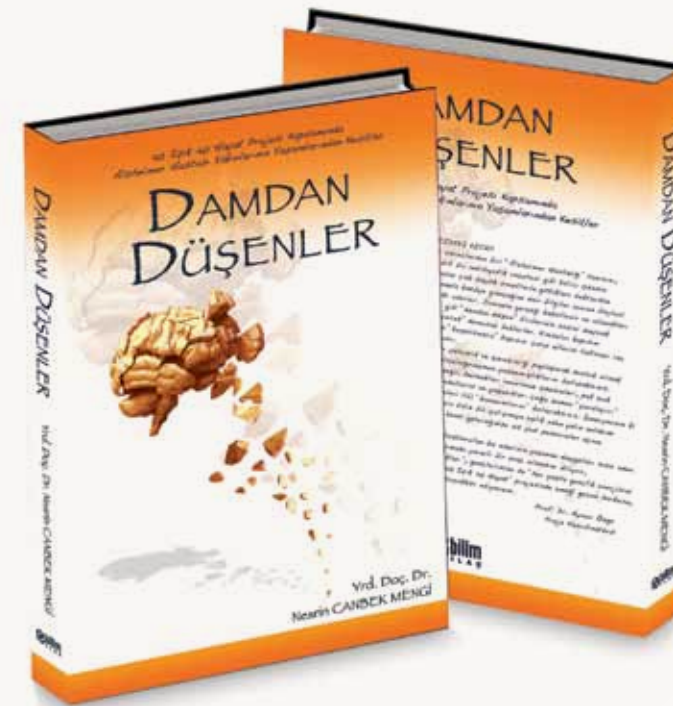
Activities performed during the “40 Işık - 40 Hayat” project were recorded by an ex-

This project taught us how we have to approach a taboo concept like ‘Alzheimer’s patient’ and how to establish communication with patients and their relatives.

perienced team under the supervision of **Assistant Professor Hakan Erkişiç**, who is an academic at the Cinema-TV Department of the Faculty of Communication at Mersin University. Filmed interviews were edited, and as a result, a documentary for the project was prepared.

A BOOK FOR THE “40 IŞIK - 40 HAYAT” PROJECT WAS AUTHORED

The entire project was monitored by **Assistant Prof. Dr. Nesrin Canbek Mengi**, an academic at the Department of Turkish Language and Literature of Faculty of Science and Literature at Mersin University. Sound-recording interviews were made with patient relatives who agreed to be interviewed. Their stories were listened to, edited and gathered in a book of comments. The book was supported with poems written and pictures drawn by patients and their relatives.



Volunteering Platform for the Community

BILIM PHARMACEUTICALS COMMUNITY VOLUNTEERS PLATFORM'S VOLUNTEERING PROJECTS

The primary target of BPCV projects is “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.”

THE 1ST “REMOVE THE OBSTACLES, ALTERNATIVE CAMP” PROJECT

*“We are making their
dreams come true”*

Within the framework of the project entitled “Remove the Barriers”, 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.

Among these activities, the Alternative Camp is regularly organized every year.



*At the Alternative Camp,
our mid-level manager
candidates are on duty,
doing their best to make
handicapped guests
have the most beautiful
vacation of their lives.*

All services at this 4-star holiday camp are rendered by volunteers.

Volunteers
discipline
their egos and
overcome possible
obstacles inside
themselves at the
Alternative Camp.

2. “REMOVE THE OBSTACLES” AUDIO BOOK PROJECT

Another pillar of the project, “Remove the Barriers”, is the “Audio Book” project, in which currently best-selling books are vocalized in order to support the personal development of our visually impaired citizens. Books are vocalized by volunteers and submitted to various NGOs like GETEM (Technology and Education Laboratory for the Visually Handicapped). Our project team provides all the necessary technical support to our volunteers, who want to vocalize books. Moreover, volunteers are provided training on proper vocalization, accentuation and breath-taking.

3. “BILIM FELLOWS AT SCHOOL AND ENVIRONMENTAL PENGUINS” PROJECT

A number of activities from supplying primary school students’ personal needs (i.e. stationery, school uniforms, shoes, jackets, etc) to providing schools with important educational facilities (i.e. a library, a computer lab, etc. are carried out by our volunteers.

The other three pillars of the project, “Bilim Fellows in Pursuit of Seeds”, “Bilim Fellows: Curious Books, Creative Reading” and “Bilim Fellows at the Theatre”, aim to support the personal development and socialization of children.

Since all activities related to the project are conducted in the same school, students are well acquainted with volunteers; this way they get the chance to know such people, who can be a role model for them.



4. BILIM FELLOWS “IN PURSUIT OF SEEDS” PROJECT

In this project designed in 2011, a new education method is developed with the cooperation between the Ministry of National Education and Corporate Volunteers Association (ÖSGD). In the first phase of the project, the drama play entitled “Tohumun Peşinde” (In Pursuit of Seeds) which is written by Bilim Pharmaceuticals Community Volunteers, aims to raise environmental awareness. A new education technique is planned to be created by combining this play with creative drama in elementary schools. This “learn by living” experience, which will be practiced by volunteers in groups of 40 people, can be applied to elementary students by all private sector employees via 8-hour programs. The related activities in classrooms (the second pillar of the project) will be started in 2012.





5. BILIM FELLOWS: “CURIOUS BOOKS, CREATIVE READING” PROJECT

When compared to developed countries, Turkey is among the countries with the lowest literacy rate. However, reading books is very important for personal development.

This project aims to get children to love reading books and to turn reading into a habit.

In this project, we make children not only read, but also to experience what they read via drama. Children, who read books by playing, dreaming and discussing altogether, begin to love reading books, while developing their creativity.



6. BILIM FELLOWS AT THE THEATRE PROJECT

All actors on this stage are volunteers and their families. They perform children plays to contribute to the social development of children, while children of those families with financial problems are allowed to watch these plays free of charge. Trained for months, volunteers visit city by city and exhibit their plays with a far superior performance than professional actors. Adults, who would like to watch the plays, on the other hand, have to donate a children's book to enter. With these collected books, our volunteers build libraries in schools with no library.



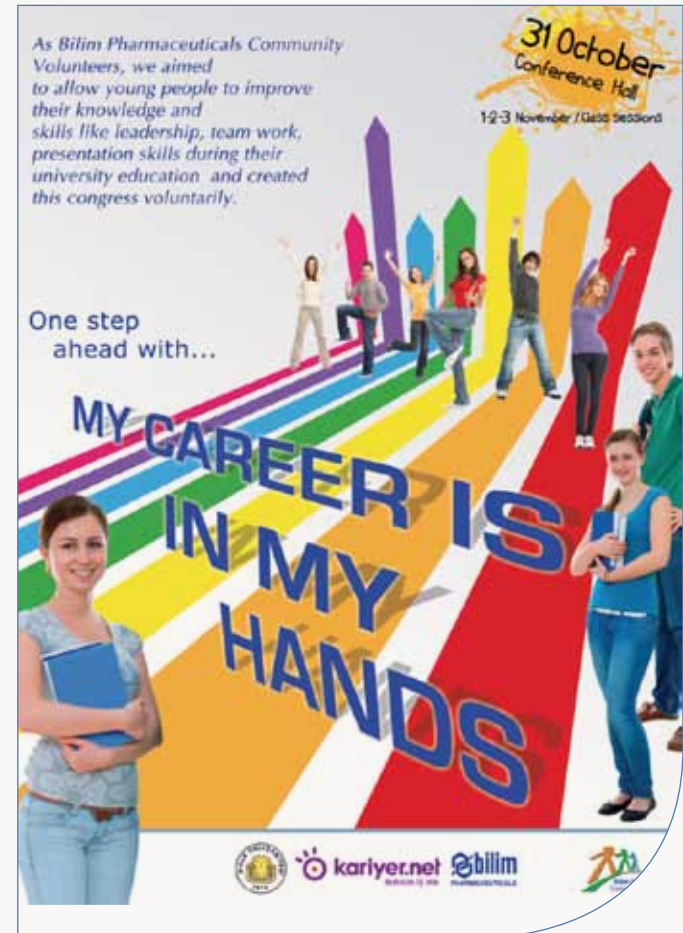
7. “MY CAREER IS IN MY HANDS” PERSONAL DEVELOPMENT CONGRESS PROJECT

At the “My Career Is In My Hands” congress, which has been organized by Bilim Pharmaceuticals Community Volunteers continuously for 4 years, researchers and professional voluntary instructors of Turkey, who are experienced in their own areas, provide full-day trainings with certification for a period of 4 days in order to be a role model for young people and to make sure that they begin their careers one step ahead.

The most precious present that could be given to a university student, who is about to graduate, is a career and a development opportunity. Bilim Pharmaceuticals Community Volunteers created this opportunity for the university students in the eastern parts of Turkey. The fourth of this event, which is a candidate to be the largest personal development congress of Turkey with 15 different training programs and 32 sessions, was organized at Dicle University in Diyarbakır. There are solutions that make a difference through volunteering in every detail of the project, which was applied fully based on the principle of volunteering.

Bilim Pharmaceuticals Community Volunteers hit the road with the following idea: “If we had received basic talent training during our college years from professional instructors after entering business life who make significant contributions to our achievements in the private sector, we would be one step ahead in our journey!”

The congress is organized with the purpose of producing solutions for the problem of insufficient participation of young people in employment in our country where the unemployment rate among young adults is around 18%. The congress aims to support university students particularly in Anatolia in their career planning, to create a role model, to improve students' knowledge and talents, to help them create their visions and to make sure that they begin their career one step ahead.



The project is unique, because...

No company is promoted. The purpose is not to collect applications, to promote any products by opening a booth or to distribute promotional materials. The only purpose is to offer a training or development opportunity to the juniors and seniors from any faculty and any department who attach importance to their personal development.

The central coordination team, which is comprised of Bilim Pharmaceuticals Community Volunteers, as well as all academicians and university representatives, assistants and all companies that provide logistics services voluntarily contribute to the project.

For the first time, Turkey’s 23 leading companies in their own areas contribute to a community investment project that is carried out by the volunteers of a company.

At the end of the congress, students get a special internship opportunity in these companies, thanks to the unique and creative solution offered in the congress.

Students, whose knowledge and talents were improved through personal development trainings, will benefit from the internship opportunity that is open to 50 students in maximum. When students complete their 30-day (1 month) internship in Turkey’s leading companies, they will get paid. Also, their accommodation and travel costs will be covered by these companies. During the internship period, the training programs and the efficiency of this process will be monitored by the representatives of these 23 companies and BPCV.

Voluntary instructors support the project...
One of the most important features that make the project successful is that professional instructors who are well known in the private sector voluntarily provide support to the project.

