

# CSR report

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



# 1

## OUR COMMITMENT TO THE CNS COMMUNITY



Dr Jörg-Thomas Dierks, CEO

**Neuraxpharm is a leading European specialty pharmaceutical company focused on the treatment of central nervous system disorders (CNS) with a unique understanding of the CNS market built over 35 years.**

As a healthcare company specialised in CNS, we have a responsibility to improve the quality of life and mental wellbeing of patients affected by disorders relating to the central nervous system. We aim to do so by building a sustainable future, taking integrated action to run a responsible business in order to protect the health of people and the health of the world we live in, and by supporting families in need.

We appreciate that the decisions we make and the actions we take can have a lasting impact on the world around us. Today, more than ever, businesses need to be responsible for the way they work and make an impact. It is why we take such pride in the work that we do and why our mission to support CNS patients and their families is so ingrained throughout our organisation. It is also why our commitment to Corporate Social Responsibility (CSR) is a central component of our ambition to deliver better treatments for CNS patients. Every day, we strive to make a meaningful difference in the lives of the people who depend on our products, our employees and partners, and in the communities where we live and work.

**THE THREE KEY PILLARS OF OUR CORPORATE SOCIAL RESPONSIBILITY PROGRAM ARE:**

- **Providing quality medicines to improve the quality of life and mental wellbeing of patients affected by disorders related to the central nervous system.**
- **Commitment to our people and the environment by running our operations sustainably.**
- **Managing a responsible business that demonstrates 'best practice' in all areas.**

I am proud to say that we support the achievement of the UN Sustainable Development Goals (SDGs). The scale and nature of our business means that we also contribute to a number of the UN's goals through our everyday operations. As a healthcare company, we aim to adopt a number of the SDGs – concretely 3, Good Health & Well-being; 8, Decent Work and Economic Growth; 12, Responsible Consumption and Production and 13, Climate Action.

We have one of the most comprehensive product portfolios in CNS pharmaceuticals in Europe. We offer patients and healthcare professionals therapeutic solutions that cover all aspects of care, from complementary management with Consumer Healthcare products, to treatment with standard generics to value added medicines. With our broad product portfolio in this area complemented by our customized services, we contribute to improving patients' health and mental wellbeing, addressing their unmet mental health needs.

“Being aware of the substantial unmet need in the CNS area, our goal is to make a proven and positive difference in the lives of millions of people struggling with mental health”



Neuraxpharm has made major strides in the past year, with new launches and expansion into 12 European countries. Our more than 850 employees across Europe represent around twenty nationalities. Our people are our strongest asset, and our diversity of talent and purpose is the platform which motivate us to innovate tirelessly in response to the diverse needs of the patients and the CNS community.

We are determined to integrate sustainability as a strategic imperative. As a responsible pharmaceutical company, Neuraxpharm works hard to uphold the highest ethical standards, adhering closely to the codes of conduct within each of our European markets. We also understand the importance of complying with best practice across all aspects of our business, from maintaining first-class manufacturing and marketing standards to responsible corporate governance and safeguarding our employees.

Ensuring the quality and safety of our products is of paramount importance. To guarantee efficiency and a consistent gold-standard level of service for all our customers, we are therefore putting effort into streamlining and continuously improving our processes across Neuraxpharm's business network.

The overall Corporate Social Responsibility capability for the whole group, providing broader if not holistic support to healthcare professionals, patients and their families, is our key nonprofit commitment alongside Neuraxpharm's core business of supplying medicines. We do this through the Neuraxpharm Foundation which was originally established in 2014 as the CSR arm of neuraxpharm Arzneimittel GmbH, our German operations and, having built up a considerable following, has started to be rolled out across all our operations.

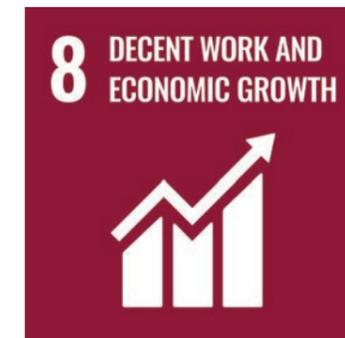
The COVID-19 pandemic is impacting families, businesses and financial markets globally. I am pleased with the way our team at Neuraxpharm have swiftly adapted to this challenging situation and immediately started to get prepared for the 'new normal' with agility and resilience. As a pharmaceutical company present in 12 European countries, it is our priority and responsibility to protect the wellbeing and safety of our employees. At the same time, we have a fundamental duty to the community and the healthcare professionals to guarantee the supply of medicines to patients with CNS disorders.

The nimbleness and speed at which the team have adapted and innovated, serving our patients and customers by working remotely where possible, while ensuring a continuous manufacturing of our products under increased safety precautions to maintain our supply via pharmacies and hospitals, makes me proud. We are very grateful to our colleagues who have continued working in the production sites and laboratories. We are also very proud of responding to the needs of patients by launching new initiatives such as "Quarantine Together", a help-desk platform in Spain and Italy to support families in dealing with the impact of COVID-19.

Last but not least, we are building on a strong legacy. The passion and drive of our employees, and our ambition to be a leader in CNS inspires us. We are committed to bringing treatments to patients and in markets that were not available for us only a few years ago. By growing our business, investing in new products and services, and launching ourselves into pioneer areas in order to respond to a multitude of unmet medical needs in CNS, I am confident that we will increase our impact on global health and enable people with psychiatric and neurological disorders and their families to live better lives, while serving the communities we operate in.

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

## THE SDGs ESPECIALLY RELEVANT TO NEURAXPHARM



## SUSTAINABLE DEVELOPMENT GOALS



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Visit [Neuraxpharm.com](http://Neuraxpharm.com)  
for more information



# 2 ABOUT NEURAXPHARM

## NEURAXPHARM IN BRIEF

### LEADERSHIP IN CNS

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

### A EUROPEAN CNS COMPANY

Neuraxpharm develops, manufactures and commercialises value added medicines, standard generics and Consumer Healthcare products in Europe for the treatment and prevention of central nervous system (CNS) disorders.

