

# CSR REPORT 2021-22

Neuraxpharm is committed  
to making a positive impact  
for CNS patients and  
their families





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**Dr Jörg-Thomas Dierks, CEO**

## Our Commitment to the CNS Community

Neuraxpharm is a leading European specialty pharmaceutical company focused on the treatment of central nervous system disorders (CNS) with a direct presence in 19 countries and a unique understanding of the CNS market built up over 35 years.

As a healthcare company specialised in CNS, our aim is to improve the quality of life and mental wellbeing of patients affected by disorders relating to the central nervous system. With this comes a responsibility to those patients and their families, something we take extremely seriously, mindful of the impact we, as a company, have on the people around us and the world we live in. Corporate Social Responsibility (CSR) is central to everything we do. By taking the action necessary to run a responsible business that protects the health and wellbeing of people and the environment, and by supporting families in need, Neuraxpharm endeavours to break down stigmas and make a positive difference to the millions of people struggling with mental health across Europe.

We first published our CSR report in 2020 and since then have been working to meet the sustainability targets we set at the time, while setting new ones to further our commitment to the environment and society.

A core part of this has been to further develop our social engagement initiatives aimed at raising

awareness around CNS disorders through education, to challenge and dispel the many commonly held misconceptions that still exist and help breakdown associated stigmas. Mental health is becoming an ever-greater issue in today's world, exacerbated most recently by the COVID-19 pandemic which cast a spotlight on the problem, highlighting its prevalence and the urgent need to understand and better treat mental health conditions. In response, we have introduced dynamic training activities for our employees engaging them in mental health awareness projects and we have developed helpful materials for CNS healthcare professionals, leveraging our many communication channels with stakeholders and our non-profit NeuraxFoundation capability to publicise these materials. Through conveying the facts, these support materials stress the importance of both mental and physical health in contributing to overall wellbeing.

On the business front, Neuraxpharm has continued its successful expansion, with a direct presence today in 19 countries and a headcount of over 1000 employees representing more than 25 nationalities. Our people remain our strongest asset and the engine of our Company. They demonstrated unparalleled resilience when faced with the Covid pandemic as we put in place the measures necessary to enable us to continue serving our patients as usual while complying with the government guidelines of individual countries across Europe. Since lockdown restrictions have lifted, we have retained some of the positive initiatives we put in place during the pandemic such as our virtual wellness workshops and reinstalled our previously implemented Flex Office Policy, all of which enhances the quality of working life for our employees.

As we move on from the pandemic, we are faced with new challenges. The war in Ukraine and resulting energy price increases, together with global supply chain shortages across all sectors, throw up unprecedented and ever-changing issues. These call for further resilience but also present businesses with the opportunity to evolve and innovate in order to overcome and succeed.

As European citizens, we have felt compelled to support the Ukrainian people in their fight for freedom and democracy. Since the outbreak of the war, Neuraxpharm has explored different ways to find the best solution to provide support. To date, we have donated pharmaceuticals worth >€1,800,000 to Ukrainian medical facilities and organisations supporting Ukrainian refugees. International crises often enhance the need for our products and expertise, and we feel privileged to be able to help in this way as we continue to monitor how best to effectively support the Ukrainian people during this exceptionally difficult time.

We continue to have one of the most comprehensive product portfolios in CNS pharmaceuticals in Europe, offering patients and healthcare professionals therapeutic solutions that cover all aspects of care, from value added medicines and treatment with standard generics to complementary management with Consumer Healthcare products. We have been working on the launch of new products, the expansion of the business into more countries and investment in research and development for new treatments. We have continued to expand our established brands and our medical cannabis business while entering the beyond-the-pill-solutions market, all while boosting operational synergies and taking steps to make our existing and new products available to more people who need them.

As we look ahead to 2023 and beyond, the ever-increasing mental health challenges posed by the pressures of modern-day living drive forward our ambition to be a leader in CNS. We are committed to meeting the unmet medical needs of those facing psychiatric and neurological diseases and disorders, bringing more treatments to more patients in more countries. As a healthcare company with a strong ethical compass, our primary focus is the wellbeing of people. We will continue to work tirelessly to better serve those who depend on our products, our employees and our partners, and the people in the communities where we live and work.

On behalf of the Neuraxpharm team,  
**Dr Jörg-Thomas Dierks, CEO**



“  
Neuraxpharm endeavours  
to break down stigmas and  
make a positive difference  
to the millions of people  
struggling with mental health  
across Europe



## We are Neuraxpharm

### A EUROPEAN CNS COMPANY

Neuraxpharm develops, manufactures and commercialises established brands, value added medicines, standard generics, Consumer Healthcare products, medical cannabis and beyond-the-pill solutions in Europe for the treatment and prevention of central nervous system (CNS) disorders.







## Neuraxpharm in Brief

Neuraxpharm is a leading European specialty pharmaceutical company focused on the treatment of central nervous system (CNS) disorders



**COMPREHENSIVE PORTFOLIO** of treatments covering broad range of CNS indications



**DIRECT PRESENCE** in main European markets and plans for further geographic expansion



**A UNIQUE UNDERSTANDING AND KNOWLEDGE** of the local CNS markets built up over 35 years



**ENGAGED AND TALENTED WORKFORCE** committed to the mission of the company



**IN-DEPTH KNOWLEDGE** of CNS markets in Europe



**ONE OF THE ONLY PRIVATELY** held companies with an exclusive focus on CNS



**CONSTANTLY ADVANCING SOLUTIONS** to focus on patients' unmet needs, supported by a culture of innovation

Committed to improving the quality of life of people living with mental and neurological diseases or disorders

## Neuraxpharm in Numbers

A unique understanding of the CNS market built over 35 years with a direct presence in 19 countries.



**19 countries**

Direct presence in Europe



**EUR +470M**

Estimated Gross Sales in 2022



**>85%**

Sales in CNS



**80%**

European CNS market reached



**2**

Manufacturing plants



**1**

Research hub



**~1000**

Group Employees



**>25**

Nationalities



**+35 years**

of CNS experience



**>120**

CNS molecules



**30 million units**

Manufacturing capacity



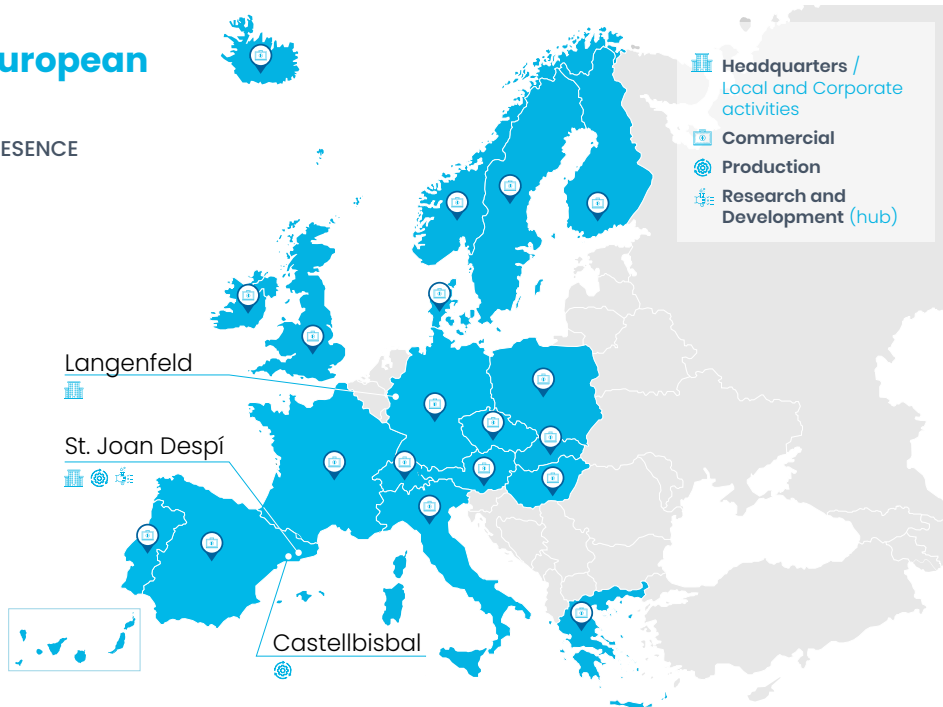
**+115 million European<sup>1</sup>**

target population are being offered our products

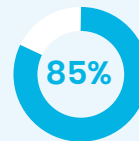


## CNS Pan-European Coverage

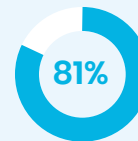
OUR EUROPEAN PRESENCE  
IN 19 COUNTRIES



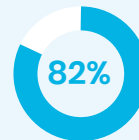
### OUR STRENGTHS THE EUROPEAN CNS SPECIALIST



Access to  
85% of the  
**European CNS  
Market Value**



81% of our  
**Products**  
are for CNS  
disorders

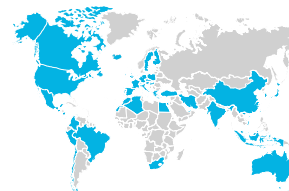


82% of our  
**Sales** are  
for CNS



100% of our  
**Pipeline**  
is focused  
on CNS

Data from IQVIA (FY 2021)



Global presence through partners  
in more than 50 countries with our  
FDF<sup>(1)</sup> business (International Trade  
Business) and API<sup>(2)</sup> business (Inke)

(1) **FDF**: Finished Dosage Form  
(2) **API**: Active Pharmaceutical Ingredient

### EVOLUTION OF OUR REACH TO EUROPEAN PATIENTS

Providing solutions for mental health  
disorders in 2 to 19 countries in 5 years

1985

Neuraxpharm  
Arzneimittel founded  
with a clear focus  
on CNS

2014

NeuraxFoundation set up to  
give support to our patients  
and their families

2017

Consumer Healthcare  
market entered to cover  
more areas within CNS

2019

Launch of HealthTech,  
Neuraxpharm's Center of  
Excellence, to boost  
innovation

2020

Medical Cannabis  
market entered in  
Germany with Panaxia

2022

Digital health for  
CNS identified and  
implemented as a  
key area of future  
growth





## What Drives Us

### OUR PURPOSE

To offer a comprehensive and specialized range of CNS therapeutic solutions to improve the lives and well-being of our patients on a daily basis.

Neuraxpharm's unique understanding of Europe's CNS market, built up over 35 years, enables us to offer a wide range of proven, differentiated and cost-effective CNS treatment options to patients, healthcare professionals and industry partners.

We are offering one of the most comprehensive pharmaceutical portfolios in CNS for the treatment of psychiatric and neurological diseases and disorders, adapted to the markets in Europe, and complemented by value added services. Since we believe that this is still not enough, we are going beyond the frontiers of conventional therapeutic approaches, also pioneering into untapped or almost untapped areas with products and solutions, to cover even more of the unmet needs in CNS.

With our broad portfolio of products in the CNS area, we contribute to improving patients' health and mental well-being and address their unmet health needs in the CNS area. This makes us one of the only private companies with an exclusive focus on CNS and, thus, holds us accountable for the impact that our operations and our products have on millions of people often living for a long time or even lifelong with diseases or disorders

affecting not only their mental health and well-being, but that of their families too.

Our strength relies on a patient centric approach and we are guided by excellence, scientific rigour, quality and perseverance. We understand that central nervous system disorders greatly affect how a person feels, behaves, thinks and relates to others. Nothing motivates us more than enhancing their quality of life, and we work tirelessly, hand in hand with healthcare professionals and scientific communities across Europe.

The Neuraxpharm network of companies now has a direct presence in 19 European countries. We have been successful in establishing cross-business operational synergies in areas such as R&D, manufacturing, procurement, licensing and distribution, empowering Neuraxpharm to address a wide range of diseases which many can come about at any stage in life.

### Strategic Principles/Key Success Factors



#### CNS Focus:

Expertise and knowledge of the CNS market providing innovative products and holistic solutions for patients & stakeholders



#### European Capability:

Consolidated player in Europe, being expert in each of the European markets and working with partners outside the European territory to maximise the reach of our drugs



#### Innovation:

Constant solution advancement in the CNS area focusing on patients' unmet needs and supported by a culture of innovation



#### Medical Cannabis Pioneer:

Strong player in Europe for Medical Cannabis with key differentiating factors that cover patients' needs



#### Engaged and Talented Organization:

Our winning mindset & entrepreneurial spirit combined with diverse talent drive team engagement and commitment while providing unique learning experiences for our employees



#### Operational & Commercial Organization:

Our lean signature processes & empowering governance structure support company growth and foster excellence & accountability



## What Drives Us

### IN CNS, PATIENTS AND FAMILIES FIRST

#### CNS FOCUS – NEURAXPHARM'S REACH, PATIENT BENEFIT

One in four people in the world will be affected by mental or neurological disorders at some point in their lives. Nearly every family will have at least one afflicted person in the home.