Voluntary instructors and the trainings they provided at Dicle University are listed below:

Rıfat Bayraç	E&R Danışmanlık (E&R Consultancy)	New Psychology of Success
Serra Titiz	Mikado Sürdürülebilir Kalkınma Danışmanlığı (Mikado Sustainable Development Consultancy)	Sustainable Development and Social Entrepreneurship
Hanife Tanışan	KenBlanchard	Knowing Yourself
Ayşe Köse	Remeda Consultancy	Progress on the Career Path
Ferda Binatlı Gümüş	TMI	Emotional Intelligence in Business Life
Hakan Tetik	TMI	Strategic Thinking
Dilek Mete	Bilim Pharmaceuticals	My Career Is Under my Control, Career Targets and Career Planning
Sinan Akdoğan	Bilim Pharmaceuticals	Personal Behavior Models and Relationships
Kürşat Acartürk	Bilim Pharmaceuticals	Effective Presentation Techniques, Positive Thinking and Stress Management
Erol Tuncer	Bilim Pharmaceuticals	Body Language and Personal Image Tactics
Çağlar Çabuk	Mobing Eğitim ve Destek Merkezi (Mobing Training and Support Centre)	Future Starts from Today
Nurdan Akalın Terazi	TMI	Success in Interview
Başak Güçlü	Özel Sektör Gönüllüleri Derneği (Corporate Volunteers Association)	Volunteering in the Private Sector
Candan Erdemci	Innovara	Seni Dinliyorum, Seni Anlıyorum (I Listen to You, I Understand You)
Betül Bozkurt	Katharsis Eğitim ve Danışmanlık (Katharsis Training and Consultancy)	Personal Leadership
Güray Sabit	FutureLeaders	Teamwork in Corporate Life

The Personal Development Project entitled “My Career Is Under my Control” has been conducted in a total of 4 universities...

The project was first organized at the Anatolian University in Eskişehir in 2008 as a pilot project where a total of 60 students participated in 2-day trainings. The student who wrote the most successful career target was offered an opportunity to make internship on salary at Bilim Pharmaceuticals. Later, The congress was regularly held every year: at Erzurum Atatürk University in 2009 and at Kayseri Erciyes University in 2010.

With the increase in the number of voluntary instructors and the strength of the fact that the project has become a brand,

a decision was made in 2011 to organize a more comprehensive congress at Dicle University in Diyarbakır which will last for 4 days. Kariyer.net became a sponsor of the congress and provided technical support to students from the receipt of their participation applications to the internship process. Bilim Pharmaceuticals Community Volunteers and voluntary students from the university promoted the congress by opening booths in all faculties of Dicle University. Moreover, voluntary students participated in trainings, becoming well-equipped with respect to effective communication. As a result of all these efforts,



The 4th congress held at Dicle University in Diyarbakır became a source of light for more than 1,600 students to begin their careers one step ahead.

Moreover, 21 companies that are members of the Corporate Volunteer Association supported the project by providing extra quota for interns.

Providing Students with a unique and special internship experience...
Students who are offered such a special internship opportunity also get the chance to participate in a development program that is based on the principles of the mentorship program. The mentee training is provided by Çağlar Çubuk. Members of the Corporate Volunteers Association which is comprised of Turkey’s leading companies identify voluntary mentors



among their professional employees. Following a 30-day special development program, interns are also paid salary during this period. Students’ accommodation and travel costs (from and to Diyarbakır) are also covered by these companies. The students will also get the chance to participate in social activities in their cities of presence with their mentors within the scope of special development programs.

Companies that support us with respect to our internship process and the internship quotas offered to students by the companies are as follows:

Akbank	2
Avivasa Emeklilik Anonim Şirketi	1
ATOS	1
Bilim Pharmaceuticals	6
Borusan Holding A.Ş.	1
BMGS	3
Borusan Oto	1
Borusan Lojistik	2
Borusan EnBW	1

Kerim Çelik Tuzla	1
Kerim Çelik Bursa	1
Borçelik	1
Borçelik	1
Boyner Holding A.Ş.	1
Altın Yıldız	1
Beymen	2
Ay Marka	1
Brisa Briggestone	1
Citibank	2
Çimsa	1
Enerjisa Group	2
Garanti Pension	2
GlaxoSmithKline	2
Kadıköy Şifa Hospital	10
Levis	2
Zarakol Ajans	1
Olmuxsa	2
Roche	1

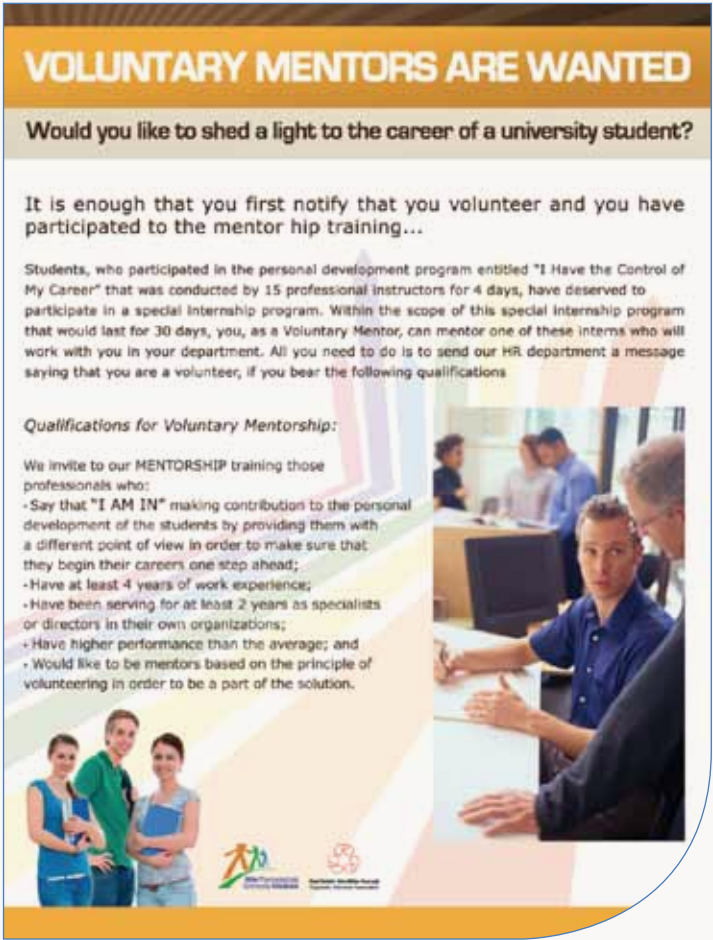
Students Who Are Assigned in the Congress Are also Volunteers
Thanks to the students who voluntarily worked in the congress, participation was monitored using signature lists. Each of the students who were present throughout the congress created a CV through the internship application ad on Kariyer.net and satisfaction surveys were applied to these students. According to the results of the survey, 93.4% of the students mentioned that the congress contributed to their personal development and that they would make use of such information in their careers in the future.

The number of students who were present throughout the congress at Dicle University in Diyarbakır was 2,310, while the number of students who at least participated in the 1-day training was **4,260.**

Students were each given a certificate for each of the trainings they participated.

Project Teams Reinterpret Voluntarism
The central project team begins its efforts 6 months before the congress. The central coordination team intensively collaborates with the university in the entire process, from negotiating with the university president to organizing a promotion cocktail for academicians, from all banner and brochure-related efforts to the coordination of instructors who participate in the congress. The project is led by Dilek Mete – Bilim Pharmaceuticals HR Supervisor. The internship process which is added to the project this year has been voluntarily executed by Damla Yüksek – HR Specialist – like all other employees of Bilim Pharmaceuticals.

“My Career is Under My Control” Congress was awarded by OSGD Association as the “Most Creative Volunteering Project”



‘Awards from the Heart 2011’ is held for the fifth time by the Corporate Volunteers Association this year and in which the projects of Turkey’s most active companies in the area of volunteering compete. The factors that brought the award are the momentum that the congress has gained since the first organization and the fact that it has positively affected large masses.

The next targets of the Personal Development Congress entitled “My Career is Under My Control”...

As you go from West to East in Turkey, you can see from data that the equality of opportunity in education and employment deteriorates. Our next target is to increase the employment of young jobless adults and to facilitate the increase of investments by raising the level of social awareness in the Eastern parts of Turkey through young people, who we have contributed to the personal development of.

Our targets are to:

- strengthen our collaboration with leading companies that are members of the Corporate Volunteers Association in order to reach more universities within one year;
- increase the number of voluntary professional instructors;
- make sure that other companies apply their own personal development congresses by preparing the instructions of the project;
- find a voluntary company that can perform the inventory practice in order to make sure that students can see their strong sides and sides that are open to improvement; and
- ensure that students benefit from professional online trainings in addition to classroom training.

8. “SAVE A LIFE” 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, to 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.

9. ECOSCIENTISTS

The project aims to provide our employees, who have received training on sustainability throughout 2011, with an opportunity to perform voluntary activities with respect to environment and sustainability, as well as to make sure that the targets of Bilim Pharmaceuticals’ sustainability strategy are adopted and internalized by employees. Within the scope of the Ecoscientists project, it is one of the planned activities to increase the sustainability-related competency of employees utilizing informative training programs and to encourage employees to raise awareness of stakeholders.

**OUR RESPONSIBILITY
TO THE ECOLOGICAL
ENVIRONMENT**



Environmental management

We consider the environmental dimension and impacts of our activities during all stages in order to minimize ecological impacts.

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.

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). We identify the environmental dimensions and effects of our activities and products, their legal and local requirements, the ins and

OUR RESPONSIBILITY TO THE ECOLOGICAL ENVIRONMENT



We concentrated on teleconferences in an effort to **reduce the use of vehicles**. We undertook significant investments in our information technology infrastructure.

Systemic changes that are requested from the IT department for each department with forms with written signatures can be received in the digital environment as the Solution Manager module was put in practice, removing the need for paper in this process. As a result of the improvements, **photocopying, printing and the use of paper was reduced by 30%.**



Our **water consumption** target was set at **1.24 litres per box**; the realisation was lower at 1.1 litres per box in 2011. We determined our water consumption **target as 0.00082 m3 per box for 2012.**

We also undertook an investment equivalent to the carbon emissions associated with our efforts to communicate our Corporate Responsibility Report 2010, which is an level A report approved by GRI, and during our meetings focusing on **raising environmental awareness** in the media.



In 2011, we enlarged the portfolio of vehicles that run on diesel, with their lower emissions per litre, while reducing the portfolio of vehicles that work with gasoline. A total distance of 13,430,000 km was covered by our vehicles in 2010, while the total distance increased to 20,639,000 km in 2011. Despite this **15% increase in total distance**, the amount of fuel used **increased by only 8.8%.**

We have been measuring our carbon footprint and making improvement plans accordingly since 2010 in order to evaluate the negative impacts of our activities on the environment and to take initiatives to reduce them.



We determined our electricity consumption target as 0.13745 kWh per box for 2012.



Thanks to the covalent bond diverging bushes that were installed on the natural gas feeding pipe in Q3/2010, we reduced our natural gas net consumption by **5%** in 2011.

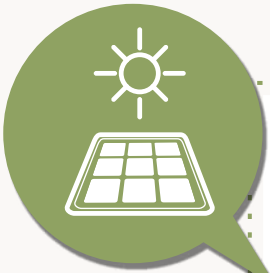
Providing input for studies to increase production efficiency, the MES (Manufacturing Execution System) allowed us to transfer records on paper, which are monitored throughout the production process, to the electronic environment. This way, we prevented the consumption of **420,000 pages of paper** per year.

