



Sustainability Report

January 1st, 2021 – December 31st, 2021

Agenda

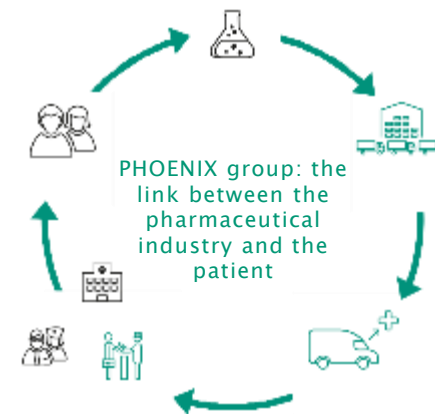
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Foreword

- Our business development, as an integral part of the PHOENIX group, is represented by the increased attention and care in the daily activities in terms of the impact on the community, employees, but also on the environment.
- In addition to these directions, we also focus on the sustainable development of our business, by integrating ethics and transparency, economic, social and environmental impact in the company's Internal Regulations.
- Every year, PHOENIX group presents its sustainability report, which also includes Farmexim data.
- The United Nations Sustainable Development Goals (UN SDGs) have been used as a secondary process to identify relevant areas and targets that our company is aiming for.
- The data in this report were collected at European level, consolidated and prepared by a CSR PHOENIX group management software.

PHOENIX group is one of the leading providers of medical services in Europe and is active in 26 countries. The company wants to contribute to building a healthy future with a good quality of life – and is working to integrate sustainability more deeply into its processes.



Message of the Managing Director



Nikolay Kolev
Managing Director

Doing what is right for the environment, for the planet, is a belief, it means millions of decisions, and the success of a real change begins with each of us and the choices we make every day.

With our common values as a compass guiding our decisions and actions, our organization has taken significant steps to address social and environmental responsibility issues. In this report, you will read about the reasons we give priority to sustainability, where we are now with our ambitions and where we want to be in the future.

Farmexim journey began 32 years ago, when we set goals, strategies, and ways to significantly improve community life and health and increase our environmental impact. With these key points in mind, we have turned our habits and behaviors to make a significant leap toward excellence.

In all the steps we have taken, ethical and honest action, while respecting people and caring for the planet, has been at the heart of our decisions. The health and safety of our employees, as well as of all stakeholders, are fundamental to our business. Our code of ethics, group-agreed behaviors provide practical guidance on how we should behave in our day-to-day work.

I am proud of how far we have come in reaching our ambitious goals, and we still have a long way to go to achieve our goals for the coming years. We will continue to include the principles of sustainability, working safely and ethically and making a positive contribution to the environment.

Thank you all and I invite you to read our sustainability report.

About the Company

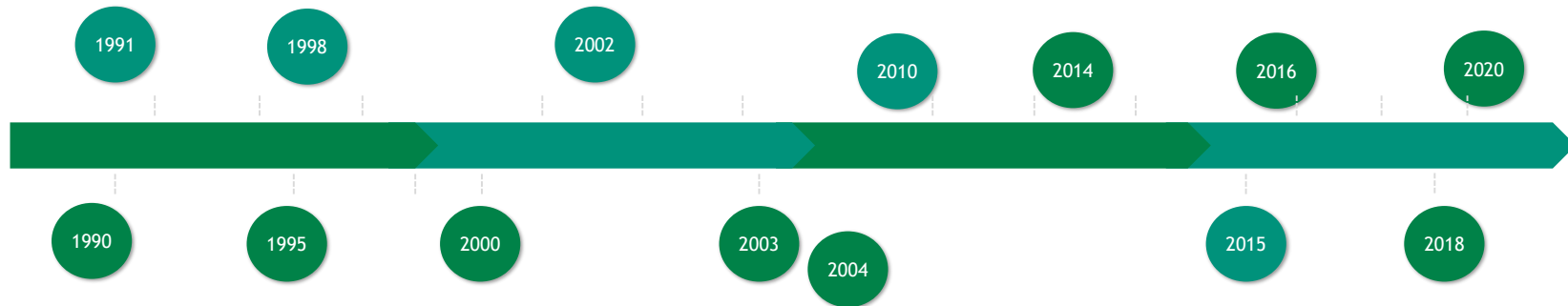


- Founded in 1990, Farmexim is the first company to import and distribute medicines and pharmaceuticals in Romania. With an extensive product portfolio and an excellent customer relationship, Farmexim is the optimal link between medicines manufacturers and patients. Farmexim has national coverage through the central logistics center in Balotesti and the branches in the main cities of the country. In 2021, Farmexim recorded a turnover of €587.1 million.
- Since 2018, Farmexim, together with the Help Net pharmacy chain, is part of the German organization PHOENIX group, a leading provider of integrated health services in Europe. With an active presence in 26 European countries, the PHOENIX group provides unique geographical coverage through 161 distribution centers, 2,800 own pharmacies in 14 countries and 39,000 employees.
- In distribution, but also in retail, together with Help Net, Farmexim focuses its activity on people, in order to contribute to a healthier life and a better future.
- In our daily activities, we make sure to integrate sustainability into our processes. Our sustainability report highlights what we have achieved in the last year and what we propose for 2022.



About the Company

Short History



- **1990** – Farmexim is established, the first medicines import and distribution company in Romania;
- **1991** – Farmexim moves to its first headquarters: a building in Rosetti Square that will remain emblematic in the company's history;
- **1995** – 9 local warehouses are opened in the main cities of the country, in order to ensure the distribution at national level.;
- **1998** – Two new divisions are being created, one for pharmaceutical retail, which will be turned into the Help Net pharmacy chain in several years, and the other for the cosmetics distribution, which will become Green Net.;
- **2000** – The pharmaceutical retail division becomes an autonomous entity – Help Net Pharmacies; the first electronic online ordering system dedicated to customers and suppliers is introduced;
- **2002** – A new Farmexim warehouse is commissioned on the Pipera industrial platform;
- **2003** – The company receives ISO 9001: 2000 certification for the implementation of the Quality Management System;
- **2004** – 3 new branches are opened in 3 new important cities in Romania;
- **2010** – At the end of 2010, the headquarters in Iași was commissioned – a modern building, with 1,500 sq m of offices and storage premises;
- **2014** – The logistics center in Balotesti is opened and in the second half of the year, the HQ is also moved here;
- **2015** – The new warehouse in Timisoara is opened;
- **2016** – The new logistics center in Iași is commissioned;
- **2018** – Farmexim becomes part of the German organization PHOENIX group, a European leader in health services
- **2020** – Celebrating 30 years of activity in the service of human health.

About the Company

Company's Values



- **Our philosophy**

We are dedicated to the sustainability of the company and the long-term growth of its value for the benefit of our stakeholders and employees. Our employees are the main promoters of the company's success. By supporting their development, we not only support individual progress, but we guarantee continuous and successful progress at group level. Thus we manage to achieve what we aimed, now and in the future.

- **Our vision**

We aim at being the best integrated provider of health services and want to provide each client with the best products and services in Romania. We manage to do this due to the close collaboration between distribution and retail, acting together as a link between medicines manufacturers and patients.

- **Our mission**

We have dedicated all our efforts to completing a mission that, as simple as it is complex, namely to help people have a better life. In retail and distribution, we equally provide our patients and customers with the best human and professional solutions and skills.