- COMPREHENSIVE APPROACH OF CNS PATIENTS' NEEDS
- DIRECT PRESENCE WITH OUR OWN ORGANISATIONS IN THE MAIN EUROPEAN MARKETS
- A UNIQUE UNDERSTANDING OF THE NATIONAL CNS MARKETS BUILT OVER 35 YEARS
- IN-DEPTH KNOWLEDGE OF CNS MARKETS IN EUROPE
- ONE OF THE ONLY PRIVATELY HELD COMPANIES WITH AN EXCLUSIVE FOCUS ON CNS
- PLANS FOR FURTHER GEOGRAPHIC EXPANSION IN EUROPE

### NEURAXPHARM GROUP AT A GLANCE



**12 countries**  
Direct presence in Europe



**~850**  
Group Employees



**~20**  
Nationalities



**> 85%**  
Sales in CNS



**30M units**  
Manufacturing capacity

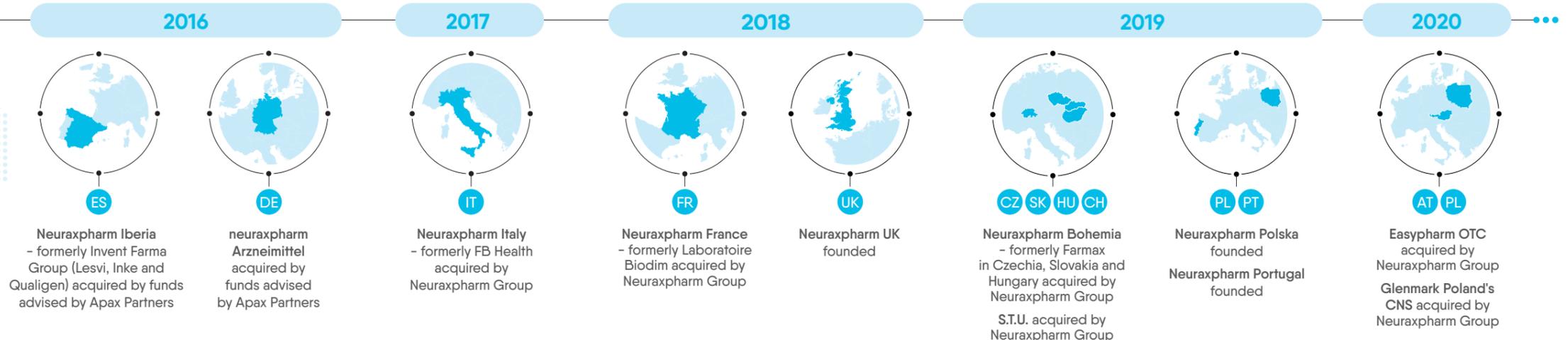


**> 130**  
CNS Molecules

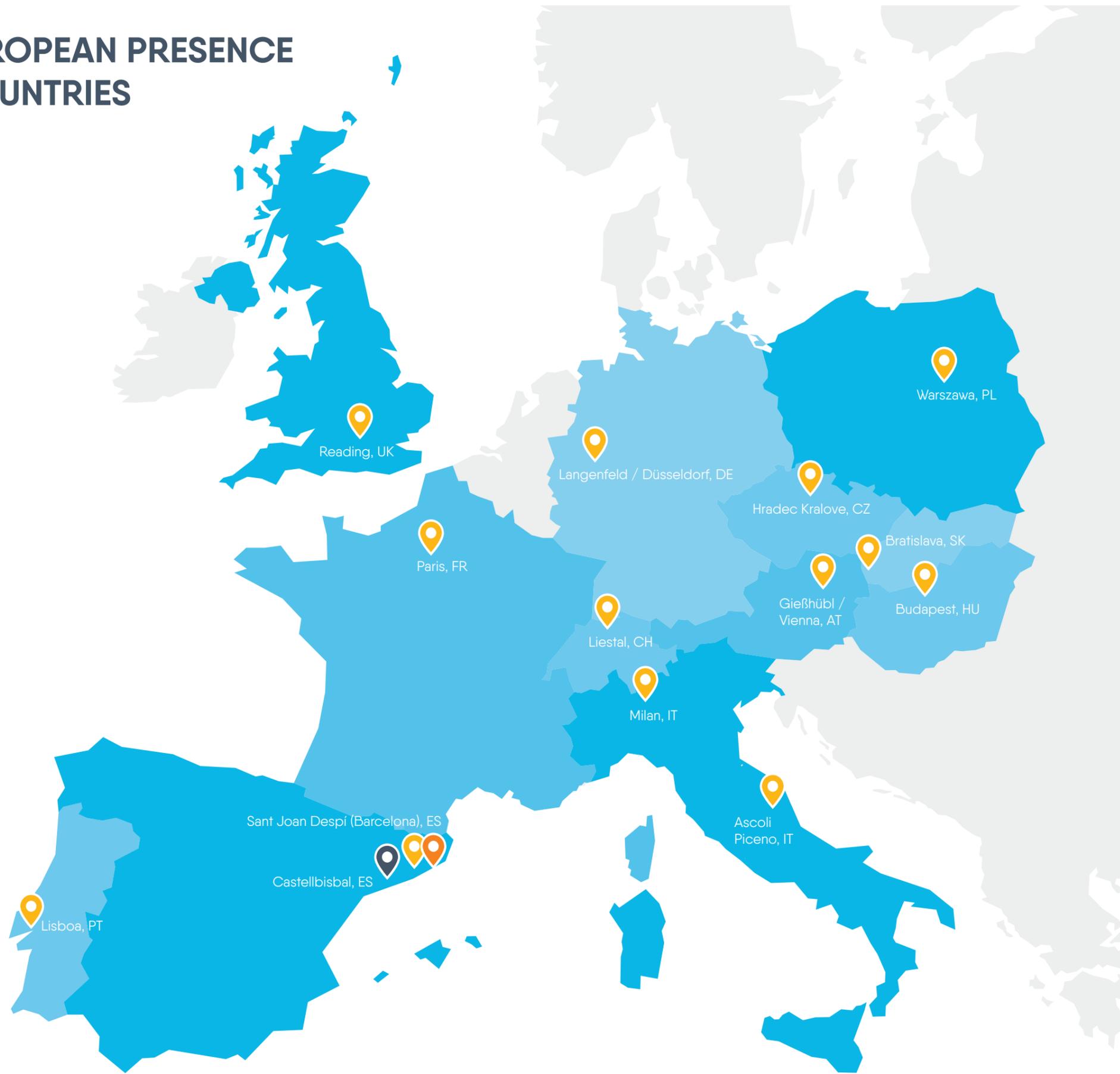


**480M €**  
Turnover

### NEURAXPHARM EVOLUTION

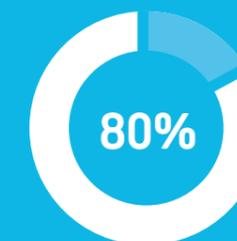


# OUR EUROPEAN PRESENCE IN 12 COUNTRIES



- Neuraxpharm affiliates
- FDF manufacturing plant
- API manufacturing plant

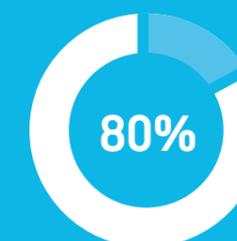
## OUR STRENGTHS THE EUROPEAN CNS SPECIALIST



Access to **80%** of the European CNS Market value



**85%** of our Sales are for CNS



**80%** of our Products are for CNS



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



# 3

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## IN CNS, PATIENTS AND FAMILIES FIRST