We achieved our **natural gas consumption** target of **0.0158 m3 per box in 2011**. We determined our natural gas consumption **target as 0.01222 m3 per box** for **2012**.

The recovery of recyclable paper, cardboard and plastics had been carried out through 3 regional directorates. Five more regional offices began this practice in 2011.



By removing 105 mercury vapour lamps of 250 W located in various places within the Bilim Gebze facility and installing 85 W compact fluorescent lamps instead, **we saved more than 400,000 kWh** of electricity per year.



We built a “Lighting Pole Operating with Solar Energy” in our Gebze facility in order to raise employees’ awareness on sustainability. We will be able to **save 219 kWh of energy** per year by means of the lighting pole, which is built as a symbol to raise sustainability-related awareness of employees and became operational in November 2011. This will **reduce CO2 emissions by 200 tonnes** per year (a photo or a promotional visual image will be included).

Since the Business Partners Summit 2011, we have been offsetting our carbon emissions resulting from. In order to actualize the carbon offset, we undertook an investment – equivalent to the amount of our carbon emissions – in the Kores Wind Farm in Izmir.



Some of our promotional materials are manufactured from recyclable materials. We increase the rate of use of recyclable materials each passing day.



We began to have our pharmacy nylon bags manufactured from biodegradable and reusable materials.

OUR ENVIRONMENTAL MANAGEMENT MODEL

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.

outs of every procedure, their routine and exceptional management circumstances and emergency situations, findings of external and internal audits and stakeholders' feedback by assessment with our ISO 14001 work teams.

We create and apply the Yearly Environment Management Action Plan in order to reduce identified environmental risks, as well as to keep them under control.

We have developed important procedures and directives deriving from the results of 'Environment-Dimension-Effect Evaluation' to reduce environmental effects or to keep them under control. All applied procedures and instructions are associated with the requirements of the ISO 14001 standard and defined in the Environmental Handbook. We comply with the environmental legislation encompassing the receipt of legal permits, approvals and licenses, in line with the "Procedure of Monitoring Compliance with the Legislations on Occupational Health & Safety and Environment, as well as Other Requirements" based on the "Compliance Evaluation Table". We take 'Waste Management Procedures' and 'Energy Management Procedures' as a guide in activities we undertake on the protection of ecological environments. We dispose such products, materials and semi-finished products as waste, for which a decision for disposal is taken due to expiration or non-compliance with quality specifications; we carry out the disposal procedure within the framework of the "Rejection and Disposal Procedure".

We have set up Environmental Management Units in our Gebze and Çerkezköy processing facilities in parallel with the legislation on permits and licenses that must be obtained as per the environment law.

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 execute and disseminate activities in practice.



Mustafa Asbaş
Çerkezköy
Chamber of Trade
Council Member

We observe that Bilim Pharmaceuticals, as one of the pioneers of the pharmaceutical industry, attaches particular importance to occupational health and safety beyond the standards of the Çerkezköy Organized Industrial Zone (ÇOSB) and legal requirements. I have never seen or heard any accidents at Bilim Pharmaceuticals or any negativity in terms of occupational health and safety. First of all, Bilim Pharmaceuticals is very environmentally friendly thanks to the nature of its sector. Furthermore, it is a model company. If I am not mistaken, Bilim Pharmaceuticals has received many environmental awards from the Çerkezköy Chamber of Trade and Industry (ÇTSD) and ÇOSB, which are indicators of its environmental soundness. The above mentioned practices and results clearly indicate that Bilim Pharmaceuticals is always a model company in ÇOSB and in our region in terms of environment-friendliness and occupational health and safety.

Bilim Pharmaceuticals is a pioneer that always makes a difference with the awards it receives in Turkey and Europe with respect to quality and excellence. In particular, the EFQM Excellence Award received by the Company is a source of pride for our country and an exemplary achievement for all other companies.

We see, appreciate, admire and celebrate that Bilim Pharmaceuticals keeps close view of many problems of the community and provides solutions for and makes contribution to solving social problems, while perfectly fulfilling its OHS and environment-related responsibilities at all times with social responsibility awareness.

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 4th 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 comes 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.



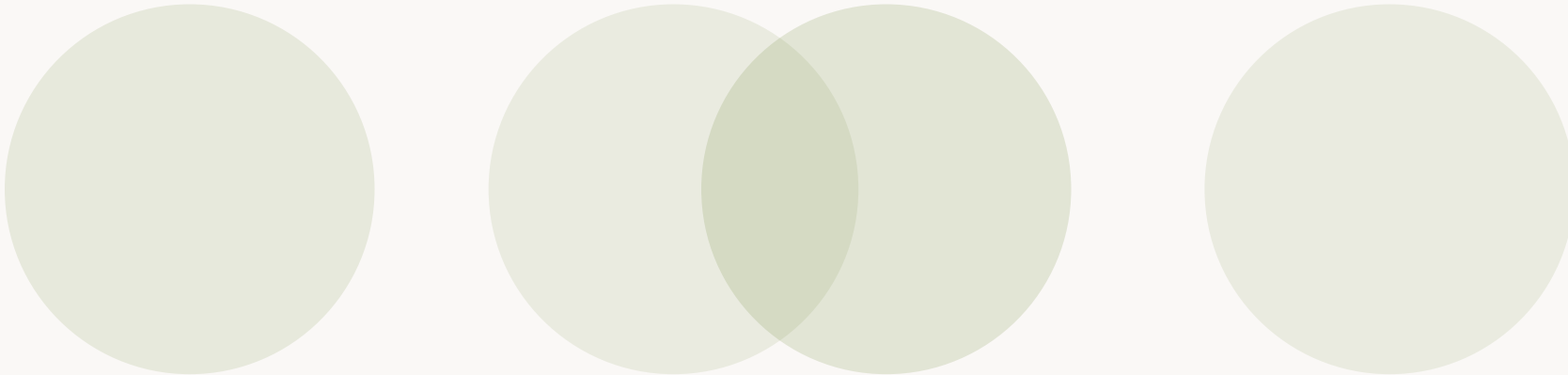
ENERGY MANAGEMENT BOARD (EMGB)

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 the scope of Environmental Management Systems, these teams come together once a month or more 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 ENVIRONMENT-FRIENDLY PRACTICES

In our corporation, the ‘Environment-Dimension-Effect Evaluation’ is performed every year on a regular basis, while our environmental impacts are continuously reduced or kept at a level, which is well within the legal limits.

OUR ENVIRONMENT-RELATED TARGETS FOR 2012:

For Gebze processing facility:

- To realize electricity consumption at 0.160 kWh per box
- To realize natural gas consumption at 0.014 m3 per box
- To realize water consumption at 1.03 litres per box
- To realize the amount of hazardous process waste at 1.617 g per box
- To realize the rate of loss of materials in production at 1.16%
- To provide at least 4 hours of training to each of our employees on the ISO 14001 Environmental Management System

For Çerkezköy processing facility:

- To realize electricity consumption at 0.183 kWh per box
- To realize natural gas consumption at 0.0088 m3 per box
- To realize water consumption at 0.78 litres per box
- To realize the amount of hazardous process waste at 0.3815 g per box
- To realize the rate of loss of materials in production at 1.21%
- To provide at least 4 hours of training to each of our employees and the employees of our sub-contractors on the ISO 14001 Environmental Management System

By evaluating global and national policies on climate change in conjunction with our strategy of “protecting the environment and reducing the consumption of natural resources”,one of our sustainability strategies, we aim to reduce energy consumption utilizing high tech practices with high energy efficiency and to diversify the natural resources we use with renewable energy resources and thus, to reduce the CO2 (carbon dioxide) emission per box by 20% by 2020.

We will launch our roadmap to achieve our targets for 2020 by publishing the Climate Change Strategy Document in 2012. Investments, concerning the use of renewable energy resources, which aim to reduce use of energy, will be explained in detail in the strategy document.

ENVIRONMENTAL INVESTMENTS AND ENERGY SAVING THROUGH THESE INVESTMENTS

We carried out a study on Clean World and the use of renewable energy resources in 2011 and searched for facilities to benefit from solar and wind energy to a small extent.

Among the determined projects such as the lighting pole operating with solar energy, solar tree and the 5 kW wind-rose which will reveal the wind energy potential of the Gebze processing facility, the lighting pole investment was realized and the pole began to generate power in November 2011.

We will be able to save 219 kW of energy per year using the lighting pole, which is built as a symbol to raise sustainability-related awareness of employees and which became operational in November 2011. Thus, 200 tons of CO₂ emission will be prevented every year.

- Thanks to the covalent bond diverging bushes that were installed on the natural gas feeding pipe in Q3/2011, we reduced our net natural gas consumption by 5% in 2011.
- 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 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 contributions to the protection of natural resources by reducing paper and to the environment by reducing toner cartridge consumption.

- With the SAP Document Management System, the intellectual capital of the entire company is transferred to an 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 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.
- By removing 105 mercury vapour lamps of 250 W that are located in various places within the facility and installing 85 W compact fluorescent lamps instead, we have saved more than 400,000 kWh of electric energy per year.
- We built a “Lighting Pole Operating with Solar Energy” in our Gebze facility in order to raise employees’ awareness on sustainability.
- In order to make sure that cooling towers are cleaned more quickly and efficiently, the system is reconditioned in a way that the tower discharges water from its inner centre, thus ensuring water saving.
- The recovery of recyclable paper, cardboard and plastics used to be performed by 3 regional directorates. 5 more regional offices began this practice in 2011.
- We set up the “paper saving project group” in order to minimize use of paper throughout the company.
- We set up quality teams to reduce the loss of materials in production, thus lowering the amount of hazardous waste.



- We prefer recyclable/biodegradable materials as promotional materials.
- A decision was made to replace all desktop computers with CRT monitors to LCD screens until the end of 2012. This way, we left behind the tube technology that negatively affects human health, while we aim to reduce energy consumption by using the LCD technology instead.



- Systemic changes that are requested from the IT department by each department with forms with wet signatures can be received in the digital environment as the Solution Manager module was put in practice; so there is no need for using paper anymore in this process. As a result of improvements, photocopy printing and the use of paper were reduced by 30%.
- We have been continuing at full speed the virtual server practice since 2009. Instead of purchasing new servers for the practices in effect, we have virtualized the current servers. As the number of physical servers decreased, our carbon emissions were reduced, while we significantly saved from our energy and air-conditioning costs, as well as associated maintenance costs. By lowering the number of our serv-



ers by at least 50% through virtualization, we aim to reduce energy consumption and greenhouse gas emissions and to extend the service life of our servers. We replace old servers and data storage units that have low energy efficiency and switch to new systems, which are manufactured with latest technologies and which have high performance and energy efficiency.