- **Our strategy**

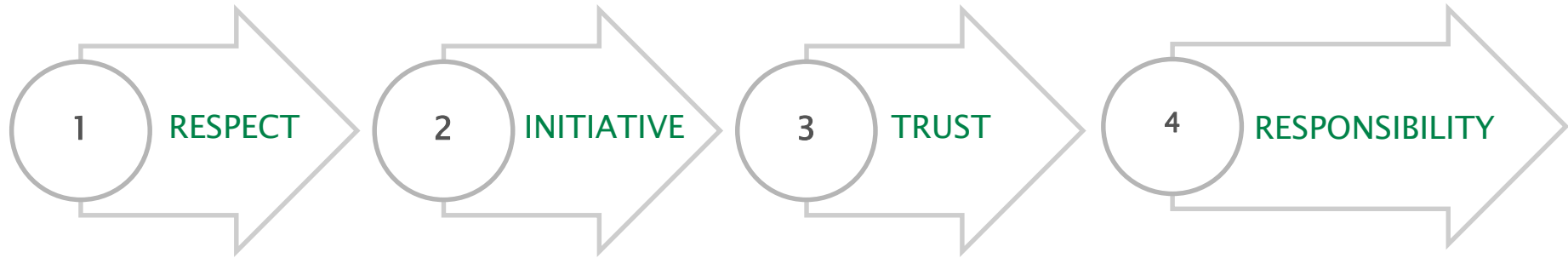
We provide high quality services to our customers. Professional knowledge is absolutely necessary, but it is not enough. We are always ready to help, and the respect and attention that each client receives define how we run and grow our business. We have also undertaken social responsibility by being involved in activities that aim at providing help, education and protect the environment.



About the Company

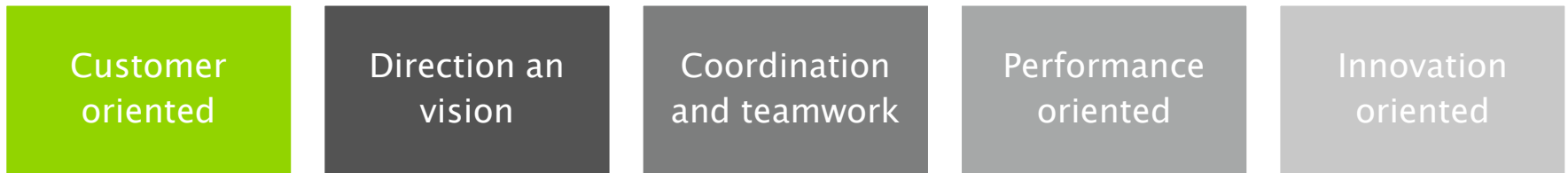
Values and Principles of the Company

Our values:

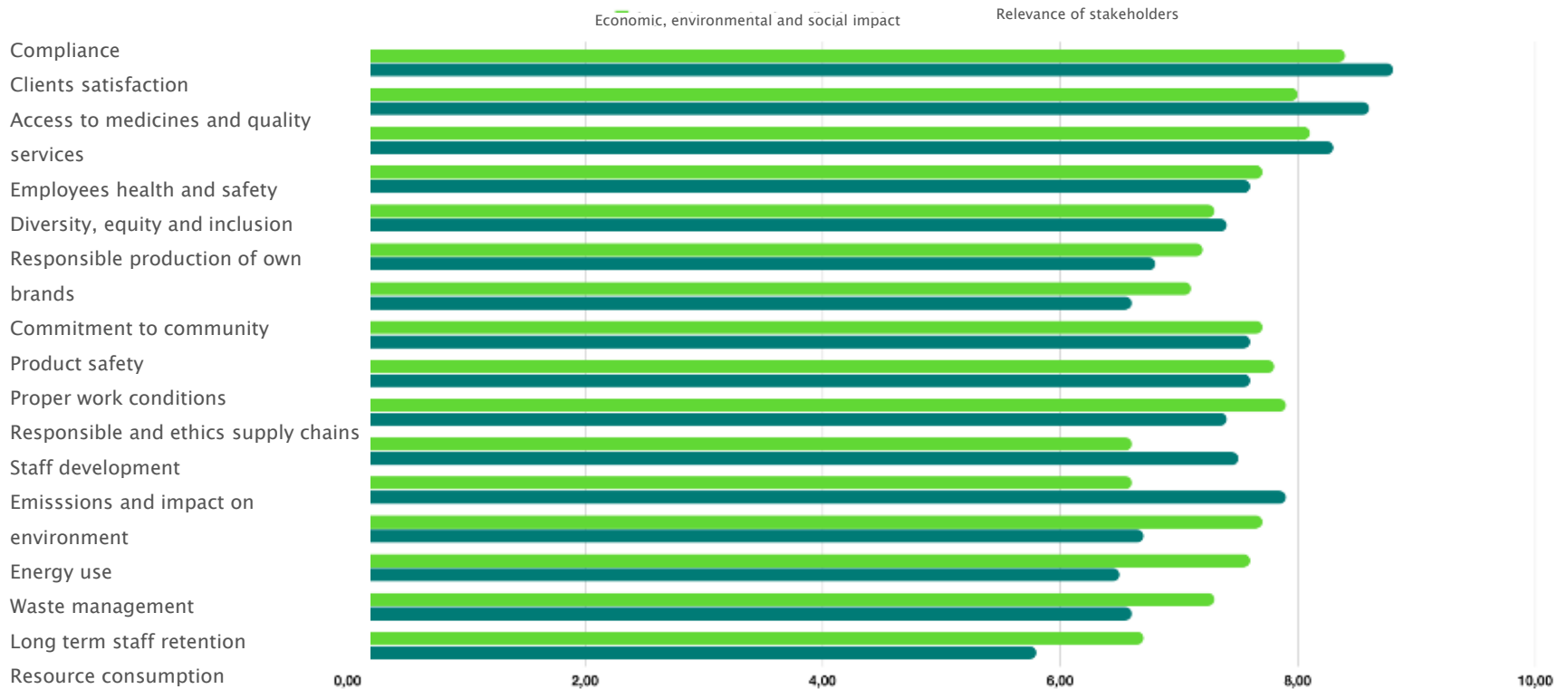


With national coverage, we are present in most geographical areas, with different cultural backgrounds and life experiences. However, we are united by a common set of values and behaviours guiding us in how we meet our strategic goals and ultimately achieve our main goal.

PHOENIX group behavioral tree:



Resources Materiality Matrix



The extended materiality analysis, which involves important internal and external stakeholders, is conducted every three years or specifically, whenever significant changes occur in the business or market environment. The results of the prioritization of the topics were assessed and consolidated in a materiality matrix.

Resources

Materiality Matrix



- **Creating value for customers and company**

The key to creating our value is compliance with laws and standards, responsible production of our category brands, responsible and ethical supply chains, the safety of our products, access to quality medicines and healthcare, and customer satisfaction.

- **Environment protection**

We make a significant contribution to environmental protection by ensuring that our locations are energy efficient and that our transportation logistics are as clean as possible. We are trying to accurately record the greenhouse gas (GHG) emissions we produce and decrease them by optimizing route planning and using alternative management systems. We also consider optimizing resource use and minimizing pharmaceutical waste as part of our environmental responsibilities.