At Neuraxpharm, our patients come first. The wellbeing of those suffering from these disorders is at the heart of all we do. They are the center around whom we investigate and create our solutions. We continually strive to understand the needs of CNS patients and their families in order to develop and supply effective, high-quality medicines and solutions that improve health and well-being of people living with mental and neurological health conditions.

With our broad portfolio of products that currently includes more than 120 CNS molecules, we contribute to improving patients' health and mental well-being and address their unmet health needs in CNS. Beyond the frontiers of conventional therapeutic approaches, we are also pioneering research into new areas to further address unmet needs.

## OUR BUSINESS AREAS

As a specialist in CNS,  
we offer a broad portfolio in different product categories  
to meet all CNS experts and patient needs



### Trusted medicines

ESTABLISHED  
BRANDS



### Unique products

VALUE ADDED  
MEDICINES



### Standard of care

GENERICS



### Complementary management

CONSUMER  
HEALTHCARE



### Unmet needs

MEDICAL  
CANNABIS



### Innovative solutions

BEYOND-THE-PILL  
& ORPHAN DRUGS

## SUSTAINABLE DEVELOPMENT GOALS



### THE SDGs ESPECIALLY RELEVANT TO NEURAXPHARM

Neuraxpharm supports the United Nations (UN) Sustainable Development Goals (SDG) that seek to reconcile economic growth, environmental balance and social progress.

As a leader in the CNS space, we have a vital role to play in helping to achieve sustainable development. The scale and nature of our business means that we contribute to a number of the UN's goals such as Good Health & Well-being through our everyday operations.





## Building a Strong CNS Legacy

Neuraxpharm is committed to creating a positive legacy for CNS patients as we operate and build our businesses.

**We have been working on the launch of new products, expansion of the business to more countries, investment in research and development for innovative treatments, all while boosting operational synergies and taking steps to make our products available to more people who need them.**

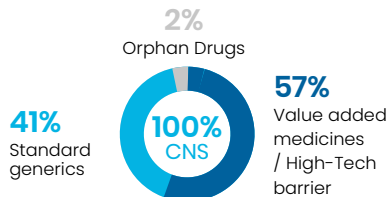
### EXPANSION & GROWTH

Neuraxpharm's growth is based on the expansion of its business to other countries, the launch of new products of its portfolio and pipeline and through the acquisition of established and new CNS products. With a proven ability to leverage its CNS knowledge, commercial expertise

and synergy creation, Neuraxpharm plans to continue its growth plan and further expand its activity to other European countries as well as to other continents, and work on the expansion of its portfolio of new and established products.

### STRONG R&D CAPABILITIES CREATING OUR OWN FUTURE

Development projects focused on value added medicines and complex products to find the best therapeutic solutions in CNS.



**Our research and innovation efforts are dedicated to developing improved and better adapted pharmaceutical forms to the needs of those suffering from diseases of the central nervous system**

### Vertically integrated value chain in an asset light business model

Neuraxpharm is vertically integrated from molecule to market, giving us, at the same time, the flexibility to launch value-added products swiftly and responding to market demand, while ensuring the highest quality standards and scientific solidity.

The consolidation of all the companies within Neuraxpharm allows us to establish growth and cross-business operational synergies in strategic aspects such as R&D, manufacturing, procurement, licensing and distribution.

### BRINGING TREATMENTS FOR CNS DISEASES CLOSER TO THE PATIENT

Neuraxpharm's development and local commercial capabilities allow us to offer a wide range of products in CNS through our direct presence in the markets. Also, through our dedicated field services, we mainly interact with specialists in the fields of psychiatry, neurology and pain. This allows us to serve patients with CNS-related diseases or disorders in the best possible way.



## Sustainability Targets

Neuraxpharm continues to drive forward its commitment to running a responsible business by putting in place sustainability targets that are reviewed and updated each year.

Since publishing our last CSR Report in 2020, Neuraxpharm has made significant progress, with 7 out of the 12 targets implemented at the time now achieved or underway.













Not satisfied with this progress, we recognize that there is still further to go. We are committed to meeting the targets already set and are continuing to raise the bar even higher by putting in place new targets for the coming year.

Outlined below is a summary table of where we have got to with our 2020 targets and the targets we have set for 2022-2023.







CSR FRAMEWORK	SCOPE	UN SDG IMPACT	SUSTAINABILITY TARGETS FROM OUR PREVIOUS CSR REPORT			SUSTAINABILITY TARGETS FOR 2022-2023
			Description of sustainable target or project	Status	Covered in page Nr.	
SERVING COMMUNITIES	SERVING THE COMMUNITIES		<ul style="list-style-type: none"> <li>Support mental health and well-being by developing further activities with affiliates within the NeuraxFoundation</li> </ul>	In progress	12-23	<ul style="list-style-type: none"> <li>Extend the support for mental health / develop awareness of CNS disorders and reduce stigmas through specific initiatives run by Neuraxpharm and the Neuraxpharm Foundation in more countries across the Group</li> </ul>
PEOPLE & HEALTH	CAREER AND DEVELOPMENT		<ul style="list-style-type: none"> <li>Perform webinars / trainings for early talents on emotional intelligence</li> </ul>	Achieved	31	<ul style="list-style-type: none"> <li>Training for Managers on 'How to Celebrate Success'</li> <li>Increase the usage of Coursera, our e-learning partner</li> <li>Referral program for employees to recommend friends to join Neuraxpharm</li> </ul>
	DIVERSITY & INCLUSION		<ul style="list-style-type: none"> <li>Implementation of NeuraxLearner Program for internship / apprentice international programs for scientific profiles</li> <li>Implementation of NeuraxGolden Program for senior candidates above 55 years old to give them the opportunity to reinvent themselves in our company and add expertise and seniority to our teams</li> </ul>	Achieved	25, 33	<ul style="list-style-type: none"> <li>Implementation of an Inclusive Box, a new channel that aims to bring together thinking on fresh proposals to reinforce Neuraxpharm's current inclusive culture</li> <li>Design and roll out the Neuraxpharm Leadership Standards to reinforce the D&amp;I practices within the company</li> <li>Redesign our values &amp; behaviours</li> </ul>
	HEALTH & SAFETY		<ul style="list-style-type: none"> <li>Establish weekly sport/wellness activities to improve employees well-being</li> </ul>	Achieved	28	<ul style="list-style-type: none"> <li>Keep up regular well-being activities (mindfulness, healthy cooking, and other workshops)</li> </ul>
	WORK-LIFE INTEGRATION	 	<ul style="list-style-type: none"> <li>Roll out Flex Office 2.0 policy</li> </ul>	Achieved	27	<ul style="list-style-type: none"> <li>Roll out Flex Office 3.0 policy</li> <li>Roll out new well-being measures within the group</li> </ul>
SUSTAINABLE OPERATIONS	ENVIRONMENTAL MANAGEMENT & CLIMATE ACTION	 	<ul style="list-style-type: none"> <li>Implementation of energy and water consumption reduction initiatives</li> </ul>	In progress / Achieved	38, 40	<ul style="list-style-type: none"> <li>Finalise the installation of the photovoltaic panels in Neuraxpharm's two production sites, Lesvi and Inke.</li> <li>Working group established to evaluate and pursue initiatives to reduce energy consumption and carbon footprint</li> </ul>
	RESPONSIBLE SOURCING	  	<ul style="list-style-type: none"> <li>Reduction of CO<sub>2</sub> emissions. Reduction of travel miles</li> </ul>	In progress / Achieved	38, 40	<ul style="list-style-type: none"> <li>Conduct a biannual survey of key suppliers in 2022 to ensure they are meeting increasingly more ESG criteria year on year</li> </ul>
GOVERNANCE, COMPLIANCE & ETHICS	CORPORATE ETHICS		<ul style="list-style-type: none"> <li>Develop a Senior Management Commitment</li> </ul>	In progress	-	<ul style="list-style-type: none"> <li>Develop a Senior Management commitment protocol to ensure fulfilment of all internal corporate policies in 2022</li> </ul>
			<ul style="list-style-type: none"> <li>To define and perform an annual Compliance training plan. Follow up of assistance</li> </ul>	Achieved	44	<ul style="list-style-type: none"> <li>New annual Compliance training to be developed in 2022. Average of employees taking part &gt;75%</li> </ul>
			<ul style="list-style-type: none"> <li>Implementation of Whistleblowing channel available for third parties (website)</li> </ul>	Achieved	44	
			<ul style="list-style-type: none"> <li>Implementation of acceptance of Code of Ethics by third parties</li> </ul>	In progress	-	<ul style="list-style-type: none"> <li>Implementation of acceptance of Code of Ethics by third parties in 2022</li> </ul>

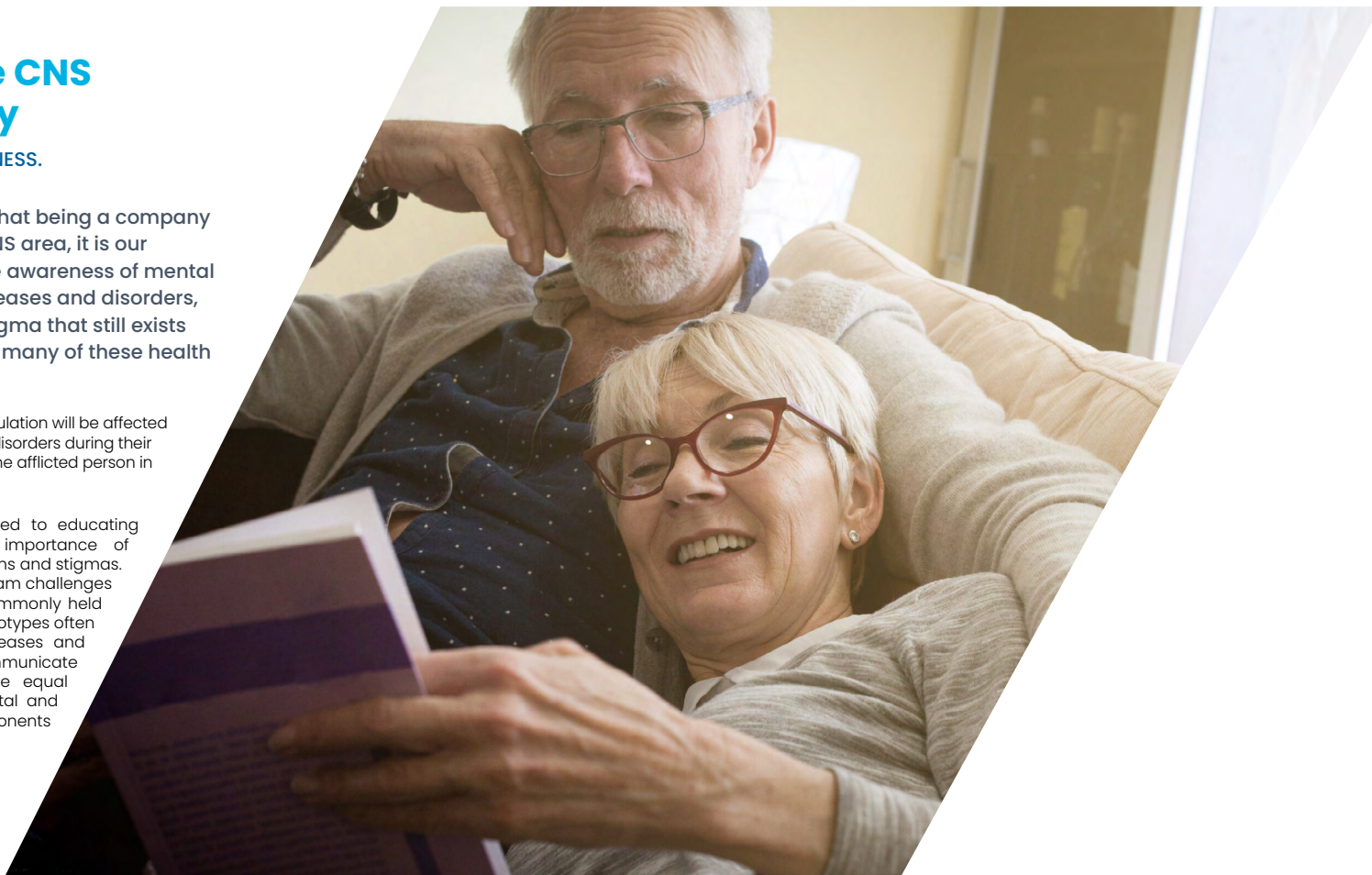
## Serving the CNS Community

### RAISING CNS AWARENESS. REDUCING STIGMA

We strongly believe that being a company specialising in the CNS area, it is our responsibility to raise awareness of mental and neurological diseases and disorders, and to reduce the stigma that still exists around patients with many of these health conditions.