- In the SAP/ERP system, legally-required dispatch notes and invoices that are issued for weekly or monthly orders taken from the same customer are combined, thus lowering the number of required printouts. Thanks to this improvement, the number of dispatch notes and invoices printed in a year was reduced by 60%.
- By launching the e-learning practice, a learning platform entitled BilimK@mpüs was set up which can be remotely accessed by all employees. With this practice, the need for face-to-face training programs decreased as employees are now able to receive training externally, thus saving from costs associated with external consultancy services, as well as travelling, accommodation and other costs of regional employees.
- In 2010, OCS Video Conference Application software was installed to all employees’ computers. Audio-visual 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 significantly saved our Company’s communication and traveling 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 a recycling plant. Through 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.
- Official correspondence and agreements that we mutually enter into with our external stakeholders are carried out through an electronic environment, while legal records are automatically created as the electronic environment is integrated to the SAP system. Correspondence, letters of agreement, and so on, which are printed on paper from the SAP system and sent to our suppliers, customers or banks we work with are now automatically submitted by e-mail with improvements made by our IT department. We reduced our use of paper and mailing costs through this practice.
- Within the framework of legal obligations that are not yet enacted but expected 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.

WE PRODUCE OUR OWN ENERGY

This solar panel produces an average of 110 kW of energy per year.
As a result, our lighting pole prevents 77 tons of CO2 emissions every year, an effort that is equal to planting one pine tree each year.
The solar panel in use is a highly efficient Lorentz panel.
Photovoltaic cells used in the panel are manufactured by Sun Power Ltd., a company that cooperates with NASA.
These cells generate a current in shadow with minimum efficiency loss.
The current coming from the solar panel passes through the charge control unit and is transmitted to the long-lasting 80 Ah gel accumulator within the settlement unit.
The control unit automatically activates the accumulator in the event that the current coming from the panel significantly weakens (in other words, when it is dark).
The gel accumulators in use are recyclable, leaving no waste to the nature.
The accumulator generates a 12 Volt direct current and activates the 15 Watt LED lighting unit.
The unit is illuminated for 10 hours.
A 1 Watt LED lighting unit is equal to a 75 Watt traditional lighting unit.
As a result, use of LED saves 600 Watt of power per day and 219 kW of power per year.
This is equal to preventing about 200 tons of CO2 emissions.

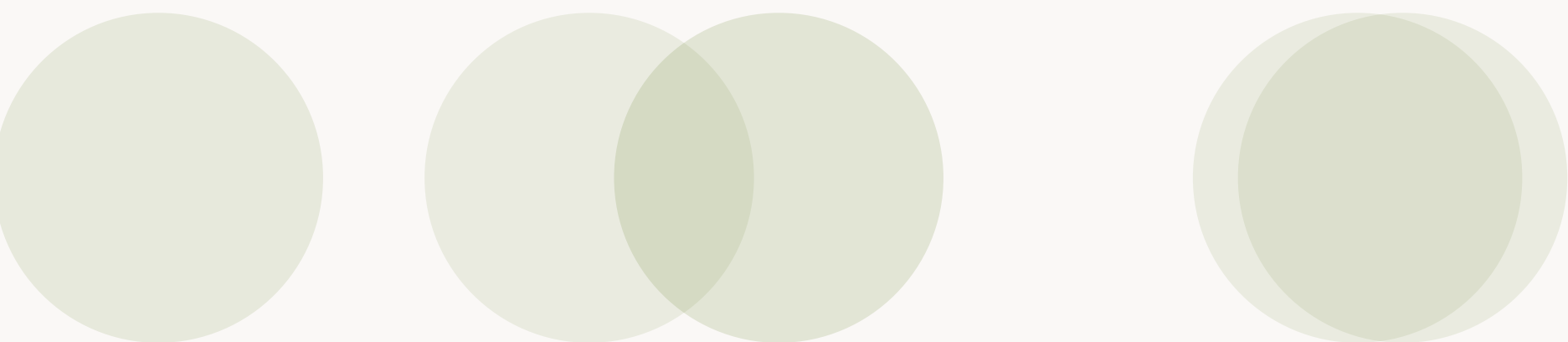


By providing sustainability trainings to all employees in 2011, Bilim Pharmaceuticals raised its employees’ awareness on environmental impacts and energy saving.

In this context, some of the practices aiming at energy saving which are carried out in our Gebze and Çerkezköy processing facilities are as follows:

- Within the scope of the Personal Suggestion System (*), LED lighting fixtures were used in environmental lighting and at some points of the Çerkezköy Processing Facility, thus saving electricity.
- Within the scope of the Personal Suggestion System, the air-conditioning system of the product warehouse is changed from 100% fresh air to 10% fresh air and 90% circulated air, thus saving heating/cooling costs.
- Within the scope of the Personal Suggestion System, jackets were mounted on the valves of the vapor system, cutting costs.
- Within the scope of the Personal Suggestion System, a pressure tank and pump were attached to the soft cold water system, preventing continuous operation of the pump, thus saving energy.
- In very cold weathers with freezing risk, fresh air suction is opened to the technical area, thus saving heating energy.
- Within the scope of the Personal Suggestion System, internal mechanisms of the 250W halogen lighting fixtures used in high-ceiling rooms were replaced with 85W compact fluorescent bulbs at our Gebze Production Facility. This way, we saved electric energy by keeping the light intensity at the same level.

MATERIALS USED



Amounts of materials used in production (2011) (in terms of tonnes)			
Material	Number	Kg	Total
Glass	28,165,230.00		28,165,230.00
Labels	41,307,275.70		41,307,275.70
Raw materials	338,071,539.45	2,962,529.78	341,034,069.23
Parcels	2,396,565.50		2,396,565.50
Boxes	104,901,669.74		104,901,669.74
Plastic	54,737,183.60	10,680.57	54,747,864.17
Prospectus	105,241,547.95		105,241,547.95
Pvc-Folio	10,794,041.00	493,489.00	11,287,530.00
Cans	45.00		45.00
Grand Total	685,801,095.94	3,466,699.66	689,267,795.60

Due to the nature of our sector, we cannot use recycled products in raw materials and primary and secondary packaging

materials. All materials in production processes are single use only. For this reason, we cannot use recycled materials.

ENERGY CONSUMPTION

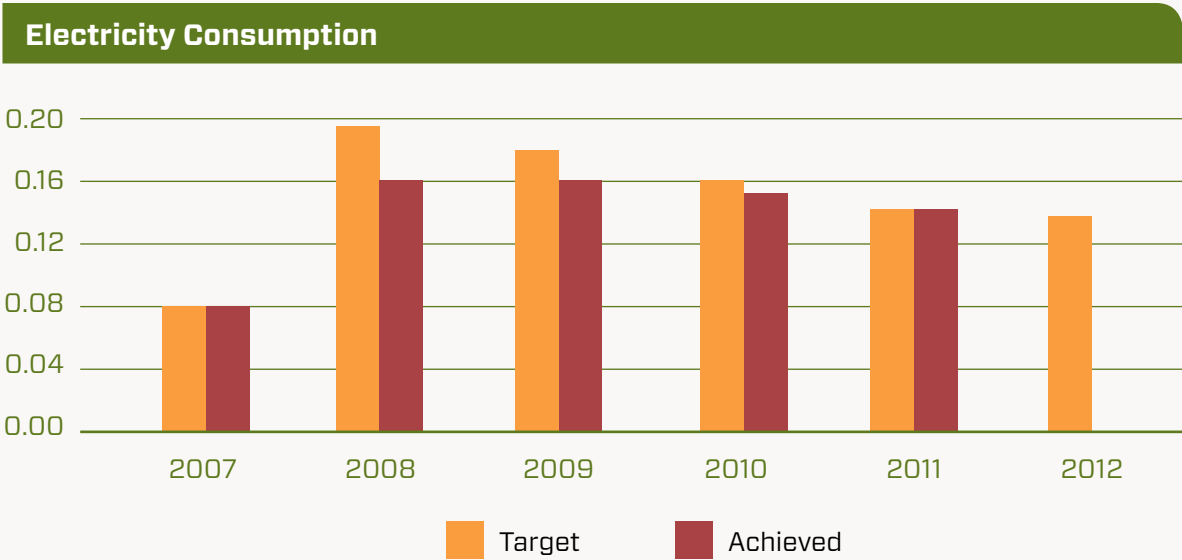
Our production volume increased by 14% in 2011 compared to 2010. In order to limit energy consumption that increases in parallel with the production volume:

- We activated the condensing tower automation unit, thus ensuring that the freecooling function is automatically activated in days when the outside air temperature (wet-bul thermometer) is favourable.
- In line with Good Manufacturing Practices (GMP), provided that the minimum air change rate is ensured in production, we showed efforts to reduce the air change rate in a way that the temperature is kept within 22.5 ± 1.5 °C. Within the scope of these efforts, we reduced the air change rate in some areas, starting from the volumes that are not critical in terms of GMP. Thanks to such efforts, by reducing the spin speed of fans in air-conditioning units, we aim to save electric energy. These efforts will be more comprehensive in 2011 in order to keep electric energy costs under control.
- The frequency of hot water sanitization performed against microbiological pollution in pure water distribution systems is first changed from once a week to once every two weeks and then once a month towards the end of the year. If the result of the validation is positive, the sanitization frequency will continue to be once a month in 2012. With this effort, we have reduced the amount of steam used in the sanitization heating cycle and the amount of cooling energy used in the sanitization cooling cycle, thus saving electric energy.
- By replacing the valve insulations on steam pipes with removable jackets, we aim to reduce consumption of natural gas, which is used in steam production.
- Thanks to the covalent bond diverging bushes that were installed on the natural gas feeding pipe in Q3/2011, we reduced our net natural gas consumption by 5% in 2011.

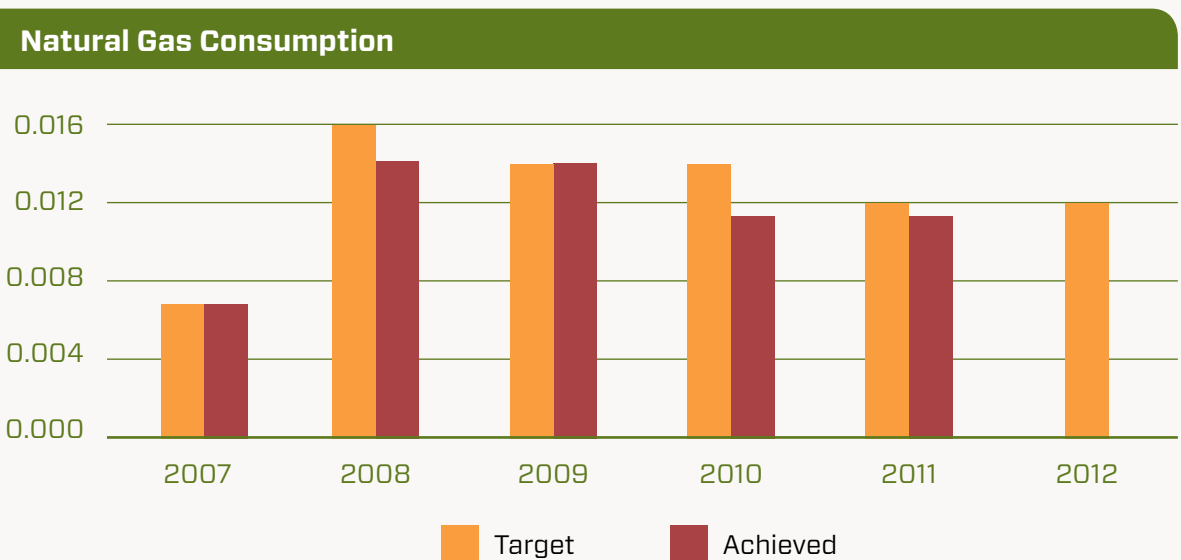
As a result of these efforts, electricity consumption per box decreased by 2% while natural gas consumption per box increased by 1% despite the 14% increase in the production volume.