- **Employees support**

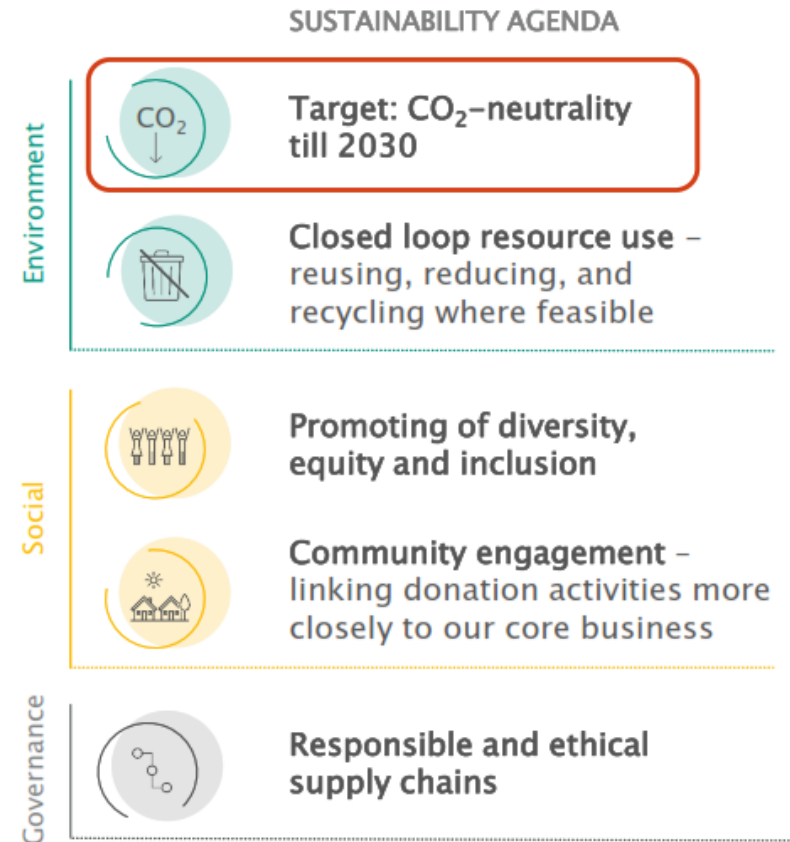
Our goal is to create an attractive and safe work environment for all our employees. This is the only way we can keep talented people in our company in the long run. To this end, we invest in their further training and development. In addition, our actions focus on promoting diversity, equality and inclusion, ensuring a fair work environment in the company and ensuring the health, safety and well-being of our employees.

PHOENIX group, in everything it does, it acts sustainably, caring for employees, the community and the environment.

Resources

Farmexim Sustainability Agenda

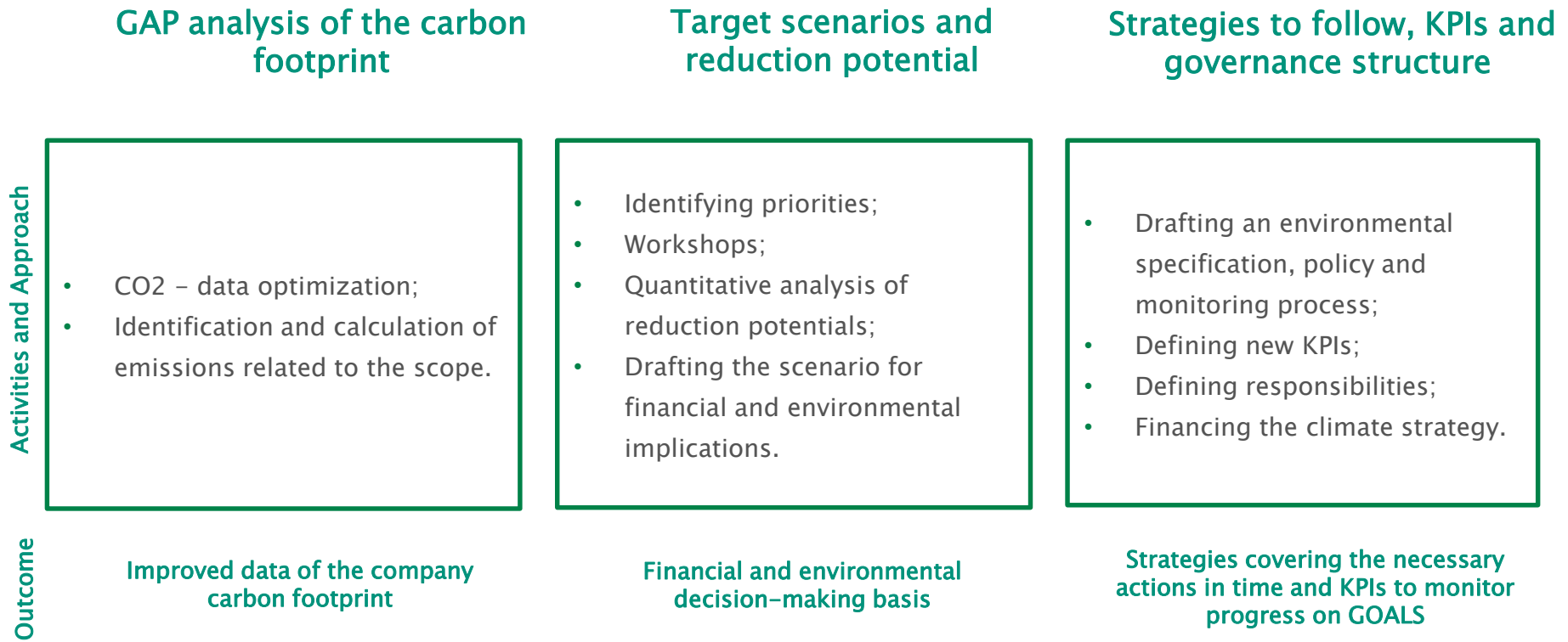
- **The sustainability agenda focuses on five pillars:**
 1. Emissions and climate impact, as well as energy use;
 2. Waste management and resource consumption;
 3. Diversity, equity and inclusion;
 4. Engagement to the community;
 5. Responsible and ethical supply chains.
- **Farmexim will align with the directions of PHOENIX group:**
 - ✓ Reducing CO₂ emissions;
 - ✓ Environmental protection through better waste management;
 - ✓ Employee satisfaction and improved working environment;
 - ✓ Together for the future of our children.



The Operations and Logistics Competence Center within the company has the task of coordinating a process at group level, which will lead to drafting the tangible goals for each of the pillars in the agenda.

