

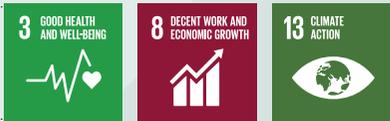


**MISSIONPHARMA**  
cfaogroup.com

On a mission  
for better health

Missionpharma

# Communication on Progress 2022



**WE SUPPORT**



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## ABOUT THIS REPORT

This Communication on Progress (COP) summarises our actions in accordance with the requirements as a member of the UN Global Compact.

In this report we present our approach to and continual improvements within human rights, labour, environment and anti-corruption aligned with the Sustainable Development Goals (SDGs).

All data included in this report cover the Missionpharma Group for the period 1/4 - 2021 to 31/3 - 2022, unless otherwise mentioned which corresponds to our financial year.



# Statement from the CEO

We believe that responsible business conduct adds value to our business and generates positive impacts to our customers, partners and employees. Consequently, our strategy is guided by the UN Global Compact principles and the Sustainable Development Goals.

It has been almost four years since we became a member of the UN Global Compact. We continue to recognise our corporate responsibility to respect human and labour rights, to commit to environmental protection and to work against corrupt behaviour. We are once again happy to confirm our commitment to the Ten Principles of responsible business conduct promoted by the UN Global Compact.

This Communication on Progress is prepared in accordance with the UN Global Compact principles. We present the results of our efforts to generate measurable and beneficial development impacts with the ambition to keep improving our work. Sustainability is an integrated part of our operations, and our ambition is to continuously improve business operations across our value chain, making them more efficient, environmentally friendly and socially responsible.

The COVID-19 pandemic had again this year a significant impact on our business environment, our operations and the well-being of our employees. We continue to closely monitor the situation and take swift action where necessary to ensure the safety of our employees, protect the interests of our customers and stakeholders and secure our supply chains. We are still determined to make positive impact on the lives of millions of people globally, even under difficult circumstances.

The pandemic has proven Missionpharma's purpose of being on a mission for better health more meaningful than ever. Especially in times of crisis, there is a need to secure medical supplies in many countries around the world, and Missionpharma faces unique challenges but also opportunities to make a positive impact in these situations.

Looking into the future, I am confident that our extended agility and commitment to take immediate action to secure availability and urgent deliveries of medical supplies will make us a valued partner to society as the world continues on the long road to recovery from the pandemic.

I would like to thank all of Missionpharma's employees, customers and partners around the world for their dedication, hard work and important achievements during this challenging year. We shall continue our joint mission for better health by making safe healthcare available for patients all over the world.

I hope you will enjoy our Communication on Progress report.

**Christian Overgaard**  
CEO, Missionpharma Group



# Locations

## HEADQUARTERS

Missionpharma A/S  
Vassingerødvej 9  
3540 Lyngby • Denmark  
info@missionpharma.com • www.missionpharma.com  
CVR no.: 26 90 23 98  
Financial year: 1 April - 31 March



# The power of purpose

Throughout 2021 we have been working intensively on redefining our purpose statement and sharpen our communication to better explain our reason for being as a company.

Missionpharma has always been a strong purpose-driven company and it is vital for us to be authentic and inspiring in our communication internally as well as externally.

Our focused work in 2021 has resulted in a redefinition of our purpose statement from "We accelerate the new Africa" to "On a mission for better health". Being on a mission is already in our name and it has always been in our DNA - but not limited to Africa. Since the very beginning, we have been powered by a strong culture and in addition to redefining our purpose, we have worked intensively on ensuring that what drives us as a company is reflected in our company values.

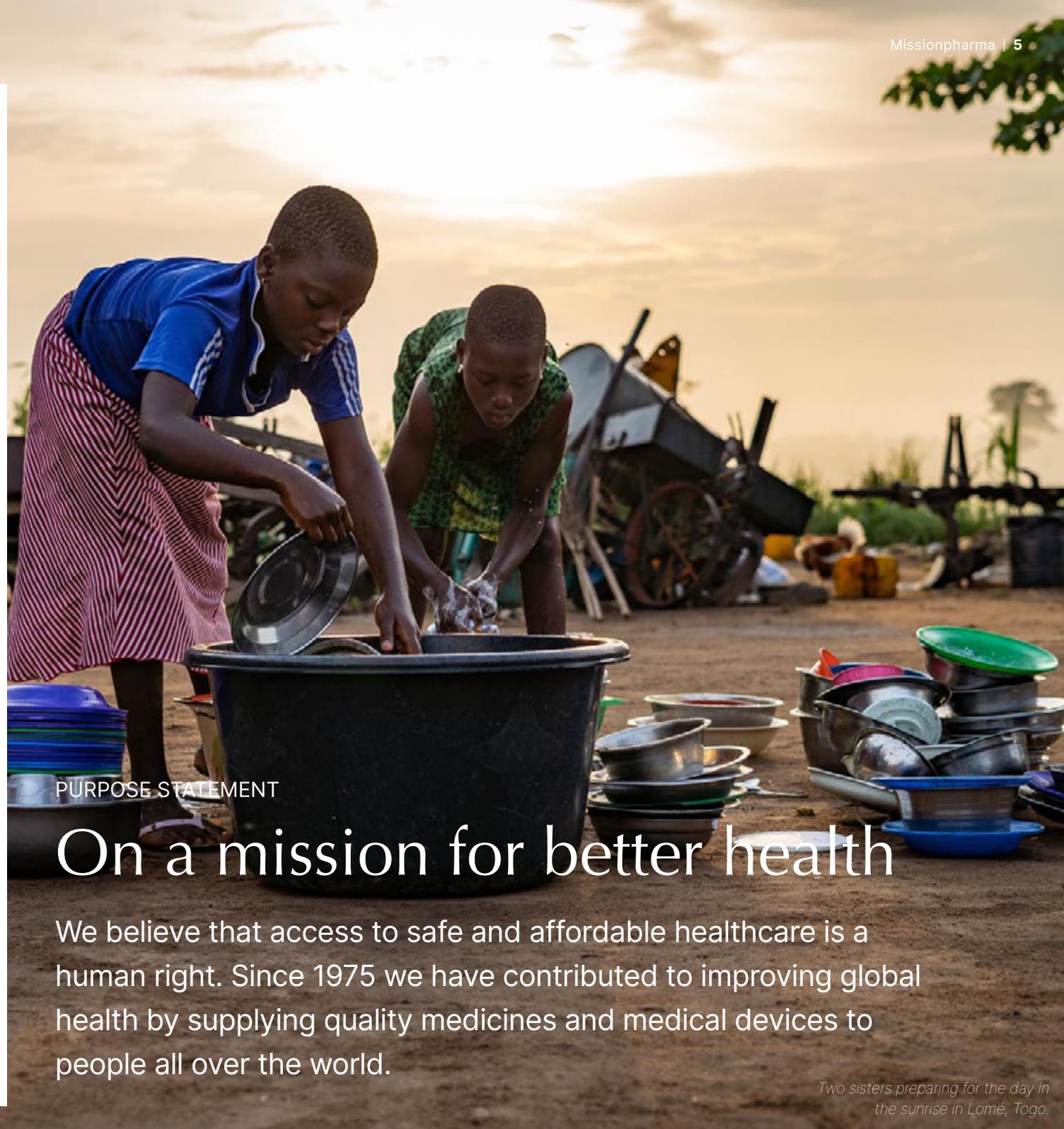
We strongly believe that purpose drives performance and that we are better equipped to make a positive impact on society with a meaningful and identifiable purpose. We look forward to making our commitments come to life together with our employees and partners.

## PURPOSE STATEMENT

# On a mission for better health

We believe that access to safe and affordable healthcare is a human right. Since 1975 we have contributed to improving global health by supplying quality medicines and medical devices to people all over the world.

*Two sisters preparing for the day in the sunrise in Lomé, Togo.*



## VALUE PROPOSITIONS

**We provide access**

We work to provide access to healthcare for everyone. Whoever you are, wherever you are, you have the right to safe treatment. For more than four decades we have reached people all around the globe with our products — through public and private institutions, international development aid organisations and the United Nations. We are experts in providing access to healthcare everywhere.

**We make complexity easy**

We develop simple solutions to complex challenges. We understand our customers' needs and organise efficient solutions that make an impact. We take pride in managing the entire supply chain — from sourcing and procurement of the right product at the right price, through comprehensive quality assurance and kit packing to delivery at the final destination.

PURPOSE STATEMENT

On a mission  
for better  
health

**We stand for transparency and reliability**

We know that vulnerable communities rely on our supplies and services. That's why we pay meticulous attention to ensuring safety, transparency and reliability in our supply chain. We do what we say and say what we do. We are proud members of the UN Global Compact and we are grateful to be trusted by customers, authorities, and partners.

