



# FARMACEUTICI PROCEMSA SPA



## Sustainability Report 2021

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## CEO MESSAGE

*Dear Stakeholders,*

*we are proud to present the 2021 sustainability report of PROCEMSA Group. Although we have had a difficult time due to the COVID 19 pandemic, in the past year our Group has not given up, we have grown and made great strides reaching important milestones. Firstly, we introduced new SDGS into our sustainability system. Our operations also became carbon neutral and we reached greater level of involvement from our first level staff on Sustainability themes.*

*Sustainability is one of the key factors of global policy and it will become more and more important in the future. The two Companies that are part of our Group have a long tradition of commitment to stakeholders, local community, culture and philanthropy. Social responsibility has always been a core element of our business, and we deliver it with passion. In 2021 we added OFI Farmaceutici to our Group and started building a common path to make those commitments, that can contribute to make*

*our activities more sustainable and create value around us. This is the first time we have presented our aggregated results accounting for all our plants located in Nichelino and Bergamo. This is considered to be a new and exciting challenge, as well as a good opportunity for improvement.*

**Alessandro Sertorio, CEO**



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# **1. SUSTAINABILITY AT FARMACEUTICI PROCEMSA GROUP**

## 1.1.1. Introduction

### ABOUT THE REPORT

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This report is intended to share information relating to Procemsa group's corporate sustainability performance. In today's world, facing a global pandemic and climate crisis, we recognise that there has never been a more important time to act as a responsible corporate citizen. This report was drawn up taking the GRI standards as guidelines. The purpose of this third sustainability report is to report and highlight the results obtained in 2021 and the progress made in accordance with the principles of the United Nations Global Compact (UNGC) and the Global Reporting Initiative (GRI). The data collected refer to the two Nichelino sites and the tree new plants that belongs to OFI located in Bergamo

The content of the report reflects the achievements and progress made in the period between **January 1, 2021 and December 31, 2021.**

As a Group we recognize that our impact on environment factor must not be addressed as a problem relating only to the company itself but must be analysed with a holistic vision recognizing that our activities are connected to a very dense network of actors such as suppliers, the community, our customers for example.

We also recognize that sustainability is not just about our impact on environment, but also social and governance aspects to which our Group is fully committed.

In 2021, the COVID 19 pandemic still had an important influence on the availability of work, the change in customer choices, limitation of freedoms, modification of supply chain, implementation of digitalization, business continuity, customer & employees well-being, maintenance of economic stability. At a global level, there has also been a growing awareness on climate changes which is reflected in energy consumption and Procemsa group choice of becoming carbon neutral on operation, monitoring waste and water through a managing approach will help in the future of the Group.

There have been some changes from the previous report both at company level and as the scope of measurement methods applied in some parts of the report. Through the materiality approach and analysing the 17 Sustainable Development Goals the Group has identified the following SDGs which has the greatest opportunity to contribute to our commitment. The details of these changes can be found throughout the report.

## 1.1.2. Our strategy and our objectives

In developing Procemsa sustainability strategy, the Group has analyzed its opportunity to contribute to the 17 Sustainable Development Goals (SDGs), defined by the United Nations in 2015 to drive sustainable development on the road to 2030. Nine SDGs and related SDG targets have been identified as being most material for the Company. We will continue to work towards these SDGs as we implement our sustainability strategy.



### GOAL

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



### TARGET

**Target 3.4** *By 2030, reduce by one third premature mortality from non-communicable diseases through prevention and treatment and promote mental health and well-being.*

### PROCEMSA'S COMMITMENT

- Development of new products for wellness with particular attention in formulating innovative high-performance products
- Customer health and safety. For all our products and in particular when developing new products, all Procemsa



phases starting from the production, the Laboratory and R&D team studies and focuses its attention to perform at highest quality level, formulating innovative high-performance products.

**Achieve gender equality and empower all women and girls**



**Target 5.5** *Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life*

- Diversity and equal opportunities
- Monitor and solve pay inequalities
- Ensure women's full participations also in leadership roles
- Increase number of women directors

**Clean Water and Sanitation- ensure availability and sustainable management of water and sanitation for all.**



**TARGET 6.3** *By 2030, improve water quality by reducing pollution, eliminating dumping and minimizing release of hazardous chemicals and materials, halving the proportion of untreated wastewater and substantially increasing recycling and safe reuse globally*

**Target 6.4** *By 2030, substantially increase water-use efficiency across all sectors and ensure sustainable withdrawals and supply of freshwater to address water scarcity and substantially reduce the number of people suffering from water scarcity*

- Production standards benefit from an inverse osmosis machine, which produces extremely pure water, and from technologically advanced water purification system.
- Water efficiency programs are in place in order to monitor and activate plans to reduce consumption and waste of water



Ensure access to affordable, reliable, sustainable and modern energy



**Target 7.2** By 2030, increase substantially the share of renewable energy in the global energy mix

**Target 7.3** By 2030, double the global rate of improvement in energy efficiency

- Energy efficiency
- Renewable energy production

Promote inclusive and sustainable economic growth, employment and decent work for all



**Target 8.5** By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value

**Target 8.8** Protect labour rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment

- Smart working, reducing the impact of pollution and transport
- Produce with particular attention to the circular economy raw materials and formulation with reduced environmental impact
- Ensure a nice working environment where people feel supported and safe
- Sharing specific career plans for production personnel with trade unions in order to define an adequate level of management and a possibility of personal growth

Build resilient infrastructure, promote sustainable industrialization and foster innovation



**Target 9.4** By 2030, upgrade infrastructure and retrofit industries to make them sustainable, with increased resource-use efficiency and greater adoption of clean and environmentally sound technologies and industrial processes, with all countries taking action in accordance with their respective capabilities

- Reduction in the consumption of energy
- Efficiency in water consumption
- Investments and adoption of new technologies for pure water in production
- Control and investments for the reduction of CO<sub>2</sub>
- Reduction of waste



## Reduce inequality within and among countries



**Target 10.2** By 2030, empower and promote the social, economic, and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status

**Target 10.3** Ensure equal opportunity and reduce inequalities of outcome, including by eliminating discriminatory laws, policies and practices and promoting appropriate legislation, policies and action in this regard

- Continuous training and updating of employees
- Job quality and the creation of new jobs
- Increase awareness of gender equality importance
- Diversity and equal opportunities

## Ensure sustainable consumption and production patterns



**Target 12.2** By 2030, achieve the sustainable management and efficient use of natural resources

**Target 12.5** By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse

**Target 12.8** By 2030, ensure that people everywhere have the relevant information and awareness for sustainable development and lifestyles in harmony with nature

- Reduction in the consumption of plastic
  - Waste management and recycling practices
  - Implementation of specific training initiatives aimed at the cultural growth and awareness about sustainability of employees.
- This objective is linked to the study of new products, for which all parts involved are more and more forced to take into consideration various environmental factors, starting from the use of materials deriving from the circular economy (i.e. prioritizing the use of raw materials obtained from waste process recovery in other agro-food sector such as wine, rice and tomatoes), arriving to the optimization of

energy resources during the production phases

**Take urgent action to combat climate change and its impacts**



**Target 13.2** *Integrate climate change measures into national policies, strategies, and planning*

**Target 13.3** *Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning*

- Reduction of CO<sub>2</sub> emissions
  - Raising awareness among customers, employees and suppliers on environmental issues.
- Procemsa aims to reduce any “extra-consumption” as much as possible and optimize the effectiveness of our controlling systems in order to limit and reduce the impact on the environment. Our plants are periodically monitored in order to constantly have a clear idea on consumption. We have acted on several fronts to get the best results.
- Training employees with specific training courses and webinar dedicated to SGDs and Climate Action
  - Create culture on climate changes of suppliers through submission of questionnaire and request of participation to ESG projects.