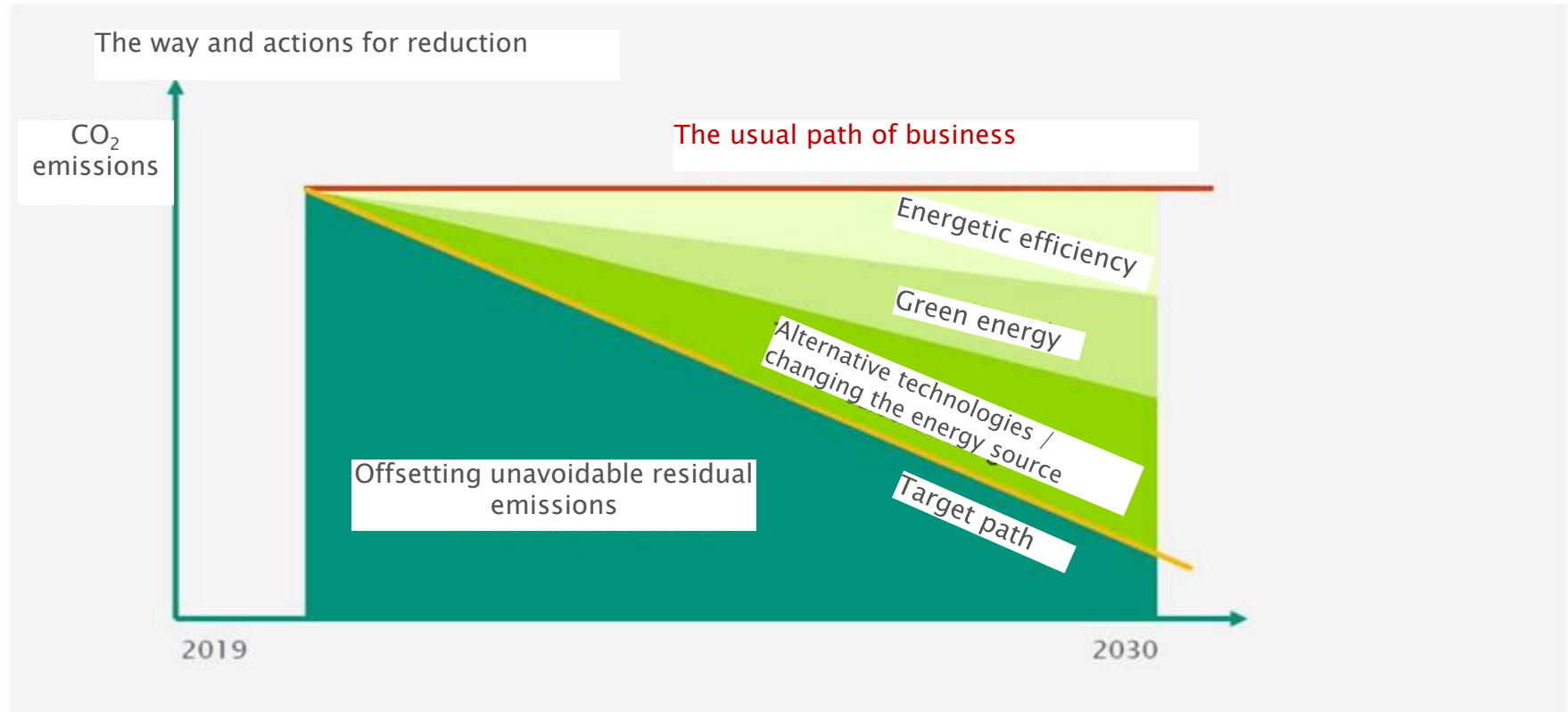
Resources

Reducing CO₂ Emissions Strategy



Resources

Reducing CO₂ Emissions Strategy



In order to prevent dangerous climate change, the European Parliament, together with the Council of Europe, aims at achieving climate neutrality by 2050. This goal and an updated intermediate target for reducing emissions by 2030 will become legally binding if the European Parliament and the Council reach an agreement on the European Climate Law.

PHOENIX group aims at being a partner in achieving these goals.

We are in the midst of a sustainability revolution. In terms of European policy, the EU Taxonomy is one of the initiatives that serve as a cornerstone of this revolution. In short, the EU Taxonomy is a classification system that defines what activities are sustainable ('green') and provides a methodology to calculate how green the turnover, i.e. CAPEX and OPEX is for a company. Moreover, compliance with Regulation (EU) 2020/852 is embedded in the Phoenix group's business strategy and sustainability strategy through implementation initiatives targeting product design processes, working with customers and counterparties to ensure the highest degree of eligibility and subsequent alignment against the EU Taxonomy requirements..

For the fiscal year 2021, Farmexim has assessed the extent to which its activities have contributed to climate change mitigation and adaptation objectives, in accordance with the EU Taxonomy (Regulation (EU) 2020/852). As a result of this analysis we identified that in 2021 we carried out the following activity considered eligible:

6.6. Freight transport services by road. The capital expenditure associated with this activity was 1,885,666 lei representing the fleet of EURO Vi type vehicles acquired under financial leasing, the capital expenditure associated with the road transport activity – 6,607,000 lei includes the operational leasing costs related to the fleet of EURO VI vehicles, the costs of vehicle parts, fuel and repairs as well as insurance costs. For determining the denominator of the 3 indicators below, the Company's turnover, opex and capex were taken into account according to the OMF 1802/2014 financial statements as of 31 December 2021.

Therefore:

- 0% of the company's turnover (2,888,829,002 lei) can be classified as eligible for the taxonomy
- 1% of the company's Capex (188.557.674 lei) can be associated with activities considered eligible for taxonomy
- 0.01% of the Company's Opex (2,895,437,174) can be associated with activities considered eligible for the taxonomy

Resources

Organisational Chart and Staff

- The company is functionally structured in departments, under the subordination of a Managing Director, respectively of a local board;
- We can also consider the regional aspect of the Farmexim team, given the layout of the logistics, transport, distribution and sales network. Within the organization, intra and interdepartmental relations are of a professional collaborative nature
- In the code of conduct that applies to all employees of the group, we undertake to observe the principles of equal opportunities and mutual respect. As a result, each staff member receives the same treatment and opportunities in every aspect of the employment relationship. We base the remuneration of our employees on their qualifications, professional and personal skills, as well as on their performance.
- Farmexim always keeps its promises to its people, supports and provides them with all the conditions necessary for a better life. We strongly believe that "PEOPLE MAKE A DIFFERENCE" and we want to prove this with every step we take.
- Pandemic employee care: Employees have receive priority vaccination scheduling, psychological support, free protective sanitation, and treatment settlement for those positively confirmed.