A quarter of the global population will be affected by mental or neurological disorders during their lives, equating to at least one afflicted person in every family.

Neuraxpharm is committed to educating the public about the importance of overcoming preconceptions and stigmas. Through education, our team challenges and dispels the many commonly held misconceptions and stereotypes often associated with CNS diseases and disorders. We strive to communicate the facts and stress the equal importance of both mental and physical health as components of overall wellbeing.



# Raising CNS Awareness. Reducing Stigma

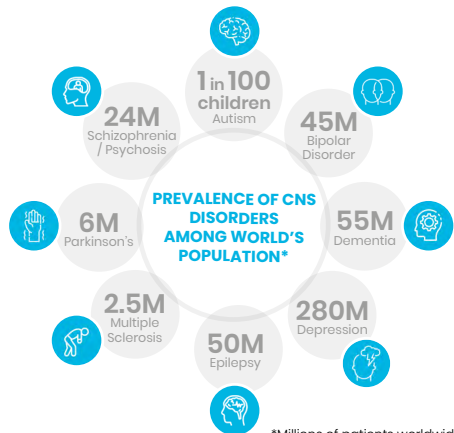
## WHY MENTAL HEALTH IS IMPORTANT

Mental health is complex and powerfully impacted by many factors including family, employment, poverty, discrimination and access to healthcare, but with continued commitment from those operating within the CNS arena, we can continue to usher in a new era of mental awareness to improve the lives of individuals and society as a whole.

Good mental health is an essential part of life, as important to us as good physical health. The two parts work hand in hand, where each can have a positive or detrimental impact on the other. The World Health Organisation defines health as 'a state of complete physical, mental and social well-being and not merely the absence of disease or infirmity.'<sup>1</sup> This definition has remained unchanged since 1948.

Research has shown that 30% of people with a long-term physical health condition also suffer from depression or anxiety, with the impact of poor mental health on physical illness estimated to cost NHS England €9 billion annually.<sup>2</sup> Across Europe, the total cost implications of mental ill-health are estimated to be in the region of over €600 billion.<sup>3</sup>

Growing evidence and awareness of the burden of mental health problems in Europe have driven improvements but the personal and economic fall-out still blights national health systems and Society as a whole. Despite greater awareness and willingness to talk about mental health, there remain many challenges. More needs to be done to destigmatize the subject and improve provision across all ages, genders, socio-economic and geographical boundaries.



**Neuraxpharm addresses the full spectrum of CNS disorders through our products while increasing awareness around all CNS conditions to help reduce the stigma**

### Psychiatric disorders

- Anxiety
- Bipolar disorder
- Depression
- Obsessive compulsive disorder
- Schizophrenia
- Substance use disorder

### Neurodevelopmental disorders

- ADHD
- Autism

### Neurological disorders

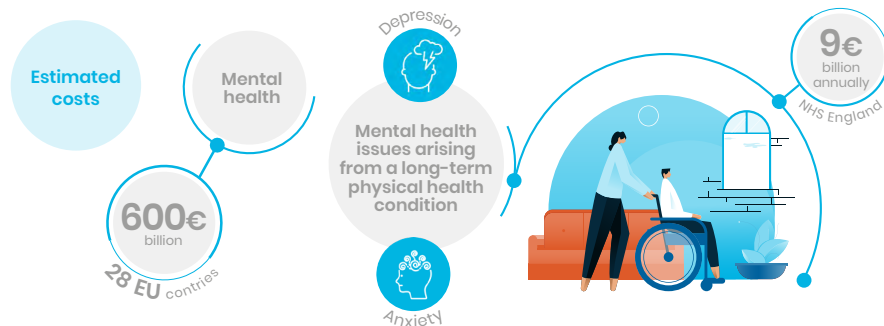
- Dementia / Alzheimer's
- Epilepsy
- Migraine
- Multiple Sclerosis
- Parkinson's
- Sleep disorders

### Pain

- Chronic / Neuropathic pain

### Mental well-being

- Mood tone
- Psychological wellbeing in children
- Sleep & relaxation
- Stress
- Cognitive system



*Mental health is becoming an ever greater issue in today's world and is gaining attention in the population. Most recently the COVID-19 pandemic threw a spotlight on the problem, highlighting its prevalence and the urgent need to understand and better treat mental health conditions.*

1. World Health Organization. What is the WHO definition of health? Accessed February 2021. <https://www.who.int/about/governance/constitution> 2. The King's Fund. Mental Health: Time to Think Differently. Accessed February 2021. <https://www.kingsfund.org.uk/projects/time-think-differently/trends-disease-and-disability-mental-physical-health> 3. Mental health problems costing Europe heavily. Accessed February 2021. <https://www.oecd.org/newsroom/mental-health-problems-costing-europe-heavily.htm>

## Serving our Communities

We strive to engage with many aspects of the CNS community. Through patient centric campaigns we work to raise awareness and reduce stigma around CNS disorders by collaborating with the scientific community and galvanizing our employees to participate in specific projects. We develop the materials needed to support the CNS community, utilizing our many channels of communication to reach out to our stakeholders and promote these initiatives across the whole community.

As a CNS company operating on a pan-European stage, we take seriously our responsibility to uphold mental wellbeing, and thus respond to global emergency situations with medical donations and practical assistance. International crises often enhance the need for our expertise and products, and we endeavour to respond in a rapid and appropriate way.



### Raising CNS awareness and reducing stigma

Involving different stakeholders  
(employees, pharmacists, CNS specialists, media, society)

Developing helpful materials for CNS healthcare professionals, patients and families/caretakers

Communications through our website, our social media channels or via press releases to reach all stakeholders





## Serving our Communities



Because Neuraxpharm  
recognises that people need  
more than medicine

A fundamental aspect of improving the quality of life and mental wellbeing of patients affected by CNS disorders, is understanding their needs within the community. Consequently, Neuraxpharm acknowledges the significant importance of serving the communities across its network of European countries, not only as part of being a responsible business, but also in order to better understand the people it strives to help.

With this in mind, the [neuraxFoundation](#) was set up initially in Germany to provide information and social support that is essential alongside medicine to improve mental health and wellbeing in the community.

### Neuraxpharm Foundation

The original idea of the neuraxFoundation was to provide the Neuraxpharm community with information and social support needed alongside medicine, to improve mental health and well-being, and also to raise the awareness of CNS-related diseases with social engagement initiatives.

A non-profit commitment alongside Neuraxpharm's core business of supplying medicines and providing solutions for the CNS community. It has become the 'umbrella' Corporate Social Responsibility instrument for the whole group, providing holistic support to healthcare professionals, patients and their families.

The neuraxFoundation was originally established in 2014 as the CSR arm of Neuraxpharm Arzneimittel GmbH, our German operation. Having built up a considerable following since that time, it has recently been rolled out across all our operations.



Core elements of the NeuraxFoundation in Germany are [neuraxWiki](#), a unique and comprehensive information portal providing advice on social law issues associated with neurological and psychiatric diseases, and [neuraxPro](#), a facility promoting social projects and supporting patient organisations.



A comprehensive information portal addressing social law questions, claims and benefits relating to numerous neurological and psychiatric diseases.

With its three components available, [neuraxWikionline](#), [neuraxWikiprint](#) and [neuraxWikiphone](#), neuraxWiki offers accessible and helpful information on all aspects of social law to patients, their families and healthcare professionals.

neuraxWikiprint



neuraxWikionline



neuraxWikiphone



Via neuraxPro, the neuraxFoundation supports and promotes various organisations and projects concerning the health of affected adults and children.

Despite the increasing prevalence of psychiatric and neurological diseases, they remain a 'taboo' subject characterised by stigmatisation. Due to a lack of information, those affected, and their relatives, often feel alone and do not know where they can find help and support.

This is why it is so important to the neuraxFoundation to help patients and aid organisations in their activities. In

our opinion, there cannot be enough opportunities for better treatment and better understanding of these diseases.

By cooperating with patient organisations, neuraxPro supports educational work on neurological and psychiatric diseases and contributes to making patients and their families feel better informed and not left alone. neuraxPro offers the possibility to actively engage with individuals adversely affected, in order to better understand their wishes and needs, and provide appropriate help in partnership with their representative associations.



neuraxWiki**print**



**7 guidebooks**  
developed  
since 2021

**12 CNS**  
diseases  
brochures

With the neuraxWiki guidebook series, the neuraxFoundation offers patients, relatives and professionals assistance in answering social law and psychosocial questions.

**~ 294.000**  
website  
users\*

**~ 350 articles**  
available  
on-line

neuraxWiki**online**



**~ 28.500 print**  
material  
orders/leaflets  
sent\*

**~ 461.500**  
page views\*

The neuraxWikiphone is a service for patients and their relatives but can also be used by physicians and medical professionals. Patients can receive personal social law counseling, e.g., on benefits from their health or pension insurance.

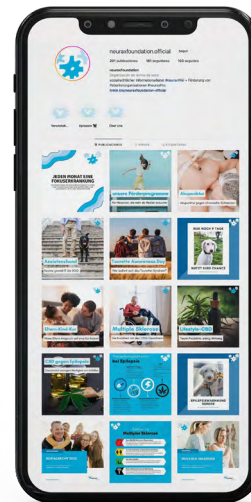
neuraxWiki**phone**



**300 calls**  
received\*



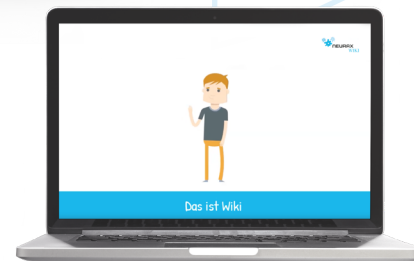
**7 projects**  
developed  
since 2021



## Social media

In early 2017 a Facebook page was established, which is constantly updated with a fresh variety of content, images and shared videos. The aim is to further expand neuraxFoundation's social media presence, whilst working to boost the networking activities of the patient interest groups that are supported.

In 2020, neuraxFoundation established an Instagram account as well as a YouTube channel which provide a mix of social law information and knowledge about neurological and psychiatric diseases.



# CNS Awareness Campaigns, Social Initiatives and Donations

## SOCIAL AND PATIENT INITIATIVES

Over the years, Neuraxpharm and the neuraxFoundation have developed many CSR-related initiatives to increase visibility of CNS-related diseases and disorders, developing helpful materials for CNS healthcare professionals, patients and families/caretakers.

These initiatives offer an opportunity to reflect and take ownership of mental well-being and enhance the importance of good mental health. Corporate and local campaigns involving different stakeholders (employees, pharmacists,

CNS specialists, media, society) aim to raise awareness of CNS disorders and reduce associated stigmas. They are communicated through social media channels, press releases and our website to reach all audiences.

Neuraxpharm supports several charities and social entities with programs or projects, some of which are developed by NeuraxFoundation. Other social projects include various internal campaigns carried out throughout the year on different CNS diseases.

Through different dynamic training activities and the involvement of employees in projects actively promoted by the company, we work to raise awareness of a disease to reduce the stigma associated with it. In most campaigns, donations are made to a patient association in countries where Neuraxpharm is present.

Some examples of our social and patient initiatives are outlined on this and the following pages.

### World Awareness Days related to conditions of the CNS

**+12 World  
Awareness  
Days**  
related to  
conditions  
of the CNS  
covered

Each year Neuraxpharm shows its commitment to patients, families and caregivers affected by CNS disorders by preparing materials on different aspects of the CNS disorders, by making them available in our social media and with campaigns with pharmacists and healthcare professionals and by supporting and encouraging all employees to participate in CNS related awareness days.

During 2021, for instance we produced and published short videos on aspects of autism, schizophrenia, Alzheimer's and dementia to coincide with the relevant awareness days, with the goal of increasing understanding to help reduce stigma surrounding these conditions while supporting early diagnosis and intervention.