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

At Neuraxpharm, our patients come first. We continually strive to understand the needs of CNS patients and their families in order to develop and supply effective, high-quality medicines and services that improve health and well-being of people living with mental and neurological health conditions. Beyond the frontiers of conventional therapeutic approaches, we also pioneer into new areas, to cover even more of the unmet needs.

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. Our strength relies on a patient centric approach. 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.

The range of products that we develop, produce and commercialise is specifically targeted for the treatment of the central nervous system and ranges from prevention to standard therapeutics and value added medicines. 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.

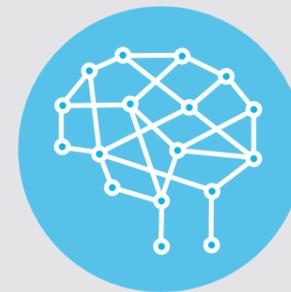


Since we believe that this is still not enough, we are going beyond the frontiers of conventional therapeutic approaches, also pioneering into untapped or almost untapped areas with products and services, to cover even more of the unmet needs in CNS.

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

Through the consolidated network of companies within Neuraxpharm, now with a direct presence in 12 European countries, we have established cross-business operational synergies in areas such as R&D, manufacturing, procurement, licensing and distribution, empowering Neuraxpharm to address a wide range of disease states, of which many can affect any member of any society at any point in life.

With our broad portfolio of products in the CNS area, that currently includes more than 130 CNS molecules, we contribute to improving patients' health and mental well-being and address their unmet health needs in the CNS area.



**CNS Value Added Medicines**

UNIQUE PRODUCTS

Value added medicines are differentiated and high-tech barrier / complex products. Differentiation means that these branded pharmaceuticals are unique, specialised and offer enhanced therapeutic options, or have advantages *versus* standard treatments.



**CNS Standard Generics**

STANDARD OF CARE

Standard generics are high-quality cost-effective therapeutic options to meet the patient's and medical specialist's needs, while ensuring the highest levels of safety, quality and efficacy.



**CNS Consumer Healthcare**

COMPLEMENTARY MANAGEMENT

CNS Consumer Healthcare products, such as nutraceuticals and probiotics, are an important part of our commitment to support CNS health and mental well-being.

The physiological effects of these products are intended to help the maintenance of normal brain, nervous system and psychological functions and to support the mental well-being, for instance due to a modulation of the gut-brain axis.

## Our Approach to Customised Treatments

We are dedicated to offering the best therapeutic options to healthcare professionals and patients, something that is reflected in our growing portfolio of differentiated products. Differentiation means that these pharmaceuticals are unique, specialised and offer enhanced therapeutic options, or have advantages *versus* standard treatments.

This wider range of options enables doctors to tailor the right treatment to the individual needs of each patient, even if such a treatment is for a less common illness or a specific small subgroup of patients.

We strive to improve and upgrade existing pharmaceutical forms and new products, so that, for example, in some cases we can develop new patient-friendly products and formulations at the request of, and in close consultation with, healthcare professionals.

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



Neuraxpharm's considerable patient focus motivates us to also provide less popular preparations.

We aim to offer products in a comprehensive range of active substances, in well-tolerated and patient-friendly forms, along with a very wide range of dosages for personalised treatment.

### 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.

PSYCHIATRISTS  
NEUROLOGISTS  
GERIATRICIANS  
PAIN SPECIALISTS  
SELECTED GPs  
HOSPITAL CNS SPECIALISTS  
PHARMACISTS

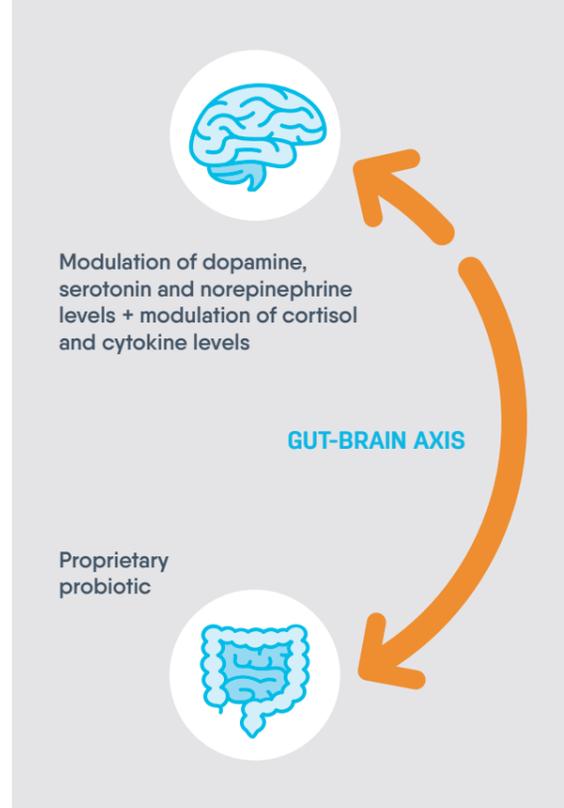


## Consumer Healthcare – Enhancing the Offer

To complement our CNS portfolio of prescription products, and to offer therapeutic solutions that cover even more aspects of care, including prevention, Neuraxpharm offers Consumer Healthcare products, such as probiotics and other nutraceuticals, derived from food sources, providing health benefits that may well go beyond nutritional value. Neuraxpharm is firmly convinced of the health benefits of these products, in many ways still unexplored, and our primary strategic objective is to disseminate the results obtained so far among the healthcare professionals and promote new scientific research in this area.



Our growing Consumer Healthcare portfolio is an important part of our commitment to support CNS health and mental well-being. The physiological effects of our products are intended to support the maintenance of cerebral physiological function and to promote well-being in mental health, for instance due to a modulation of the gut-brain axis.