**We create positive change together**

We have long standing working relationships with customers and partners. By working closely as a team, we empower people and create long-term impact. In our view, every project is a chance to grow the communities we work in. Together, we are on a mission for better health.

COMPANY VALUES

## We care

We care about people. We take responsibility and treat each other and the world around us with respect.

## We are one

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

## We deliver impact

We are dedicated to making a difference. We work relentlessly to deliver solutions with impact.



# About us

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

For nearly five decades, we have helped people around the world with our products and our services. As one of the world's largest pharmaceutical wholesalers, we work to provide access to safe healthcare for everyone. Every year more than 100 million people worldwide are treated with medicine from Missionpharma.

In addition to 52 employees at our Danish headquarters in Lyngby, we employ almost 100 people in our offices in India, China and Zambia. We have a fully integrated logistics setup that includes GDP-certified pharmaceutical warehousing and complete kit packing facilities in India and Denmark. In addition, we have a comprehensive network of local representatives in over 30 countries worldwide.

## WE MAKE COMPLEXITY EASY

We develop simple solutions to complex challenges. We understand our customers' needs and organise efficient solutions that make an impact. We take pride in managing the entire supply chain, from sourcing and procurement of the right product at the right price, through comprehensive quality assurance and kit packing, to delivery at the final destination.

We are a part of Eurapharma which is owned by the CFAO Group – a multinational distributor of brands, particularly within technology, healthcare and consumer goods – and ultimately owned by Toyota Tsusho Corporation (TTC) in Japan.

## OUR PRODUCTS



Generic pharmaceuticals



Medical devices



Hospital equipment



Medical kits

## WE CREATE POSITIVE CHANGE TOGETHER

We fundamentally believe that access to safe and affordable treatment should be a human right. In a constantly changing world, we possess the agility to work with both long-term procurement programmes and emergency deliveries of medical supplies.

By delivering solutions with a long-term positive impact, we grow the communities we work in – and we grow Missionpharma. We focus on continuously improving our services and at the same time developing new business areas through focused strategic initiatives. We are motivated by creating value to all our stakeholders, but our core focus is to provide safe medicines to vulnerable communities all over the world. Together, we are on a mission for better health.

## FACTS & FIGURES



142

EMPLOYEES GLOBALLY



694

REVENUE IN MILLION DKK



5

LOCATIONS



1975

COMMENCING BUSINESS

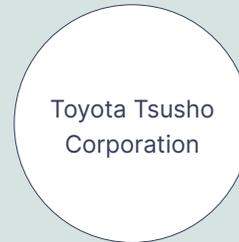


2012

A PROUD MEMBER OF  
EURAPHARMA (CFAO  
HEALTHCARE)

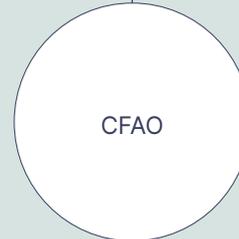
# Our group structure

Toyota Tsusho Corporation (TTC) is the trading arm of the Toyota Group and a specialist within the automotive, machinery, energy, chemicals and food industries in both domestic and overseas markets.



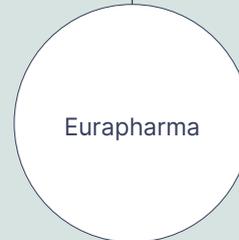
Employees: 65,000  
 Annual turnover: EUR 51 billion  
 Operational reach: More than 1,000 group companies in 120 countries around the world

CFAO Group is a multinational distributor of brands, particularly within mobility, health-care and consumer goods. The Group has a strong presence on the African continent.



Employees: 22,000  
 Annual turnover: EUR 5.8 billion  
 Operational reach: 158 operating offices in 39 countries in Africa and 9 overseas territories

Eurapharma is a leading distributor of branded-originator pharmaceuticals to the private market in primarily Africa. Eurapharma is represented on the African continent by its own distribution companies: Laborex, Continental Pharmaceutique and E.P. DIS.



Employees: 3,200  
 Annual turnover: EUR 1.6 billion  
 Operational reach: 40 operating subsidiaries in 28 countries in Africa and 7 French overseas territories



For further information please visit:  
 Missionpharma: [www.missionpharma.com](http://www.missionpharma.com)  
 Eurapharma: [www.eurapharma.com](http://www.eurapharma.com)  
 CFAO Group: [www.cfao.com](http://www.cfao.com)  
 TTC: [www.toyota-tsusho.com](http://www.toyota-tsusho.com)

A complete group chart is found on Missionpharma's website at <https://missionpharma.com/about/#global-organisation>

# About our business

We are founded on a strong desire to increase access to safe and affordable healthcare globally and to integrate responsibility in the way we act as a company.

## BUSINESS MODEL

Our business model, our strategic focus, our organisation and the values upon which we perform our business form a solid foundation for living our purpose, achieving our long term targets and creating shared value for all our stakeholders. At the same time, our business activities are targeted towards creating a platform for sustainable growth.

With operations and supply chains extending around the world, we need to understand the conditions in locations far from our headquarters. Missionpharma specialises in developing products and projects in collaboration with customers and local partners. Our solutions are based on knowledge, experience, commitment and hard work. They are developed always with respect for and in close dialogue with our partners.

## BUSINESS APPROACH

Our proven ability to handle complex supply projects ensures reliable delivery to the final destination, even to the most remote clinics or health posts. Handling product sourcing with multiple manufacturers and performing sufficient quality assurance and quality control can be substantial tasks. Missionpharma specialises in managing the entire range of activities involved in a project. We always seek to offer simple solutions to complex challenges - with respect for the people and the societies we engage with.

Our in-depth understanding of customer needs and operating environments enable us to market and sell impactful solutions. We focus greatly on continuously improving our market position in relation to customers, markets and products, while at the same time optimizing contract execution and simultaneously developing new business areas through strategic initiatives.

## CREATING SHARED VALUE

Missionpharma focuses on creating value towards all interested parties, including:

- Customers and patients in our markets by securing availability of essential health care products at affordable prices and a consistently high quality
- The societal challenges by actively contributing to the UN Global Compact's Ten Principles for human rights, labour, environment and anti-corruption
- Securing our shareholders a competitive total return on investment
- Providing a safe and healthy work environment for our employees and foster an inclusive and diverse culture where people can grow and develop



## ▶▶ IMPACT

Our products treat more than

# 100 million

people every year

# Our business model

Our business model forms the framework for how we use our resources to create social, environmental and economic value to the people and societies we engage with.



## VALUE CREATED



### Patients

We believe that access to safe treatment is a human right. Every year, we supply life-saving medicine to more than 100 million people worldwide.



### Partners and stakeholders

We rely on constructive relationships with our partners to deliver efficient solutions with impact. Always based on respect and sustainability considerations.



### Employees

Our 142 employees are among our most important asset. With 14 different nationalities represented globally, we foster an inclusive and diverse culture, where people can grow and develop.



### Society

We take active part in empowering communities by developing simple solutions to complex challenges - with respect for the people and the societies we engage with.



### Shareholders

Our revenue comes from sales of life-saving medicine. Focusing on long term shareholder returns allows us to invest in sustainable solutions.

# COVID-19 impact and actions

The COVID-19 pandemic is still heavily impacting the world and it is a huge challenge for many companies to uphold a consistent and reliable supply chain. As we have an important role in securing life-saving healthcare supplies also during crises, we are continuously focusing on mitigating the impact of COVID-19 and the associated risks on our operations.

As is the case for many other companies, Missionpharma is experiencing disruptions in several parts of the global supply chain as a direct consequence of the COVID-19 pandemic. In every region we operate, we are working closely with our partners to secure continuity of our operations to the extent possible. Since the outbreak of the pandemic our focus has been kept on preparing and executing business contingency plans to secure our customers consistent supplies.

## INTERNAL OPERATIONAL IMPACT

Ensuring the safety of our employees during COVID-19 has been our most important priority since the very beginning of the pandemic, and we continue to uphold a range of scalable initiatives to safeguard employees and limit exposure to the virus in our locations.

As is the situation for many other companies, our travel activity over the past two years has been significantly reduced, which has positively resulted in a decrease in CO<sub>2</sub> emissions on group level. However, it has also complicated the important benefits of meeting with customers, partners and colleagues in person which has led to an accelerated demand for digital optimisation.

We are continuously optimising our communication channels and connections in all our locations to secure a consistently high level of information-sharing within our organisation and in our communication with customers and partners.