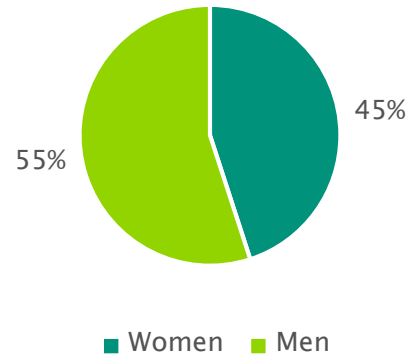


Resources

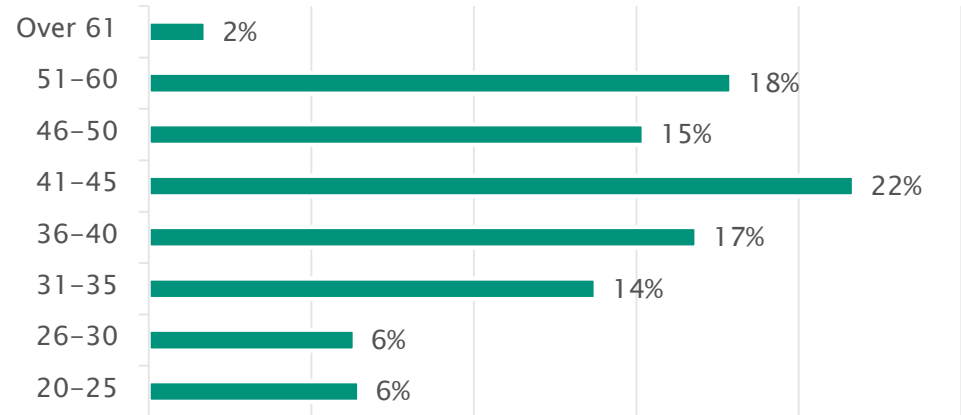
Organisational Chart and Staff



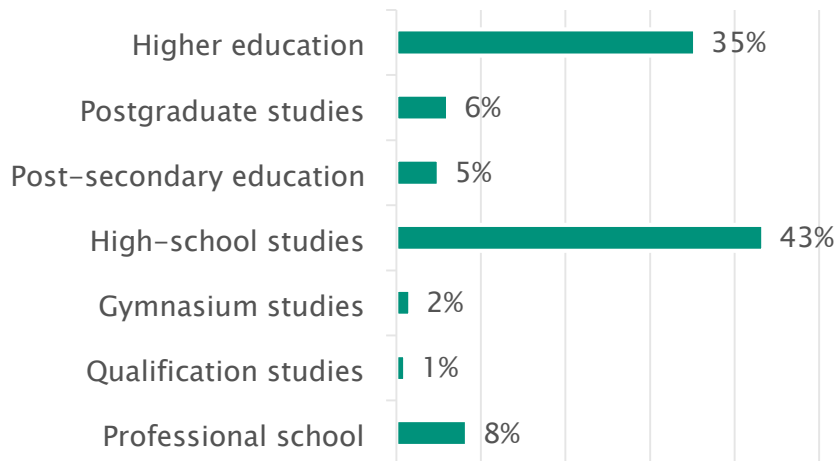
Report of employees by gender



Employees age range



Employee education level



During 2021, 219 new employees were recruited, their total number reaching 762.

55% of employees are male, while 45% are female. This difference comes from warehouse workers, where men are more numerous than women due to their specific work.

Resources

Organisational Chart and Staff



○ Training courses and access to information

With an organizational culture where the way the team works and interacts are as important as the business results, Farmexim constantly invests in employee development, by courses and trainings that contribute to improving staff skills and development.

To improve online skills and personal development, all employees were offered free access to workshops and webinars on topics of professional interest and English language courses.

Within Farmexim, communication is transparent and employees' access to information is valuable. Thus, starting in 2021, Farmexim employees use the Speakap application, an internal communication tool, implemented at group level.

We can only succeed as a company solely if we have motivated employees with the right qualifications. Open dialogue and good relations between managers and their employees are key elements of our corporate culture.

A safe and healthy work environment also has a major impact on our job satisfaction.



In 2021, **200** Farmexim employees benefited from **4 115** hours of training.

Resources Products and Services

- **Countrywide distribution:**

Farmexim is one of the largest distributors of pharmaceutical products in Romania.

The distribution car fleet, consisting of 184 own vehicles, delivers over 10,700 products in our portfolio to more than 5,500 open-circuit and hospital pharmacies, drugstores, health shops and medicines warehouses, through the distribution points in the main cities of the country.

200 professionals are part of our sales team, divided into 2 divisions to better meet the customer needs:

- The Retail Division, which serves customers with open-circuit pharmacies, drugstores, health shops and medicines warehouses in the areas around our offices. The relationship we have with all our clients is one built on professionalism, trust and mutual support;
- Hospitals Division, created especially for hospital pharmacies in our client portfolio, nationwide. We collaborate with both private and public hospitals and participate, through our team of bidders, in public procurement procedures.



Resources

Products and Services– Marketing and Communication

Support in marketing and communication activities :

- Programs dedicated to partners :
 - supporting the release of new products,
 - special campaigns for digital distribution at national level in open-circuit pharmacies,
 - online advertising (banners) in the online Farmexim application of campaigns and products in focus,
 - promotional campaigns to stimulate the sale of pharmaceuticals (especially OTC),
 - loyalty and motivation campaigns, pharmaceutical conferences, credited with points of Continuing Pharmaceutical Education.
- Programs dedicated to sales force:
 - motivational grids related to our sales goals, but also to those of our partners,
 - dedicated contests and bonuses to achieve sales campaign goals,
 - information and training courses on product portfolio, communication, customer relationship, personal development, etc., to ensure that our sales team has the best approach so that the sales process is win-win.



Resources Products and Services– IT



IT solutions:

The Farmexim On-Line platform is an interactive ordering and analysis service, intended for all the company's clients and suppliers:

Our clients can place orders easily and track the entire flow. They are up to date with the latest offers and promotions, with the application conditions and their validity and have the possibility to directly access the campaigns, without wasting time to search the site.

The operation of this service is guaranteed 24 hours a day, 7 days a week, and accessing it does not require a prior installation, but can be done from any computer with internet connection at: www.farmeximonline.ro.

Our suppliers have access to warehouse product monitoring, up-to-date reports and sales and inventory analysis. The app is also a great way to communicate with our clients, so we can implement online advertising or email marketing actions for focused products. Campaigns can be implemented weekly, on a centralized or regional target, depending on the desired goals. The application can provide statistical reports on ongoing campaigns at any time.

We can develop and make available to suppliers various applications for inventory management, depending on their needs and specifications. The implementation of such applications will provide suppliers with real-time information on the entire distribution flow, with all the details necessary for good process management. Farmexim provides system maintenance and further development.

We can also provide our clients with applications to ensure the interface with client's information systems in order to receive offers and send invoices in electronic format.



Resources

Products and Services– Benefica

Benefica – part of PHOENIX Pharmacy Partnership:

- Released in 2017, Benefica is a loyalty program, a partnership based on trust and fairness, dedicated to pharmacies that want to keep their independence. Over 500 independent pharmacies have chosen to become Benefica's partners nationwide;
- Following Farmexim's accession to the PHOENIX group, Benefica became a member of the PHOENIX Pharmacy Partnership, the European leader in cooperation programs with more than 13,500 members, independent pharmacies, in 16 European countries.;
- So far, the partnership signaling materials have been installed in 351 pharmacies. The partner pharmacies Benefica participated in 2021 in 2 campaigns conducted in pharmacies for 16 weeks with prizes for patients;
- In May 2021, the first merchandising services in pharmacies were implemented, by the presence of 4 Benefica policies, and from January 2022 we extended the visibility services by placing the first Benefica stalls;
- For 2022, we want to strengthen the program and visibility.



On the e-learning platform, www.academiafarmexim.ro, pharmacists employed in partner pharmacies were able to participate in 17 courses and 2 webinars on various current topics.



Resources

Communication Channels with Clients and Partners

Communication channels with clients:

- The most popular communication channel is through the Farmexim On-line application, which is an interactive service dedicated to retail pharmacy clients;
- Farmexim has an outsourced call-center service, with 2 operators, available between 09-18. There is a short number and an e-mail address collecting both complaints sent directly by clients to suport@farmexim.ro, and complaints filed by clients in the existing forms on the websites www.farmexim.ro and www.farmeximonline.ro.
 - The call center has a diagram, with codes for each type of complaint, where tickets are generated to the responsible Farmexim departments (in case the call center cannot answer immediately).
 - The call center operators receive the answer from the Farmexim departments and offer the solution to the client.