**Sustainably manage forests, combat desertification, halt and reverse land degradation, halt biodiversity loss**



**Target 15.2** *By 2021, promote the implementation of sustainable management of all types of forests, halt deforestation, restore degraded forests and substantially increase afforestation and reforestation globally*

- Implementation of technologies with higher standards regarding environmental aspects
- Reduction of waste per piece
- Through the reduction of the amount of Group waste generated, intensifying the separate collection of waste; reduced paper consumption related to optimized production documentation (Master Batch

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Records) and reduced carbon footprint by carrying out smart working.

- Reduction of secondary packaging for our branded products
- Clear label communication on our product on how to dispose the different materials for the final consumers
- Commercial strategy to increase the use of green packaging for our branded products
- Increase proposition of green solutions to our customers

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## 2. THE GROUP



## 2.1. ABOUT OUR BUSINESS: OUR MISSION, OUR VISION, OUR VALUES

We are all aware that food supplements, cosmetics and natural products are increasingly becoming part of our lives, in fact they help to nourish us for the first months of life where newborns are provided with particular vitamins such as vitamin K or D for healthy growth, they help during our studies and they help during a teenager's growth, they are used during pregnancy where the integration of folic acid is highly recommended, they help during menopause, during cholesterol treatment and so on for all ages. Their functions are different and well defined, they act as support in people who have deficiencies of specific vitamins in order to restore the normal levels necessary for the correct functioning of the body, they are

Procemsa is a dynamic Italian Group dedicated to the research, to the development, to the production and to the packaging of food supplements, cosmetics and some medical devices. **Our mission** is the innovation, protection and guarantee safety and quality of all products, respect of the environment, sustainability and protection of workers' safety and health in the workplace.

**Our vision** is to create the most innovative and healthy products for our customers.

used to help our intestine, so, whatever specific function they perform, they have now become commonplace.

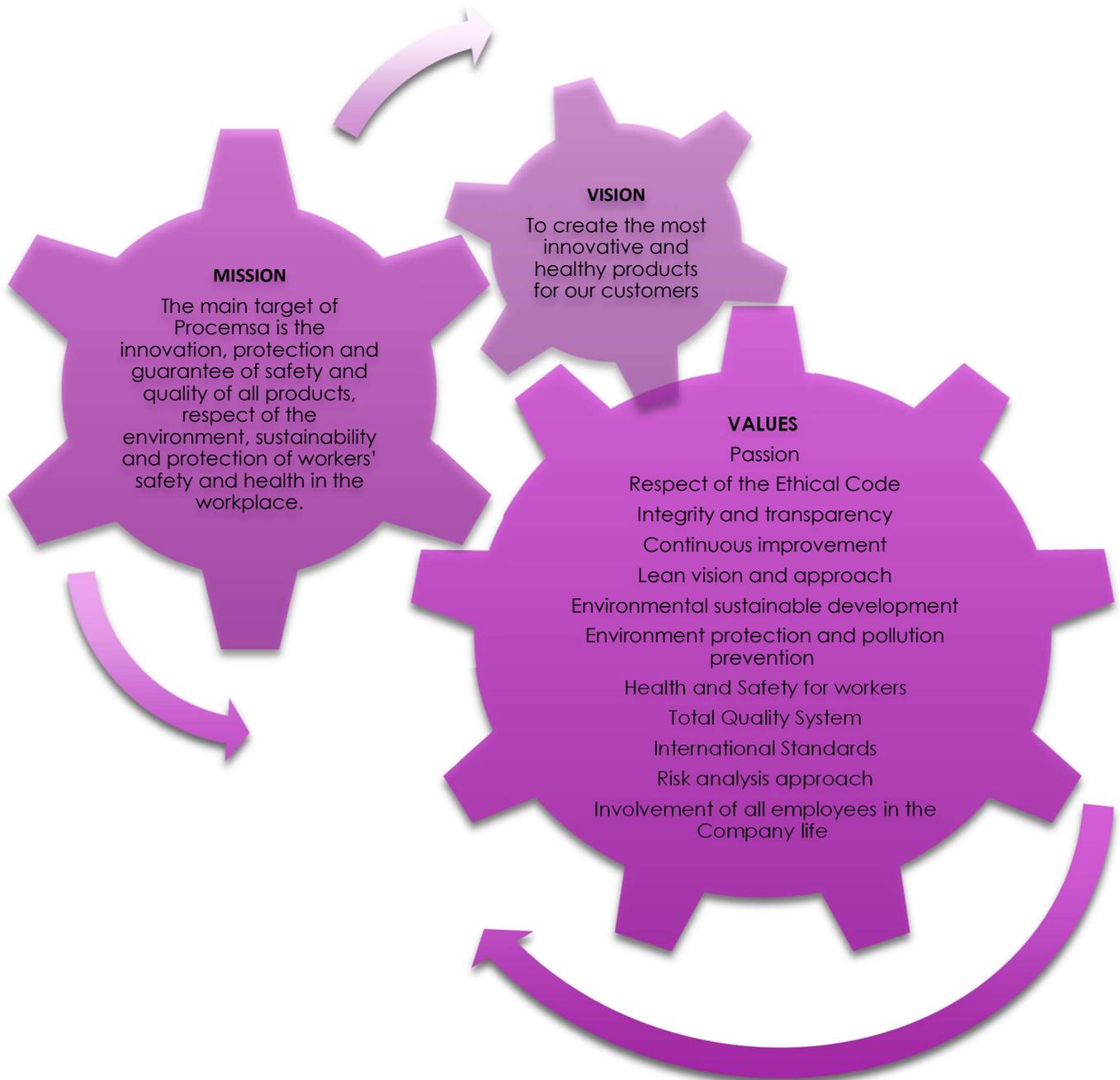
For this reason, our Group puts people's well-being at its centre by producing innovative, safe and natural products, including probiotic derivative products, cosmetics and medical devices (solid, liquid and cosmetics forms for well-being). Our goal is to improve people's life and well-being as much as possible by offering them high quality products, including high quality and innovative raw materials, that can be used safely and for many different pathologies, needs and wellness purposes.

We are always attentive to satisfy the demands of the market, our mission is in perfect synergy with our vision and with our values.

We base our company on very precise and **defined values**. We believe that all the products we make contain within them the passion that we put into creating them every day, in compliance with an ethical code where integrity and transparency are the foundations. We put soul and knowledge into our products so that they do not damage the environment by implementing an approach of sustainable environmental development and environmental protection. We try to create a relationship that fosters involvement with our collaborators and

employees in the life of the company and ensure them a healthy and safe working environment. We make sure that our products comply with

international standards and we analyse any risk factors through the risk management approach and a solid total quality system.



## 2.2. 80 years of success-our character

*"We are a dynamic Italian Group entirely dedicated to the research & development, production and packaging of food supplements, cosmetics and some medical devices. We export our know-how in support of your success all over the world."*



In the last 10 years the Group has experienced significant growth both in terms of turnover and in terms of FTE employees.