## Company-wide Collaborations

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

As an organisation that spans much of Europe, Neuraxpharm is ideally positioned to support a wide range of projects and initiatives through community engagement efforts.

We recognise 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.

Our goal is to continue to expand our collaboration with medical and pharmaceutical societies and patient organisations 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.

## Raising CNS Awareness. Reducing Stigma

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

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, and communicates the facts instead.

### CNS-RELATED DISEASES AND DISORDERS

<b>PSYCHIATRIC</b>	Depression and major depressive disorder, schizophrenia / psychosis, bipolar disorder, obsessive-compulsive disorder (OCD), addictions...
<b>NEUROLOGICAL</b>	Epilepsy
<b>NEURODEGENERATIVE</b>	Alzheimer's disease and other dementias, Huntington's disease, Parkinson's disease...
<b>NEURODEVELOPMENTAL</b>	Attention-deficit/hyperactivity disorder (ADHD), autism spectrum disorders...
<b>IMMUNE-MEDIATED</b>	Multiple sclerosis
<b>NEUROVASCULAR</b>	Migraine
<b>OTHER MENTAL DISORDERS</b>	Anxiety, sleep disorders...

Over the years, Neuraxpharm has developed many initiatives to provide visibility of CNS-related diseases and disorders. One we are particularly proud of and summarises our efforts to raise awareness is the one developed

around World Mental Health Day observed on October 10th. These initiatives offer an opportunity to reflect and take ownership of mental well-being and raise the importance of a good mental health.

## 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.

### SUPPLIER QUALIFICATIONS FOR OUR MANUFACTURING SITES

From the point of view of Quality, we implement Supplier qualifications following both internal and corporative 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



## Protecting our patients

Safeguarding our customers' welfare is Neuraxpharm's highest priority. Our medicines are investigated in rigorous clinical trials which help deliver safe medicines to patients.

Our Pharmacovigilance programme, 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.

Neuraxpharm is committed to patient safety and we persevere to make sure the benefits and risks of a medication are continuously monitored and well-understood by regulators, healthcare providers and patients.

We maintain a pharmacovigilance system, collecting, evaluating and reporting data on potential adverse drug reactions around our products. This system is designed to continually maintain and evaluate the product's benefit/risk profile, identifying new potential risks associated with the use of any our products.

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

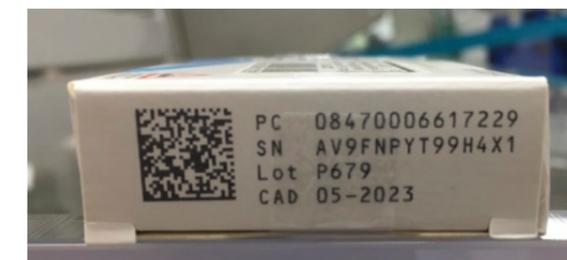
In case of any safety issues, Neuraxpharm takes the responsibility to inform doctors, patients and regulatory agencies.

### SERIALISATION

Serialisation is the process by which companies obtain valuable information about the products they sell, and where they are made and shipped. Government regulations require pharmaceutical companies to track their products along the supply chain to verify their authenticity, the goal being to ensure that medicines reaching consumers are not counterfeit, stolen or contaminated.

**We have a robust serialisation system that covers all levels and connects with different softwares (Arvato, Tracelink, Antares, Sea Vision). It was implemented on time and without technical issues. Apart from our internal manufacturing site, we are connected at least with a hundred external CMOs.**

In February 2019, the European Union introduced a serialisation system for all pharmaceutical products manufactured within Europe. It ensures that the authenticity of a medicinal product is verified from the moment it enters the market until it is dispensed to a patient. On distribution, a unique identifier is affixed to each box of medicine in the form of a 2D data matrix, the code for which is loaded into a central database. This code is then scanned at the point at which the medicine is dispensed to a patient to check its authenticity. In addition, each serialised medicine is fitted with an anti-break-in device to guarantee the seal.



The large amounts of data created by serialisation must be maintained, and processes have been established so that Neuraxpharm can identify and manage the procedures associated with the packing, shipping and dispensing of individual units. We have a system in place for reviewing the Master Batch Records for all manufactured batches to ensure the highest quality.



# 4

## OUR PEOPLE, OUR MOST IMPORTANT ASSET

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

We are striving to achieve an even more diverse and inclusive workplace to benefit from broader perspectives, drive innovation and support our efforts to attract and retain the right talent for our business today and in the future. Neuraxpharm has made major strides in the past year, with a footprint now in 12 European countries.

We want to attract talent, retain it and motivate our diverse group of employees, nurturing their skills. We are putting in place plans for greater employee engagement, and to encourage health and well-being for all.

Global social responsibility is intrinsically woven within our commitment to achieve our mission and deliver better health for a better world. It is what drives our enduring passion to improve access and serve unmet needs across healthcare in the countries we cover. Thus, we seek to respect the environment we work in, whilst positively meeting the interests and values of our stakeholders.

# 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 aware that its main and most important asset is its people and is committed to guaranteeing health at work, together with the individual and collective satisfaction of all workers.

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



“Diversity in Neuraxpharm is understood in terms of respect for and non-discrimination of ethnicity, origin, gender, sexual orientation, physical abilities, beliefs, religion, marital or family status, age, culture, experience or ideology.”

## NEURAXPHARM DIVERSITY & INCLUSION POLICY

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.

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

## INTEGRATION - WORKING IN A MULTICULTURAL ENVIRONMENT

The company has made major strides in the past year, with new launches and expansion into 12 European countries. We have more than 850 employees representing around twenty nationalities across Europe, with a clear focus on a rich, diverse and positive company culture.

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 multiculturalism within the workplace, with a team that brings their own unique perspectives, styles and experience to our business. We value that individuality and believe it makes our business stronger.



We understand that this is a long-term commitment. Our recent expansion in Europe has propelled us to continue to prioritise integration and we want to move faster to create a workplace that works for everyone.

We are looking at all aspects of our business to make inclusion an integral part of how we treat our people and also customers, clients and partners. It will underpin how we make business decisions and be part of how we aim to build stronger communities where we work.

Neuraxpharm is committed to making a positive impact on people and the environment by being inclusive at all levels.

We offer support to individuals with personal characteristics that may keep them away from the labour market.