## COVID-19 HEALTH AND SAFETY MEASURES

- Increase work from home arrangements for all office staff
- Implementation of strict guidelines on social distancing and sanitization
- Extensive cleaning and sanitization measures in all locations and personal protection equipment offered to all employees
- Upgrade of insurance policies to cover COVID-related hospitalization for spouse and children
- COVID test coverage and mandate to follow national test strategies
- Maintaining a high information level on international and local COVID guidelines

## WAREHOUSE CONTINGENCY PLANS

A minimum level of physical attendance is a prerequisite for ensuring packing continuity in our warehouses, which is why we have established emergency lockdown plans for our Indian operations in situations where COVID-19 starts spreading among our staff. With staff absent or isolated we are in risk of facing challenges upholding a consistent level of operations in our warehouses.

Therefore, contingency plans cover extensive precautionary health measures for our employees supported by emergency staffing plans which enable us to uphold a sufficient level of packing activities and minimise duration of possible lockdown. Fortunately, we managed to fully

uphold required capacity in our Indian operations as of end of financial year 2021/22.

## SUPPLY CHAIN IMPACT

COVID 19's impact on the global supply chain is extensive. Factory and city lockdowns, low level of transport availability and reliability, port congestions leading to delays, unprecedented logistics cost increase and massive changes in supply and demand patterns causing unpredictable price fluctuations of certain products and raw materials are some of the elements directly affecting our ability to secure consistency in supplies.

In order to secure our supply chains to the extent possible, we have established a comprehensive range of contingency measures to minimise the operational impact of the crisis. Key focus is to minimise effects of the extensive decline in transport availability globally. In addition to advancing container bookings to secure space for our consignments, we closely monitor manufacturing and logistics situations in cooperation with our global partners and make detailed proactive risk evaluation of every single order.

The resilience of our business model and the effectiveness of contingency plans implemented have been clearly demonstrated with majority of orders delivered on time during financial year 2021/22.

# Uniting in times of crisis to provide emergency kits

The world around us is constantly changing and with the ongoing COVID-pandemic and recently the war in Ukraine, humanitarian needs are multiplying and spreading by the hour.

The ongoing crises are affecting people around the world and we are all witnessing devastating consequences. Especially in times of crisis, there is a need to secure medical supplies globally, and Missionpharma faces unique challenges but also opportunities to make a positive impact in these situations.

We must demonstrate extended agility and commitment to take immediate action to secure availability and urgent deliveries of medical supplies needed. Therefore, we are constantly adjusting our products and services to cater for the increasing need for quality-assured emergency

goods to vulnerable communities all over the world. In order to effectively respond to the requests and expectations of our business partners, we are extending our proactive procurement activities as well as executing kit production for stock.

The ability to hold stock of pharmaceutical supplies and effectively manage the same is increasingly important for international institutions, such as the UN which are managing the supply chain and programmes around crisis situations.

The ability to demonstrate extended agility to take action to secure immediate availability of medical supplies is an important strategic development to effectively support our business partners.



# Our sustainability framework

Missionpharma's most important positive impact on society lies in our contribution to provide access to safe and affordable healthcare and thereby improve quality of life for millions of people worldwide.

## INFLUENCING GLOBAL HEALTH

As a global business with activities in numerous countries worldwide, we not only have an opportunity – but also an obligation – to address, influence, support and change global healthcare issues.

Our leading market position and many activities around the world allow us to make an impact on many people's lives, whether they are patients, partners, customers or employees. Positively impacting access to quality healthcare worldwide - directly or indirectly - is the core goal of our company. It's why we do what we do.

According to the WHO, about one-third of people across the world lack access to essential healthcare, and minimum 10% of all medical products in developing countries are substandard or falsified.

Since 1975 Missionpharma has worked to provide access to safe treatment for everyone through dedicated focus on quality, safety and reliability of our products and services, while still acting responsible in all parts of our business and relations.

## WE CREATE SHARED VALUE

We are determined to create economic, environmental and social value to the people and communities we engage with. Our sustainability commitment is founded on this triple bottom line approach which ensures that business decisions balance all three areas, while always keeping in mind the best interests of our stakeholders.

As a member of the UN Global Compact we conduct our business activities with respect for the Ten Principles for human rights, labour, environment and anti-corruption and the relevant UN Sustainable Development Goals.

We also work actively to identify, prevent and mitigate any adverse impacts and risks associated with our sustainability commitments. We have addressed these risks separately in the "Risk Management" section.

## COMMITMENT TO CONTINUED SUPPORT

Sustainability is not new to us. It has been almost four years since we became a member of the UN Global Compact but even long before our active engagement, acting responsibly while continuously focusing on creating a positive impact on society has been an integrated part of our work and deeply rooted in our company culture.

We will continue to support and make progress on the Ten Principles and further to contribute to the Sustainable Development Goals (SDGs) by taking them into account when planning and reporting on our work.



▶▶ IMPACT

30,000 cbm

of healthcare products delivered to patients in 2021/22

# Our sustainability commitments

Corporate responsibility is deeply rooted in our culture and in the way we work. Missionpharma has defined four sustainability commitments which guide us in acting responsibly in all parts of our business and in our relations with our surroundings.

## CORPORATE RESPONSIBILITY

We know that responsible business conduct provides sustainable and long-term business results and that responsibility is a prerequisite for retaining our customers', partners' and employees' trust and confidence.

The backbone of our sustainability work is shaped by the Ten Principles of the UN Global Compact within human rights, labour, environment and anti-corruption. Missionpharma has defined four sustainability commitments – in line with the four focus areas of the UN Global Compact - which we adhere to and seek to continuously develop and integrate further into our global organisation.

Our commitment to enable better health in a challenged world through partnership and focused efforts remains strong. Together, we want to work towards a more responsible supply chain and we want to make sure that our collaborations add value to local economies.

The UN Sustainable Development Goals represent a framework of international priority areas as part of the 2030 Sustainable Development agenda. The 17 Sustainable Development Goals (SDGs) include 169 targets and are the world's plan to build a better world for people and our planet by 2030. Businesses are not required to work with all 17 goals, but to address the goals that make sense in their business area, as this is where they can make a real difference.

Looking across the SDGs and underlying targets, Missionpharma touches, directly or indirectly, many of the goals. We have chosen to target our efforts towards specifically SDG 3, 8 and 13 and the relevant sub-targets.





## OUR FOUR SUSTAINABILITY COMMITMENTS

### HUMAN RIGHTS



**We improve global health**

by making safe healthcare affordable.

### LABOUR



**We empower people**

by fostering an inclusive and diverse culture where people can grow and develop.

### ENVIRONMENT



**We reduce our environmental footprint**

by striving to integrate environmental responsibility into all our activities.

### ANTI-CORRUPTION



**We stand for integrity**

by aiming for the highest ethical standards in our business practices.

# Sustainable Development Goals (SDGs)

Missionpharma is committed to contributing to the SDGs as they inspire our strategies and targets and constitute important elements towards strengthening our corporate sustainability. Therefore, we have incorporated universal principles of responsibility and sustainability into our core operations and across our value chain.

## SDG FOCUS

Missionpharma has been a member of the UN Global Compact since 2018 and it is a natural consequence of our commitment to the Ten Principles to engage with the Sustainable Development Goals (SDGs). The goals are closely interlinked with our sustainability commitments for human rights, labour, environment and anti-corruption.

Looking across the SDGs and underlying targets, Missionpharma touches, directly or indirectly, many of the goals. We have chosen to target our efforts towards specifically the UN Sustainable Development Goals no. 3, 8 and 13 and the relevant sub-targets.



Goal 3, Good health and well-being, is by far the goal, where Missionpharma has the ability to significantly contribute to large-scale positive transformations, as this target directly relates to our focused efforts to improve access to safe and affordable healthcare globally. In addition to Goal 3, we contribute particularly to Goal 8, Decent work and economic growth and Goal 13, Climate action.



## SDG 3: GOOD HEALTH AND WELL-BEING

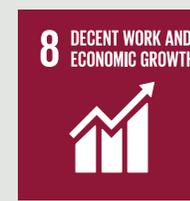
Ensure healthy lives and promote well-being for all at all ages.

In particular, Missionpharma focuses on contributing to the following sub-targets:

- 3.1: Reduce the global maternal mortality ratio
- 3.2: End preventable deaths of newborns and children
- 3.3: End the epidemics of AIDS, tuberculosis, malaria
- 3.4: Reduce premature mortality from non-communicable diseases
- 3.7: Ensure access to sexual and reproductive health care services
- 3.8: Achieve universal health coverage

## OUR CONTRIBUTION TO GOAL 3

Our activities reach further than supplying healthcare products; we organise dedicated initiatives to improve maternal and child health and reduce the maternal mortality ratio, we supply products to combat HIV, TB and malaria epidemics, we provide products to prevent and treat non-communicable diseases (NCDs), we offer solutions to address family planning issues and we improve access to universal health coverage through providing access to quality medicine and vaccines.