Procemsa is a Group characterized by important investments, which guarantee a leading role on national and international markets. It is a Group characterized by a strict control over all costs, overhead costs and margins analysis of every single products/projects, a factor that allows it to maintain high profitability and a solid financial structure. The Group is further characterized by a strong managerial structure, a high export propensity and a strong inclination for innovation.

All these factors have helped over the years to close important contracts with multinationals of the pharmaceutical sector, nutraceutical and well-being sector and have given the possibility to our customers to export to over 60 countries worldwide (about 60% of turnover). In 2021 Procemsa consolidated numbers for revenues were of over EUR 49,2 million and an EBITDA of EUR 11,8 million, with expected future growth.

Our future vision aims to strengthen international expansion, both organic and through external growth, in the coming years, with particular reference to non-European areas.

We are convinced that our greatest asset are people and we want to invest in their continuous growth.

### 2.2.1. Our origins

Procemsa group was created in 1939 in Turin, starting its activity manufacturing and marketing pharmaceuticals drugs. Later on, with the acquisition in 1993 by the D.co Ulrich S.p.A. company, the Group has been enriched by the great experience and prestige of one of the most important dealers of vegetable extracts.

In 1996, the Group moved to the new production plant in Nichelino and aimed to become a point of reference for the Contract Development and Manufacturing Organization sector (CDMO) at the service of some of the Big Pharma industry, which were approaching the Food Supplement sector in Italy. In 2000, the Group further expanded by increasing the existing production departments, the Quality Control laboratories and the Pilot Test Laboratory. In October 2003, Procemsa realized a second production facility, which was inaugurated in 2005.

Several investments were made during the period 2005 to 2016.

In 2018 the Sertorio family bought back 100% of the shares.

The corporate structure changed again in July 2019, when the majority of the Group (70%) was indirectly acquired by a fund managed by Investindustrial, a leading European group of independently managed investment, holding and advisory companies.

The year 2021 is also marked by a decisive turning point for the Company, in fact Procemsa bought OFI in December 2020, one of the leading companies in the creation and production of dermo-cosmetic, dietary-food and medical devices based in Bergamo. The Donati family also entered in the shareholders spectrum of the Group.

OFI, Officina Farmaceutica Italiana, was founded in 1946 By Attilio Donati, after having obtained the license for the production of medicinal specialties.

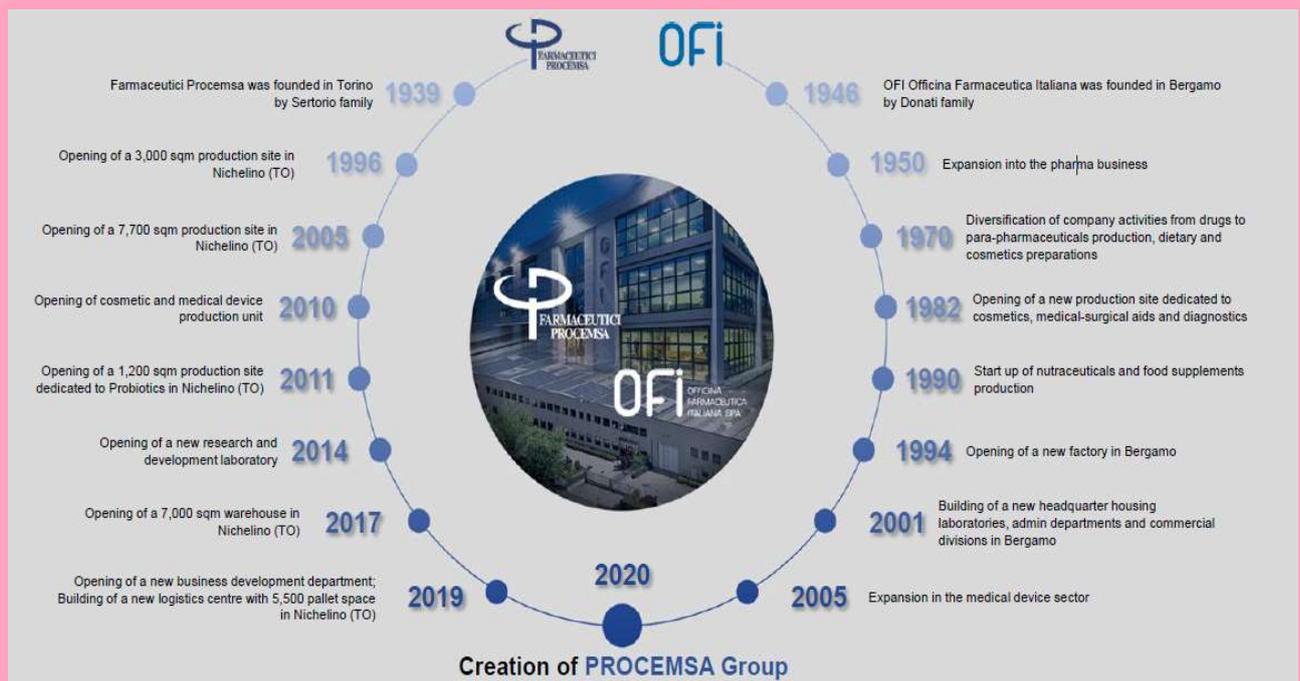
The industrial drug remained the OFI core business until the seventies, with preparations of different pharmaceutical types, first of all liquids. Alberto Donati, Attilio's son diversified production, shifting the focus from drugs to parapharmaceutical, dietary and cosmetics preparations, offering OFI new development prospects.

In 1982 a new production site was built, specially designed to launch OFI in sectors that are complementary and similar to the pharmaceutical one: medical-surgical aids, diagnostics and above all cosmetics. Between the end of the eighties and the beginning of the nineties, the production of dietary-food preparations also began within OFI. In July 1994 the new and current factory was inaugurated and in 2001, just opposite the existing one, a further building was built, which houses the laboratories, the administrative department and the commercial divisions.

In recent years, OFI has focused above all on the development of foreign markets, on the investment of cutting-edge systems and technologies and on the continuous Research and Development of innovative solutions and unique products that create trends on world markets.

The composition of the Company @ 31.12.2021 was with Food Supplements sarl (a Company held by Investindustrial) with 66,6%, Sertorio Family with 29,4% and Ofi shareholders with 4%.

## 2.2.2. Our history



## 2.2.3. The Group & the manufacturing plants

Procemsa headquarters are located in via Vernea (Turin) where the main production, the main warehouse, most of the office and R&D laboratories are located. The Group has different plants, located in Nichelino and Bergamo.

The Nichelino site consists of three factories one located in via Mentana (manufacturing plant) and two in via Vernea (production plant and warehouse), both active in the production of food supplements, cosmetics, probiotics and medical devices.

The Bergamo site is active in the production of cosmetics, food supplement and medical devices, and is composed of three factories (manufacturing, warehouse and R&B laboratories).

## NICHELINO VERNEA SITE

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The Vernea site is divided into two different independent areas, one dedicated to food supplements and the other dedicated to products containing probiotics. All the rooms in the manufacturing departments are ISO class 8 air treatment identified, the air is treated with HEPA filters, the rooms are equipped with dehumidification systems in order to achieve the temperature and humidity conditions required to guarantee the shelf life of strains, the rooms are equipped with systems for controlling and regulating differential pressures so as not to have cross-contamination.

Innovative formulas in all available pharmaceutical forms, patented technological platforms, strains selected for clinical studies and stability, are the criteria that make our production unique and original.