Since we do not have any energy production portfolios, we have no direct renewable and non-renewable energy consumption according to the primary energy resource.

ELECTRICITY CONSUMPTION



NATURAL GAS CONSUMPTION



Performance Indicators	Resp.	2007		2008		2009		2010		2011		2012
		T	A	T	A	T	A	T	A	T	A	T
Electricity consumption per box (kWh/box)		0.08194	0.08831	0.19874	0.16834	0.18352	0.16635	0.15897	0.15235	0.14467	0.14889	0.13745
Gebze	PD	-	-	0.22741	0.19197	0.23919	0.20683	0.19731	0.18984	0.17491	0.17633	0.16052
Çerkezköy		0.21136	0.21006	0.20554	0.18832	0.18795	0.18646	0.18139	0.17072	0.16698	0.19219	0.18316
Ayazağa		0.05420	0.06356	0.03869	0.03515	0.03377	0.03448	0.03356	0.03321	0.03273	0.02876	0.02686

Performance Indicators	Resp.	2007		2008		2009		2010		2011		2012
		T	A	T	A	T	A	T	A	T	A	T
Natural gas consumption per box (m³/box)		0.00793	0.00767	0.01620	0.01456	0.01446	0.01437	0.01400	0.01311	0.01274	0.01319	0.01222
Gebze	PD			0.01804	0.01606	0.01773	0.01721	0.01695	0.01607	0.01577	0.01588	0.01479
Çerkezköy		0.01866	0.01854	0.01819	0.01781	0.01765	0.01762	0.01686	0.01476	0.01268	0.01086	0.0088
Ayazağa		0.00564	0.00546	0.00399	0.00360	0.00361	0.00358	0.00351	0.00354	0.00340	0.00692	0.00639

Electricity (2011)	MJ
Gebze	58.006.368
Ayazağa Headquarters	3.129.955
Çerkezköy	17.539.873
Total	78.676.194

Our Gebze and Çerkezköy plants are located at Gebze and Çerkezköy industrial zones. These industrial zones procure their energy from EnergySa; the latter acquires the %79 of the electricity it pro-

duces from cogeneration, %19,2 from hydroelectricity and %1,8 from wind-energy. Hence, these industrial zones use %21,2 renewable energy sources.

Natural Gas (2011)	MJ
Gebze	52.235.701
Ayazağa Headquarters	7.532.521
Çerkezköy	9.906.948
Total	69.677.170

Motorin (2011)	MJ
Gebze	161.370
Ayazağa Headquarters	12.551
Çerkezköy	71.720
Total	245.641

WATER CONSUMPTION

At our Gebze facility, water is provided from the Yuvacık Dam, which is a superficial pond, **through the municipality's water supply network.** This water source is not only used by the Gebze Organized Industrial Zone, but also by the residential areas in the region. Within the scope of plan B, we drew water for one week in 2011 from the Denizli Pond, a superficial pond which is kept by the Gebze Organized Industrial Zone in reserve. Similarly, this pond provides water not only to the Gebze Organized Industrial Zone, but also to residential and cultivated areas in the region.

Gebze Organized Industrial Zone currently carries out a preliminary project to provide garden irrigation water to the industrial establishments by installing an advance

treatment system to the exit of its current central water treatment facility.

When this project is implemented in the coming year, we will get the chance to obtain our garden irrigation water from the exit of the Gebze Organized Industrial Zone's central water treatment facility.

In our Çerkezköy processing facility, water is provided from 17 deepwater wells within the boundaries of the organized industrial regional directorate. Moreover, the use of the Yoncalı dam is allocated to the Çerkezköy Organized Industrial Zone, while the project design will be completed in 2012 and a tender will be called in 2013 for the construction of the dam.

Rainwater is not collected and reused.



Performance Indicators	Resp.	2007		2008		2009		2010		2011		2012
		T	A	T	A	T	A	T	A	T	A	T
Water consumption (m³/box)		0.00067	0.00062	0.00134	0.00119	0.00115	0.00114	0.00111	0.00100	0.00099	0.00087	0.00082
Gebze	PD			0.00151	0.00133	0.00144	0.00140	0.00139	0.00126	0.00124	0.00110	0.00103
Çerkezköy		0.00151	0.00149	0.00146	0.00144	0.00140	0.00136	0.00127	0.00108	0.00100	0.00082	0.00078
Ayazağa		0.00049	0.00044	0.00029	0.00024	0.00023	0.00020	0.00020	0.00020	0.00020	0.00018	0.00018

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, giving priority on recycling and recovery, through collaboration with accredited firms licensed by the Ministry of Environment and Forestry in a way that does not harm nature.

Amounts of produced wastes, including their category, are continuously recorded at their source and their monthly trends are kept view of.

One of these trends, which is the “amount of hazardous waste per box”, is monitored as a performance indicator,

In 2009 and 2010, we declared in our CSR only the amount of controllable hazardous process wastes. However, a decision was made to include uncontrollable waste with financial value and uncontrollable shelf samples with no financial value in our CSR of 2011.



Ayfer Nefesoğlu
Marketing Director
Izaydaş

Manufacturing under competitive conditions that gradually become more and more difficult with each passing day, pharmaceutical companies – like all of our stakeholders who we fulfill our environmental responsibilities with – have a special position in the eyes of my company, IZAYDAŞ, which is Turkey's first and still the largest Waste Disposal Plant in terms of the type and amount of waste processed. This special position of pharmaceutical companies is due to the value they attach to humans as well as their environmentally friendly activities.

Even in years when waste management and waste awareness were just being discussed in our country, Bilim Pharmaceuticals used to interpret the legislation on behalf of the environment as one of the most important companies of the pharmaceutical industry specialized in its field. Bilim Pharmaceuticals is important to us, because we as IZAYDAŞ can establish easy communication with Bilim Pharmaceuticals. Moreover, IZAYDAŞ and Bilim Pharmaceuticals have brought their relations to the present time with mutual trust and have been showing progress together since 1999.

We can see that Bilim Pharmaceuticals carries out exemplary efforts with the importance that it attaches to its employees, scientific studies and customer satisfaction, and with its accountable and transparent approaches in terms of social responsibility. I would like to pay tribute to your company because of your approaches and practices regarding economic, social and environmental responsibility and the sustainability efforts you carry out throughout your company, and wish that you continue such successful efforts.

We continuously keep our employees, suppliers, business partners and visitors informed about waste management in order to increase the effectiveness of our waste management system.

WASTE RECYCLING

In the scope of the Regulation on the Control of Packaging Wastes, since 2005 we have been collaborating with ÇEVKO, an authorized institution in recycling activities, for the collection of our packaging wastes at a specified quota. For packaging wastes that we have been offering to the market, the recycling rate rose from 36% in 2010 to 38% in 2011.

Amounts of recycled wastes (2011) (kg)			
Type of Waste	2009	2010	2011
Plastic	39,186	61,465	39,533
Paper-Cardboard	277,679	302,576	293,830
Glass	3,150	15,681	46,473
Recycling of strong palette	4,018	6,634	4,225
Scrap palette	59,050	73,800	58,430



Recycled wastes (2011) (kg)			
Type of Waste	2009	2010	2011
Plastic	189,840	23,300	8,895
Paper-Cardboard	2,955,158	2,549,000	971,430

WASTEWATER

As the central treatment facility was commissioned at the Gebze Organized Industrial Zone in early 2011, the industrial wastewater treatment and the domestic wastewater treatment system installed at our Gebze Plant were closed in April. We began to collect our industrial and domestic wastewater associated with our activities in the reservoirs of our old treatment facility which is no longer used, and to canalize it directly to the central treatment system of the Gebze Organized Industrial Zone.

The central wastewater treatment system of the Gebze Organized Industrial Zone is comprised of chemical and biological treatment units. Our wastewater is analyzed by the Gebze Organized Industrial Zone twice a month for compliance with the criteria of water admittance to the central wastewater treatment system of the Gebze Organized Industrial Zone. The results of the analysis of our wastewater, performed by the accredited environmental laboratories as per the request of the Gebze Organized Industrial Zone in 2011, are given below.

At our Çerkezköy processing facility, domestic and industrial wastewater is processed at our wastewater chemical pre-treatment facility and drained to the Çerkezköy Organized Industrial Zone’s Chemical and Biological Treatment Facility. Similarly, our wastewater is analyzed by the Çerkezköy Organized Industrial Zone for compliance with the criteria of water admittance to the central wastewater treatment system of the Çerkezköy Organized Industrial Zone.

In accordance with the discharge criteria of the central wastewater treatment system of the Gebze Organized Industrial Zone for the receiving environment of the exit water, the wastewater at our Gebze processing facility is first discharged into the Yumrukaya stream, then into the Dil stream that the Yumrukaya stream merges with and finally into the Kocaeli Gulf.

In accordance with the discharge criteria of the central wastewater treatment system of the Çerkezköy Organized Industrial Zone for the receiving environment of the exit water, the wastewater at our Çerkezköy processing facility is discharged into the Çorlu stream. The Çorlu stream carries the wastewater into the Ergene river, Meriç river and finally into the Saroz Gulf.

The amount of wastewaters that are discharged by our Gebze and Çerkezköy processing facilities and our headquarters in Ayazağa to the receiving environment are given in the following table:

Water discharge (m³)		
	2010	2011
Gebze	17,600	37,734
Çerkezköy	10,948	7,494
Maslak	5,395	5,392
Total	33,943	52,145

MANAGEMENT OF HAZARDOUS WASTE

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 correspondence is sent to the Ministry of Finance and Ministry of Health, and officials 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, İzaydaş, 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.

In 2009 and 2010, we declared in our CSR only the amount of controllable hazardous process wastes. However, a decision was made to include uncontrollable wastes with financial value and uncontrollable shelf samples with no financial value in the report.

Based on this new approach, the amounts of hazardous waste per box and targets for 2012 are given in the following tables:

Amount of Hazardous Wastes in 2011 - Realized

A. Process-based hazardous waste			
	Amount of Waste	Amount of Production	Amount of Waste per box (gr/box)
Enterprises	159,107,760	146,778,553	1.084
Gebze	149,352,000	91,933,959	1.625
Çerkezköy	9,672,100	25,351,099	0.3815
Maslak	80	29,493,495	0

B1. Hazardous waste with financial value (official destroyable products - raw materials - rejected products)			
	Amount of Waste	Amount of Production	Amount of Waste per box (gr/box)
Enterprises	100,080,000	146,778,553	0.681843484
Gebze	100,080,000	91,933,959	1.08860753
Çerkezköy	0*	25,351,099	0
Maslak	0*	29,493,495	0

* No hazardous waste with financial value is produced at our headquarters in Maslak which is not a commercial building. Hazardous wastes with financial value produced by our Çerkezköy processing facility are disposed by our Gebze processing facility.