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

### Neuraxpharm International Day (2<sup>nd</sup> October)

In 2019, we launched a campaign to celebrate our diverse and inclusive culture on the occasion of Neuraxpharm International Day, as a recognition of the integration of the different countries and nationalities across Europe.

Using **NX Game**, a trivial quiz and first interactive game about the knowledge of the CNS and the European culture, we united all employees, regardless of their country or role.

## Well-being & Social Benefits

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 customized to the needs of our employees around Europe, and we are constantly working to identify ways we can help people balance life priorities and improve workplace flexibility.

### SPONSORSHIP FOR SPORTS

Focusing on our employee's health, we participate in sport activities and we offer healthy meals and complimentary fresh fruit in our facilities.

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 races and interactive sporting events.

### FLEX OFFICE

As a modern, international and attractive company committed to the well-being of its employees, the society and the environment, Neuraxpharm has encouraged a programme for better Work-Life Integration, one which we believe leads towards the future of work.

We value results over the physical presence of our employees on site and having achieved a trusting relationship between manager and employee, we have implemented a voluntary programme that offers the opportunity to work remotely from home up to a maximum of two days per week.

Having this infrastructure in place has been 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.

Increasingly, we are deploying technology to enable employees to use their work time efficiently, connecting, collaborating and communicating with colleagues throughout the business.



# 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.

WE  
COUNT  
ON  
YOU!



ACCOUNTABILITY  
EMPOWERMENT



INNOVATION



RESULTS DRIVEN



PARTNERSHIP

## 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.

### NeuraxNet & Yammer

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.

In addition, due to the COVID-19 lockdown, we needed a more social and interactive channel so employees could continue sharing their daily routine regardless of whether they were working from home or from the usual workplace. In response we launched an internal campaign called '**Together we can**' through Yammer, a Microsoft Office tool.

**Neuraxtips**  
4 educational and fun activities with kids

**Virtual Tour of Museums**  
Some kid-friendly museums across the globe are offering virtual tours and exhibits, so you can experience culture from your couch. Do you wanna look for Tyrannosaurus Rex?

**Scientific Experiments**  
Discover and enjoy the awesome experiments your kids will love. They might become the new scientists of the future!

**Decorate Easter Eggs**  
Decorate Easter eggs with paint, drawings, glitter, or whatever you want. It's funny and entertaining!

**Funny Yoga**  
Interactive adventures which build strength, balance and confidence - and get kids into yoga and mindfulness early!

**NEURAXPHARM**  
Your CNS specialist

Among some of the actions of the campaign, employees were encouraged to share their hobbies or reasons for which they were grateful, and we offered them ideas (NeuraxTips) to explore at home with their children.

Taking advantage of the campaign, we introduced a new 100% interactive communication channel, which in addition to being a direct communication tool between all employees during the lockdown period, also allowed us to establish more direct and informal contact with them.

# 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 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

In a new initiative, 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 present and future of the company.



## ANNUAL TOWN HALL

Every year we hold one or two meetings attended by all the employees of the group.

A live event, where our CEO shares the company's results over the previous few months, the projects Neuraxpharm is working on, and the company's future prospects.

At this meeting, employees can ask questions, which are answered on the spot.

## 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.

## PATIENT CENTRICITY CAMPAIGNS

Neuraxpharm, as a company focused on central nervous system patients, wants to raise awareness of CNS diseases and disorders and demonstrate its commitment to its patients. With this aim, the company organises different activities around world awareness days, enabling 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 our patients. Every employee commits and contributes through their work towards improving the quality of life of CNS patients.

### This year we hold the following awareness campaigns:



### 'THE POWER OF WORDS' FOR DEPRESSION AWARENESS

In January 2020, we launched 'The Power of Words', an internal corporate campaign seeking to raise awareness for depression, as well as to remind us of what we can do to impact positively on ourselves and others, both through our actions and our words.

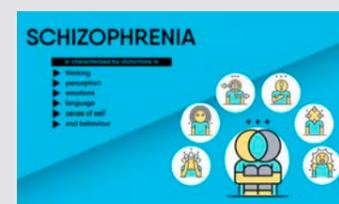
As part of that campaign we held a **NeuraxTalk** with an external expert, a German psychiatrist, to learn about the disease; we placed a 'commitment tree' where employees could hang their well-being 2020 goal; and we also shared positive feedback postcards appreciating and recognising colleagues.



### #SHAREYOURSUPPORT FOR AUTISM AWARENESS

Neuraxpharm showed its commitment to patients, families and caregivers on World Autism Day, encouraging all employees to participate in the **#shareyoursupport** action. As we were in the middle of the lockdown, we had to create an awareness action that everyone could do at home, so we designed a puzzle piece for employees to take a picture of on their balcony and share on our internal social network (Yammer).

With this small action we showed our support and commitment to patients suffering from autism.



### SCHIZOPHRENIA AWARENESS

On this day we produced and published short videos about all aspects of Schizophrenia: what it is, what the symptoms are, the causes and its treatment. Its main goal was to raise awareness to reduce the stigma surrounding this disorder.

## 'SHARING MEMORIES' FOR PATIENTS WITH ALZHEIMER'S DISEASE

On the occasion of World Alzheimer's Day, we launched an internal corporate campaign called: Sharing memories.

We wanted employees to be the main actors of the campaign and show them the importance of their daily work in improving the quality of life for our patients.

We asked them to challenge the stigma and to contribute to the growth of the global movement by participating in the following three actions:

- A **NeuraxTalk** with a renowned neurologist from Spain.
- A photo contest of their best memories.
- A space to share those recipes taught by someone special that they remember every time they prepare the delicious dish.



## 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 the 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 roles and career objectives at the beginning of the year and it is reviewed progressively throughout the year, formally mid-year and at the end of the year.

### TRAINING AND DEVELOPMENT

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

### 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.

## 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 achieve new challenges for the team, are key attributes for Neuraxpharm employees, empowering them to become the European leaders in CNS.