### **VERNEA SITE PRODUCTION TECHNOLOGY:**

#### **Solid oral dosage forms**

- Tablets, sugar and film coated tablets
- Plug caps filling machine
- Effervescent granulates and tablets
- Sachets
- Sticks

#### **Liquids**

- Large volume (-solutions – suspensions – syrups);
- Small volume (-drops – spray - drinkable vials/monodose)

#### **Probiotic plant**

- Stick
- Sachet
- Low humidity capsule



## NICHELINO MENTANA SITE



### MENTANA SITE PRODUCTION TECHNOLOGY:

#### Solid oral dosage forms

- Tablets
- Capsule
- Granulate
- Sugar and film coated tablets
- Multilayer tablets

#### Charcoal tablets Unit

#### Cosmetics Departments

#### Medical devices departments

**Liquids:** small volumes (drops, spray)

**QC labs:** chemical and micro

**Climate chambers**

**Transition warehouse**



## NICHELINO CENTRAL WAREHOUSE

In 2020 the new main warehouse has been approved by the Local Health Authority. It is equipped with the most modern storage and controlled conservation technologies. The new warehouse is connected to the Vernea plant by an automated elevated road tunnel for the return transport of pallets.

*The Tunnel connecting the new central warehouse to production*



*The new central warehouse*

We care about the well-being of our customers, hence we develop products with reduced use of artificial dye, and we are replacing palm oil. We develop low-sugar alternatives, progressively replacing the use of artificial flavours with other 100% natural ones.

## BERGAMO SITE

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Three production sites for a total of 12,000 square meters, constantly looking for new technologies and efficiency. The complete production cycle and associated processes of chemical, physical and microbiological testing on semi-finished products before filling and packaging take place respecting Hygiene and environmental procedures. In production area a class ISO 8 centralized air conditioning and ultrafiltration system is installed and, in addition, there are also two class 1000 cleanrooms equipped with a laminar flow air ultrafiltration system for working under sterile conditions.

Each step of the production process, from the raw material to the finished product, is completely traced.

### **VIA VERGA MANUFACTURING PLANT**

- **MAXIMUM FLEXIBILITY:**
- STICKPACKS
- SINGLE-DOSE and MULTIDOSE BOTTLES
- TUBE
- JARS
- VIALS
- CAPSULES
- TABLETS



## VIA VERGA OFFICES AND R&D Laboratories



- Study and research of new raw materials
- Creation of new formulations
- Continuous study and research of innovative textures and new aromas
- Searching for new packaging and applications
- Primary and secondary packaging compatibility studies

## BERGAMO – LALLIO WAREHOUSE FACILITIES

- 6,500 square meters of warehouses divided into the three factories
- Computerized warehouse management
- Humidity and temperature controlled warehouses
- Customer Materials Stocking
- Fully Robotic Warehouses
- Automated pallet change systems in compliance with the pharmaceutical standard

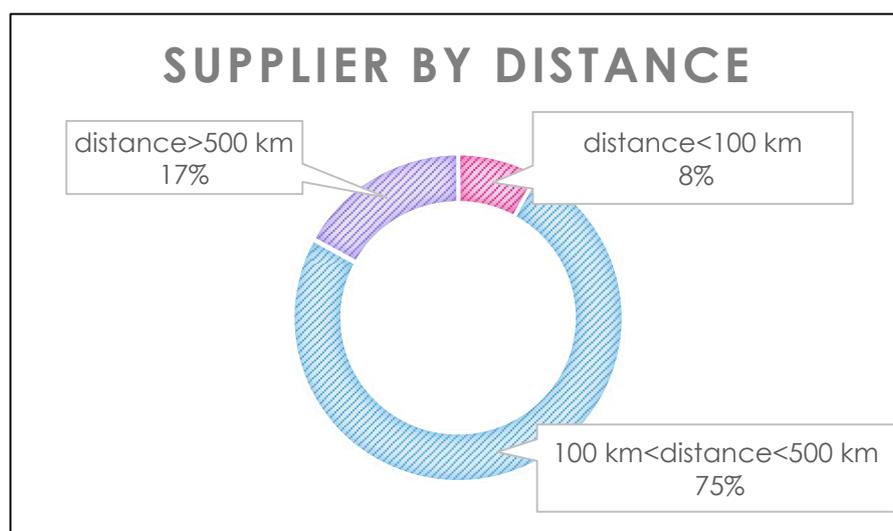


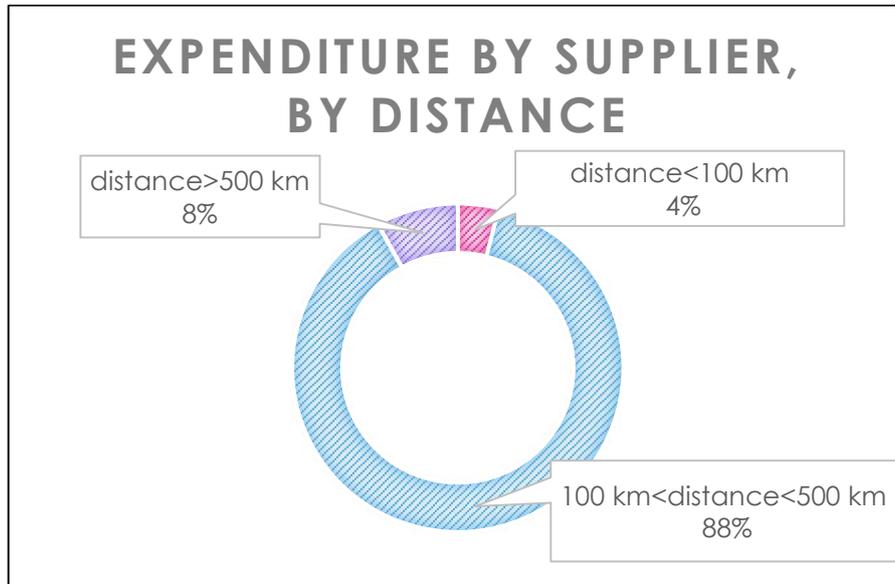
## 2.2.4. Our value chain

High quality raw materials and packaging materials are essential elements for consistently producing our high quality final products. Therefore, a solid and reliable supply chain is needed right from the beginning.

All our suppliers of both raw materials and packaging materials are evaluated and chosen in order to satisfy certain characteristics. Suppliers of raw materials are chosen where there is a good compromise between product quality (a fundamental element), reliability, flexibility and punctuality.

We choose our suppliers with a view for sustainability, we prefer suppliers who internally implement a sustainability policy and have strong control processes. During the initial assessment of a new supplier the Group completes a questionnaire in which the human rights and sustainability approach is evaluated.





Our suppliers are mainly present on the Italian territory, as you can see from the graph above, most of our suppliers are located within 100-500 Km of our facilities (75%), while 16.7% are located more than 500 km away and 8.3% of our suppliers are based at a distance of less than 100 km away. This figure is also reflected in the expenditure by supplier graph where 88% of the expenditure is recorded on suppliers located within a radius of between 100 km and 500 km.