## Mental Health Day campaign - A Kiss for Mental Health

On World Mental Health Day 2021, which took place on 10<sup>th</sup> October, Neuraxpharm launched the third edition of its solidarity campaign 'A kiss for mental health' in collaboration with the Fundación Querer, a non-profit institution dedicated to education, research, dissemination and social awareness related to children with special educational needs derived from neurological diseases.

Our objective is to make visible the importance of mental health and to support people with related pathologies.

Every time a photo of a kiss or the blowing of a kiss is posted on social networks, Instagram, Twitter, Facebook or LinkedIn, during the month of October under the hashtag **#AKissForMentalHealth** and tagging @neuraxpharm\_es, Neuraxpharm donates 1 euro\* to a Fundación Querer solidarity project. All our employees are encouraged to take part via their social media channels and this way we reinforce our commitment to mental health with this quick and simple action of solidarity through social networks.

In 2021, the campaign raised over EUR 4,500 and the Fundación Querer project chose to allocate our donation to improving visual, functional and perceptual skills in students with neurological disorders in order to improve reading and writing processes.

Since the start of the campaign in 2019, Neuraxpharm has raised nearly EUR 13,000 through this social initiative.



One initiative we are particularly proud of and summarizes our efforts to raise CNS awareness is the campaign we have developed around World Mental Health Day.



## CNS Awareness Campaigns, Social Initiatives and Donations

### International Epilepsy Day campaign – Life-changing minutes



#LifechangingMinutes  
Find out more at [knowingepilepsy.com](https://www.knowingepilepsy.com)



On the occasion of International Epilepsy Day 2022 in February, Neuraxpharm launched the second edition of its digital initiative: **"Life-changing Minutes"**, with the aim of increasing understanding of this chronic disease of the nervous system characterized by the presence of epileptic seizures. The campaign invited participants to take just a few minutes to understand and demystify epilepsy – exactly the same amount of time a seizure lasts. Despite progress in educating the public about epilepsy, myths still exist. With this initiative, Neuraxpharm aims to help eradicate persistent misunderstandings about epilepsy that contribute to the legacy of stigmas surrounding the people who suffer from the condition.

The company is providing access to verified information on epilepsy via the website [www.knowingepilepsy.com](https://www.knowingepilepsy.com). This includes information

to disseminate the myths that still surround the condition and top tips on what to do if someone is experiencing an epileptic seizure. Since epilepsy is the most common neurological disorder in children and teenagers, the website also provides access to a downloadable children's story "Minutes with Emma" which was published in 2021 during our first campaign and which was made available to teenagers with epilepsy as part of this year's campaign.

To accompany the campaign, two internal activities were promoted in all Neuraxpharm subsidiaries throughout Europe. These included a webinar for all our employees held by two experts in epilepsy from Italy who talked about how to manage prolonged acute convulsive seizures (PACS) and their prognosis.

The company's employees and collaborators were invited to actively participate by sharing a photo using the "Life-changing Minutes" image on their personal social networks with the hashtag #LifechangingMinutes. With the total number of photos posted, Neuraxpharm made a donation that went towards the Italian foundation [Fondazione Epilessia LICE](https://www.fondazioneepilessia.org) that supports patients with epilepsy.



### World Alzheimer's Day

Neuraxpharm continues to raise awareness around Alzheimer's disease and dementia by highlighting the challenges faced by sufferers and their carers / families.

The theme in 2021 was to draw attention to the importance of an early diagnosis in delaying the onset of the condition. A video, posts for social media, blog articles and infographics on dementia conditions and the differences between them were made available on our website to coincide with World Alzheimer's Day 2021 on 21 September.

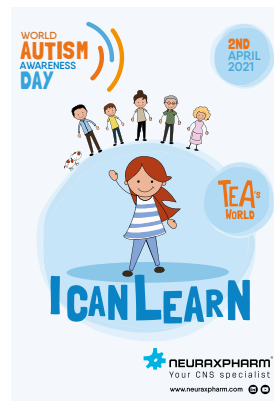


### World Autism Awareness Day

On the occasion of World Autism Day in April 2021, Neuraxpharm joined non-profit organisation [Autism-Europe](https://www.autism-europe.org) in a European-wide initiative to promote awareness about autism.

Creating a virtual space called 'Tea's World', our campaign **'I Can Learn'** was developed to help reduce the stigma around autism and support early diagnosis and intervention. The campaign included educational materials sourced from associations and pharmacies, together with videos and downloadable items which were shared via our digital channels such as Instagram or Facebook.

At Neuraxpharm, we strive to be at the forefront of research and to support society by embracing neurodiversity.





## CNS Awareness Campaigns, Social Initiatives and Donations

### Company-wide Collaborations

Based on our commitment as a pharmaceutical company to improve the lives of patients and given that patients are increasingly informed about their disease condition, we need to understand the patient and help their needs and challenges that they are facing in the current healthcare environment.

Alongside the day to day business of developing and commercializing CNS treatments and Consumer Healthcare products, through connecting with patients, their families, caregivers and their healthcare providers, Neuraxpharm aims to raise awareness and supports minority groups who can benefit from our unique understanding of CNS diseases and disorders built over 35 years.

As an organization that spans much of Europe, Neuraxpharm is ideally positioned to support a wide range of projects and initiatives through

community engagement efforts. Our goal is to continue to expand our collaboration with medical and pharmaceutical societies and patient organizations throughout Europe and to enhance communication between healthcare professionals and those living with CNS disorders. By engaging in partnerships with relevant stakeholders, Neuraxpharm and neuraxFoundation are able to draw on the mutual expertise and resources they offer to further help people suffering from all aspects of CNS-related conditions.

We recognize the importance of collaborating with external partners to develop the best, tailor-made solutions for our customers. These collaborations enable us to prepare campaigns to educate and raise awareness of conditions ranging from Alzheimer's disease to autism, together with many aspects of mental health.

### PATIENT ORGANISATIONS

Neuraxpharm enjoys valued collaborations with patient organisations.

Below are some of the collaborations and projects that Neuraxpharm and the neuraxFoundation contribute to jointly with patient organisations in the countries where we are present:



### Award for 'Commitment to dementia self-help'

In cooperation with the [Alzheimer Gesellschaft NRW e. V.](#), the neuraxFoundation awarded a prize for commitment to dementia self-help in 2021, as it did in 2019. The prize was a workshop on mindfulness and self-care. The winning group from Neuss, North Rhine Westphalia, was chosen in August 2021, and the award was given at a ceremony on November 17 at the Düsseldorf state parliament.

*“Caring for a family member suffering from dementia is not easy and is often a balancing act between the needs of the afflicted person and your own. The carer's needs are often put on the ‘back burner’, social contacts are minimized and signs of being overwhelmed are ignored. Under this year's motto: “Caring relatives between Love, Duty and Self-Care,” we want to support you as a caring relative and strengthen your self-care.”*

**Alzheimer Gesellschaft NRW e.V.**

## CNS Awareness Campaigns, Social Initiatives and Donations

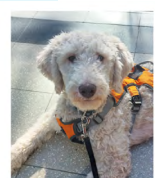
The neuraxFoundation held an online presentation in cooperation with [Migräne Liga e.V.](#) in July 2021 on the topic of "disability pension", which was attended by around 120 participants.

On the occasion of the 25<sup>th</sup> Epilepsy Day on October 5 under the motto "Strong together", the neuraxFoundation supported an epilepsy self-help group with a donation of EUR 1,500 for the implementation of their specially planned day of action. The winning group was selected by a jury of the [epilepsie bundes-elternverband e. V.](#) (nationwide parent association) and the neuraxFoundation. The winner was the Epilepsy Action Group Annaberg, Saxony. The group planned an epilepsy day with a question-and-answer session moderated by experts.

Together with the pediatrician Dr. Ulrich Enzel, the neuraxFoundation held a Webinar in June 2021 for parents, professionals and interested parties on the topics "Gut and psyche - connection in autism" & "Social law support options for young people with autism", in school and during leisure time.

Together with the [Autismus Landesverband M. V. e. V.](#), a special children's book has been created to educate children about autism spectrum disorder.

In an easy-to-understand way, the neuraxFoundation would like to use this children's book as a resource to educate siblings and other children to both understand the condition and find tools to cope with the challenges it brings.



**EPILEPSY WARNING  
DOG DUNDEE**  
The big puppy loves to cuddle

Together with the [German Assistance Dog Center T.A.R.S.Q.\\* \(DAZ\)](#) the neuraxFoundation supports the training of an epilepsy warning dog. The associated costs of about EUR 15,000 are covered by the neuraxFoundation. Following the training, the dog can be given to a child between 6 and 14 years old who is affected by focal epilepsy.

The training of the dogs by a partner of the DAZ has already begun. Currently four puppies are in basic training, which lasts a total of 12 months. This is followed by special training, which can last up to 12 months. During the special training, the child meets the dog for the first time. The aim of the so-called matching is to find, with the help of the dog trainer, which dog best suits the needs of the child concerned.

Collaboration with [Aprenem Autisme](#), a patient association for the inclusion of people with Autism Spectrum Disorder (ASD) in the project "I count too", a project which started in September 2021 and offering personalised support that the entity provides to people with autism with the aim of reaching a 360° inclusion, promoting the principles and values of equality, inclusion, participation and promotion of autonomy through the accompaniment adapted to each person in the different environments where they participate in order to improve their educational, labour and social integration.

*"It is about achieving that people with autism can develop their vital project in conditions of equity and equal opportunities, as the rest of the population. This project promotes a change of paradigm when moving from a welfare system to one based on supports that act as a bridge between the environment and the people", explains Susi Cordón, director of Aprenem Autisme.*

## CNS Awareness Campaigns, Social Initiatives and Donations

### Patient Centricity Campaigns with Employees

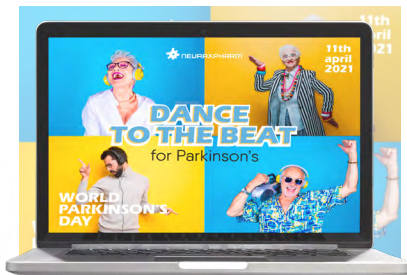
Being a company focused on CNS patients, Neuraxpharm wants to raise awareness of CNS diseases and disorders and demonstrate its commitment to its patients. Global social responsibility is intrinsically woven within our commitment to achieve our mission and deliver better health for a better world.

Putting patients first and employing the right tools and data can help patients better manage their conditions and thrive within a more understanding community. With this aim, the company organises different activities around world awareness days, for which it encourages its employees to be the main promoters of the campaign, showing them the importance and impact of their daily work in improving quality of life for patients.

We hold a number of campaigns annually to promote world and local awareness days and we host live online internal webinars for our more than 1000 employees (NeuraxTalks), in which European CNS specialists talk about particular CNS disorders. Examples include our recent Neuraxtalks on autism, multiple sclerosis and epilepsy; and talks on neuropathic pain, living with Parkinson's Disease and the role of cannabinoids in CNS patients.

We understand the need to keep working on the knowledge of disease among the European community. Some of the awareness campaigns held during 2021 and more recently, are explained in this section.

### Internal Campaigns with Employees



#### World Parkinson's Day – Dance to the beat for Parkinson's – Jerusalema Challenge

As many studies have demonstrated, dancing has a positive impact on patients with Parkinson's Disease as one of the additional therapies available besides the established and successful treatments to reduce the characteristic tremors and slow movement seen in people with the condition. As a form of movement therapy, dance addresses several of the problems associated with Parkinson's Disease. It provides regular social interaction for people who have this condition, has a positive effect on their mental well-being, and it improves their movement and balance.

'Dance to the beat for Parkinson's' was an internal initiative that encouraged employees to record a video with their colleagues, families or friends under the Jerusalema Challenge, while adhering to the Covid-19 regulations in place at the time, as a way of supporting people who suffer from this disease.



### World Pain Day – Neuropathic pain



Neuropathic pain is a CNS disease for which it is extremely difficult to find a specific cause. Making the correct diagnosis and prescribing a truly effective treatment is a serious challenge.

Neuraxpharm recognized the need to promote knowledge about the condition and so coinciding with World Pain Day 2021 on 17<sup>th</sup> October, the Company launched an internal corporate initiative to encourage employees to learn about the most common symptoms of the disease and to participate in charitable actions in favour of people with a CNS pathology.

Following the campaign, a donation was made to [The Great Orchestra of Christmas Charity Foundation](#) in Poland, whose work is focused on supporting children's medicine and enhancing the level of care offered to senior patients in geriatric and long-term care units.