Communication channels with clients members of the Benefica loyalty program :

- website dedicated to partner clients www.partenerbenefica.ro where news, articles, service releases or event info are posted, etc;
- information sent by e-mail;
- Benefica mobile application dedicated to partner clients.

Communication channels with patients of member pharmacies of the Benefica loyalty program are:

- the site dedicated to patients www.farmaciiibenefica.ro where news, articles, information about campaigns, etc. are posted;
- social media: @FarmaciileBenefica Facebook account
- various POSMs in Benefica Partner Pharmacies



Resources

Environmental Protection Issues

- **Policy for the destruction of expired medicines**

Farmexim disposes expired medicines in accordance with local regulations, preventing them from reaching the environment, significantly reducing pollution in the pharmaceutical industry.

Disposal of expired medicines from stocks: they are collected by our collaborators, who ensure the collection and destruction by incinerating the products, according to standard, regulated procedures, by companies authorized in the field.

In order to decrease the amount of expired medicines, Farmexim constantly optimizes and manages stocks in order to protect the environment, strengthening the company's position on adopting sustainable management strategies.



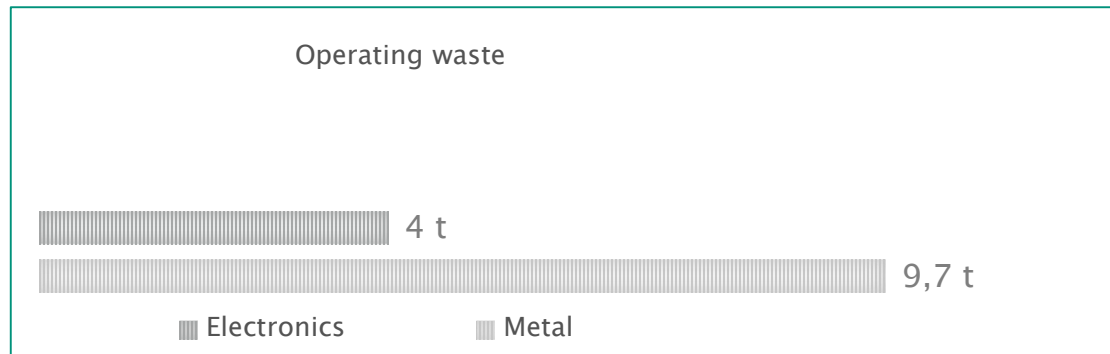
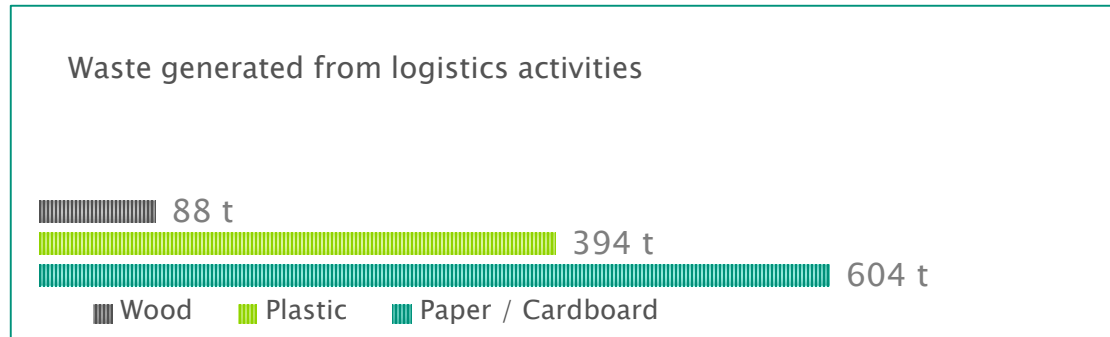
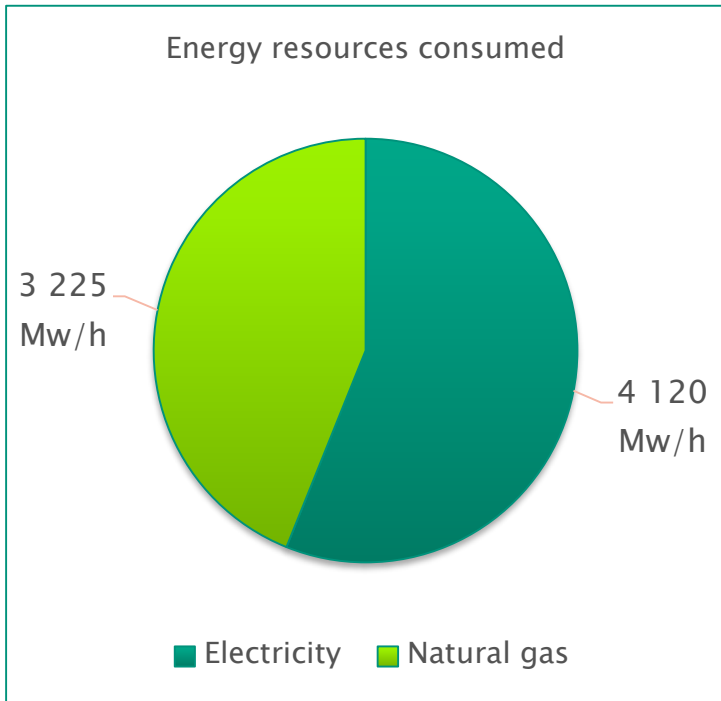
In 2021, Farmexim destroyed 14.7 tons of expired medicines.

Resources

Environmental Protection Issues



- We use recycled paper in administrative offices and warehouses;
- Farmexim has minimized the consumption of plastic by replacing the traditional plastic foils used for distribution with thinner ones, thus decreasing the amount;
- Deliveries from warehouses to clients are made in reusable plastic boxes, with a long service life, minimizing waste generation. Due to the specifics of the company, it is inevitable to use packaging made of plastic and cardboard / paper. We make special efforts to decrease the quantity and promote selective recycling in both warehouses and headquarters.



Resources

Environmental Protection Issues

- In all warehouses and headquarters we have chosen LED lighting, thus continuing the mission of reducing our carbon footprint on the environment.
- In some logistics locations we have implemented presence sensors, so the lighting is turned on only when necessary;
- In the administrative headquarters and warehouses we act according to the motto “Last one in the office turns off the light!”, which all the employees joined.
- Climate change and increasing consumption of natural resources are among the biggest global challenges. PHOENIX group recognizes its environmental responsibilities and wants to minimize the impact of its corporate processes. At the same time, we focus on the areas of activity where we can make the biggest difference, including reducing pharmaceutical waste and saving energy.
- Metal waste was selectively collected and recycled
- The electronic waste has been handed over to a non-profit association whose mission is to recover it and create new jobs for people from precarious backgrounds.



In 2022, Farmexim aims at streamlining technological flows in order to significantly reduce the amount of waste resulting from the pharmaceutical industry.