Our company aims to respect and safeguard human rights throughout the supply chain. In order to strengthen this the supplier assessment process, business ethics and anti-corruption questions have now been included in the questionnaire. In 2021 the group set itself the goal of sending our code of Conduct to all suppliers asking them to sign it as a commitment and respect for the principles contained therein. Nichelino site had set itself the achievement of 70% of signed ethical codes and today we can proudly say that this milestone has been reached. Obviously this will

not limit us because our future vision is to have it approved by all our suppliers of the group including all sites (100% signed by the end of 2023). We intend to collaborate with those suppliers who do not undertake or pass the assessment.

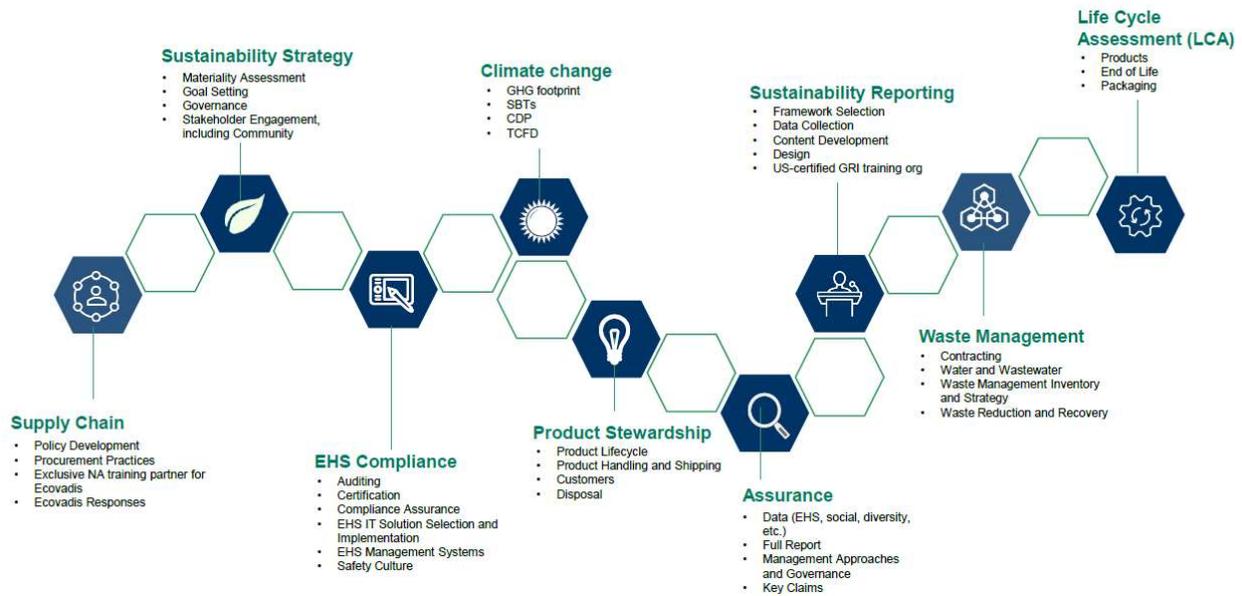
Our idea is to further strengthen the links we have with our suppliers, who are for the most part historical suppliers.

For this reason, in addition to working with them, we have defined **medium** and **long-term**

**objectives** as a company. Our future vision is to **create a network** of organizations to share innovation and best practice regarding product

sustainability, through Client ESG portal participation and University projects on ESG.

## OUR SUPPLY CHAIN APPROACH



### 2.2.5. Governance

Over the years, the Group has created and strengthened its governance structure more and more as we believe that this is an essential element to guarantee reliability and transparency.

The governance structure of the Group is entrusted to a board of directors made up of 8 members listed in table of which 6 are men and 3 are woman, 37,5% of total.

The Board members as of the 31<sup>st</sup> December 2021 and the main Group functions are defined as follows:

<i>Filippo Sertorio</i>	<b>President of the Board – Company's representative</b>
<i>Alessandro Sertorio</i>	Chief Executive Officer – Company's representative
<i>Alessandro Fogo</i>	Board member
<i>Carlo Pavesio</i>	Independent Board member
<i>Davide Accornero</i>	Independent Board member
<i>Micol Fornaroli</i>	Independent Board member
<i>Elena Spreafico</i>	Board member
<i>Cristina Donati</i>	Board member

No episodes of corruption were recorded during the examined period, this demonstrates the constant commitment of the Group to continuous improvement in this area. The workers union is represented by the elected members (RSU), which periodically discusses with the Management on Group issues and on production, safety and quality trends.

## 2.2.6. Ethical business

Ethics and compliance are fundamental pillars of Procemsa's values, the Group has an Ethical Code approved since 2014, to indicate which conduct is not acceptable, including bribery and corruption.

It includes also principles of honesty and transparency in relations with Stakeholders, Customers and Suppliers, in economic reports and communications, in the application of production models able to defend human rights and to respect the Earth, promoting sustainable development, as well as in Countries that produce raw materials used in our products, in the choice of suppliers, impartially selected on the base of competitiveness, economic convenience and quality.

The Risk and Compliance Committee reports to the Audit Committee, which is responsible for supervising the efficiency of the Compliance Management System.

## 2.3. The group sustainability path

Thanks to the growth and development of the Company, the Group has made the culture of corporate sustainability its own, making this a determining factor in its choices. We believe in the importance of caring for the environment, our employees, and our local communities. As a demonstration of this, the Group has joined the United Nations Global Compact (UNGC) and incorporates the Ten Principles in the areas of human rights, labour, environment and anti-corruption into company strategies, policies and procedures.

### The Ten Principles of the United Nations Global Compact

HUMAN RIGHTS	LABOUR	ENVIRONMENT	ANTI-CORRUPTION
<b>PRINCIPLE 1</b> Businesses should support and respect the protection of internationally proclaimed human rights.	<b>PRINCIPLE 3</b> Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.	<b>PRINCIPLE 7</b> Businesses should support a precautionary approach to environmental challenges.	<b>PRINCIPLE 10</b> Businesses should work against corruption in all its forms, including extortion and bribery.
<b>PRINCIPLE 2</b> Make sure that they are not complicit in human right abuses.	<b>PRINCIPLE 4</b> The elimination of all forms of forced and compulsory labour.	<b>PRINCIPLE 8</b> Undertake initiatives to promote greater environmental responsibility.	
	<b>PRINCIPLE 5</b> The effective abolition of child labour.	<b>PRINCIPLE 9</b> Encourage the development and diffusion of environmentally friendly technologies.	

HUMAN RIGHTS	LABOUR	ENVIRONMENT	ANTI-CORRUPTION
	<b>PRINCIPLE 6</b> The elimination of discrimination in respect of employment and occupation.		

In order to have a global and broader view of the aspects of interest and which are significant for the various stakeholders, the company has assessed the topics using two different standards, SASB (for the relevant issues from a “financial” point of view) and GRI (for defining the impact of the company on the economy, environment and society).

Furthermore, by cross-referencing these data and analyzing the industry framework and the Contract Development and Manufacturing Organization (CDMO) of the pharmaceutical sector, the most critical aspects were highlighted:

- Quality & safety
- Customer welfare
- Employee engagement
- Supply chain
- Business affect
- Energy, water & waste management.

### 2.3.1. Procemsa Sustainability identity

This report aims to highlight the identity of the Group in terms of sustainability, for this reason the data provided in this report is not financial information but want to give an overview to all stakeholders of the sustainability objectives, of the performance and improvements that the Group aims at looking to the future.

## 2.3.2. Stakeholders

Communication with stakeholders is the fundamental key for achieving the success of the Company. All stakeholders are taken into consideration so as to be able to achieve the set objectives.