### ONBOARDING PROCESS

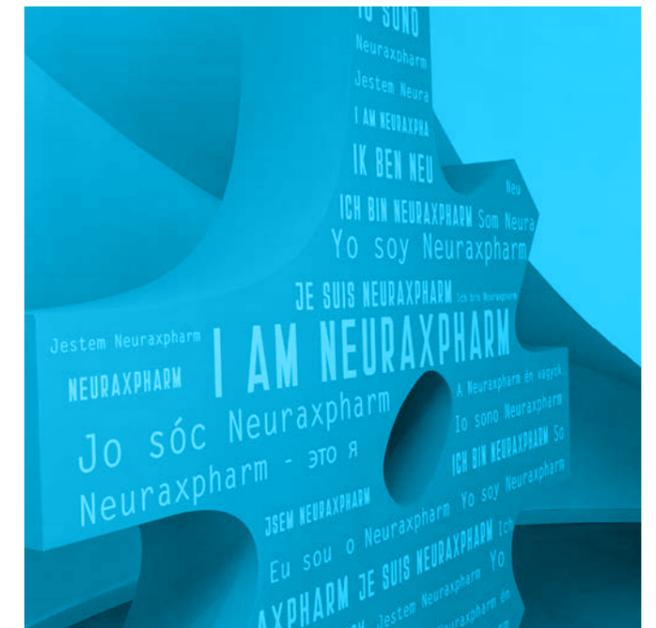
In Neuraxpharm we want to facilitate the newcomer's integration into his/her respective team and the organisation by arranging a customized 'on boarding' program to increase the new employee's comfort level in the role.

In addition, when integrating new companies into the organisation, we arrange 'on boarding' programs for the complete team.



#### 'Welcome to the team'

Personalized cloth bag (made with recycled plastic), notebook and aluminum thermos bottle (to stop using single-use plastic bottles)



Every member of our over 850-strong workforce is dedicated to improving the quality of life of millions of people struggling with a CNS-related disorder.



# 5

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## A RESPONSIBLE BUSINESS

As a responsible pharmaceutical company, Neuraxpharm works hard to uphold the highest ethical standards. We understand the importance of complying with best practice across all aspects of our business, from maintaining first-class manufacturing and marketing standards to responsible corporate governance and safeguarding our more than 850 employees.

We are very aware that the way we go about our business directly impacts the health and well-being of patients and their families. As a patient and customer focused organisation, ensuring the quality and safety of our products is of paramount importance. We adhere closely to the codes of conduct within each of our European markets while streamlining our processes across Neuraxpharm's business network to guarantee efficiency and a consistent gold-standard level of service for all our customers.

# OUR STRATEGIC PRINCIPLES

## MARKET PRESENCE

with sales forces in our main EU markets to strengthen our international position as a leader in CNS

## R&D INVESTMENT

into a robust pipeline that broadens our CNS portfolio with differentiated products

## PARTNERSHIP

with the European community of CNS patients and healthcare professionals

## VALUE GENERATION

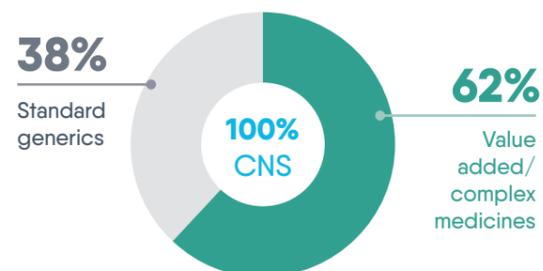
from our international portfolio through the B2B selling of FDFs and APIs

## SYNERGY

via backward integration and strengthening operational excellence within the company

## START-UP CULTURE

with a strong focus on quality, collaboration and agility promoting smart solutions that differentiate us from our competitors



## 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

## Sustainable Operations based on Strong Environmental Principles

At Neuraxpharm, we are committed to reducing the impact our business activities have on the environment. Protecting and preserving the environment is an integral part of our daily business.

Our teams work systematically and continuously to identify ways to minimise our impact on the environment by improving energy and water usage, reducing greenhouse gas emissions and improving waste management.

- Environmental policy: compliance with international environment standard; material use and reduction policy; energy conservation policy.

- The integration of the principles of sustainable development translates into a commitment to environmental protection, pollution prevention and compliance obligations.

Furthermore, as part of our Flex Office programme to deliver a better Work-Life Integration, we have implemented a voluntary programme giving our employees the opportunity to work from home for a maximum of two 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.

## An Integrated Approach to Environmental Management

In our manufacturing sites, we monitor and track many elements of our environmental performance 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.

According to the law, we measure all the environmental issues that need to be addressed as a manufacturing plant. All the results are within the legal limits.

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.

With specific regard to noise emissions, we have made investments in the last year to reduce noise emissions at our Lesvi site in Sant Joan Despí in Spain to minimise any adverse impact to the communities we are in.

We continue to work towards reducing our emissions as part of our work to support responsible manufacturing efforts, 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.

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

## 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

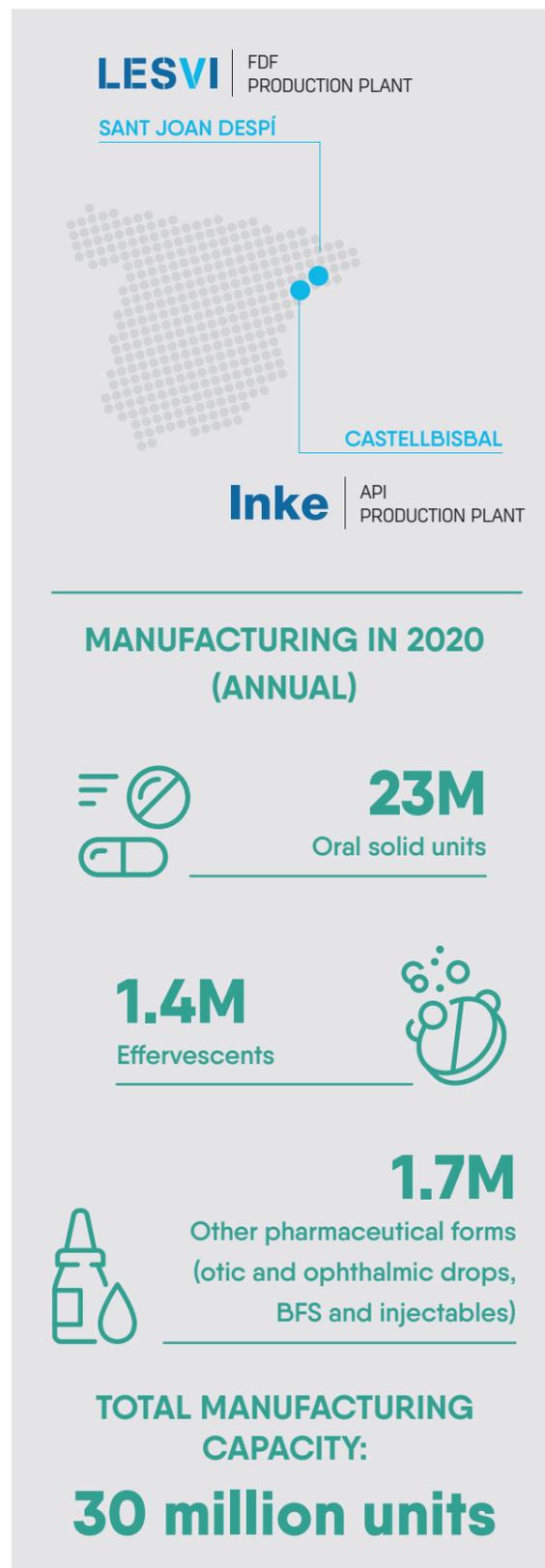
# Developing and Manufacturing Quality Products

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.