## SDG 8: DECENT WORK AND ECONOMIC GROWTH

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

## OUR CONTRIBUTION TO GOAL 8

Both permanent and casual employees count as a vital resource in our organisation. Therefore, we do our best to protect the well-being of our employees by providing a safe and healthy work environment and fostering an inclusive culture where people can grow and develop.



## SDG 13: CLIMATE ACTION

Take urgent action to combat climate change and its impacts.

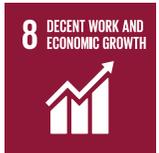
## OUR CONTRIBUTION TO GOAL 13

With climate changes being among the world's biggest challenges we have an obligation to continuously improve our environmental performance and to define concrete goals to reduce our environmental footprint every year. We also aim to monitor and influence our partners, i.e. suppliers around the world.



# Human rights

We want to improve access to safe and affordable healthcare worldwide, while consistently focusing on ensuring that products are provided to patients under responsible and sustainable conditions and with respect for human rights throughout the supply chain.



## APPROACH TO HUMAN RIGHTS

We fundamentally believe that access to safe and affordable healthcare is a human right. In many countries medical supplies from Missionpharma constitute the backbone of local healthcare solutions. Therefore, we work towards continuously refining our fundamental purpose: To ensure timely delivery of quality-assured medicine and medical devices to those who need it. Therefore, we continuously seek to advance our supply chain to make healthcare products available and to actively address barriers to accessibility.

In addition to contributing to making a difference for millions of people every year, it is our obligation to protect human rights within our organisation and, to the largest possible extent, to influence those of our manufacturers and partners throughout the value chain.

## HUMAN RIGHTS POLICY

Missionpharma has a zero tolerance against infringement of human rights, including the use of child labour. Working in global partnerships, we are guided by national laws and internationally proclaimed human rights.

The WHO Technical Report Series No. 986 and the International Labour Organization's (ILO) Declaration on Fundamental Principles and Rights at Work serve as guidelines for our approach to universal human rights.

## OUR GLOBAL CODE OF CONDUCT & ETHICS

- We do not engage or get involved in any business that is against human dignity
- We do not discriminate based on race, colour, gender, religion or national origin
- We do not tolerate any form of harassment
- We do not deal with any person that engages in or is involved with any human rights abuses
- We do not get involved in any child labour, human trafficking or any other kind of forced or involuntary labour

We do not accept any kind of forced or compulsory labour, we work actively to abolish child labour and we aim to assure that no breach of local and global regulations takes place in our operations or with our partners, to the extent possible. We value diversity high and we do not discriminate based on sexual orientation.

### HUMAN RIGHTS VIOLATIONS:

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





# Human rights

## GMP AUDITS DURING COVID-19

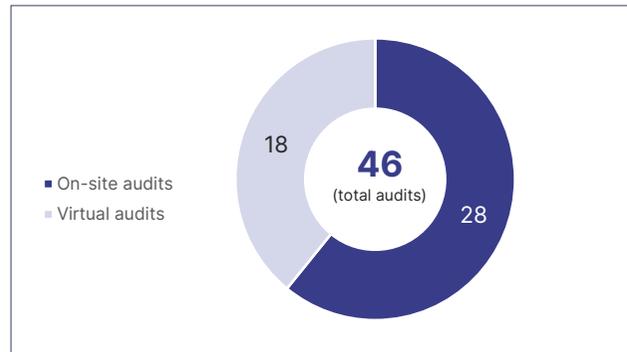
Conducting GMP inspections of our manufacturers is an integrated and mandatory part of our Quality Management System and supplier approvals. This year, as was the case last year, extensive COVID and travel restrictions, and thereby limitations in access to suppliers' facilities, have

### HIGHLIGHTS 2021/22

- Full implementation of new company purpose statement "On a mission for better health"
- Significant contribution to SDG 3 by supplying more than 100 million treatments to patients worldwide
- Conducting 46 GMP audits compared with 18 audits in last financial year
- No violations of human rights reported via our whistleblower system within our own organisation or with third party
- Cash donation to the Danish Childhood Cancer Foundation (Børnecancerfonden) collected from the "Missionpharma charity run"
- CSR activities in the local communities in India through donation of uniforms and solar power installations to the Mata Laxmi Rotary Institute for Speech and Hearing Handicapped in Gandhidham
- Donation of 280,000 pharmaceutical treatments to patients in Kenya and 145,000 surgical sutures to Ukraine.

prevented us from maintaining our usual high levels of on-site supplier GMP audits and to meet own targets of performing 50-60 audits per year.

During this financial year, we have conducted 46 GMP audits compared with only 18 audits in financial year 2020/21. This increase is primarily a result of onsite audits conducted during off-peak COVID wave coupled with implementation of new procedures to conduct virtual audits in situations where on-site supplier audits are not possible to accomplish.



Virtual audits are typically conducted via digital meeting platforms, such as Teams or Skype for Business which put requirements to manufacturer' technological performance and discipline.

Virtual audits include, among others, a comprehensive risk assessment and extensive evaluation of written documentation prior to the audit which is cross-verified in details during the virtual audit. Whenever possible, site tours are conducted through mobile video for the possible effective understanding of plant processes.

As a fully integrated part of our GMP audit programme, we assess and document manufacturers' potential use of child labour during every single audit – being physical or virtual – in addition to assessment of specific human rights areas and ethical practices.

Missionpharma chooses to perform virtual audits only if on-site audits are not possible due to travel or other COVID restrictions, and they can never stand alone. Virtual audits must always be followed up by on-site audit as soon as possible.





# Human rights

## ENGAGING IN CSR IN INDIA

One of our objectives for 2021/22 was to engage in CSR activities in our local communities in India. This year, we have chosen to support the Mata Laxmi Rotary Institute for Speech and Hearing Handicapped (Deaf & Dumb School) located in Adipur, Gandhidham region of Gujarat state in western India.



The school was established in 1985 and provides free education, teaching material and transportation for its 65 students from 1st to 8th grade. The school is equipped with 15 classrooms, a playground, indoor games area, a library and a computer-aided learning lab.

Missionpharma supports all the students with uniforms, shoes and school bags as well as solar power installations for their water purification system in order to provide safe and clean drinking water to the school children in a sustainable manner.

“It gives great satisfaction to make a tangible difference for the children at the Deaf & Dumb School in Adipur. Experiencing their gratitude really touches our hearts”.

Sudesh Zingde  
General Manager, Missionpharma Logistics India

## CHARITY RUN FOR THE DANISH CHILDHOOD CANCER FOUNDATION

In September 2021 all Missionpharma’s Danish employees gathered at the initiative “Missionpharma charity run” to support children with cancer. For every kilometer completed, Missionpharma donated DKK 135 to the Danish Childhood Cancer Foundation (Børnecancerfonden).



The Danish Childhood Cancer Foundation directly supports childhood cancer research and provides psychological, rehabilitation and social support to the children and their families. The foundation depends fully on donations.



Since its establishment in 1995, the foundation has supported the important work against childhood cancer with more than DKK 400 million. Thanks to targeted research 6 out of 7 children survive cancer today, however, the work continues to obtain the vision that no children should ever die from cancer.

## OBJECTIVES 2022/23

- Continue our mission for better health by extensively contributing to SDG Goal 3 through ensuring consistent supplies of safe and affordable healthcare to patients worldwide
- Following international regulations to minimise substandard and falsified medicine by continuing our preparations towards GS1 (Global Standards 1) and MDR (Medical Device Regulation)
- Continued focus on reducing pharmaceutical destruction levels below current 9.8 tons following corporate stock keeping strategies and donation activities of soon-to-expire drugs
- ISO 9001 certification of Missionpharma Logistics India
- Further implementation of contingency measures to uphold our delivery performance through the COVID-19 pandemic
- New Corporate Social Responsibility (CSR) investments in our local communities in India.



# Labour

Attracting, retaining and developing our workforce remains a priority. We seek to accomplish this by ensuring a purposeful work in a healthy and engaging work environment offering opportunities for personal and professional development.



### APPROACH TO LABOUR

With goal 8, Decent work and Economic growth, as one of our primary SDG targets, we are committed to promoting sustainable economic growth and ensuring a productive and decent work environment for all our employees.

Our employees are vital for Missionpharma's growth and the successful execution of our strategies. Therefore, it is important for us to focus on building a company culture in which our employees thrive both personally and professionally and where passion and engagement are principal values. We believe that a healthy and inspiring workplace in which our employees get the opportunity to develop themselves will allow our people to perform to the best of their abilities.