*Stakeholder : All subjects, individuals or organizations, actively involved in an economic initiative, whose interest is negatively or positively influenced by the result of the execution, or by the performance, of the initiative and whose action or reaction in turn it affects the stages or completion of a project or the fate of an organization.*

Our Group evaluates the needs of the various stakeholders trying to satisfy the demands of the market and consumers.

Respect for the environment and the evaluation of low-impact strategies are one of the milestones on which the actions undertaken by our Group are based.

To achieve these objectives, the Group makes choices starting from raw materials. The most innovative and high quality raw materials are selected paying attention to the components used (such as no GMOs, gluten free, no artificial raw materials, flavors and dyes) and delete this to packaging, the Group is in contact with suppliers looking for materials with a lower impact on environmental management (recycled plastic, FSC cardboard boxes). All taking care of the aspects of innovation, quality and regulation in force.

We have a permanent commitment to dialogue with our principal internal and external stakeholders, listening to them and understanding their concerns and expectations.

We offer the following channels to respond to those concerns and guarantee that we will generate value for them all.

<i>STAKEHOLDER</i>	<b>CHANNEL FOR DIALOGUE</b>
<b>EMPLOYEES</b>	<ul style="list-style-type: none"> <li>➤ Opinion polls among employees</li> <li>➤ Internal communication e-mails</li> <li>➤ Noticeboard</li> <li>➤ Ethics channel</li> <li>➤ Webinar</li> <li>➤ Focus group</li> <li>➤ Conventions and meetings</li> <li>➤ Conferences</li> <li>➤ Employee training</li> <li>➤ Sustainability report</li> </ul>
<b>CUSTOMERS</b>	<ul style="list-style-type: none"> <li>➤ Commercial channels</li> <li>➤ Handling of claims</li> <li>➤ Trade fairs</li> <li>➤ Web site</li> <li>➤ Sustainability report</li> </ul>
<b>SHAREHOLDERS &amp; INVESTORS</b>	<ul style="list-style-type: none"> <li>➤ Assistance to shareholders</li> <li>➤ Annual Accounts</li> <li>➤ Progress Report on 2021 Commitment</li> </ul>
<b>SUPPLIERS</b>	<ul style="list-style-type: none"> <li>➤ Communication/collaboration in the choice of more sustainable materials</li> <li>➤ Involvement in the code of Conduct</li> </ul>
<b>SOCIETY &amp; COMMUNITY</b>	<ul style="list-style-type: none"> <li>➤ Collaboration in social projects</li> <li>➤ Collaboration with Unions</li> <li>➤ Collaboration with University and Research centre</li> <li>➤ Active roles in Industry Association</li> <li>➤ Collaboration with NGOs</li> </ul>
<b>GOVERNMENT &amp; REGULATORY AUTHORITY</b>	<ul style="list-style-type: none"> <li>➤ Product registrations and verification of compliance with laws</li> </ul>
<b>UNIVERSITIES AND RESEARCH CENTERS</b>	<ul style="list-style-type: none"> <li>➤ University projects on ESG</li> <li>➤ New research projects and collaborations.</li> </ul>

This report aims to highlight the commitment that the Group constantly shows towards its stakeholders.

### 2.3.3. Material topics

In order to determine the material issues that influence the stakeholder decisions regarding economic, environmental and social impacts, our Group analyzed the combination of external and internal factors to assess and determine the importance of information in reflecting significant impacts which are the subject of attention from stakeholders. To define the material topics, the combination of economic, social, environmental impacts, values, policies and strategies, stakeholders' expectations, challenges and future objectives as growth of the Group was taken into account.

The definition of the material topics has been carried out through **interviews with top management**, **benchmarking analysis** (analysis of sustainability topics reported by other companies operating in food supplement sector); **macro-trend analysis** (analysis of documents of the most relevant government organizations, in order to identify the main sustainability topics at global level (e.g. United Nations, European Union, Dow Jones Sustainability Index, etc.)).

Based on the GRI standards Core Option and through the analysis of internal and external factors it was possible to identify a list of materials topics.

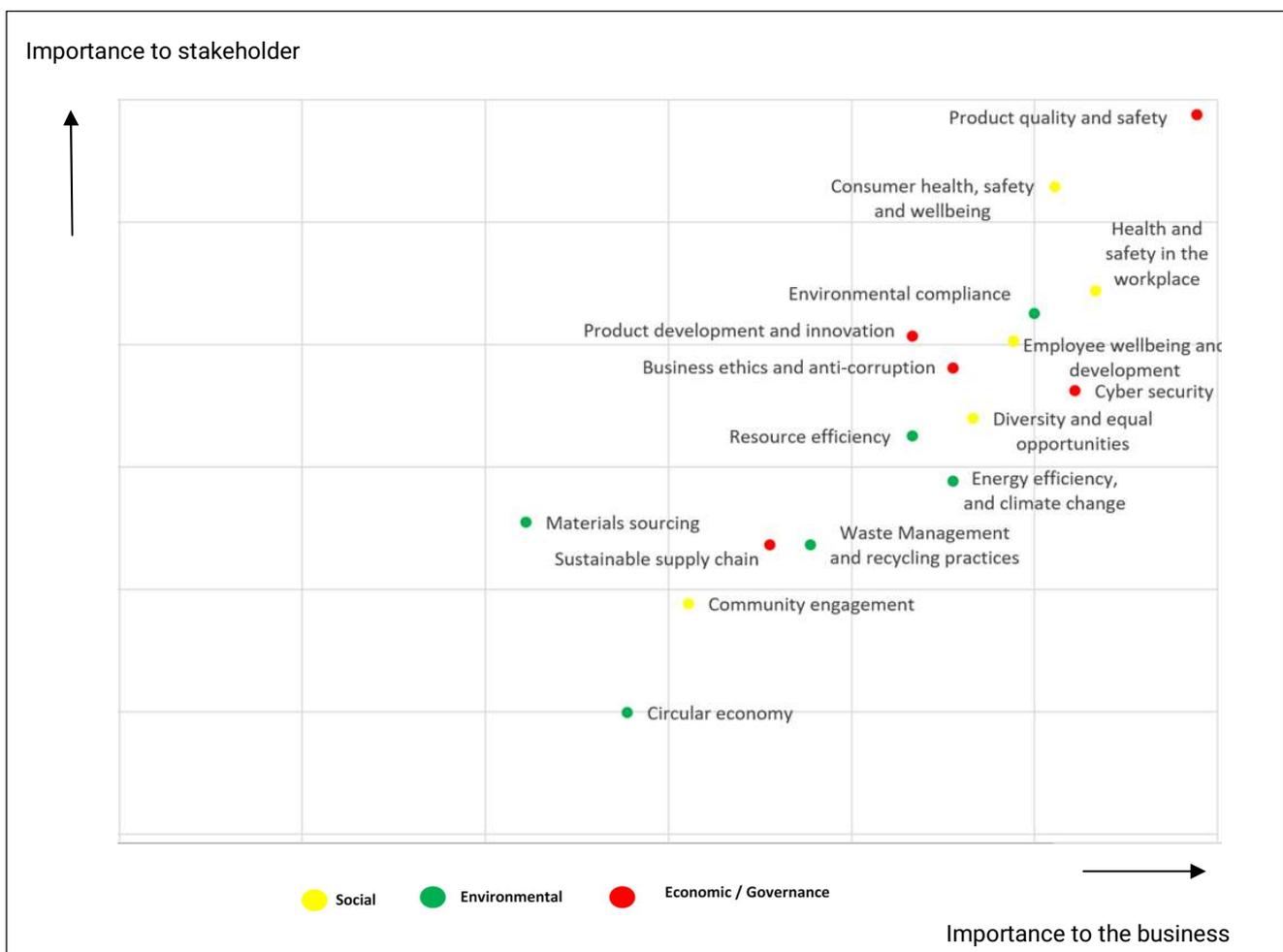
ESG is used as an acronym for Environmental, Social and Governance to define three broad categories or areas of interest by what are termed "socially responsible investors." These types of investors embrace environmental, social and governance issues in their return on investment choices and decisions, rather than relying only on the potential return on an investment.