B2. Shelf sample waste with no financial value (products + raw materials)			
	Amount of Waste	Amount of Production	Amount of Waste per box (gr/box)
Enterprises	22,550,000	146,778,553	0.153632799
Gebze	16,750,000	91,933,959	0.182196004
Çerkezköy	5,800,000	25,351,099	0.228786926
Maslak	0	29,493,495	0

* No shelf sample waste with financial value is produced at our headquarters in Maslak which is not a commercial building.

Amount of Hazardous Waste – Targets for 2012

A. Process-based hazardous waste			
	Amount of Waste	Amount of Production	Target (gr/box)
Enterprises	177,334,209.9	162,260,138	1.092900648
Gebze	167,274,240	103,415,598	1.617495264
Çerkezköy	10,059,869.92	26,367,465	0.381525866
Maslak	100	32,477,075	3.0791E-06

B1. Hazardous waste with financial value (official destroyable products – raw materials – rejected products)			
	Amount of Waste	Amount of Production	Target (gr/box)
Enterprises	70,000,000	162,260,138	0.431406018
Gebze	167,274,240	103,415,598	1.617495264
Çerkezköy	0*	26,367,465	0
Maslak	0*	32,477,075	0

* No hazardous waste with financial value is produced at our headquarters in Maslak which is not a commercial building. Hazardous wastes with financial value produced by our Çerkezköy processing facility are disposed by our Gebze processing facility.

B2. B2. Shelf sample wastes with no financial values (products + raw materials)

There is no data with respect to shelf samples to be released in 2012.

Amount of hazardous waste per box												
Performance Indicators	Resp.	2007		2008		2009		2010		2011		2012
		T	A	T	A	T	A	T	A	T	A	T
Process-Based Hazardous Waste (g/box)	PD	1.275	1.280	1.350	1.340	1.100	1.076	0.900	0.538	0.780	1.0840	1.0929
Gebze				1.850	1.843	1.450	1.425	1.190	0.737	1.100	1.6250	1.6175
Çerkezköy		1.400	1.380	1.350	1.336	1.200	1.168	0.980	0.507	0.520	0.3820	0.3815
Ayazağa		1.700	1.692	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.0000	0.0000
Carbon Monoxide (mg/Nm³)												
Gebze	PD			max.100	27.09	max.100	-	max.100	0	max.10	0	max.10
Çerkezköy		max.100	9.46	max.100	10.3	max.100	10.4	max.100	9.68	max.10	0	max.10
Sulfur Dioxide (mg/Nm³)												
Gebze	PD			max.100	0	max.100	-	max.100	0	max.10	0	max.10
Çerkezköy		max.100	0	max.100	0	max.100	0	max.100	0	max.10	0	max.10
Powder (mg/m³%3Ref.O₂)												
Gebze	PD			max.10	0.73	max.10	0.37	max.10	3.66	max.1	<5	<5
Çerkezköy		max.10	0	max.10	0	max.10	0.38	max.10	0	max.1	7.2	<5

GREENHOUSE GAS EMISSIONS AND OUR CARBON FOOTPRINT

Greenhouse gas emissions caused by our company’s activities in 2009 and 2010 were reviewed under the consultancy of an independent institution. We calculated our greenhouse gas emissions in 2011 based on the metrics set forth herein. 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. Greenhouse gas emissions that arise during the supply of input materials, which are used in our production and distribution services in the supply chain within the Scope 3, are excluded.

In line with the new regulation covering reference prices in the **pharmaceutical industry in 2011**, prices were cut; the discount rate was extended; and the repayment limits were lowered. These arrangements that were simultaneously carried out affected our investments for the purpose of lowering greenhouse gas emissions. In order to minimize the impacts of these changes on our company, we aimed to increase our production volume in

2011. The production volume in 2011 was 10.97% higher than the target set forth for the year (2011) and 23.28% higher than the production volume in 2010. As a result of all these arrangements and measures, we were able to lower the greenhouse gas emission per box by only 1.35%. Therefore, we could not achieve the target that we set for 2011 which was to lower our greenhouse gas emission by 2.5%.

Acting upon the fact that the arrangements related to drug prices would be in effect in 2012 and our production volume would increase by 13.17% in 2012 compared to 2011, we aimed to keep total greenhouse gas emissions below 30,000 tonnes in 2012.

In 2011, we enlarged the portfolio of vehicles that work with diesel fuel whose emission per litre is lower, while contracting the portfolio of vehicles that work with gasoline. A total distance of 13,430,000 km was covered by our vehicles in 2010, while the total distance increased to 20,639,000 km in 2011. Despite this 54% increase in the total distance, the amount of fuel used increased by only 8.8%.

Greenhouse gas emission in 2011*			
	2009 CO ₂ (tonnes)	2010 CO ₂ (tonnes)	2011 CO ₂ (tonnes)
Scope 1	12,107	11,558	13,333.18
Scope 2	10,778	9,680	11,555.07
Scope 3	2,815	1,954	3,297.32
Total	25,700	23,192	28,185.57

* Within the framework of the standards of the GHG protocol, the calculations were made by the use of coefficient metrics. Since there is no change in coefficients, which were used in 2009 and 2010 to determine the emission per consumption, the data for 2011 were generated by making use of the same coefficients.

Scope 3 greenhouse gas emission in 2011	
	CO ₂ e (tonnes)
Flights with business purpose	2,576.46
Service vehicles (Diesel)	403.54
Transfer of products from facilities to pharmaceutical warehouses (Diesel)	317.31
Total	3,297.32

The gas emission per box caused by vehicles used by the employees of Bilim Pharmaceuticals is monitored as a basic performance indicator. The realized amount of 0.059 CO₂kg/box in 2011 is lower than the target.

Performance Indicators	Resp.	2007		2008		2009		2010			2011		2012
		T	A	T	A	T	A	T	A	A	T	A	T
Greenhouse Gas Emission Ratio (CO ₂ kg/box)	PD-HRD							0.18240	0.17784	0.17287	0.16876	0.16364	0.16293
Enterprises						0.11789	0.11495	0.10793	0.10577	0.10466	0.10453		
Vehicles						0.06450	0.06289	0.06493	0.06299	0.05899	0.05840		

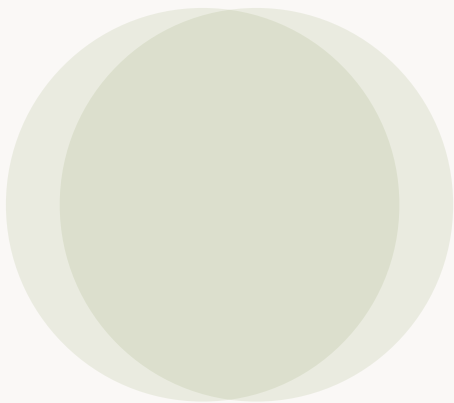
Emissions of substance that consume ozone according on weight			
Location	Refrigerating Gas	Amount of refrigerating gas added in 2011 (kg)	CO ₂ e (tonnes)
Ayazağa Headquarters			
Air cooling refrigerating group, 1x1.45 mWatt	Freon R 22	-	-
Gebze Processing Facility	134 A	-	-
Water cooling refrigerating group, 3x3 mWatt	R410 A	-	-
Çerkezköy Processing Facility			
Air cooling refrigerating group, 1x1.45 mWatt	Freon R 22	480.00	868.80
Total			868.80

NOx ve SOx emissions caused by natural gas, gas oil and LPG in our facilities	
SOx (tonnes)	0.1
NOx (tonnes)	6.8

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 the possible negative impacts on biodiversity under control. Both facilities went 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 Ministry of Environment and Forestry of the Republic of Turkey. This way, we ensure that our emissions and discharges are well within the legal limits.



LEGAL COMPLIANCE

Launched in the second half of 2009 at the Gebze processing facility, which entered operation in 2008, the IMS (Integrated Management System) Certification Project was completed in the first quarter of 2010. Thus, our entire company, including our Çerkezköy processing facility 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.

No fines have been levied on our facilities. No spillages have occurred in our facilities.



Statement GRI Application Level Check

GRI hereby states that **BILIM PHARMACEUTICALS** has presented its report “Corporate Responsibility Report 2011” 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 G3.1 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 G3.1 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, 23 August 2012



Nelmara Arbex
Deputy Chief Executive
Global Reporting Initiative



The “+” has been added to this Application Level because **BILIM PHARMACEUTICALS** has submitted this report for external assurance. GRI accepts the reporter’s own criteria for choosing the relevant assurance provider.

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

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 8 August 2012. GRI explicitly excludes the statement being applied to any later changes to such material.

Bilim Pharmaceuticals’ 2011 Corporate Responsibility Report was prepared in compliance with the GRI G3.1 Sustainability Reporting Principles and the Global Compact’s Communication on 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 G3.1 Indicators		Related GC Indicators*	Reporting Status	Related Part in the Report	Page Number
1.1	Statement from the most senior decision-maker of the organization.	GC Statement of Continued Support	Fully	*Message from the CEO *Message from the Chairman of the Board	4-5, 6-7
1.2	Description of key impacts, risks, and opportunities.		Fully	*Message from the CEO *Our Sustainability Management * Our Risk Management	6-7, 50-61, 48-49
2.1	Name of the organization.		Fully	*Cover Page	
2.2	Primary brands, products, and/or services.		Fully	*About Bilim Pharmaceuticals *Our Field of Work *Our Processing Facilities	15-23
2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.		Fully	*About Bilim Pharmaceuticals *Our Management Structure	15-23, 26-29
2.4	Location of organization’s headquarters.		Fully	*About Bilim Pharmaceuticals *Our Processing Facilities	18
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.		Fully	*About Bilim Pharmaceuticals *Foreign Markets	14-23, 74-75
2.6	Nature of ownership and legal form.		Fully	*Organization Structure *Board of Directors	26-27
2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).		Fully	*About Bilim Pharmaceuticals *Foreign Markets	14-23, 74-75
2.8	Scale of the reporting organization.		Fully	*About Bilim Pharmaceuticals *Our Processing Facilities *Shareholding Structure *Operational and Financial Information *Number of Employees	14-23, 26, 72-75, 95
2.9	Significant changes during the reporting period regarding size, structure, or ownership.		Fully	*Board of Directors	27
2.10	Awards received in the reporting period.		Fully	*Our Awards	66-67
3.1	Reporting period (e.g., fiscal/calendar year) for information provided.		Fully	*Cover Page * About the Report	12-13