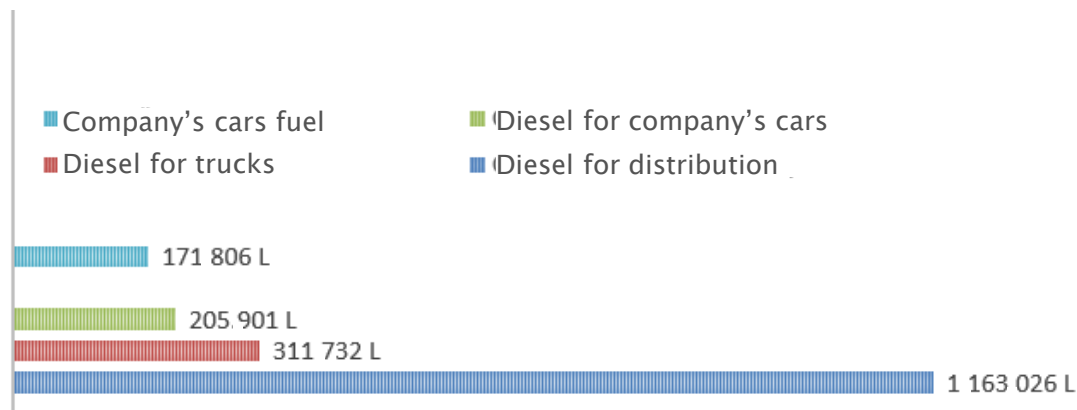
In 2021 the company received ZERO fines for non-compliance with environmental standards.

Resources

Fuel Consumption



- The company maintains a detailed overview of his vehicles characteristics.
- This means it can analyze annual mileage, information on vehicle categories, models and fuel types used. When purchasing new vehicles, we make sure they comply with current pollution standards.
- The company continues the process of replacing the car fleet, choosing petrol engines where possible (passenger cars), thus joining the new European standards. For distribution, gasoline engines are not currently possible, the company has decided to replace the old distribution cars with some diesel engines provided with the latest environmental protection technologies of the category they belong to;
- Starting 2020, fuel reporting is done at group level, joint reporting of Farmexim / Help Net.
- Optimizing the existing routes helps reducing mileage and the amount of consumed fuel, resulting in decreased emissions and transportation costs.



Risk Management Ethics and Compliance– GDPR

- The policy is based on the provisions of Regulation no. 2016/679 regarding the protection of individuals with respect to the processing of personal data and on the free movement of such data and repealing Directive 95/46 / EC ("General Data Protection Regulation" or "GDPR") and applicable national legislation;
- Farmexim is committed to implementing the highest standards of confidentiality and transparency regarding the personal data it processes in its current business. The protection and total transparency regarding the processing of your personal data in our activity are our most important goals.
- Farmexim does not collect, use, process or store personal data without a legitimate purpose. Any type of personal data (name, home address, etc.) is collected for a precisely defined purpose, and it is protected. In this respect, all local laws and regulations regarding the protection of personal data are observed.



Farmexim does not report for 2021 breaches of privacy governed by GDPR policies.

Risk Management Ethics and Compliance – Compliance

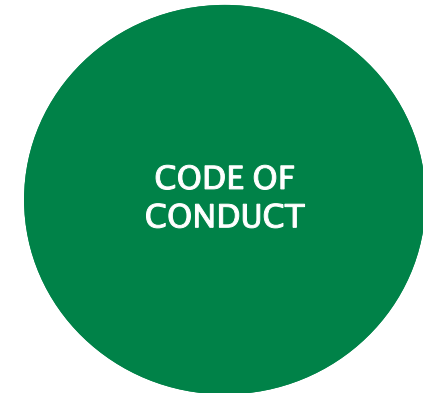


- All Farmexim employees identified in risk areas have been trained in anti-corruption policies and procedures and in anti-bribery policy.
- We want to be a model of ethical behavior both by the way we conduct our business and by the integrity of our employees.

The way we select the service suppliers

There are many complex criteria applying to the suppliers selection, depending on the specifics of the procurement and which include, in addition to commercial aspects, the consumption of resources arising in the operational stage.

- The bidding process consists of soliciting 3–5 bids, which are subject to an internal analysis that follows these criteria.
- Governed by deep-rooted ethical principles, we strive to build lasting partnerships with value-sharing suppliers and take steps to ensure that our partners at least comply with applicable laws.



In 2021, there were ZERO lawsuits or lawsuits filed for corruption against Farmexim or its employees.

Risk Management

Ethics and Compliance – Compliance

Fair competition, fight against corruption and bribery

- PHOENIX group and its entities strive to fully comply with EU competition laws and regulations. We prohibit our employees from trying to gain personal benefits through Farmexim's business operations.

Rules of conduct

- Our employees benefit from a positive and ethical work environment, so that any employee, regardless of his position in the company, complies with the Internal Code of Conduct. This code is constantly updated.

Good distribution practices

- The company is involved in ensuring high quality standards in the supply of pharmaceuticals. All entities must join the principles and guidelines of Good Distribution Practice (GDP), as adopted by the European Parliament and all other relevant local laws implementing the provisions of GDP.

Four eyes principle

- Mandatory legal commitments such as important agreements with third parties and employment contracts that are made on behalf of the company are always concluded in writing and signed by two authorized persons.



Risk Management Ethics and Compliance

Cooperation with representatives

- The company is involved in developing cooperation with employee and union representatives and is proactive in collaborating for a fair balance of interests.

Equal opportunities

- Every employee receives the same treatment and the same opportunities at all stages of an employment relationship, regardless of gender, age, religion, race, color, sexual orientation, ethnic or national origin, disability.

Health and safety

- We have a special responsibility for the health of our employees and, therefore, we take care to ensure safe working practices. As part of our quality management system, we guarantee strict compliance with the relevant laws and regulations of the European Union.
- Systematic risk assessments for each job are mandatory, as is the implementation of appropriate preventive actions, especially during the coronavirus pandemic period.

Zero tolerance for harassment or violence

- Farmexim employees are instructed to treat each other with respect, any breach being severely sanctioned by Internal Regulation .

During 2021, the following were reported:

ZERO cases of harassment, discrimination or corruption within the company and

ZERO fatal occupational accidents

Risk Management



Financial risks

Increased demand from asset managers to disclose a transparent ESG strategy.
Loans are increasingly linked to achieving ESG targets.



Regulatory risks

Future regulations are expected, which may lead to increased costs / fees.



Reputational risks

Increasing the clients awareness of the impact on the environment



Market – related risks

Sustainability standards required by industry partners in tenders
Increasing demand for cooperation projects: reducing CO₂ emissions / recycling resources
Broken supply chain.



Competition –related risk

Competitors are increasingly integrating sustainability issues into their corporate strategy and publicly promoting their commitment.