### LABOUR POLICY

We protect labor rights and provide a safe and healthy working environment for our employees. Staying healthy and safe at work is a fundamental right and we offer our employees a sound physical and mental work environment in all our locations.

We do not accept any forms of forced, compulsory and child labour in any of our affiliates. We promote social diversity, we fight discrimination and we strive to provide an inclusive environment with equal opportunities for every employee.

We always seek a fair balance between men and women among our employees, as we believe it benefits our working environment and ability to develop.

We embrace diversity and we have a zero tolerance for any forms of discrimination and harassment. We consider diversity in nationalities, cultures, gender, sexual orientation and backgrounds as a strength allowing us to achieve our vision and tailor our services to the needs and requirements of our customers and partners.

### SICK ABSENCE

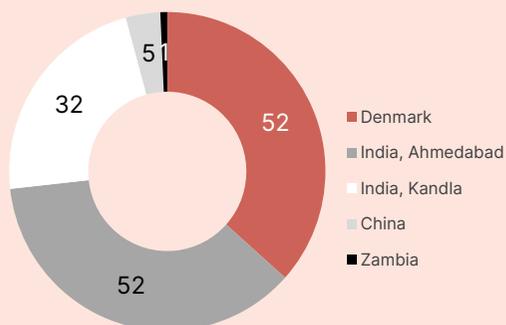
Sick absence rate among our Danish employees continues to be significantly lower than the average of 3.2% in 2020 among Danish companies.

2021/22	2020/21	2019/20	2018/19
1.17%	1.00%	2.18%	1.16%

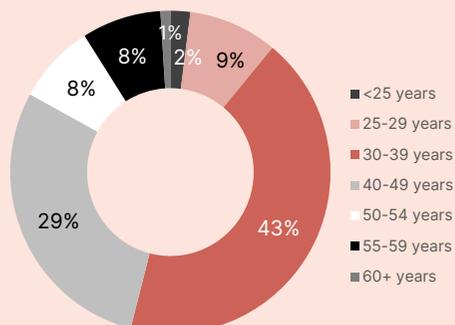
*Figures includes Danish employees only.*

### WORKFORCE DEMOGRAPHICS BY 31 MARCH 2022 (GROUP FIGURES)

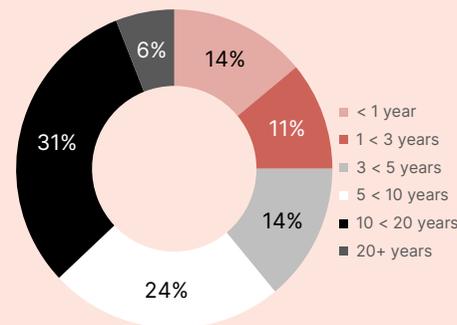
EMPLOYEE DISTRIBUTION



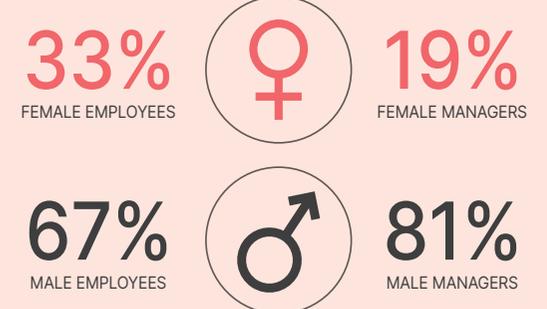
AGE DISTRIBUTION



SENIORITY



GENDER COMPOSITION





# Labour

**14** different nationalities are employed across our five locations.

## HIGHLIGHTS 2021/22

- 99% response rate to this year's global employee satisfaction survey
- 93% of all employees globally believe that "Missionpharma is a great place to work" compared with 90% last year
- Gender distribution among managers globally is maintained at the same levels as last year (19%)
- 100% of our Danish employees are satisfied or very satisfied with our office facilities and common areas in Lyngø
- Extensive focus on ensuring health and safety of our employees during COVID-19
- Global coverage of annual Personal Development Talks and Personal Evaluation reached 100% across locations
- Insights Discovery® personality profiling and feedback for all DK-based employees
- Release of permanent work from home policy for all DK-based employees
- Missionpharma Logistics India wins the "Award for Excellence in Export" for the 12th time.

## FOCUS ON HEALTH AND SAFETY

COVID-19 has made health and safety an even stronger focus point than before. The safety of our employees remains our top priority, and we made significant efforts during the year to safeguard them during the pandemic.

As described on page 12, we have introduced a range of initiatives to safeguard our employees and to limit exposure to the virus in our locations to the extent possible.

In connection with the annual employee satisfaction survey in January, our employees were asked to respond to the question "I feel that management has handled the COVID situation well over the past year". With 97% of employees responding positively to the question, it is our firm belief that we have managed to balance safety precautions with operational resilience.

## EMPLOYEE ENGAGEMENT SURVEY

Missionpharma has a tradition of conducting comprehensive employee engagement surveys in all our locations. The surveys capture a multitude of dimensions related to employee well-being and workplace satisfaction.

This year the survey was conducted for the 12th time in Denmark through the Great Place to Work® platform and for the 3rd time in India and China. We managed to obtain a 99% response rate across locations - a response rate which truly demonstrates the high level of engagement from our employees to provide feedback on how to make Missionpharma an even better place to work.

**95%** of employees globally have responded positively to the question "I feel I make a difference here".

Responses to the key index question "Taking everything into account, I would say this is a great place to work" reached an impressive average positive response rate (globally weighted) of 93% which is an increase of 3% compared with last year.

## GREAT PLACE TO WORK® CERTIFIED

Since 2010 Missionpharma A/S has been certified as one of the Best Workplaces in Denmark by the Great Place to Work® Institute. We are extremely proud to be certified again in 2022 with a Trust Index® score\* of 89% against last year's 78%.



\*Trust Index® score is the average score of all questions in the survey

We have chosen to display a high level of transparency in the results towards our employees and to involve them in defining actions for improvement in cooperation with managers. Extensive resources are used to translate feedback into concrete actions and initiatives on department and company level to ensure continuous improvement.

Conclusions have allowed us to pinpoint issues of major importance and concern to our employees and to direct our attention toward potential areas of improvement with focus on ensuring global alignment of actions.

From 1 April 2022 we employ our new global Chief Human Resource Officer in Missionpharma which substantiates our continuous focus on employee retainment and development across our locations.



# Labour

## WORKPLACE EVALUATION FOR DANISH EMPLOYEES

Every third year, we are required by the Danish Working Environment Authority to conduct a workplace evaluation to examine the Danish employees' perception of the work environment in Missionpharma.

The evaluation covers the physical work environment and the ergonomic conditions when working from our offices. As we have recently introduced a permanent Work From Home policy, it is mandatory to also evaluate work conditions when working from home. The psychological work environment is covered in the annual employee engagement survey and is therefore not addressed in the workplace evaluation.

The results from this year's workplace evaluation revealed that 100% of employees are satisfied or very satisfied with our office facilities and common areas in our headquarters in Lynge, but also that there is a demand for looking into noise levels and temperature in the open offices, as close to 20% of employees has mentioned this as a point of improvement.

**100%** of employees are satisfied or very satisfied with our office facilities and common areas in Lynge.

The workplace evaluation is a central tool in the work of Missionpharma's Working Environment Organisation (AMO), who is responsible for acting on the observations and ensure remediation of prioritised areas.

## RELEASE OF WORK FROM HOME POLICY

Following positive experiences with employees working from home during COVID peaks, Missionpharma has decided to introduce a permanent work from home arrangement for our employees.

The arrangement is based on trust in employees' productivity and ability to self-motivate when working from home. Employees are expected to be fully available and to perform to the same standard as when working from the company's premises. It is of utmost importance for the company that the customer experience is the same whether employees are working from home or in office.



In addition to providing increased work-life balance, our permanent work from home arrangement is experienced a benefit when attracting new employees, as it also increases geographic independence. Reduced travel and transportation needs among employees has lowered CO<sub>2</sub> emission levels.



## OBJECTIVES 2022/23

- Employment of new Chief Human Resource Officer
- Obtain a global employee satisfaction score of minimum 90% satisfaction with Missionpharma as a great place to work
- Achieve a more balanced gender representation across managerial levels
- Continue to ensure a healthy and safe working environment for our employees during COVID-19
- Roll-out of Insights Discovery® personality profiling to a large part of our international managers.



# Environment

We are committed to minimising the impact of our business operations on the environment and to continuously working to improve our environmental performance - not only today, but also well into the future.