GRI G3.1 Indicators		Related GC Indicators*	Reporting Status	Related Part in the Report	Page Number
3.2	Date of most recent previous report (if any).		Fully	June 2011	
3.3	Reporting cycle (annual, biennial, etc.)		Fully	Annual	
3.4	Contact point for questions regarding the report or its contents.		Fully	* About the Report	12-13
3.5	Process for defining report content.		Fully	* About the Report	12-13
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers). See GRI Boundary Protocol for further guidance.		Fully	* About the Report	12-13
3.7	State any specific limitations on the scope or boundary of the report (see completeness principle for explanation of scope).		Fully	* About the Report	12-13
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.		Fully	* About the Report	12-13
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. Explain any decisions not to apply, or to substantially diverge from, the GRI Indicator Protocols.		Fully	* About the Report	12-13
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).		Fully	* About the Report	12-13
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.		Fully	* About the Report	12-13
3.12	Table identifying the location of the Standard Disclosures in the report.		Fully	*GRI ve GC Endeksi	242-256
3.13	Policy and current practice with regard to seeking external assurance for the report.		Fully	* About the Report	12-13

GRI G3.1 Indicators		Related GC Indicators*	Reporting Status	Related Part in the Report	Page Number
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.		Fully	*Our Management Structure *Age breakdown at managerial level	24-29, 98
4.2	Indicate whether the Chair of the highest governance body is also an executive officer.		Fully	*Our Management Structure	26-27
4.3	For organizations that have a unitary board structure, state the number and gender of members of the highest governance body that are independent and/or non-executive members.		Fully	*Our Management Structure	26-27
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.		Fully	*Our Management Structure/Our Boards *Our Stakeholders *Employee Participation and Representation	26-29, 62-63, 156-163
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).		Fully	*Board of Directors *Pay Management and Retirement Policy	26-27, 108-111
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.		Fully	*Our Management Structure *Our Journey of Excellence *Our Ethical Management	26-27, 36-41, 46-47
4.7	Process for determining the composition, qualifications, and expertise of the members of the highest governance body and its committees, including any consideration of gender and other indicators of diversity.		Fully	*Our Management Structure *Our Recruitment Procedures *Evaluation of Competencies *Our Contribution to the Development of Our Employees	26-27, 102-105, 106-107, 112-137
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.		Fully	*Our Management Structure *Our Management Principles *Our Quality Management *Our Reputation Management *Our Ethical Management *Our Sustainability Management *Our Economic Added Value *The Value We Attach to People *Our Responsibility to the Ecological Environment	26-29, 30-35, 42-45, 46-47, 50-61, 68-87, 88-211, 212-240

GRI G3.1 Indicators		Related GC Indicators*	Reporting Status	Related Part in the Report	Page Number
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.		Fully	*Our Management Structure *Our Risk Management *Our Sustainability Management *Our Ethical Management	26-29, 48-49, 50-61, 46-47
4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.		Fully	*Our Management Structure	26-29
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organization.		Fully	*Our Risk Management *Occupational Health and Safety *Product Responsibility *Environmental Management	48-49, 166-173, 174-189
4.12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses.		Fully	*Our Memberships *Our Quality Management *Our Journey of Excellence *Our Sustainability Management	64, 34-35, 36-41, 50-61
4.13	Memberships in associations (such as industry associations) and/or national/international advocacy organizations in which the organization: * Has positions in governance bodies; * Participates in projects or committees; * Provides substantive funding beyond routine membership dues; or * Views membership as strategic.		Fully	*Our Memberships	64
4.14	List of stakeholder groups engaged by the organization.		Fully	*Our Stakeholders	62-63
4.15	Basis for identification and selection of stakeholders with whom to engage.		Fully	*Our Stakeholders	62-63
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.		Fully	*Our Stakeholders *Volunteering Platform for the Community *Employee Participation and Representation *Our Customers *Management of Collaborations *Community Investment	62-63, 143-155, 156-163, 178-184, 185-189, 190-211

GRI G3.1 Indicators		Related GC Indicators*	Reporting Status	Related Part in the Report	Page Number
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.		Fully	*Our Stakeholders *Our Quality Management *Our Sustainability Management *Our Economic Added Value *The Value We Attach to People *Our Responsibility to the Ecological Environment	62-63, 33-34, 50-61, 68-87, 88-211, 212-240
Economic					
Management Approach			Fully	*Our Management Structure *Our Management Principles *Our Quality Management *Our Journey of Excellence *Our Reputation Management *Our Ethical Management *Our Risk Management *Our Sustainability Management	24-29, 30-33, 34-35, 36-41, 42-45, 46-47, 48-49, 50-61
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.		Partially	*Our Economic Added Value	68-87
EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change.	GC 7	Fully	*Our Management Structure *Our Risk Management *Our Responsibility to the Ecological Environment/ Environmental Management - Our Environmental Management Model - Energy Management Board - Environmental Work Teams - Realizations in 2011 - Our Environment Friendly Practices	26-29, 48-49, 212-240
EC3	Coverage of the organization's defined benefit plan obligations.		Fully	*Our Economic Added Value / Our Investments *The Value We Attach to People / Pay Management and Retirement Policy	76-77, 108-111
EC4	Significant financial assistance received from government.		Fully	*Government Grants Received by Bilim Pharmaceuticals	84-85
EC5	Range of ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation.	GC 1	Fully	*The Value We Attach to People / Pay Management and Retirement Policy / Pay Raises by Years	108-111

GRI G3.1 Indicators		Related GC Indicators*	Reporting Status	Related Part in the Report	Page Number
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.		Fully	*Our Suppliers and Collaborations	185-189
EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation.	GC 6	Fully	*Our Economic Added Value / Foreign Markets *The Value We Attach to People / Demographic Data of Our Employees	74-75, 108-109, 99
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.		Partially	*Our Economic Added Value / Our Investments *Our Work on Research and Development *Community Investment	76-77, 78-82, 190-211
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts.		Fully	*Our Risk Management *Our Responsibility to the Ecological Environment/ Our Environment Friendly Practices	48-49, 223-227
Environmental					
Management Approach		GC Environmental Commitment	Fully	*Our Management Structure *Our Management Principles *Our Quality Management *Our Journey of Excellence *Our Reputation Management *Our Ethical Management *Our Risk Management *Our Sustainability Management *Our Responsibility to the Ecological Environment	24-61, 212-240
EN1	Materials used by weight or volume.	GC 8	Fully	*Our Responsibility to the Ecological Environment / Materials Used	228
EN2	Percentage of materials used that are recycled input materials.	GC 8, GC 9	Fully	*Our Responsibility to the Ecological Environment / Materials Used	228
EN3	Direct energy consumption by primary energy source.	GC 8	Fully	* Our Responsibility to the Ecological Environment / Energy Consumption - Greenhouse Gas Emmisions and Our Carbon Footprint	229-231, 238-239
EN4	Indirect energy consumption by primary source.	GC 8	Fully	* Our Responsibility to the Ecological Environment / Energy Consumption - Greenhouse Gas Emmisions and Our Carbon Footprint	229-231, 238-239

GRI G3.1 Indicators		Related GC Indicators*	Reporting Status	Related Part in the Report	Page Number
EN5	Energy saved due to conservation and efficiency improvements.	GC 8, GC 9	Fully	*Our Responsibility to the Ecological Environment/ Our Environment Friendly Practices - Energy Consumption - Greenhouse Gas Emmisions and Our Carbon Footprint	223-227, 229-231, 238-239
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	Fully	*Our Responsibility to the Ecological Environment/ Our Environment Friendly Practices - Energy Consumption - Greenhouse Gas Emmisions and Our Carbon Footprint	223-227, 229-231, 238-239
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	GC 8, GC 9	Fully	*Our Responsibility to the Ecological Environment/ Our Environment Friendly Practices - Greenhouse Gas Emmisions and Our Carbon Footprint	223-227, 229-231, 238-239
EN8	Total water withdrawal by source.	GC 8	Fully	*Our Responsibility to the Ecological Environment/ Water Consumption	232
EN9	Water sources significantly affected by withdrawal of water.	GC 8	Fully	*Our Responsibility to the Ecological Environment/ Water Consumption	232
EN10	Percentage and total volume of water recycled and reused.	GC 8, GC 9	Fully	*Our Responsibility to the Ecological Environment/ Water Consumption - Waste Water	232, 234-235
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	Fully	*Our Responsibility to the Ecological Environment / Biodiversity	240
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	Fully	*Our Responsibility to the Ecological Environment / Biodiversity	240
EN13	Habitats protected or restored.	GC 8	Fully	*Our Responsibility to the Ecological Environment / Biodiversity	240
EN14	Strategies, current actions, and future plans for managing impacts on biodiversity.	GC 8	Fully	*Our Responsibility to the Ecological Environment / Biodiversity	240
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	Fully	*Our Responsibility to the Ecological Environment / Biodiversity	240

GRI G3.1 Indicators		Related GC Indicators*	Reporting Status	Related Part in the Report	Page Number
EN16	Total direct and indirect greenhouse gas emissions by weight.	GC 8	Fully	* Our Responsibility to the Ecological Environment / Greenhouse Gas Emmisions and Our Carbon Footprint	238-239
EN17	Other relevant indirect greenhouse gas emissions by weight.	GC 8	Fully	* Our Responsibility to the Ecological Environment / Greenhouse Gas Emmisions and Our Carbon Footprint	238-239
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	GC 7, GC 8, GC 9	Fully	*Our Sustainability Management *Our Responsibility to the Ecological Environment/ Our Environment Friendly Practices - Energy Consumption - Greenhouse Gas Emmisions and Our Carbon Footprint	50-61, 223-227, 229-231, 238-239
EN19	Emissions of ozone-depleting substances by weight.	GC 8	Not applicable		
EN20	NOx, SOx, and other significant air emissions by type and weight.	GC 8	Fully	* Our Responsibility to the Ecological Environment / Greenhouse Gas Emmisions and Our Carbon Footprint	238-239
EN21	Total water discharge by quality and destination.	GC 8	Fully	* Our Responsibility to the Ecological Environment / Waste Water	232-235
EN22	Total weight of waste by type and disposal method.	GC 8	Fully	* Our Responsibility to the Ecological Environment / Waste Management - Waste Recyclingı - Management of Hazardous Waste	233-237
EN23	Total number and volume of significant spills.	GC 8	Fully	* Our Responsibility to the Ecological Environment / Management of Hazardous Waste - Legal Compliance	240
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	Fully	*Our Responsibility to the Ecological Environment / Biodiversity	240