The environment encompasses issues relating to climate change, and all the choices made by the company that may have an environmental impact, such as the use of renewable energy sources, waste management, potential problems of air pollution, but not only in fact environmental problems could also include the supply of raw materials.

The social area is extremely vast as it includes aspects concerning social relations, and therefore issues such as the relationship between company and employees, fair wages, any benefits or advantages for employees, guarantee of gender equity and elimination of discrimination.

Governance concerns how the various parties involved in the life of the company are managed, such as employees, shareholders but also customers.

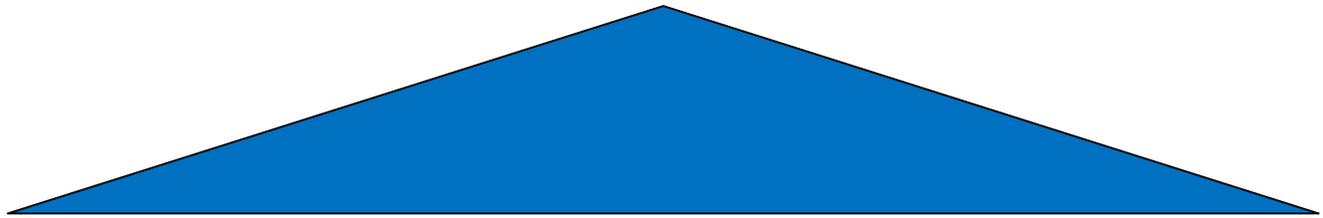
The materiality matrix shows the social and economic / governance aspects and the environmental ones that concern, influence and are important for both stakeholders and business. The topics identified and reported in the materiality diagram highlight the main issues divided into 3 main groups, social (in yellow), environmental (in green) and economic / governance (in red).



Through the analysis of the matrix showing the social / governance / environmental aspects, it was possible to divide the issues into 4 key groups: Our Products, Our People, Our Business, Our Environment, establishing objectives. For each key group, Procemsa has established objectives, targets and initiatives, which are detailed in the Our Strategic Pillars section below.

The company is trying to involve its employees more on sustainability issues thinking of a future project to set up questionnaires and workshops to better understand the expectations of the main stakeholders including employees, suppliers, patients, local communities and public administration. All this to deepen and expand the materiality analysis as proposed by the Global Reporting Initiative (GRI) and the International Integrated Reporting Committee (IIRC) as a necessary starting point to bring reporting closer to the expectations of stakeholders.

## 2.3.4. Our strategic pillars:



Our products	Our people	Our business	Our environment
<ul style="list-style-type: none"><li>❖ Product quality &amp; safety</li><li>❖ Consumer health, safety &amp; wellbeing</li><li>❖ Product development and innovation</li><li>❖ Sustainable supply chain</li><li>❖ Circular economy</li></ul>	<ul style="list-style-type: none"><li>❖ Health and safety in the workplace</li><li>❖ Employees wellbeing and development</li><li>❖ Diversity and equal opportunities</li><li>❖ Gender Equality</li><li>❖ Community engagement</li></ul>	<ul style="list-style-type: none"><li>❖ Cyber security</li><li>❖ Business ethics and anti-corruption</li></ul>	<ul style="list-style-type: none"><li>❖ Environmental compliance</li><li>❖ Resource efficiency</li><li>❖ Energy efficiency and climate change</li><li>❖ Material sourcing</li><li>❖ Waste management and recycling practices</li></ul>



***Our Products: “To produce innovative, effective, high quality, safe, sustainable products for our clients”***

The products we want to supply to the customer are innovative, reliable, safe and sustainable, this is made possible through our quality and safety policy which guarantees the consumer's wellbeing by not exploiting new and innovative resources by preferring the development of a circular economy to create new innovative products. To achieve these objectives, the company has decided to work in synergy with suppliers to Create a network of organizations to share innovation and best practice regarding product sustainability by



2021 through some University projects on Circular Economy and Client ESG portal participation. Furthermore, by 2025 the Group aims to increase the use of sustainable packing and raw materials derivatives from the circular economy through the study of a new products line completely sustainable (pack and formulation). To minimize waste, the Group has a 2025 goal of reducing or better organizing the set-up of production & cleaning and reducing defective products by increasing the efficiency of production yields. Our commitment to obtain a suitable product for the consumer is also identified by the number of non-conformities or product complaints. Our long-term goal is to maintain products complaints below 1% of turnover in value through the supervision guaranteed by internal audits our quality system and Internal teamwork and working with customers. We ensure that we write the environmental disposal information on our branded products and share this information to all our customers.



group of 20% of people with clear objective definition of all focused group, defining 4 focus groups for 2021 with clear objective and focus.

***Our business: "Lead with integrity and ethics to drive a culture of responsible investment and business excellence"***

***Our people: "To create a culture of excellence, opportunity, innovation and collaboration that motivates employees"***

People are the heart of the Group and a safe workplace must be guaranteed. Our goal is to reach zero incidents and injuries, and to ensure that 100% of new employees receive H&S induction training, within 45 days of joining by 2025. To achieve this goal, the Group carries out periodic internal audits, annual evacuation tests, and is supported by positively implementing a culture of near miss reporting, and following the guidelines of the Safety management system certified to ISO 45001.

Collaboration is the basis of innovation and success, which is why the Group has set a 2025 objective to increase collaboration between teams throughout the organization to encourage innovation. Collaboration is the base of success, achievable through a higher involvement of employees with the creation of a

An objective that the company has set for 2021 is to improve cyber security policy, procedures and infrastructure, complete third part integrity testing of cyber security policy and procedures, Moreover, we have decided to send our code of conduct to suppliers and require their signatures, and also include business ethics and anti-corruption questions into the supplier assessment process.



***Our environment: “A Carbon neutral Group on operations is focused on continuous improvement to minimise negative environmental impacts throughout its operations and supply chains”***

As for the environment, the Group has defined various initiatives to meet the objectives already defined in the previous report. We have added other longer term objectives, such as reducing our carbon emissions in alignment with science-based targets (SBT) for 2030, measuring and calculating carbon emissions for the full scope of the organization for the end of 2021, Identifying opportunities to improve energy efficiency and foreseeing investment to improve energy efficiency. Creation before 2025 of a sustainable Group culture to improve the sustainability of packaging through market studies & analysis with involvement of several suppliers. In the Bergamo site the Group started an experiment according to the European Directive (UE) 2019/904, all single use plastic materials used in the canteen and common areas (forks, dishes, glasses etc..) used by the employees during breaks and lunch, provided by

the company, have been almost fully replaced by single use new and green materials (paper, biodegradable plastic, recycled plastic).