## CNS Awareness Campaigns, Social Initiatives and Donations

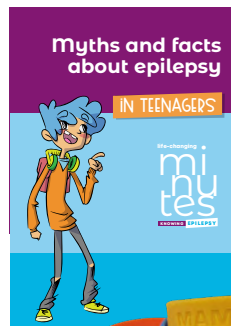
### Collaboration with Solidarity Races

In November 2021, Neuraxpharm collaborated with [Correblau](#), a solidarity race now in its 6<sup>th</sup> year held in Barcelona, Spain. Funds raised were entirely donated to the Solidarity Project of Aprenem Autisme which works to improve inclusion of students with autism.

Neuraxpharm also sponsored the first [EpikTour](#), a solidarity race held in Málaga, Spain, on National Epilepsy Awareness Day on 24<sup>th</sup> May 2022. Organised by the [Spanish Epilepsy Federation](#) (Federación Española de Epilepsia) in collaboration with the Spanish Epilepsy Society (Sociedad Española de Epilepsia), the race was an initiative of the Society's Young Epileptologists Club (Club de Jóvenes Epileptólogos) and was run under the slogan "Put an end to stigma".

### Patient and Healthcare Professional Support Services

- We have incorporated a wide range of materials hosted on our website to help patients manage their disease, whether epilepsy, Alzheimer's or other CNS disorders.



- Neuraxpharm has been developing materials to help destigmatise epilepsy in teenagers. In Poland, our affiliate has closely collaborated with a patient association on education around epilepsy and has distributed silicone wrist bands for children living with the condition. The bands, inscribed with 'I have epilepsy', come in four different sizes and colours, and have been distributed among doctors and patients with the idea of helping children with epilepsy to lead a normal life by breaking down stigma around epilepsy while assisting them in getting help during a seizure.

- We have collaborated with an organisation in arranging rehabilitation and active recreation for children in Poland during their summer vacations.



- Neuraxpharm is supporting a clinical trial aimed at early diagnosis of mild cognitive impairment in collaboration with pharmacists.

- In our commitment to offer resources to pharmacies and to people with autism, we developed and made available on our website a card with accessible pictograms to facilitate the communication of people with autism, enabling them to point out the medicines they need, where it hurts, or what symptoms they identify. This was made available alongside a guide explaining how to interact and communicate with people with autism. This has been possible through a collaboration with the patient association [Aprenem Autisme](#).



- In 2021 and for the second year in a row, tips for mental health were posted across some of our social media channels in the form of an Advent Calendar in the run up to Christmas.





## CNS Awareness Campaigns, Social Initiatives and Donations

### Global Crisis Support

The Neuraxpharm team has worked with passion, purpose and a sense of urgency to provide solutions and help each other amidst an unprecedented global pandemic.

#### Response to COVID-19

Neuraxpharm's mission to improve the mental and physical wellbeing of people affected by disorders relating to the central nervous system was never more relevant than during the COVID-19 pandemic. There was more need than ever for Neuraxpharm to help patients and their families tackle the significant pressures placed on their mental health and wellbeing by the confinement and daily routine changes resulting from lockdown restrictions across Europe. NeuraxFoundation rolled out several social initiatives, developed and reinforced through our social media channels, to support our CNS patients and also the healthcare professionals whose duties became extraordinarily challenging during this difficult time.

**Quarantine Together** – a support platform consisting of a free help desk providing psychological assistance

to families with mentally vulnerable members in Italy, and with children with Autism Spectrum Disorder (ASD) in Spain. Both initiatives continued throughout the duration of the COVID restriction period in the two countries in 2020.

**NeuraxConecta** – the first service in Spain to provide emotional support for healthcare professionals in pharmacies. This initiative delivered emotional support via a free telephone service to help individuals cope better with their own health management.

#### Donation of personal protective equipment (PPE)

In response to the shortage of PPE within hospitals, Neuraxpharm secured supplies and provided a donation of PPE to the Hospital in St. Joan Despi to avoid shortage and to protect healthcare workers throughout the COVID-19 crisis.

#### Neuraxpharm Response to the War in Ukraine

At Neuraxpharm, we have been deeply touched by the human tragedy witnessed since the outbreak of war in Ukraine and humbled by the extraordinary resilience that the people of Ukraine have shown in their fight for freedom and democracy.

As a pan-European company, Neuraxpharm is determined and proud to support our fellow European citizens and, to date, we have donated EUR 1.8 million worth of pharmaceuticals in four shipments to Ukrainian medical facilities. Coordinated through the Polish Governmental Agency of Strategic Reserves (RARS) via our Polish affiliate, we have donated CNS medicines from Neuraxpharm Poland and Germany plus other products from Neuraxpharm France's portfolio. In addition, Neuraxpharm Czech Republic has contributed consumer health products to Czech organisations supporting Ukrainian refugees.

We feel privileged to be in a position to help in this way as we continue to monitor how best to effectively support the Ukrainian people during these hard and uncertain times.



## Our People, our Most Important Asset

**At Neuraxpharm, we believe that people are our main and most important asset.**

We strive for an increasingly diverse and inclusive workplace, enabling us to build our future with broader and more innovative perspectives.

Every individual in our organisation is essential to the sustainable development of our goal of improving access and addressing the unmet needs of CNS patients. That is why we put action plans in place to encourage the engagement of our teams, promote their health and wellbeing and retain talent.



## Diversity & Inclusion

One of Neuraxpharm's core business objectives is to ensure an inclusive, diverse, safe and respectful work environment for everyone in its organisation.

Neuraxpharm is committed to guaranteeing health at work as well as the individual and collective satisfaction of all workers.

Neuraxpharm's Diversity & Inclusion policy aims to ensure a business culture based on the principles of diversity, equality and inclusion. Our policy complies with European legal regulations and includes the necessary standards, processes and measures to be taken in the event of discrimination or harassment against any employee of the company.

Diversity & Inclusion are priority issues on the agenda of the Board of Directors which promotes and guarantees this policy.

### WORKING IN AN INCLUSIVE ENVIRONMENT

The company has made major strides in the past year, with new launches and further expansion across Europe. With a presence in 19 European countries, we have over 1000 employees representing around twenty-five European nationalities, with a clear focus on a diverse, inclusive and happy company culture.

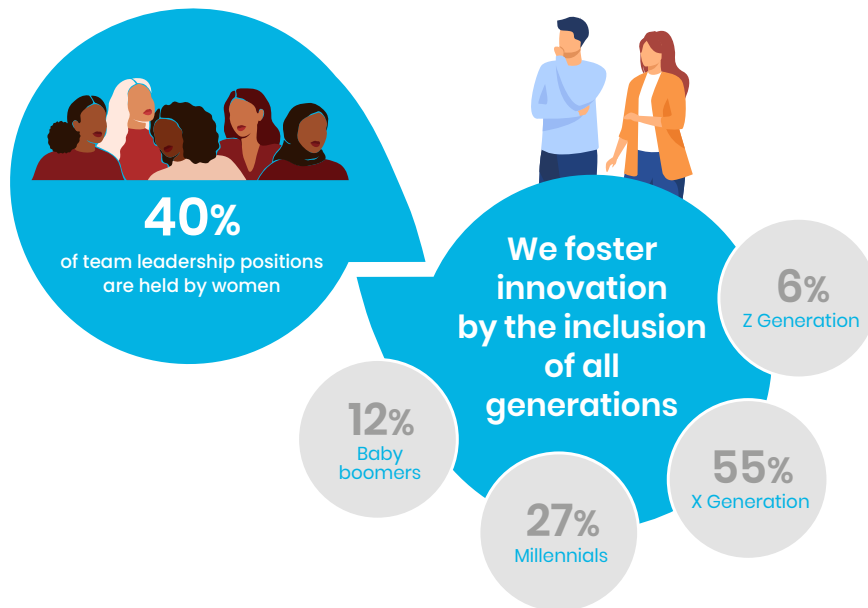
This is a long-term commitment for us, and we will continue to prioritize equal opportunities and move faster to create a workplace that is desirable for everyone.

Our People Strategy sets out how we will accelerate the delivery of Neuraxpharm's strategy, from the inside out, by providing a working blueprint for how we engage, inspire

and encourage collaboration or connections amongst the various teams. Neuraxpharm promotes different cultures, seniorities, ages and personalities within the workplace, to bring different perspectives, styles and experiences to our business. We value each individual profile and believe it makes our business stronger.

In addition, we look at all aspects of our business to make inclusion an integral part of how we treat our people, customers and partners, and our approach underpins how we make business decisions and is part of how we build stronger communities within the work environment.

As an example and in line with our non-discrimination policy, we consider and hire people over 55 years old, following the NeuraxGolden program established in 2021.



## Diversity & Inclusion



**Equal rights, opportunities  
and full respect is a  
must in our organization.**

**Our people are free  
to be themselves and  
we greatly value diversity of ideas,  
opinions, experience and skills.**

These values are integrated into the daily life of the company as well as into our recruitment strategy to ensure we attract talented individuals with diverse perspectives, ways of thinking, backgrounds, ages and demographic identities.

It is planned in our CSR targets for 2022 – 2023 to introduce mandatory training based on our D&I Policy for all employees, as well as maintain our on-boarding training for all newcomers.

Neuraxpharm considers this diverse and inclusive approach to be a basic requirement, something that is expected and upheld by all within the Company and is integral to every aspect of the business.

We believe that all individuals must be respected and valued equally, which is one of the reasons why we have implemented a new HR management system that allows the employee to be the owner of their data, to carry out their performance evaluations and all other types of management related to their collaboration within Neuraxpharm.

As part of this, it is the employees themselves who decide how they wish to be addressed in terms of gender or indeed a preference not to have to identify with any particular gender.

## Neuraxpharm International Day **2<sup>nd</sup>** October

In 2019, we celebrated our first Neuraxpharm International Day, with the purpose of celebrating our diverse and inclusive culture, recognising the values and the integration of the different countries and nationalities across Europe which are represented within our community.

On 2<sup>nd</sup> October each year, we roll out different activities based on this premise.

As Neuraxpharm aims to be an **INCLUSIVE EMPLOYER** and promote a workplace which actively hires those with special needs, we provide them with a welcoming atmosphere in their work environment, while also following the directives laid out by the countries we operate in, in terms of integration of people with handicaps.







## Social Benefits, Work-Life Integration and Well-Being

Neuraxpharm, as a healthcare company, is committed to ensuring the wellbeing of its employees. We understand wellbeing as a measure that integrates both physical and psychological health, promoting an all-round approach to ensure the health and happiness of our people.

To this end, we offer a variety of benefits that are customised to the needs of our employees around Europe, and we are constantly working to identify ways we can help people integrate life priorities and improve workplace flexibility.

### FLEX OFFICE

As a modern, international and attractive company committed to the well-being of its employees, the society and the environment, Neuraxpharm has always encouraged a healthy Work-Life Integration, one which we believe leads towards a fulfilling relationship with work.

Even before the COVID-19 pandemic, Neuraxpharm had begun implementing a voluntary program offering the opportunity to work remotely from home at least one day a week. Having this infrastructure in place proved invaluable during the COVID-19 lockdown, as we were seamlessly able to let the majority of our office-based staff, who account for 30% of our total workforce, successfully work remotely. We followed the recommendations of European

governments and promoted 100% home office as and when was necessary.

As restrictions have lifted, we have reimplemented our Flex Office 2.0 Policy and have seen a >75% uptake in this benefit across all 19 European countries within the group.

Now, as we work to satisfy the diverse needs, locations and roles of our people, we are going one step further. We have recently launched the Flex Office 3.0 Policy, which allows employees to work remotely up to 3 days a week with the flexibility to choose the days that suit them best. To ensure social connection among our teams however, this includes a 'team day' when all employees will be at the office on the same day.

As a responsible and forward-thinking employer, Neuraxpharm values and respects flexible working arrangements, and doesn't expect that employees should work outside their regular hours. In this way, we are fully committed to making Neuraxpharm a happy and healthy place to work.