## ENVIRONMENTAL APPROACH

Missionpharma contributes to SDG goal 13, Climate action, through defined targets to mitigate our negative impact on the environment. With climate changes being among the world's biggest challenges we have an obligation to continuously improve our environmental performance and to define concrete goals to reduce our environmental footprint.

Our environmental efforts are focused on implementing initiatives, where we as a global organisation can make the biggest positive impact on the environment. Being an important supplier to healthcare programmes worldwide, transportation of goods constitutes by far the biggest environmental impact within our part of the supply chain.

Our logistics setup in India, Missionpharma Logistics India, is strategically located in Kandla Special Economic Zone near the western coast of India. This location directly contributes to minimising CO<sub>2</sub> emissions, as transportation distances to our customers in typically Africa and Asia are minimised when packing and shipping products directly from India - and from our manufacturers located in primarily India and China - instead of transporting goods from our Danish location.

## ENVIRONMENTAL AMBITIONS

We want to reduce our environmental footprint every year through focused efforts to reduce energy consumption and own CO<sub>2</sub> emissions. We strive to integrate environmental responsibility into all our activities on a global scale and, to the largest possible extent, to contribute to reducing carbon footprint through our parts of the supply chain.

**272,580** kWh

green energy generated in financial year 2021/22 via 200 kW\* solar power installations in India.

*\*Additional 100 kW installed by March 2022*

We want to minimise the electricity consumption in our own locations and we encourage employees to use resources sustainably and to create a climate-conscious working environment.

To limit the negative environmental impacts from pharmaceutical manufacturing, and to ensure continuous improvement initiatives, we keep our manufacturers' social and environmental responsibility top of mind at all times. This is particularly addressed during periodical GMP audits, where we are continuously monitoring manufacturers' environmental policies.

13 CLIMATE ACTION



## ENVIRONMENTAL POLICY

Missionpharma is committed to fulfilling all applicable compliance obligations, minimising our environmental impact, and continuously improving our environmental performance.

We strive to minimise our environmental impact from a product life cycle perspective, considering the impact of our manufacturers, our carriers and freight forwarders, and our own premises and customers, balanced with our other business goals.

We will establish, maintain and develop key performance indicators for significant environmental aspects to systematically monitor and improve our overall environmental impact.



*We are continually growing plants and trees in our Indian facilities to encourage green and sustainable surroundings.*



# Environment

## ISO 14001 CERTIFIED

Supplementing our ISO 9001 and ISO 13485 certifications, Missionpharma A/S obtained ISO 14001 certification in July 2021.

ISO 14001 is an international environmental management standard which further guides us towards measuring and improving our environmental impact aligned with our commitments to the UN Global Compact.

The certification reflects our commitment to fulfill applicable compliance obligations, to minimise our environmental impact and to continuously improve our environmental performance - completely in accordance with our sustainability commitments.

ISO 14001 is a management tool which guides us to achieve and to systematically control the level of environmental performance we set for ourselves. The certification is implemented, supervised and managed by a dedicated ISO 14001 team and fully integrated with our ISO 9001 certification.

Employee involvement and empowerment is imperative when aiming for anchoring our environmental commitments in the organisation. In order to create awareness, involvement and motivation among our employees, we have developed a web-based idea collection tool on our intranet that encourages employees to propose ideas to environmental improvements which may lead to reduced environmental impact.

In financial year 2021/22 alone, employees have submitted 63 environmental suggestions, of which 44 are already implemented. This is a clear proof of employees' dedication to use our resources sustainably and to contribute to creating a climate-conscious working environment.

We have started up initiatives to certify Missionpharma Logistics India according to ISO 14001 in financial year 2022/23.

### MAIN KEY PERFORMANCE INDICATORS (KPIs):

- ISO 14001 certification of suppliers, freight forwarders and ocean carriers
- Reduction of pharmaceutical destruction levels
- Reduction of gas, water and electricity consumption levels



## HIGHLIGHTS 2021/22

- Missionpharma A/S obtained ISO 14001 environmental certification by Bureau Veritas
- Electricity consumption across our locations decreased by 20% compared to last year
- 50% of Missionpharma's global electricity consumption is based on green energy sources
- Reduction in CO<sub>2</sub> emissions of 250 tons generating more than 272,000 kWh green energy covering approximately 40% of electricity needs to maintain all warehouse operations in India
- Installation of additional 100 kW solar power in Missionpharma Logistics India, reaching a total capacity of 300 kW
- Significant reduction in travel activity and transportation requirements within our group due to COVID-19 leading to decrease in CO<sub>2</sub> emissions
- Implementation of 44 suggestions from employees to environmental improvements
- Installation of charger for electric cars in Missionpharma Denmark
- Improved waste management via separation of bio-waste, paper, plastic and cartons to ensure optimal recycling.



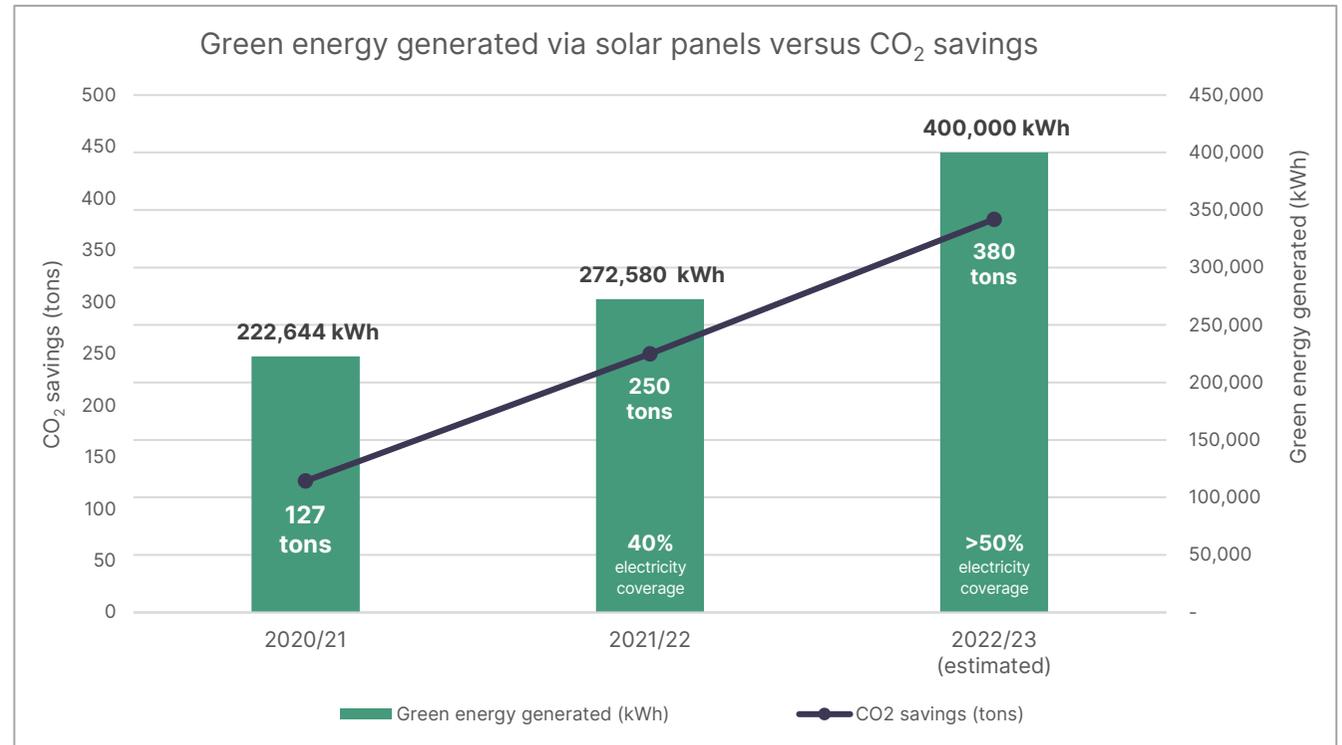
# Environment

## INCREASE OF GREEN SOLAR POWER CAPACITY

Our warehouse operations in India account for nearly 70% of the total energy consumption in the Missionpharma Group. As solar energy is available in abundance in this part of the world, we have been systematically installing solar power on our warehouse roofs to generate green electricity to maintain warehouse operations.

The solar panels generate enough green power to cover a large part of electricity needs and they serve as a primary contributor to reducing our environmental footprint. In March 2022, we completed the 3rd phase of our solar power installations by expanding our capacity with another 100 kW, thereby reaching a total capacity of 300 kW.

In this financial year, our 200 kW installation has generated more than 272,000 kWh green energy. This is enough to cover around 40% of the total electricity needs for our local warehousing and packing activities as well as the airconditioning power consumption to maintain all warehouses under temperature control.