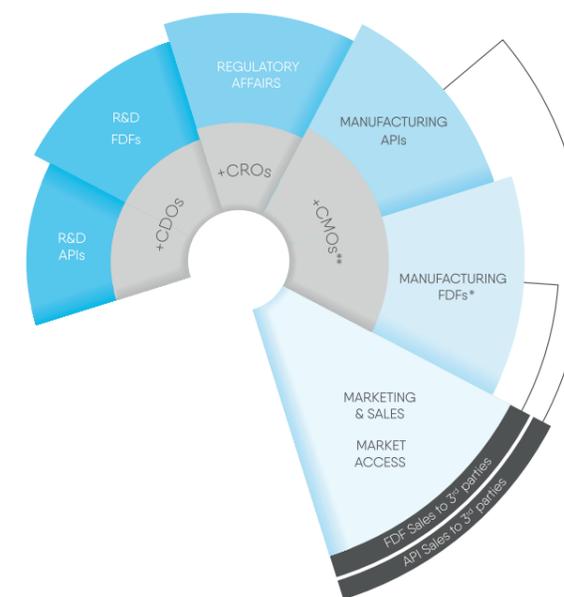
All our applications are subject to a robust regulatory review before a product is brought to market, and we closely monitor the performance of our products once approved, identifying and implementing any changes necessary to ensure quality.

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



## ONE OF OUR STRENGTHS. A VERTICALLY INTEGRATED VALUE CHAIN

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.



\*15% of group direct sales produced by our Lesvi Manufacturing in Spain

\*\* Long standing and diversified supply chain with 85% of direct sales produced by external CMOs (mainly located in Europe)

## INTERNATIONAL COMPANY THROUGH PARTNERS

Global presence through **PARTNERS** for our **International Trade Business (ITB)** and through **API sales**



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. In a globalised market that is very cost sensitive, we are competing with developers and manufacturers in lesser regulated environments than ours. Nevertheless, beyond simple cost considerations, our reputation of quality, reliability and service orientation has prompted our customers to make the responsible choice of selecting our products for their portfolio. This ensures that healthcare providers and patients worldwide can rely on the same high standards as in our own home markets in Europe.

## Governance, Compliance & 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.

Its objectives are:

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

The Group is also defining an organisational model that covers the whole company by establishing Local Compliance Committees or delegates in the subsidiaries and a

Group’s Coordinating Committee with the appropriate reporting lines. 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.



## 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 and adhere closely to international trading and business standards together with advertising regulations.

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.

## 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 willfully 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.



### WHISTLEBLOWING CHANNEL

The company has made available a secure and confidential contact process ([compliancecommittee@neuraxpharm.com](mailto:compliancecommittee@neuraxpharm.com)) via which employees or third parties can report anything that may be deemed as a bribe or any other kind of corrupt practice.



## 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.

# Serving our Communities

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.

This has never been more relevant than recently amid the COVID-19 pandemic, which saw the NeuraxFoundation roll out several social initiatives across Neuraxpharm's other European countries 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. Furthermore, another initiative was dedicated to healthcare professionals to support them in their extraordinarily challenging duties during this time.

## 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.

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.



**Because Neuraxpharm recognises that people need more than medicine**

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, [neuraxWiki online](#), [neuraxWiki print](#) and [neuraxWiki phone](#), neuraxWiki offers accessible and helpful information on all aspects of social law to patients, their families and healthcare professionals.



### neuraxWiki website

- **Brochures on 9 different clinical conditions:** ADHD, bipolar disorder, dementia, depression, epilepsy, opioid addiction, pain, Parkinson's disease and tinnitus and dizziness.
- **Articles available:** >400
- **Demand of print material (direct mailing):** >19,500
- **Users:** >315,000 (in 2019)
- **Page views:** >500,000 (in 2019)



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.

Below are some of the collaborations and contribution projects that NeuraxFoundation has developed with patient organisations in Germany:

- German Alzheimer Society North Rhine Westphalia (Landesverband der Alzheimer Gesellschaften NRW)
- Association Help for mentally ill people (Hilfe für psychisch Kranke)
- Organisation for young Parkinson's patients (JuPa, Junge Parkinsonkranke): Development and sponsoring of a comic film for teenagers and young adults to draw attention to Parkinson's disease.
- German Parkinson Society (Deutsche Parkinsonvereinigung)
- German Migraine League (MigräneLiga)
- Epilepsy federal parents' association (e.b.b., epilepsie bundes-elternverband)  
Sponsoring a children's book about Rolando's epilepsy, one of the most common forms of childhood epilepsy.



- German Huntington Society (Deutsche Huntington-Hilfe)
- Foundation Bunter Kreis

NeuraxFoundation also sponsors and participates in certain patient organisation events, such as the German Alzheimer Congress, Southwest German Parkinson Days, Stroke Day in Rheine and Migraine Symposium in Cologne, to name a few. The foundation also supports many patient organisations by providing them with free neuraxWiki guidebooks.

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 social media presence, while working to boost the networking activities of the patient interest groups that are supported.



Through the continued expansion of our CSR capabilities we aim to enhance our employees' morale and sense of belonging as key elements of a sense of purpose, while becoming the patients' and their families' partner in healthcare.

The NeuraxFoundation continues to expand its activities to other countries. In Italy, the launch took place in April 2020 with the introduction of the 'Quarantena Insieme' social initiative, 'Quarantine Together', and in Spain, also in April 2020, 'NeuraxConecta', a service to provide emotional support for professionals in the pharmaceutical sector, was launched.