### WELL-BEING MEASURES

As work-life integration efforts are irrelevant without a focus on well-being, we established the following recommendations to be followed across the group:



- 1 Whenever possible, no meetings or training to be scheduled before 9 am or after 5.30 pm from Monday to Thursday and after 3 pm on Friday.
- 2 Try to avoid calls and meetings out of working hours during the week, during the weekends and especially over weekends during holiday periods.
- 3 If emails are received outside office hours, the employee will not be obliged to answer outside his/her working hours.
- 4 A minimum 30 minute lunch break (1 pm – 1.30pm) is respected and highly recommended;; avoiding team meetings, presentations, trainings,...
- 5 Where possible, try to facilitate short breaks between meetings, concluding a meeting at least 5 minutes before it is scheduled to end.
- 6 When requesting work from others, please ensure enough time for them to prepare it and, whenever possible, avoid last minute requests.
- 7 Make sure you check colleagues' availability before scheduling meetings with others, trying to avoid overlaps as much as possible, and using free slots from their working schedule.
- 8 For urgent situations of critical business needs, each manager should organize its team accordingly and approve if potential overtime is needed out of usual working hours and whether this will be compensated with additional free time.



## Social Benefits, Work-Life Integration and Well-Being

### Sponsorship for Sports

Focusing on our employees' health, we participate in sports activities, hold different well-being events and offer healthy meals and complimentary fresh fruit in our facilities.

In 2022 we held a Mindfulness course for those employees willing to learn about our well-being practice and how to apply it in their daily life.

Sport has a unique way of engaging people. Our programmes are aimed at promoting sports in the community and supporting our employees in outdoor activity. We actively encourage participation in sporting activities covering the cost of registration for different races and interactive sporting events.

In 2021, Neuraxpharm Spain subsidised the participation of its employees in Spain's CorreBlau race, a solidarity race raising funds for the educational inclusion of students with autism. This was in line with the company's objective of supporting solidarity projects for the protection of the rights of people with CNS disorders, while also promoting the health of our staff. Additional information on this social initiative and others can be found in the Chapter of this report entitled *Serving the CNS Community*.



## Culture & Engagement

Every company has a unique culture and set of values that must be nurtured, maintained and developed. How a company manages its people plays a crucial role in recruitment and retention, and we understand that employees who are heard are more likely to feel connected, engaged and motivated to do their best work.



### Our Values

Neuraxpharm's culture is based on the values that represent the way we work across the organisation:

#### ACCOUNTABILITY & EMPOWERMENT

We encourage our employees to take ownership of their activities and thereby pride in all aspects of the job. We develop our staff by boosting their confidence and competence, and by communicating a clear vision with achievable goals.



#### INNOVATION

With a 'start-up mind-set' we encourage people to take independent decisions and smart risks. Our aim is to promote 'open-box' thinking that leads to practical solutions to business challenges in healthcare and for our patients.



#### RESULTS DRIVEN

Our people are focused on results – they set and achieve challenging goals.



#### PARTNERSHIP

Beyond collaboration, we foster teamwork among our employees to swiftly and efficiently deliver to our patients and healthcare providers with a 'win-win' approach.



As a fast pace growing company, these values need to be revisited every 3 or 4 years, to be aligned with our strategy and our culture.



## Culture & Engagement

### COMMUNICATION CHANNELS

One of the main pillars of Neuraxpharm is transparency towards its employees. We believe it is very important that our people feel not only listened to, but fully able to communicate with one another and be aware of Neuraxpharm's achievements, as well as the opportunities and support offered within the company. Only in this way can people feel part of our community and develop a sense of ownership for what Neuraxpharm is striving to do.

With this purpose, Neuraxpharm adopts different internal communication tools, where it publishes weekly content related to the company's organisation and results, as well as all internal and external projects aimed at patients and our employees. Our main communication channel is **NeuraxNet**. Employees can use this tool to get to know all that happens in the company and have access to all HR tools needed.

### Yearly Employee Survey

At Neuraxpharm, we value having a diverse workforce beyond gender, nationality or age meaning that the different mind-set and opinions are valuable to all of us. A strong internal culture underpins employee collaboration and engagement resulting in high retention. We seek to understand the needs of the people and conduct employee surveys as part of our efforts to do so. These surveys are an important component of our feedback culture, and an opportunity for employees to share their opinions of working in the organisation and identify improvement opportunities to help make Neuraxpharm a better place to work.

Our 2021 Engagement Survey conducted in six countries received an 89% response rate. Neuraxpharm is implementing local and corporate actions following the results received in the 2021 survey, and the countries have prepared an action plan to address those areas where the results show need for improvement.

The whole group will be participating in 2022.

#### ENGAGEMENT SURVEY RESULTS 2021

89%

Employee engagement  
survey - response rate

70%

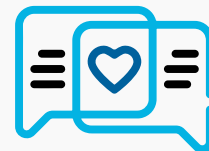
Average positive  
employee ratings  
in the survey

### Inclusion Suggestion Box

In line with the basic principles of Diversity & Inclusion, we want our employees to participate with us as we go further to instill the right culture across all our businesses.

We have launched a new suggestion box to invite their ideas on inclusive opportunities.

This new channel aims to bring everyone together to collaborate on thinking up fresh proposals to reinforce Neuraxpharm's current inclusive culture. We ask our people to think positively and provide practical solutions on this topic.



**minds**  
INSPIRE INNOVATION NEURAXPHARM

The best  
ideas  
will be  
rewarded  
in an  
annual  
contest.

### The open innovation program at Neuraxpharm

The **minds** project is an internal project in which **we encourage our teams to contribute with ideas to the business** through a Form, where a specific team (Dedicated Innovation Team) will evaluate and consider them if they are viable, feasible and desirable for Neuraxpharm.



## Being part of Neuraxpharm

We want to ensure that our people feel fully integrated within our community. It is important that those responsible for the development and management of others within Neuraxpharm are fully accessible and that everyone within the company feels valued and able to contribute fully. We extend this beyond



### Strategy is built together

As a start-up-minded company, everything we do is developed together by people who are experts in their fields, enabling us to build a strong and effective strategy.

Our Executive Committee and Corporate Leadership team meet together to establish the roadmap for achieving those goals, and the subsequent steps taken cascade down to the relevant teams where they are properly implemented.

Our leaders are the key to ensuring that teams feel empowered, supported and motivated to meet these challenges.

### CEO annual town halls + Regular country town halls

Every year we hold Town Hall meetings attended by all the employees of the Group. We aim to hold at least three Town Hall meetings annually, and local ones are held on a regular basis.

The recent Town Hall meetings have been live virtual events, where our CEO shares the company's results over the past few months, the projects Neuraxpharm is working on, and the company's future plans. A live translation is also available for all employees during these sessions.

At these meetings employees are free to ask questions and share feedback. The sessions are usually recorded and available online for those who are unable to attend. As Covid restrictions are removed, future local events may be held both in person and virtually.

our immediate community, to help address the needs of our patients and customers in the wider community by engaging with awareness events to not only support those suffering from CNS disorders but to educate our employees about particular diseases and the issues surrounding them.



### Breakfast with the CEO

Some of our employees have the opportunity to meet our CEO to talk about topical subjects and about the business in an informal way.

Neuraxpharm firmly believes that all the employees across the different layers of the group are essential and important for the successful development

of the business and, therefore, all opinions and proposals are heard, welcomed and integrated. Consequently, we hold meetings with different participants from all over the European countries and departments in order to better understand their vision of the company today and its future.

### Patient centricity campaigns

The company organises different activities around World Awareness Days for different CNS disease areas. Our goal here is to enable employees to be the main promoters of the campaign and showing them the importance of their daily work in improving the quality of life for CNS patients.

Every employee at Neuraxpharm commits and contributes through their work towards improving the quality of life of CNS patients. We want to help transform patient centric thinking and behaviour throughout Neuraxpharm and increase passion and commitment by enabling individuals to appreciate the importance their role can play in ultimately improving patient lives.



### Values awards

We celebrate and commend our team through multiple employee recognition awards throughout the year, including our Values Awards. These awards recognise the commitment and positive attitudes of the team in relation to their daily work. This is an opportunity to celebrate our values and what we strive for: Accountability & Empowerment, Results-Driven Attitude / Culture, Innovation and Partnership.





## Career & Development

The career progression and development of our employees is paramount to the continued success of Neuraxpharm. We understand the importance of putting initiatives in place to mentor, train and support each individual, such that they feel a real sense of personal progress as well as an understanding of their value within the company. As a pan-European company, we are committed to championing the power of diversity of language and culture that is represented across all our businesses.

### GROWTH AND MENTORING

We know that every employee contributes to the overall performance and results of our company, and therefore we ensure that each team member feels supported in working towards his/her objectives by harnessing trusting relationships.

Our management takes a comprehensive view of each team's work. It is based on continuous feedback and allows managers numerous opportunities to mentor employees and co-workers.

It begins with setting SMART goals that align with an individual's current role and career objectives at the beginning of the year which are reviewed progressively throughout the year, formally mid-year and at the end of the year.

With regards new recruits, we are very proud of the talent we have in the organisation, so whenever there is a vacancy, we always consider the people within our company who could fill it.

In fact, during 2021 and so far in 2022, we have made >80 internal promotions / lateral appointments, enabling people within our organisation to gain experience in new areas and to further develop their potential.

### TRAINING AND DEVELOPMENT

As part of our ongoing commitment to our people, we develop customised training opportunities tailored to the individual to ensure proper development for each employee, always ensuring health and safety standards are maintained across our affiliates.

During 2021, we held a series of webinars / training sessions on emotional intelligence for early talents. As well as teaching soft skills around communication and

leadership, the sessions provided our employees with the tools to develop other skills such as conflict management, project management, communication, leadership & digital transformation. The sessions were carried out with different experts on each matter. Neuraxpharm will continue to develop this initiative in the coming year, with a fresh format and updated targets.

### Language trainings

We are a multinational and multi-cultural company and by using languages, we can get closer to each other.

Neuraxpharm is committed to continuous learning, and for that reason it encourages language learning among our collaborators.



## Career & Development

### NeuraxAcademy & Partnership with Coursera

The journey for companies adopting digital transformation has been accelerated due to the pandemic.

In reaffirming its position as a leading company, Neuraxpharm decided to invest in training our teams and developing the great talent we have in the organisation. This resulted in the development of a new online platform / site: NeuraxAcademy.

The launch of NeuraxAcademy in 2021 was a major milestone for Neuraxpharm. It is a virtual space for employees to learn, enjoy and grow: the aim being to strengthen their knowledge and skills in the new e-learning environment.

Neuraxpharm is also very proud to have partnered with Coursera, the

global e-learning platform, to make thousands of courses from worldwide universities and organisations accessible for free. Neuraxpharm's curated content on Coursera offers employees access to learn from some of the top instructors who are leaders in their fields.

In addition to the technical training required for each employee and the 'on the job' training that has provided the leverage to empower a learning culture in all employees, during 2021 we invested 2,275.5 hours in leadership re-skilling and 352 hours in talent growth for early talents. Our employees have also taken part in 874 hours of self-development training sessions with Coursera since its launch in March 2021.



**NEURAXACADEMY**

EST.2020

learn, enjoy  
& grow

### Data from Trainings done during 2021

Course	Hours/employee	Participants	Total Hours
Road to Leadership	11	32	352
Neuraxpharm Ambassador	7.5	105	787.5
Feedback Cares	16	93	1488
Total talent growth			352
Total leadership reskilling			2275.5
<b>Total</b>			<b>2627.5</b>

### Coursera report since March 2021 up to now:



Enrollments

**101**



Learning Hours

**874**



Lessons Taken

**1107**

Average course  
rating

★★★★★

**4.8/5**



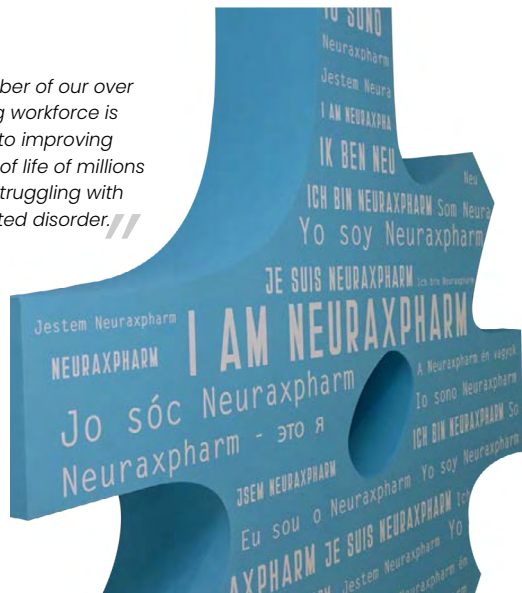
## Talent Acquisition

Neuraxpharm is one of the fastest growing companies in Europe and is undertaking an international expansion that encourages us to continuously search for new talent.