GRI G3.1 Indicators		Related GC Indicators*	Reporting Status	Related Part in the Report	Page Number
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	GC 7, GC 8, GC 9	Fully	*Our Sustainability Management *Our Responsibility to the Ecological Environment	50-61, 212-240
EN27	Percentage of products sold and their packaging materials that are reclaimed by category.	GC 8, GC 9	Fully	* Our Responsibility to the Ecological Environment / Waste Management - Waste Recycling	233-234
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	GC 8	Fully	* Our Responsibility to the Ecological Environment / Legal Compliance	240
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	Fully	*Our Sustainability Management *Our Responsibility to the Ecological Environment/ Our Environment Friendly Practices - Greenhouse Gas Emmisions and Our Carbon Footprint	50-61, 223-227, 238-239
EN30	Total environmental protection expenditures and investments by type.	GC 7, GC 8, GC 9	Fully	*Our Sustainability Management *Our Responsibility to the Ecological Environment	50-61, 212-240
Labor Practices and Decent Work					
Management Approach			Fully	*Our Management Structure *Our Management Principles *Our Reputation Management *Our Ethical Management *Our Risk Management *Our Sustainability Management *Our Stakeholders *The Value We Attach to People *Occupational Health and Safety	24-33, 42-63, 88-211
LA1	Total workforce by employment type, employment contract, and region, broken down by gender.		Fully	*The Value We Attach to People - Demographic Data of Our Employees	95-99
LA2	Total number and rate of new employee hires and employee turnover by age group, gender, and region.	GC 6	Partially	*Our Recruitment Procedures	102-105
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.		Fully	*Benefits, rights and support practices provided by Bilim Pharmaceuticals to its employees *Pay Management and Retirement Policy	108-111

GRI G3.1 Indicators		Related GC Indicators*	Reporting Status	Related Part in the Report	Page Number
LA4	Percentage of employees covered by collective bargaining agreements.	GC 1, GC 3	Fully	*Demographic Data of Our Employees - Total Labour Force by Employment Contract	96
LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.	GC 3	Fully	*Internal Communication Activities	160
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	Fully	*Employee Participation and Representation - Boards and Working Teams *The OHS Board and OHS Study Team	156-157, 168
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region and by gender.	GC 1	Fully	*Job-Related Accidents and Efforts to Prevent Accidents	171-173
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	Fully	*Occupational Health and Safety Management *OHS Trainings *Occupational Health and Safety - Our Efforts in 2011 *Job-Related Accidents and Efforts to Prevent Accidents	166-173
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 gender, and by employee category.		Fully	*Employee Training *OHS Trainings	130-131, 169-170
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.		Fully	*Our Contribution to the Development of Our Employees - Bilimk@mpüs - Employee Training - Leadership Development Program - Stars Team *Coaching System - Number of employees who are encouraged to study for a master’s degree - Volunteering Platform for the Community	112-137
LA12	Percentage of employees receiving regular performance and career development reviews, by gender.		Fully	*Our Contribution to the Development of Our Employees - Performance Management - Potential Evaluation - Leadership Development Program	118-123

GRI G3.1 Indicators		Related GC Indicators*	Reporting Status	Related Part in the Report	Page Number
LA13	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity.	GC 1, GC 6	Fully	*The Value We Attach to People - Demographic Data of Our Employees	95-99
LA14	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation.	GC 1, GC 6	Fully	*Pay Management and Retirement Policy	108-111
LA15	Return to work and retention rates after parental leave, by gender.		Fully	*Our Recruitment Procedures - Ratio of employees who return back to work after giving birth	105
Human Rights					
Management Approach			Fully	*Our Management Structure *Our Management Principles *Our Quality Management *Our Reputation Management *Our Ethical Management *Our Risk Management *Our Sustainability Management *Our Stakeholders *The Value We Attach to People *Occupational Health and Safety *Our Suppliers and Collaborations	24-35, 42-63, 88-211
HR1	Percentage and total number of significant investment agreements and contracts that include clauses incorporating human rights concerns, or that have undergone human rights screening.	GC 1, GC 2, GC 3, GC 4, GC 5, GC 6	Fully	*Our Suppliers and Collaborations	185-189
HR2	Percentage of significant suppliers, contractors and other business partners that have undergone human rights screening, and actions taken.	GC 1, GC 2, GC 3, GC 4, GC 5, GC 6	Partially	*Our Suppliers and Collaborations	185-189
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	Fully	*Our Ethical Management	46-47
HR4	Total number of incidents of discrimination and corrective actions taken.	GC 1, GC 2, GC 3, GC 4, GC 5, GC 6	Fully	*Our Principles on Employee Rights *Benefits, rights and support practices provided by Bilim Pharmaceuticals to its employees *Results of the employee satisfaction survey - Legal actions on overtime, harassment or discrimination	94, 110-111, 163-164

GRI G3.1 Indicators		Related GC Indicators*	Reporting Status	Related Part in the Report	Page Number
HR5	Operations and significant suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and actions taken to support these rights.	GC 1, GC 2, GC 3	Partially	*Our Principles on Employee Rights *Selection of Collaborations *Supplier Inspection	94, 187-188
HR6	Operations and significant suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the effective abolition of child labor.	GC 1, GC 2, GC 5	Partially	*Our Principles on Employee Rights *Selection of Collaborations *Supplier Inspection	94, 187-188
HR7	Operations and significant suppliers identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of all forms of forced or compulsory labor.	GC 1, GC 2, GC 4	Partially	*Our Principles on Employee Rights *Selection of Collaborations *Supplier Inspection	94, 187-188
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	Fully	*Our Sustainability Management	54
HR9	Total number of incidents of violations involving rights of indigenous people and actions taken.	GC 1, GC 2	Not applicable		
HR10	Percentage and total number of operations that have been subject to human rights reviews and/or impact assessments.		Fully	*Our Suppliers and Collaborations	185-189
HR11	Number of grievances related to human rights filed, addressed and resolved through formal grievance mechanisms.		Fully	*Our Ethical Management *Results of the employee satisfaction survey	46-47, 163-164
Society					
Management Approach			Fully	*Our Management Structure *Our Management Principles *Our Quality Management *Our Journey of Excellence *Our Reputation Management *Our Ethical Management *Our Risk Management *Our Sustainability Management *Our Stakeholders *Fighting with Bribery and Impropriety *Volunteering Platform for the Community *Community Investment	24-63, 86-87, 144-155, 190-211

GRI G3.1 Indicators		Related GC Indicators*	Reporting Status	Related Part in the Report	Page Number
S01	Percentage of operations with implemented local community engagement, impact assessments, and development programs.		Fully	*Our Processing Facilities *Our Quality Management *Our Reputation Management *Our Ethical Management *Our Risk Management *Our Sustainability Management *Our Stakeholders *Volunteering Platform for the Community *Community Investment *Occupational Health and Safety *Our Responsibility to the Ecological Environment	18-23, 34-35, 42-63, 144-155, 166-173, 212-240
S02	Percentage and total number of business units analyzed for risks related to corruption.	GC 10	Partially	*Our Ethical Management *Fighting with Bribery and Impropriety	46-47, 86-87
S03	Percentage of employees trained in organization’s anti-corruption policies and procedures.	GC 10	Fully	*Our Ethical Management	46-47
S04	Actions taken in response to incidents of corruption.	GC 10	Fully	*Fighting with Bribery and Impropriety *Results of the employee satisfaction survey	86-87, 163-164
S05	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		
S06	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.	GC 10	Not applicable		
S07	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes.		Fully	*Fighting with Bribery and Impropriety	86-87
S08	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.		Fully	*Our Ethical Management *Fighting with Bribery and Impropriety *Occupational Health and Safety - Legal Compliance *Our Responsibility to the Ecological Environment - Legal Compliance	46-47, 86-87, 173, 240
S09	Operations with significant potential or actual negative impacts on local communities.		Not applicable		

GRI G3.1 Indicators		Related GC Indicators*	Reporting Status	Related Part in the Report	Page Number
S010	Prevention and mitigation measures implemented in operations with significant potential or actual negative impacts on local communities.		Not applicable		
Product Responsibility					
Management Approach - PR			Fully	*Our Management Structure *Our Management Principles *Our Quality Management *Our Journey of Excellence *Our Reputation Management *Our Ethical Management *Our Risk Management *Our Sustainability Management *Our Stakeholders *Product Responsibility	24-63, 174-189
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	Fully	*Product Responsibility	174-189
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	Fully	*Marketing Communications and Ethics *Number of Drugs Recalled from the Market	181-182, 177
PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	GC 8	Fully	*Sharing of product-related information and experiences	180-181
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	Fully	*Sharing of product-related information and experiences *Marketing Communications and Ethics	180-182
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.		Fully	*Customer Satisfaction *Customer Privacy	178-184
PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.		Fully	*Sharing of product-related information and experiences *Marketing Communications and Ethics	180-182

GRI G3.1 Indicators		Related GC Indicators*	Reporting Status	Related Part in the Report	Page Number
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.		Fully	*Sharing of product-related information and experiences *Marketing Communications and Ethics	180-182
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	GC 1	Fully	*Customer Privacy *Patient Confidentiality	184
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.		Fully	*Number of Drugs Recalled from the Market	177

* 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.



INDEPENDENT VERIFICATION STATEMENT

To the Readers of the 2011 Bilim Pharmaceuticals Corporate Responsibility Report

Introduction

DRT Bağımsız Denetim ve Serbest Muhasebeci Mali Müşavirlik A.Ş. (Deloitte) was commissioned by Bilim İlaç Sanayi ve Ticaret A.Ş. (Bilim Pharmaceuticals) to undertake an independent verification for its Corporate Responsibility Report 2011 (the Report). The Report was prepared according to the Global Reporting Initiative (GRI) G3.1 Guidelines and the Application Level A criteria.

Responsibility of Bilim Pharmaceuticals’ Management

The Board of Directors and the Management of Bilim Pharmaceuticals is responsible for the preparation of the Report and the information contained therein in accordance with GRI 3.1 guidelines. This responsibility includes developing, implementing and safeguarding internal controls of material importance for the preparation of a report that is free of material misstatement. Deloitte was not involved in preparation of any of material included in the Report.

Scope of Verification

The objective of Deloitte’s verification was limited to provide an independent opinion on the conformance of the Report to the GRI G3.1 criteria for the A Application Level. The verification also aimed to assess the effectiveness of internal controls on corporate responsibility reporting processes and data management systems for collection and consolidation of data for the Report.

Verification Methodology

Deloitte’s verification was designed to gather evidence on which to base the conclusions. The verification process comprised a series of interviews with management and employees, a review of Bilim Pharmaceuticals’ key systems and processes used for managing and reporting sustainability performance information, collection and evaluation of evidence to support the verification work undertaken, a review of the Report to check whether the Report conforms to the Level A requirements of GRI G3.1 guidelines.

Conclusion

Based on the scope of the verification and the information and data available for review during the verification process, objective evidence was found to support the following conclusions.

In our opinion, the Report included all required GRI G3.1 contents and performance indicators which were relevant to operation of Bilim Pharmaceuticals. Explanatory note was provided for reason where the information of indicator was not presented in the Report. Based on our work performed, nothing has come to our attention that causes us to believe that the Report does not meet the requirements of the A application level of the GRI G3.1 Guidelines.

DRT BAĞIMSIZ DENETİM VE SERBEST MUHASEBECİ MALİ MÜŞAVİRLİK A.Ş.
Member of DELOITTE TOUCHE TOHMATSU LIMITED

Istanbul, 02 July 2012

Evren Sezer,
Partner

GLOBAL COMPACT

HUMAN RIGHTS

Principle 1: Businesses should support and respect the protection of international 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-c	GMP 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



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