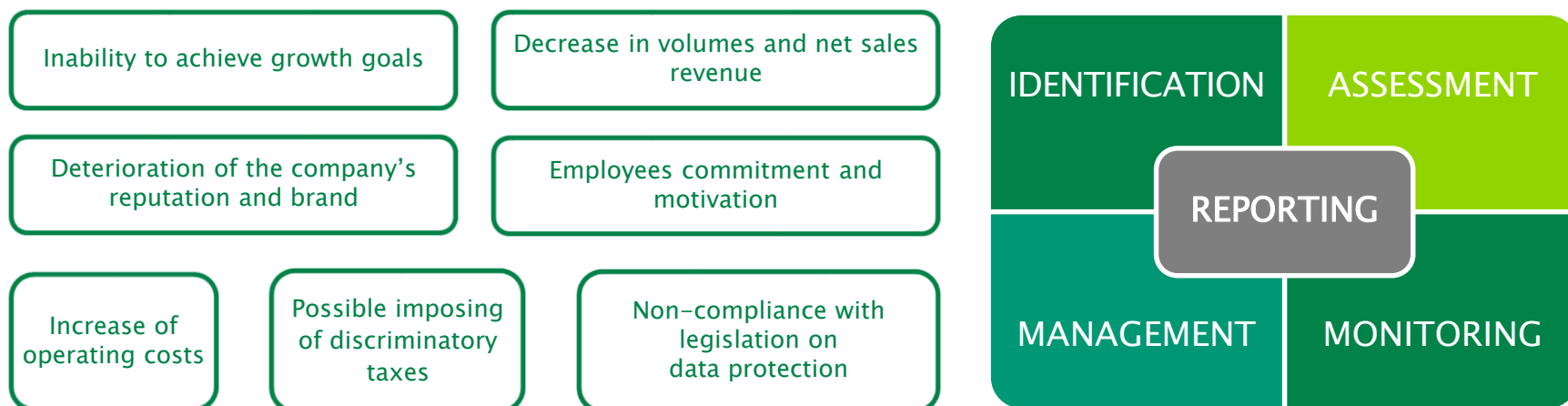
Employees retention

Increasing priority for attracting and retaining employees.
Increasing the motivation and facilities offered in the recruitment processes.

Risk Management



- In the context of the fast changes we face, understanding and good management of the risks related to the activities we conduct are extremely important for the continuity and sustainable development of our business pattern.



- The goals of the PHOENIX group, and implicitly of the Farmexim company regarding the risk management are:
 - Understanding the risks to which society is exposed, the causes, as well as the general and specific goals;
 - Improving the company's risk profile by managing the process of identifying, assessing and managing risks and implementing the necessary control actions to maintain risk exposure within the tolerable area.

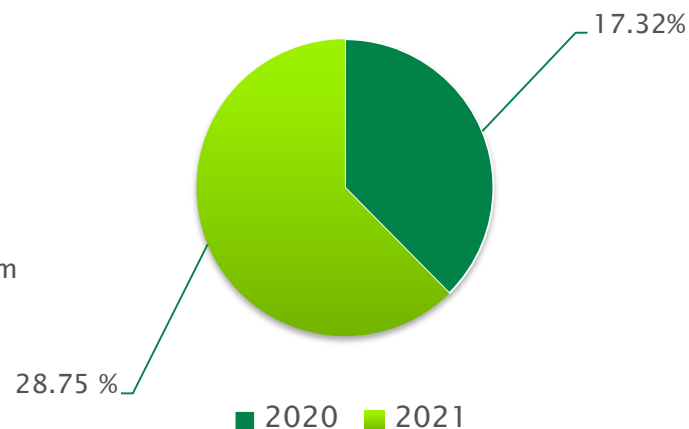
Risk Management



Risks related to the employees

- As the market where we operate is extremely competitive, the highest challenge is to attract, retain and involve enough qualified and experienced employees.
- 28.75 % was the staff turnover rate in 2021. This rate was higher than in 2020, when it was 17.32%. The staff turnover resulted from the outsourcing of cleaning services, respectively to the optimization of the sales department.
- For 2022, we intend to significantly reduce it in order to continue our long-term employee retention program.
- In this respect, starting with 2022, the company aims at building an internal community of trainers with solid skills and competencies, willing to share their expertise with colleagues in the organization.

Employees' turnover



During 2021 Farmexim improved its image as an employer, emphasising on the internal development of leaders and employees, continuously engaged in dialogue with employees to develop new talents and promoted an inclusive work environment that allows for greater potential to all employees.

Commitment to Society



Responsibilities of FARMEXIM as an integrated part of the PHOENIX group :

- Farmexim considers undertaking responsibility and contributing to the common good is very important, even beyond our core business, which has become an integral part of our corporate philosophy;
- Our entire activity revolves around people and focuses on improving their condition, whether it is employees or clients;
- We act instead of reacting. We represent clear and future goals, make results-oriented decisions and approach structured cooperation;
- We build together. We are a mature, dedicated, responsible partner;
- In addition to our financial and legal obligations, we undertake our responsibility to the company to which we belong.
- For PHOENIX group it is important that all donation and sponsorship activities are conducted in accordance with legal requirements. PHOENIX anti-corruption guidelines – which apply to the whole group – must therefore always be followed when organizing our projects. We also follow our rules for donations and sponsorships. The anti-corruption guidelines primarily contain criteria and useful information for selecting the right projects for all our subsidiaries and partners. It also defines the activities that will not be supported. Events organized by political parties or branches of government and projects that generate commercial benefits for PHOENIX group or could affect the reputation of our company are not allowed. The guidelines apply to the whole group – our subsidiaries work within these parameters to make decisions at the local level about the projects they support in their respective fields.

Committment to Society

CONIL action

- The company financially supported the CONIL association to support the children in the centers.
- Following this donation, the company's employees joined forces and created a medical office, equipped with everything necessary to support the activity of this day center for children with special needs;
- At the same time, the employees took part in the action organized by, "Virtual Cross Country CONIL".



Currently, CONIL hosts over 350 children, of which 180 are atypical, in 2 kindergartens, 2 day centers and in CONIL Primary School. Today, CONIL means peace, financial balance and hope for the future, for thousands of families who have a special child. In strictly legal terms we are a non-governmental organization founded in 2010, whose goal is to ensure education, integration and social inclusion for children and young people with various disabilities.

Farmexim supported the action initiated by Help Net to donate medicines and toys collected for holidays, ensuring the transport in optimal safe conditions.

Commitment to Society



Village Inelet, Cerna Mountains Action

In the core and tranquility of the Cerna Mountains, in the scenic small villages, everything remained unchanged. If in our cities, everything changes from day to day, there people live the same way, as they know best and as they learned from their grandparents and great-grandparents. Through internal volunteer actions, the necessary funds have been raised for the purchase of medicines and first aid kits.



Ateliere fără frontiere

The company donated obsolete IT equipment to the Ateliere fără frontiere (Workshops without Borders) Association (AFF) to support its mission:

- Fight against exclusion, poverty and discrimination;
- Fight against waste and pollution;
- Supporting education and local development.



2022 Goals

- To increase our image as an employer, increase dialogue to effectively maintain culture and commitment, develop employees for key positions, continue to improve work conditions. The main goal is to significantly decrease the staff turnover rate;
- To continue the process of long-term employee retention;
- To be trustworthy, proactive and focus on respect;
- To be a good provider of integrated health services;
- As a healthcare provider, we will focus on product quality assurance throughout the supply chain;
- To reduce the amount of medicines incinerated by improved inventory management;
- To reduce the amount of fuel used for both distribution and company cars by optimizing routes. At the same time, we will continue to replace the fleet.
- To optimize our costs and resource consumption;
- We will continue to support the community and significantly reduce the pharmaceutical industry's environmental footprint by raising awareness among employees and partners.

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