We foster a motivated and committed environment, based around a diverse and inclusive culture and all our team is specialised and focused on our main pillar: Improve patients' lives.

Thinking 'out of the box', being proactive, focusing on results and seeking to meet new challenges for the team, are key attributes for Neuraxpharm employees, empowering them to become the European leaders in CNS.

“Every member of our over 1000-strong workforce is dedicated to improving the quality of life of millions of people struggling with a CNS-related disorder.”



### NeuraxLearner Program

During 2021, we launched our NeuraxLearner Program, a target program for our company and one of our objectives from our 2020 CSR Report.

The NeuraxLearner Program is a post graduate programme that aims to attract new talent / graduates with a science background to the organisation, so that they can become the leaders of the future. It is an opportunity to embark on their professional careers at Neuraxpharm, to learn about different functions and get integrated into the Neuraxpharm culture and environment. With access to a 360° view of the business, we believe this talent will bring new ideas and enhance coordination across teams.

### Onboarding Program

In Neuraxpharm we want to facilitate the newcomer's integration into his/her respective team and the organisation by arranging a customised and solid On-Boarding Program to help each new employee feel comfortable in their role. It aims to accompany the newcomer from the moment he/she accepts the offer until 1-3 months after he/she starts (according to the role).

On-boarding materials are available for newcomers on our virtual platform 'NeuraxAcademy' to guarantee a full integration to the company on arrival.

An on-boarding colleague is usually assigned to help integrate the new employee to the company and its culture, and to offer advice and guidance to foster their skills and professional development. This is an invaluable part of their integration into the team / department.

When integrating new companies into the organisation, we arrange on-boarding programs for the whole team, which are conducted virtually or in-person.

### Referral Program

Neuraxpharm is committed to attract, develop and retain the best talent. With this goal in mind, we want to involve our people in the talent recruitment process, and that's why in 2022 we launched the Employee Referral Program 2022.

Through this program, our employees are able to play the role of Employer and Brand Ambassador, thus contributing positively to the accrual of talent within the business. What is more, if the proposed candidate is selected, the person who made the referral gets a financial reward.

Together we aim to surround ourselves with the best professionals and make them part of our industry leading team, able to improve existing pharmaceutical forms and upgrade new products with the aim of delivering relevant improvements in the life and well-being of patients with neurological and psychiatric disorders.

Since the beginning of the year, more than 7% of our new hires have been through this program.

### Neuraxpharm Ambassador

As our leaders are the main Neuraxpharm ambassadors during the recruiting process, we launched a training programme for all our Managers to learn, use and practice the elevator pitch techniques for presenting themselves and to use the power of storytelling to present the Company in an engaging manner.

This training focuses on how to make the candidate journey impactful through a dynamic and practical recruiting process.





## A Sustainable, Environmentally, Responsible Business

Neuraxpharm prides itself on being a responsible business. As a patient and customer-focused organisation, ensuring the quality and safety of our products is of paramount importance, as is protecting and preserving the environment.

Neuraxpharm works hard to uphold the highest environmental and ethical standards, complying with best practice across all aspects of our business. The safety of our patients is of paramount importance. We only work with products that have attained the highest safety criteria, and we maintain first-class manufacturing and marketing standards alongside the safeguarding of our c. 1000 employees. We streamline our processes across Neuraxpharm's business network to guarantee efficiency and a consistent gold-standard level of service for all our customers.







## Guaranteeing Quality for our Patients

### Safeguarding Quality

Neuraxpharm is committed to delivering the highest quality CNS treatments available on the market. We have company-wide policies and management procedures in place to ensure product quality and safety is maintained across all our operations.

We aim to motivate our employees to put our values of quality and patient focus at the centre of decision making through strong leadership, offering individual development opportunities and recognising employees. We want everyone at Neuraxpharm to feel proud of their work and the difference they make. This applies across all levels and jobs in the countries that we operate and underscores our values and culture.

### Developing and Manufacturing Quality Products

Our global manufacturing and supply chain network comprises of two manufacturing plants that Neuraxpharm owns and operates in Spain – Lesvi, for the development and manufacture of finished dosage pharmaceuticals (FDFs) focused on solid oral dosage forms, and Inke, for the development and manufacture of active pharmaceutical ingredients (APIs) with more than 40 years of experience.

At both sites, we employ a team of highly-trained scientists and technical professionals with extensive pharmaceutical

experience to develop each product formulation and to identify the specific processes and technologies used to manufacture our products.

All our applications are subject to a robust regulatory review before a product is brought to market, and we closely monitor the performance of our products once approved, identifying and implementing any changes necessary to ensure quality.

We are committed to maintaining the highest standards of production and quality at our manufacturing facilities.

### MANUFACTURING IN 2021 (Laboratorios Lesvi)



**21M**  
Oral solid units



**0.7M**  
Effervescent



**0.8M**  
Other pharmaceutical  
forms (otic and  
ophthalmic drops)

### TOTAL MANUFACTURING CAPACITY:

**30M**  
units



## Guaranteeing Quality for our Patients

### Protecting our Patients

Safeguarding our patients' welfare is Neuraxpharm's highest priority. Our medicines are investigated in rigorous clinical trials which help deliver safe medicines to patients. Our Pharmacovigilance department, coupled with a Europe-wide policy on product safety, guides Neuraxpharm's approach to patient care and safety in relation to the use of our marketed products. The pharmacovigilance team oversees the correct application and compliance with European standards, reviewing the system regularly and ensuring that all Neuraxpharm employees receive appropriate pharmacovigilance training.

Neuraxpharm is committed to patient safety, and we persevere to make sure that the benefits and risks of a medication are

continuously monitored and well-understood by regulators, healthcare providers and patients. To this aim, we maintain a pharmacovigilance system detecting, collecting, monitoring, evaluating and reporting data on potential adverse drug reactions around our products. This system is designed to continually maintain and evaluate the products' benefit/risk profile, identifying new potential risks associated with the use of any of our products.

All the information received is processed according to Data Protection laws.

In the case of any safety issues, Neuraxpharm takes the responsibility to inform doctors, patients and regulatory agencies.



### Serialisation

The company complies with all regulations related to serialisation. Health regulations require pharmaceutical companies to serialize their pharmaceutical products marketed in Europe end to end in the supply chain, from the manufacturing to the dispensing point, being it a pharmacy or a hospital. The aim is to ensure that those drugs that reach end consumers are not counterfeit, stolen or contaminated.

Neuraxpharm has a robust serialisation system that connects to different software, the internal manufacturing site and all our external CMOs with the authorities. During manufacturing, a unique product identifier is assigned and imprinted upon each drug package in a standardized graphic in both a human-readable format and a machine-readable 2D Data Matrix bar code. In addition to this safety feature

(the unique identifier), a tamper-proof physical safety feature is added such as a transparent seal to ensure the highest quality is preserved and possible adverse effects for the end consumer are prevented due to manipulation of the product.

All unique identifiers contained in a batch are uploaded to the EMVS (European Medicines Verification System) from where they are distributed to the corresponding national repositories prior to placing the batch on the market. This allows dispensing points to verify medicines through the scan of the datamatrix and compare the information in the national repositories. By these means, dispensers can ensure that they are delivering authentic and intact medicines to patients.



## Occupational Health & Safety

Neuraxpharm is committed to providing a safe and healthy working environment for all its employees. We take responsibility for the health and safety of our employees every single day, especially when faced with unexpected challenges such as the Covid-19 pandemic. We work to safeguard our people against both accidents and work-related illnesses.

This is something the company constantly addresses and reinforces through internal communication and training, the introduction of best practice initiatives, awareness campaigns and internal audits.

We seek to promote the health and well-being of our employees and sustain their ability to perform over the long term, which necessitates a safe workplace. We are therefore constantly working to take our health and safety culture to the next level.

### Operating Safely during the COVID-19 Pandemic

During the COVID-19 pandemic, Neuraxpharm adhered strictly to the guidance of the governments within the countries in which it operates, implementing the necessary working practices in line with lockdown restrictions.

Prior to the pandemic, Neuraxpharm had begun implementing a voluntary program – Flex Office – which offered the opportunity for office-based staff to work remotely up to two days a week. This provided the framework needed for all our office-based staff to adapt rapidly and seamlessly to working from home in line with government guidelines.

For those employees required to work physically on-site, Neuraxpharm has taken all necessary precautions throughout the pandemic and continues to do so, to keep these people safe.

### HEALTH & SAFETY

Work-related  
incidents\*

\*2021 data



2020  
21

2021  
16



## Commitment to the Environment

### Sustainable Operations Based on Strong Environmental Principles

Neuraxpharm understands the need to preserve natural resources and applies environmentally friendly practices to all its activities in an effort to respect the environment.

The company is committed to mitigating negative impact on the environment, complying with current legislation and environmental regulations that apply to the sector.

At all Neuraxpharm facilities in Spain, and especially at the production plants of Laboratorios Lesvi and Inke, located in the province of Barcelona, there is an obligation to systematically control all environmental factors and risks to improve our protection of the environment and its performance.

The activity derived from our manufacturing operations, Lesvi and Inke, has the most significant environmental impact. Both plants have a dedicated

Health, Safety, and Environment team that leads the environmental management of the plants, ensuring operations are fully compliant and aligned with Neuraxpharm's environmental commitments.

Outside the production plants, our operations dedicated to administrative and financial services, and national and international commercial services, generate a lesser environmental impact, however Neuraxpharm is committed to reducing the impact of all its commercial activities as part of its pledge to make environmental protection and preservation an integral part of the company's overall business. Across the Group, Neuraxpharm is continuing its work to implement initiatives to reduce water and energy consumption and greenhouse gas emissions, including the ones associated with the fuel consumption from our commercial fleet.

### Flex Office

As part of our Flex Office programme to deliver a better Work-Life Integration, we have recently launched our Flex Office 3.0 Policy, a voluntary programme giving our employees the opportunity to work from home for a maximum of three days a week.

In addition to improving individuals' Work-Life balance, this has a positive impact on our carbon footprint, reducing the necessity for transport as well as energy consumption within Neuraxpharm's offices.



## Environmental Management System

The Inke plant is **ISO 14001 : 2015** certified and Laboratorios Lesvi plant has implemented an environmental management system based on ISO 14001\* to address all environmental aspects of the company. This management system ensures that an Environmental Policy is in place and that the company identifies and complies with applicable environmental legislation, keeping abreast of any new regulatory developments and establishing the necessary preventive and corrective measures, as well as monitoring the performance of the most relevant environmental indicators.

Both production plants have an integrated Occupational Risk Prevention and Environmental Policy which defines the principles of the company's commitment to risk prevention and environmental protection, under which the appropriate Health, Safety and Environmental management procedures are defined. Among the commitments defined in the Policy is the adoption of the Integrated Management System of Occupational Risk Prevention and Environment at all hierarchical levels of the organisation, seeking the participation of all its members.

The plants monitor all the most relevant environmental parameters for their activity, paying close attention to those that may be more critical, for example the correct management of hazardous and non-hazardous waste - an issue that the two plants strictly monitor in order to minimise any negative environmental impact.

\*Lesvi Laboratories has been certified to ISO 14001 until 2018. It does not currently have the updated certification, but retains the most relevant procedures of its environmental management system.

## An Integrated Approach to Environmental Management

In our manufacturing sites, we monitor and track all the elements of our environmental performance that need to legally addressed as a pharmaceutical manufacturing plant allowing us to manage data, oversee results and identify risks and opportunities. We routinely conduct assessments and on-site audits, including reviews of our data, systems and programs.

Water is an essential component of pharmaceutical manufacturing. A high-quality water supply is critical to ensure that all aspects of production meet Neuraxpharm standards. We recognise that water is an essential resource and are committed to working proactively to protect water resources and continue to improve our water management practices and systems.

Neuraxpharm maintains all applicable permits and authorisations for wastewater discharge with governing authorities and complies with all local discharge limits.

### Actions Taken

Many of our sites completed actions to reduce energy consumption in recent years such as making equipment improvements, installing LED lighting and optimisation of lighting, air conditioning, ventilation, heating and compressed air management.

With regard to noise emissions, we have made investments in recent years to reduce noise at our Lesvi site in Sant Joan Despí in Spain in order

to minimise any adverse impact on the local community.

In the last year, the project to replace the existing fluorescent lights with LED lights at the Lesvi production site was finalised. At the Inke production plant, a brine unit was replaced with a new equipment that operates with variable frequency drive (VFD) technology and with a lower global warming potential (GWP).