With the 300 kW solar power capacity we expect to generate minimum 400,000 kWh green energy in next financial year. This is enough to cover more than 50% of the total electricity needs in our Indian warehouses and is expected to generate CO<sub>2</sub> savings of around 380 tons.

By end of 2022/23 we are planning to expand current capacity by another 50 kW reaching a total capacity of 350 kW.

### KEY FIGURES 2021/22

Solar power capacity*:	200 kW
Green energy generated:	272,580 kWh
CO <sub>2</sub> savings:	250 tons
Electricity coverage:	40%
of total warehousing, packaging and airconditioning needs in Kandla	

\*300 kW by March 2022



# Environment

## GROUP POLICY ON CO<sub>2</sub> TARGETS

Our parent company, CFAO Group, has defined a target of achieving 50% reduction in group CO<sub>2</sub> emission levels in 2030 by integrating extensive carbon reduction efforts into its business strategies.

Specifically, the Group aims at REDUCING current own greenhouse gases, INVESTING in value-chained projects with positive impact in Africa and OFFSETTING remaining CO<sub>2</sub> emission beyond usual business scope.

Measuring, reporting and setting targets for carbon emission levels apply for all companies in the CFAO Group. In addition to setting ambitions for CO<sub>2</sub> reduction and compensation efforts, the action plan includes investments in low carbon initiatives and technologies in close collaboration and dialogue with business partners, staff and local communities.

GROUP EMISSION TARGET:

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

As a member of the CFAO Group, Missionpharma is committed to measuring, reporting and improving on the wide range of environmental parameters defined at group level. All measurements fit well into our own environmental targets set up in connection with our ISO 14001 certification.



## CFAO COMMITMENTS

CFAO Group has set the goal of achieving a 50% reduction in its CO<sub>2</sub> emissions by 2030. Accurately measuring and evaluating emissions by all companies in the Group make it possible to define and act on consumption reduction priorities.

**REDUCING**  
Reduce current own greenhouse gases (scope 1 and 2) through greater efficiency in energy and materials, and using renewables.

SOLAR PANELS

VEHICLE FLEET

GENERATORS

**INVESTING**  
Promote and invest in value-chained projects with positive impact in Africa.

NEW ENERGY VEHICLES

PLASTIC WASTE RECYCLE

LOCAL SOURCING

LOW-CARBON TRANSPORT

**OFFSETTING**  
Remove carbon elsewhere beyond usual business scope.

BUYING CARBON OFFSETS EQUIVALENT TO THE AMOUNT OF CO<sub>2</sub> PRODUCED

FUNDING CERTIFIED PROJECTS (FORESTS, RENEWABLE ENERGY)



“Beyond meeting our CO<sub>2</sub> reduction targets, we aim to take corrective, long-term actions to reduce our carbon footprint.”

Franck Petit  
B2B Energy Director, CFAO Technology & Energy

- OBJECTIVES 2022/23**
- Obtain ISO 14001 environmental certification of Missionpharma Logistics India
  - Utilisation of 300 kW solar power to cover minimum 50% of total electricity needs for our warehousing and packing operations in India
  - Expansion of solar power capacity i Missionpharma Logistics India by 50 kW reaching a total capacity of 350 kW by March 2023
  - Assess possibilities to exchange light sources in Missionpharma Denmark to LED to reduce electricity consumption
  - Strengthen control of and requirements to partners as a consequence of our ISO 14001 with targets:
    - 40% of key suppliers are ISO 14001 certified
    - 75% of prequalified International Freight Forwarders are ISO 14001 certified



# Anti-corruption

Upholding a high level of business ethics minimises any potential risks to our business, people and society. We act with integrity and in compliance with our Group Code of Conduct & Ethics as well as international and local standards for responsible business conduct.

## APPROACH TO COMPLIANCE

Acting with integrity has always been one of our core values. At Missionpharma, we are committed to upholding high business standards and promoting good business conduct globally in our interactions with employees, customers, healthcare professionals, public officials, suppliers and other business partners.

We focus on SDG 8, Decent work and economic growth, as we want to promote sustainable growth for our company and our stakeholders, while still maintaining a productive work environment with transparent ethical standards for all.

Our compliance framework includes a number of compliance policies supported by sub-policies and procedures related to, among others, gifts, hospitality, donations, sponsorship and patronage - all in accordance with Group Global Code of Conduct & Ethics.

Missionpharma's compliance policies apply to all employees of the Missionpharma Group as well as our local representatives and partners.

Employees, local representatives and third parties receive training in our compliance policies and practices and commit to adhere to them in writing according to defined procedures. New employees undergo mandatory training shortly after their employment.

## POLICIES AND PROCEDURES

We firmly believe that responsible business conduct adds value to our business and to our employees and partners. Missionpharma is committed to ensuring that the business we conduct globally is fair, transparent and ethical and complies with the laws in the countries we do business with, to the extent possible.

### COMPLIANCE POLICIES

- Group Global Code of Conduct & Ethics
- Third Party Code of Conduct
- Anti-bribery and Anti-corruption Policy
- Whistleblowing Procedure

Missionpharma does not tolerate any form of corruption or bribery. To mitigate the risk of unethical behaviour, we have implemented a comprehensive vetting programme which includes all business relations, to ensure compliance with Missionpharma standards of integrity. Processes include screening of critical information on persons and entities in addition to due diligence questionnaires and document review. Our local representatives go through a rigorous due diligence process and approval procedure.

Guidelines and instructions are implemented in our group policies which are supported by a whistleblower system, where employees and external stakeholders can report concerns in a secure and confidential way.

8 DECENT WORK AND ECONOMIC GROWTH



### ▶▶ IMPACT

Every year Missionpharma supplies

**2.6 billion** tablets/capsules

This equals almost two tablets/capsules per African citizen.



# Anti-corruption

## SCALING UP ON THIRD PARTY VETTING

During the past financial year, and as a direct result of the foundation of our dedicated Compliance & Sanctions department, we have highly increased depth and extent of our due diligence screening of all third parties according to Group policies.

With the aim of protecting third parties as well as Missionpharma against legal, human, economic and financial consequences of inadequate vigilance, we have established comprehensive due diligence procedures which structure guidelines for entering into business relationships with suppliers, customers, consultants and partners.

In addition to vetting all business relationships, procedures also cover major projects and/or contracts concluded with governmental organisations. The extent of due diligence procedures is applied based on individual risk mapping. Any non-compliance with defined criteria will result in exclusion from initiating the business relationship.

**200** supplier screenings performed via our fully integrated compliance platform in this financial year

Third party vetting is performed via our advanced compliance platform which delivers by combining matching algorithm with access to global screening data. The platform also offers powerful batch capabilities for effective screening and processing of data.

Using an advanced screening platform enables us to consolidate and optimise our vetting processes and thereby effectively mitigate risk exposure with enhanced due diligence data. This financial year alone we have effectively performed more than 200 supplier screenings.

## HIGHLIGHTS 2021/22

- Release of new version of whistleblower policy fully compliant with the new EU Whistleblowing Directive
- Establishment of independent Compliance & Sanctions department with dedicated resources to identify, analyse, mitigate and act upon potential compliance risks
- Increased depth, extent and efficiency of third party due diligence screening according to Group policies
- Extended utilisation of digital third party screening platform offering batch capabilities
- Managers, commercial employees and externally exposed employees globally have completed digital compliance training courses via TRACE training platform
- One report received through our whistleblower scheme. The case has been investigated and dealt with according to procedures and has not required corrective actions.





# Anti-corruption

## DEDICATED COMPLIANCE & SANCTIONS DEPARTMENT

Being faced with growing sustainability challenges across the sectors in which we operate, we need a robust governance structure to ensure we understand, assess and ultimately manage the risks and opportunities across our value chain.

As a company with many interests and activities within global health we have an obligation to continuously focus on upholding a high level of compliance and risk management. To further strengthen and support our established Compliance Committee, we have founded an independent Compliance & Sanctions department with dedicated resources to identify, analyse, mitigate and act upon potential compliance risks.

The department reports to Missionpharma's Chief Compliance Officer and works in close cooperation with our Compliance Committee. Main areas of responsibility are:

- Support the Chief Compliance Officer in development and implementation of policies, procedures, tools and audit programmes
- Perform vetting procedures
- Maintain files and reporting procedures
- Monitor and secure rules and procedures related to sanctions, including procedures towards parent companies and financial institutions
- Perform compliance training of internal and external stakeholders



By establishing a department in Missionpharma specifically dedicated to performing and monitoring due diligence procedures, we have created an organisational compliance structure that is tailored to our needs and which is characterised by clear responsibilities and reporting lines within the company.