## COVID-19 response for families

Neuraxpharm works every day to improve the quality of life and mental wellbeing of patients affected by disorders relating to the central nervous system. This mission has been more meaningful in recent times with the spread of COVID-19. Besides the difficulties directly associated with confinement due to the virus, many families stopped receiving the therapeutic and educational support from psychologists, speech therapists or occupational and educational therapists that they so desperately needed.

In response to the considerable impact this had on the mental health and wellbeing of patients and their families, Neuraxpharm launched '**Quarantine Together**' in two of the most affected countries, Spain and Italy, at the beginning of April 2020.

A support platform for families, the programme provided free help and guidance from professional psychologists via telephone or email to households with disabled or elderly members in Italy, or children with autism or ADHD syndrome in Spain. Both initiatives continued throughout the duration of the confinement period in the two countries.

The campaign in Spain, called '**Cuarentena con TEA**', focused on children with Autism Spectrum Disorder and was in collaboration with the Fundación Querer, a multidisciplinary bureau made up of experts in child and teenage psychology that provides medical, therapeutic and educational guidance in Spanish. It was launched on April 2nd, World Autism Awareness Day.



The initiative's campaign was conducted on Neuraxpharm Spain's social media via [Instagram](#), [Twitter](#) and [LinkedIn](#).

In Italy, the campaign was called '**Quarantena insieme**' and consisted of a team of professional psychologists that provided psychological support in Italian to families with mentally vulnerable members through a help desk. The campaign was publicised on [Facebook](#).

## COVID-19 response for healthcare professionals in pharmacies

In response to the COVID-19 situation, Neuraxpharm also launched '**NeuraxConecta**', the first service in Spain providing emotional support for healthcare professionals in pharmacies.

The aim of the initiative was to offer a free telephone service delivering emotional support to help individuals cope better with their own health management. The development of this initiative was carried out in collaboration with a Multidisciplinary Team from the Doctor Alda Clinic, a centre specialised in Psychiatry and Psychology, whose professionals have national and international prestige as well as being a reference in assistance, teaching and research, and with the recognition of the Official College of Pharmacists of Madrid (Colegio Oficial de Farmacéuticos de Madrid). NeuraxConecta was developed within the framework of the NeuraxFoundation.

The initiative's campaign was conducted via [Instagram](#) and [Twitter](#).



## OTHER SOCIAL INITIATIVES

Besides the ones developed by NeuraxFoundation, Neuraxpharm supports several charities and social entities with several programs or projects.

Also, the employees are involved in projects actively promoted by the company, like for instance with the campaign 'A kiss for Mental Health' developed on the World Mental Health day.

### World Mental Health Day initiative

On the occasion of World Mental Health Day in October 2019, Neuraxpharm launched the awareness campaign '**A kiss for Mental Health**' on the importance of Mental Health. Employees could upload a photo to NeuraxNet, our internal communication channel, by kissing someone or blowing a kiss.

With all the photos uploaded Neuraxpharm donated €2,000 to a patient-driven pan-European organisation, representing and advocating the interests and rights of persons affected by ill mental health.

## Maintaining Secure Supply with Exemplary Ethics 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 our owned manufacturing facilities to adhere to a range of robust standards to ensure quality and safety across all the operations to safeguard the health of our patients by producing high quality medicines and APIs.

Moreover, we also endeavour to enhance the performance as well as the social and environmental responsibility of our strategic suppliers of APIs, packaging and machinery through a supplier code of conduct (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.

Among others, its goals are:

- to enhance supplier relationships.
- to better understand their capabilities and to mitigate significant risks.
- to increase the quality and reliability of our products and services.
- to increase the efficiency and cost reduction.
- to ensure they comply with regulatory and compliance requirements.
- to respect labour rights and to minimise environmental impact.
- to create action plans and to address identified risks.





# 6

## OUR SUSTAINABILITY TARGETS

Neuraxpharm's Corporate Social Responsibility policy is based on strong beliefs. Our CSR-related activities and initiatives have grown significantly along with the growth of organisation across Europe in the past few years. We remain steadfast in our objectives and are putting in place milestones in key areas of our business to be accountable to our commitment, linked to the UN SDG goals.

These in turn stem to our three pillars of our CSR programme – to improve the life of people with lifelong diseases or disorders affecting not only their mental health and well-being, and that of their families, a commitment to our people and the environment, by running our operations sustainably, and managing a responsible business that demonstrates 'best practice' in all areas we have an impact on.

CSR framework	Neuraxpharm's pillars	Sustainability targets until 2023	UN SDG goals
<p><b>PEOPLE &amp; HEALTH</b></p>	<p>Diversity &amp; Inclusion</p> <p>Well-being &amp; Social benefits</p> <p>Culture &amp; Engagement</p> <p>Career &amp; Development</p>	<ul style="list-style-type: none"> <li>Perform webinars / trainings for early talents on emotional intelligence</li> </ul>	
		<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>	
		<ul style="list-style-type: none"> <li>Establish weekly sport/wellness activities to improve employees well-being</li> </ul>	
		<ul style="list-style-type: none"> <li>Roll out Flex Office 2.0 policy</li> </ul>	 
<p><b>ENVIRONMENT &amp; SAFETY</b></p>	<p>Culture &amp; Engagement</p> <p>Sustainable Operations Based on Strong environmental Principles</p> <p>An Integrated Approach to Environmental Management</p>	<ul style="list-style-type: none"> <li>Implementation of energy and water consumption reduction initiatives</li> </ul>	 
		<ul style="list-style-type: none"> <li>Reduction of CO2 emissions.</li> <li>Reduction of travel miles</li> </ul>	 
<p><b>GOVERNMENT, COMPLIANCE &amp; ETHICS</b></p>	<p>Compliance &amp; Ethics</p> <p>Corruption and Bribery</p> <p>Ethical Code</p> <p>Exemplary Ethics throughout the Chain</p>	<ul style="list-style-type: none"> <li>Develop a Senior Management Commitment</li> </ul>	
		<ul style="list-style-type: none"> <li>To define and perform an annual Compliance training plan. Follow up of assistance</li> </ul>	
		<ul style="list-style-type: none"> <li>Implementation of Whistleblowing channel available for third parties (website)</li> </ul>	
		<ul style="list-style-type: none"> <li>Implementation of acceptance of Code of Ethics by third parties</li> </ul>	
<p><b>SERVING COMMUNITIES</b></p>	<p>Neuraxpharm Foundation</p>	<ul style="list-style-type: none"> <li>Support mental health and well-being by developing further activities with affiliates within the NeuraxFoundation</li> </ul>	