Also, non-LED lights are gradually being replaced by LEDs at the site.

During 2022 Neuraxpharm is installing photovoltaic panels at its two production plants in Spain, Lesvi and Inke, to improve its energy efficiency.

Material Environmental Incidents**		2020	2021
		0	1***
Total Energy Consumption**		2020	2021
(renewable and non-renewable)		9,592 MWh	9,132 MWh
Water Consumption**		2020	2021
		35,976 m³	34,700 m³
Resource Use & Waste**		2020	2021
Emissions to water	m³	31,081	26,705
Hazardous waste	Tonnes	921	875
Non-hazardous waste	Tonnes	488	374

\*\* Manufacturing plants' data of 2021.

\*\*\* Increased external noise due to breakdown of vacuum cleaner at Laboratorios Lesvi, rapidly resolved.



## Commitment to the Environment

### OUR INITIATIVES



- Reuse of packaging as waste packaging
- Waste revaluation by selling part of our waste to specialised companies (circular economy)
- Recycling drive and management

### Circular Economy and Waste Management

The company works systematically and continuously to identify ways to reduce its impact on the environment by implementing circularity in its systems and improving waste management. Neuraxpharm is firmly committed to reducing its waste generation. For this reason, a recycling drive and management initiatives are in place, and we have a detailed waste management procedure for each type of waste.

■ Our affiliate in Germany, neuraxpharm Arzneimittel GmbH, is part of the recycling system of Reclay and is thus participating in the "European Green Deal" and European Circular Environment. With Reclay, we aim to achieve a 100% recycling rate of produced materials, with all recycling activities focused on primary and secondary packages.

■ Laboratorios Lesvi and Neuraxpharm Spain are adhered to the Integrated System for Management and Collection of Pharmaceutical Waste (SIGRE), a Spanish not-for-profit entity, created by the pharmaceutical industry, with the collaboration of pharmacists and the distribution companies of the sector in Spain, to manage the collection of packaging and medicines waste of households, in order to give them a proper environmental treatment.





## Commitment to the Environment

### Climate Change and Sustainable Use of Resources

Preserving natural resources and ensuring their sustainable use is of the utmost importance to Neuraxpharm. The Group is committed to taking the necessary measures to protect the environment and reduce its overall carbon footprint by reducing energy consumption and green house gas emissions while looking at ways to make appropriate use of natural resources.

We continue to work towards reducing our emissions as part of our efforts to support responsible manufacturing, the UN Global Compact and SDG 13 for Climate Action.

We are committed to responsible energy and greenhouse gas (GHG) emissions management through strategic energy sourcing and on-going improvement of our energy management systems.

We continuously evaluate and identify opportunities to lower our energy demand usage and decrease GHG emissions.

### Carbon Footprint\*

GHG emissions (in Tonnes of CO <sub>2</sub> equivalents)	Units	2020	2021
Scope 1 Greenhouse Gas Emissions	Tonnes CO <sub>2</sub> e	917	678
Scope 2 Greenhouse Gas Emissions	Tonnes CO <sub>2</sub> e	2,705	1,268

\*Manufacturing plants' data of 2021

### Actions Taken

- In the last year, we made our vehicle fleet more sustainable with the introduction of hybrid cars as an option for our salesforce. We have also made available to >60% of our internal salesforce, the 'CRM - OCE' tool and corresponding training which helps them monitor their monthly mileage and fuel usage in order to improve efficiency and reduce daily CO<sub>2</sub> emissions when visiting pharmacies/ healthcare professionals.
- At our Inke production plant, a brine unit was replaced with a unit using an environmentally friendly refrigerant, which has both GWP (Global Warming Potential) and ODP (Ozone Depletion Potential) equal to zero. Also, other refrigeration equipment was replaced with new equipment that operates with a lower GWP through accurate and efficient operating.
- The e-signature tool was rolled out across the Group to reduce paper consumption and the need to send documents via couriers across our affiliates and global partners thereby reducing GHG emissions.

Business travel has been drastically reduced over the last two years due to Covid-related travel restrictions with the unintended benefit of increasing virtual meetings. As travel restrictions lift further, we will evaluate the implementation of measures to continue to promote virtual meetings wherever possible.



## Maintaining Secure Supply throughout the Chain

**Maintaining a reliable and sustainable network of third-party suppliers and internal manufacturing processes that ensure a high quality and reliable supply of affordable and accessible products for the communities we supply is a priority for our business.**

We require our network of suppliers and the manufacturing facilities owned by Neuraxpharm to adhere to a range of robust standards to ensure quality and safety across all our operations to safeguard the health of our patients by producing high quality medicines and APIs.

Neuraxpharm has a purchasing policy and an approval process for new suppliers that ensures compliance with the high quality controls required

by regulations in the pharmaceutical industry, especially in the purchase of active pharmaceutical ingredients (APIs), which is the core business in the company's supply chain. The company is fully committed to instilling responsible procedures throughout the supply chain.

Our affiliate, Inke, has been annually rated for business sustainability since 2017, firstly by Ecodesk and since 2019 by Ecovadis.

*Our products are developed and manufactured to fully comply with the strict pharmaceutical quality requirements of the European Union. These standards are recognised throughout the world.*

*For our products we globally partner with pharmaceutical companies in countries outside of Europe and thereby contribute towards raising the bar for pharmaceutical quality and safety standards worldwide.*

### Exemplary Ethics throughout the Chain

We endeavour to enhance the performance as well as the social and environmental responsibility of our strategic suppliers of APIs, packaging and machinery to ensure they adhere to a supplier code of conduct, assessed via a Contingency Plan Questionnaire. We proactively

conduct this biannual survey in order to evaluate and mitigate the risk through our supply chain at many cross-functional levels, from regulatory, logistics, operational and financial, to social/ethics and environmental & safety aspects.

This survey will be rolled out during 2022. Among others, the survey's goals are:

To enhance  
supplier  
relationships

To better understand  
our suppliers'  
capabilities and to  
mitigate significant risks

To increase the  
quality and reliability  
of our products  
and services

To increase  
efficiency and  
reduce costs

To ensure our supplies  
comply with regulatory and  
compliance requirements

To respect labour  
rights and to minimise  
environmental impact

To create action  
plans and to address  
identified risks



## Maintaining Secure Supply throughout the Chain

### Supplier Qualifications for our Manufacturing Sites

From the point of view of Quality, we implement Supplier qualifications following both internal and corporate SOPs (Standard Operating Procedures) put in place to ensure that our suppliers fulfill the requirements of Good Manufacturing Practices (GMPs).

These procedures are to authorize suppliers, raw material manufacturers and services providers to guarantee the quality of materials delivered and the services used by all Neuraxpharm divisions. They apply to all materials used for the manufacturing and packaging process of pharmaceutical products within Neuraxpharm's divisions and also include GMP-related services that are critical to maintaining a secure supply of medicines to patients whose health and well-being depend on them.

Among others, the main Quality activities related with Suppliers qualifications are:



Review and ensure GMPs  
of Suppliers' Quality  
System documentation



Ensure supplier samples (raw  
material/packaging materials)  
comply with the registered/  
approved specifications



Perform GMP audits on  
suppliers' facilities before  
manufacturing the finished  
products and on a regular  
basis according to GMP  
requirements



## Governance, Compliance and Ethics

Neuraxpharm has a corporate culture of “zero tolerance for non-compliance” and works under values that encourage fair behaviour in the development of its activities, based not only on compliance with the laws for every company or employee, but also on the principles and ethical values prevailing in the economic, social and environmental context in which they are developed.





## Governance, Compliance & Ethics



To maintain and improve a corporate culture of ethics based on respect for legality.

The Group is also defining an organisational compliance model that covers the whole company. Biannually the Compliance Committee has to refer a report to the management bodies of the Group's Companies and to the General Management of Neuraxpharm Group about the status of the model, the improvements made in the Compliance Plan and an analysis of the main indicators of the queries and complaints received through the Whistleblowing Channel.



To inform all employees of the principles and ethical values, and of the guidelines of behaviour that they must observe in the exercise of their professional activities.

### Corruption & Bribery

Neuraxpharm values integrity and transparency and has zero-tolerance for all corrupt activities committed by a company or its employees, regardless of local custom, business culture, or the nature of the requests for bribes or other corrupt practices. It is strictly prohibited to engage in or remain wilfully blind to corrupt practices and employees are required to comply with the Anti-Corruption Policy, as well as with all local and international anti-bribery and anti-corruption laws and regulations.

## Ethical Code

Neuraxpharm has a Code of Ethics that works as an internal corporate regulation of the highest level and establishes the principles and ethical values, as well as the guidelines of conduct, that must be respected in any activities in which a company of the Group participates or which affect a company of the Group.

### Human Rights

Neuraxpharm Group respects the principles of the United Nations Universal Declaration of Human Rights and the declarations of the International Labour Organisation and is committed to rejecting and preventing any form of discrimination in the workplace and to strictly respecting the regulations in force in employment contracts and social security matters.

### Whistleblowing Channel

We believe that transparency and trust are essential to the sustainability and long-term success of the company. With this aim, Neuraxpharm has made available a secure and confidential contact process, [the Ethics and Compliance Channel](#).

This channel offers an opportunity for employees, customers, suppliers and other external partners to notify us of illegal behavior such as anticompetitive practices, breach of environmental regulations, harassment, corruption and discrimination as well as dubious activities in their environment or behavior that do not conform to our Code of Ethics.

### Compliance Training

In 2021, a Compliance training platform was launched and implemented with more than 75% of our employees taking part. Topics covered included anti-bribery and corruption. In 2022, a new annual Compliance training will be developed.

**75%**  
Employees  
completed



## Governance, Compliance & Ethics

### Information Security

At Neuraxpharm we care about cybersecurity. We have deployed different solutions that cover a wide scope of areas such as external access, mail, malware, cloud protection, and many others. We also monitor our users and train them to detect potential security risks. We perform periodic tests to check the security of our systems for vulnerabilities before fixing them. We are also supported by different providers specialized in different cybersecurity areas that advise us to deploy the latest security measures to keep our systems in the vanguard of security solutions.

We plan to deploy more security measures regarding network access control, encryption, securing user accounts and standardization of the security solutions to all our branch offices.

### Responsible Marketing

Much of Neuraxpharm's value is in delivering the best therapeutic options to patients and healthcare professionals. This requires a socially responsible approach to marketing, something that we take very seriously as a company.

We adopt strict internal codes of conduct when marketing and selling our products in line with the regulations and monitoring put in place by local authorities and industry associations. In addition to complying with the required trading and business standards, Neuraxpharm fully adheres to anti-benefits regulations and transparency regimes put in place by Europe's life sciences industry. These regulate life science companies' provision of gifts, discounts and other incentives to healthcare professionals that might guide their prescribing choices, and encourage transparency in relation to conflicts of interest between healthcare professionals and manufacturers in the sector.

### Data Protection

Neuraxpharm is committed to protecting the privacy and personal data of all individuals, by strictly following GDPR regulations. For this purpose, Neuraxpharm counts with a privacy office which develops the DPO functions and relies on an external supplier to provide GDPR compliance services on an ongoing basis. The supplier is involved in all the initiatives which require processing personal data (websites, apps, data processing agreements with third parties etc.) in order to guarantee that appropriate technical and organisational measures are implemented in accordance with the obligations foreseen in the GDPR. In the context of such GDPR ongoing services, the supplier is also in charge of the maintenance of some of the Records of Processing Activities and the performance of Data Protection Impact Assessments when required.



### Advisory Board and Related Committees

The overall authority for all Neuraxpharm's CSR capabilities and initiatives sits with the Executive Management Team and is overseen by the Advisory Board. The Advisory Board is Neuraxpharm's Board of Directors and is the Company's highest decision-making body. It consists of six members – four from the majority shareholder, Permira, and two independent senior industry experts. Four executive members of Neuraxpharm's lead management team are also attending the Board meetings. The Advisory Board meets 8 times per year and carries out its duties with the support of two committees – the Remuneration Committee and the Audit Committee – which meet once a quarter. Neuraxpharm also has an Executive Committee, headed by the CEO, which meets online biweekly and consists of 10 senior members.

All Environmental, Social and Corporate Governance (ESG) matters are handled by the Advisory Board, with financial, governance and compliance considerations managed by the Audit Committee and personnel matters managed by the Remuneration Committee. The Company CSR function reports directly to Neuraxpharm's Chief of Staff.



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