To further strengthen and support our Compliance Committee, we have founded an independent Compliance & Sanctions department with dedicated resources to identify, analyse, mitigate and act upon potential compliance risks.



# Anti-corruption

## COMPLIANCE TRAINING

We have the responsibility to ensure that all our employees globally are aware of our ethics and compliance culture and policies. Therefore, all employees are provided mandatory compliance training to guide them in making the right decisions and to raise awareness when facing questionable situations.

To supplement our internal compliance training programmes - and with the aim to improve current training management, consistency and measurability - we use digital compliance training as our main training tool.

### OBJECTIVES 2022/23

- Continue roll out of digital compliance training programmes (full or refresher courses) to defined target groups
- Refine procedures and depth of our due diligence screening of suppliers and third parties
- Continue to update compliance policies in line with Group directives
- Further engage local compliance correspondents in India and China through quarterly compliance review meetings.

The digital training is based on an advanced e-learning platform and executed through TRACE International - a globally recognised anti-bribery business association and leading provider of third party risk management solutions. The training courses are web-based and developed in conjunction with experts within each selected theme.

We are rolling out the compliance training in steps, with Missionpharma's managers included in the first training round in last financial year, followed by all commercial employees and Indian managers in this financial year. As was the case in 2021, training in our compliance policy framework will be a key priority in 2022 as well. Targets are already in place for employees to include in the next training round in the coming financial year.

Training has contributed to strengthening staff's knowledge on key regulations within global compliance, enabling them to better mitigate risk of compliance violations.

### COMPLIANCE TRAINING COURSES DEPLOYED

- Global anti-bribery compliance challenge
- Anti-money laundering
- Economic sanctions
- Conflicts of interest
- Sexual harassment & prevention
- Shipping & Logistics

## NEW EU WHISTLEBLOWER DIRECTIVE

Missionpharma released our first whistleblower policy in February 2019, and since then the scheme has served to enable our employees and third parties to confidentially report malfunctions, actions or facts detrimental to our business and reputation and which may incur our liability.

The new EU Whistleblower Protection Directive, which recently came into force, provides common minimum standards of protection to whistleblowers across the EU.

The new Whistleblower Directive mandates all EU companies above 50 employees to establish an internal whistleblower scheme, and includes a range of areas which companies must comply with.

Among other requirements, companies must create safe channels for reporting both within the organisation and towards public authorities, reports must be processed and stored in a secure, GDPR compliant manner and the reporting system must allow for acknowledgement of receipt and follow up of reports.

Even though Missionpharma introduced an established whistleblower scheme long before it was enforced by the EU, we used the opportunity to review and update our current whistleblower policy to ensure full compliance with all guidelines outlined in the new EU Directive.



**MISSIONPHARMA**  
cfaogroup.com

# Cases

# Improving basic health in South Sudan

Health Center Kits form the baseline for medical care in South Sudan. And alternative transportation methods are often used to ensure that products safely reach people across the country.

As a key supplier of healthcare products to health facilities all over South Sudan, Missionpharma works closely with our partners and donors to ensure access to safe treatment across the country.

The medical kits contain essential pharmaceuticals and medical consumables supplied by Missionpharma, and in close cooperation with our partners the kits are distributed to 807 health facilities across South Sudan three times a year.

We are extremely proud to be an integral part of the critical and life-saving efforts to ensure access to medical care throughout the country.

We optimise packing and distribution to overcome extreme weather conditions and a challenging infrastructure in order to ensure safe arrival at the health facilities - often by means of unique methods of distribution.

Decades of experience in managing complex and large-scale projects truly stands the test when designing and implementing challenging projects in South Sudan.



Photographer: Paul Mawadri

*Community members delivering medicines to the final mile by bicycle to Akak PHCC in Twic County, South Sudan.*

# Empowering women

Injectable contraception for increased reproductive health.

Depot medroxyprogesterone acetate (DMPA) is a contraceptive hormone which is injected every three months and provides 99% protection against pregnancy.

As the biggest supplier of generic DMPA to donor-funded programmes worldwide, Missionpharma actively contributes to providing women all over the world increased control of their reproductive health.

Missionpharma continues our work to secure a steady and reliable supply of the WHO-prequalified DMPA to as many women as possible.



“Working as a midwife, DMPA contraceptive injection continues to be a practical and safe solution in the rural and remote areas that I serve. Distances are far and availability of health clinics are few. I have used DMPA in my clinic for over 10 years, and this contraceptive continues to show a consistent record of accomplishment in both quality and compliance”.

Siti Amiyah, Midwife, Indonesia

# Giving medicine new life

Every day, more than 5 tonnes of medicine is destroyed in Denmark alone, most of which is still fully usable.

One of Missionpharma's sustainability targets is to constantly minimise the destruction levels of expired pharmaceuticals in order to contribute to rational drug use and reduce waste. Therefore, we have recently entered into partnership with the voluntary humanitarian organisation, Global Medical Aid (GMA) which was founded in 2010.

GMA collects and distributes usable medicine and functional hospital equipment for the benefit of populations in developing countries in cooperation with private companies and public institutions. Products are donated to a wide range of developing countries in cooperation with Ministries of Health and local NGOs.

Through an extensive network in Eastern Europe, Africa and Southeast Asia, GMA coordinates and ensures that the donations unfold their maximum potential for the benefit of the patients.

Recently, Missionpharma, via GMA, donated not less than 130 different essential drugs and medical devices to the National Council of NGOs in Kenya; a donation of 25 cbm of life-saving essential medicine, corresponding to nearly 280,000 treatments, in addition to relevant medical devices to support the administration of drugs.

All products are quality-approved and have between 9 and 15 months remaining self-life at time of donation. Through our cooperation with GMA, all products are donated to an organisation which ensures handling of the medicines by health professionals as well as use of products before date of expiry.

This donation is a consequence of our increasing focus on sustainability, directly supporting pharmaceutical recycling and more responsible use of resources. In particular, we support SDG 3 (Good health and well-being), SDG 12 (Responsible consumption and production) and SDG 13 (Climate action) through minimisation of waste.

"We are honoured and happy to be a part of this important donation which we know will make a difference to many people's lives and contribute to improving health conditions in Kenya".

Hans Frederik Dydensborg  
President of Global Medical Aid



Dispatch of 25 cbm, equal to 280,000 treatments, of life-saving essential medicine from Missionpharma Logistics India to the National Council of NGOs in Kenya. The donation is a result of our partnership with the humanitarian organisation, Global Medical Aid which ensures that the products unfold their maximum potential for the patients in Kenya.

# Donation of sutures to Ukraine

To support the increasing humanitarian needs in Ukraine, Missionpharma has recently made a donation of 145,000 surgical sutures to the country. The sutures have reached Lviv and are being distributed to health facilities all over the country.

The world around us is constantly changing and with the ongoing war in Ukraine, humanitarian needs are multiplying and spreading by the hour.

Through our partnership with the Danish voluntary humanitarian organisation, Global Medical Aid (GMA), Missionpharma is supporting the people in Ukraine with a donation of 145,000 surgical sutures. Sutures constitute a critical function in any surgical procedure, and this donation enables the local health personnel to perform up to 30,000 operations.

The sutures are transported from Missionpharma's warehouse in our headquarters in Lyngbe to the Ministry of Health in Lviv, from where the sutures are distributed to central hospitals and mobile clinics all over Ukraine.

The Danish Emergency Management Agency (Beredskabsstyrelsen) has managed the coordination with the EU Civil Protection Mechanism. Together, we succeeded to obtain the Ukrainian approval to accept the donation and

arrange for all practicalities in connection with the dispatch of the consignment.

“The present situation in Ukraine has raised the need for life- and limb-saving surgery for victims of war and other critically ill patients. Lack of sutures in the hospitals would create life-threatening situations”.

Finn Warburg

Orthopedic surgeon with more than 40 years' experience with war surgery and staff surgeon with the Danish Emergency Management Agency

By realising this donation, we contribute to saving the lives of the wounded soldiers and the civilian casualties suffering from the devastating consequences of the war. We are very grateful for having the opportunity and possibility to make this donation of life-saving sutures.



## ABOUT GLOBAL MEDICAL AID

Global Medical Aid (GMA) is a voluntary humanitarian organisation founded in 2010. GMA collects and distributes usable medicine and functional hospital equipment for the benefit of populations in developing countries in cooperation with private companies and public institutions.

Products are donated to a wide range of developing countries in cooperation with Ministries of Health and local NGOs. Through an extensive network in Eastern Europe, Africa and Southeast Asia, GMA coordinates and ensures that the donations unfold their maximum potential for the benefit of the patients.





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