Our Goal is to have 100% of all single use disposable tools replaced by green materials by the end of 2023

The only exception will be the glasses used by the coffee machine that are not managed by us but by an external provider that for technical reasons use plastic cups.



For each pillar we defined objectives, medium and long term targets and initiatives to reach them.

### Targets and initiatives

Pillar	Objective	Target KPI	Target Year	Initiatives	Status
<b><i>Our products</i></b>	Create a network of organisations to share innovation and best practice regarding product sustainability	- Active participation in projects with clients and/or suppliers and external organizations	2021 and still on going 2022	- Client ESG website participation - University projects on ESG	✓ Still On going in 2022.
		- use of sustainable packaging and raw materials derivates from the circular economy	2025	- Study of a new, completely sustainable product line (packaging and formulation) - The branded line BLV was developed with an organic and natural product line ICEA certified with sustainable packaging (FSC paper and green primary packaging) - All development passes through an analysis with the Mkt team and the customer in order to propose a reduction of secondary packaging when possible as well as in CDMO projects	<p>✓ The study carried out on the stability of the biodegradable bottle led to negative results after 4 months. Despite the initial difficulties regarding the choice of a sustainable and suitable packaging that guarantees the stability of the product, the company continues with R&amp;D activity in this area.</p> <p>✓ Food supplements: Sustainable secondary packaging used in 20% of projects (certified FSC paper)</p> <p>✓ Cosmetics: 20% of cosmetics projects are using sustainable packaging</p> <p>✓ FSC recycled paper box products : 16</p> <p>✓ primary packaging with a % of recycled material: 12</p> <p>✓ Reduction of plastic in secondary packaging: 1</p> <p>✓ Use of refillable packaging:3</p>



Pillar	Objective	Target KPI	Target Year	Initiatives	Status
					<p>✓ In total: 32 sustainable packaging R&amp;D projects</p> <p>Almost 20% of new food supplement projects in Bergamo</p>
	Product complaints and non-conformities	Maintain product complaints below 1% of turnover in value	2025	<ul style="list-style-type: none"> <li>- Quality system</li> <li>- Internal audit</li> <li>- Internal teamwork and with customers</li> </ul>	<p>✓The non-conformities recorded for the year 2021 affected the turnover for 1.4%, worsening compared to 0.6% in 2020 due to some non-compliant products that could not be marketed. The economic impact of non-conformities and complaints was caused by the sum of a series of defects and not by a single serious defect. The company has implemented a series of corrective actions to achieve the 1% goal.</p>
	Zero product recalls	Zero product recalls	Continuous implementation	<ul style="list-style-type: none"> <li>- Quality system</li> <li>- Periodic internal audit</li> </ul>	<p>The economic impact of non-conformities and complaints was caused by the sum of a series of defects and not by a single serious defect. The company has implemented a series of corrective actions to achieve the 1% goal.</p>
	Minimise waste from finished products – to increase efficiency and produce higher yields	- Reduce amount of waste per produced pieces < 0,8%	2025	- Improve productivity: reduce or better organized set-up of production & cleaning, team work to analyse indirect hours	<p>✓ Objective achieved by Procemsa by improving the yields of the top 20 products with the lowest contribution margin</p>
		- Average yield 98,5%		- Reduce defective products	

Pillar	Objective	Target KPI	Target Year	Initiatives	Status
<b><i>Our people</i></b>	Provide a safe working environment	- Zero incidents and injuries	2025	- Periodic internal audit	✓ On going
		- 2 hours training per employee per year		- Training to new employees and refresh for all employees	✓ On going. In Procemsa on 2021 a total of 14 h / man of training was carried out, including the planned GMP re-training (2 h / man) and in total training was provided for 1.67% of the hours worked
		- 100% new employees receive H&S induction training, within 45 days of joining		- Annual evacuation test - Safety management system certified ISO 45001 - Positively implement culture for near misses reporting	✓ On going
	Promote smart working to achieve work/life balance	-100% of desk based employees		- Give laptop to desk-based employees - Organize on line meetings - Formalize Group agreement with specific rules of smart working	✓ On going
				- Cyber security activities	✓ On going
	Implement employee welfare programme	100% people involved in welfare programme	2022	- Extend the welfare programme to new groups of employees - Digitalization of welfare programs	✓ On going
Increase collaboration between teams throughout the organization	- Higher people awareness with creation of a group involving 20% of employees	2025	- focus Group white&blue collars during 2022 with clear objective and focus	✓ On going. In 2021, Procemsa renewed the official communication to the UN regarding the desire to pursue improvement objectives	



<b>Pillar</b>	<b>Objective</b>	<b>Target KPI</b>	<b>Target Year</b>	<b>Initiatives</b>	<b>Status</b>
	to encourage innovation	- Create at least 1 group involving each functional Area		- 6 focus Groups within 2025	in accordance with the environmental management system according to ISO 14001 and produced and published on the website the sustainability report relating to the 2020 data. The materiality analysis and the definition of the corporate pillars and the related sustainability objectives were implemented, 3 meetings were held for the involvement and awareness of frontline personnel.

<i>Pillar</i>	<i>Objective</i>	<i>Target KPI</i>	<i>Target Year</i>	<i>Initiatives</i>	<i>Status</i>
<b><i>Our business</i></b>	Strengthen cyber security	- Improve cyber security policy, procedures and infrastructure	2023	- Disaster recovery plan	✓ On going
		- Complete third party integrity testing of cyber security policy and procedures,		- Change of infrastructures - New software evaluation	✓ On going
		- 1 hour cyber security training per employee per year	Continuous implementation	- Training of employees that use Group IT systems	✓ On going
	Include business ethics and anti-corruption questions into the supplier assessment process	- 70% of code of conduct signed	2021	- Send code of conduct to suppliers and require their signature	✓ A written code of ethics has been applied for years, with 70% of suppliers becoming signatories of the code of conduct in 2021.
		- 100% of code of conduct signed	2023	- Collaborate with suppliers not answering or answering «no» to the assessment	✓ On going
	Integrate add-on businesses into Procemsa's culture	- People leave below 3%	2025	- Create internal competent team	✓ On going
- Turnover increase of 5% year		- Create internal qualified personnel,		✓ Procemsa in the course of 2021 has suffered a decrease in turnover of almost 8%, despite this it is managing to maintain an EBITDA level similar to 2020. This is explained by a disproportionate growth in 2020, a paradigm shift in the sale of the supplement. (much more moved to the e-commerce channel in 2021 than in the past),	



Pillar	Objective	Target KPI	Target Year	Initiatives	Status
					the desire to reduce average stocks by many interlocutors, the total absence of some "pathologies" linked for example to winter, the need to integrate with lactic ferments the intake of the antibiotics, the lack or rather the delay in the launch and development of new products in 2020, which therefore did not materialize in 2021, but will materialize in 2022.
		- Welfare program for 100% of people		- Involve the add-on team in order to create an integrated and close-knit working team	✓ On going
	Increase customer satisfaction	- maintain retention-loyalty of top 10 customers Group baseline	Continuous implementation	- Share total quality service approach for innovation and formalization of agreements with Customers,	✓ On going. In 2021, Procemsa's consolidated customers remained confirmed; some new customers have been acquired. Customer audits had positive results; the recommendations and non-conformities reported are in part concluded and in part in the process of being resolved.
		-customers satisfaction above 70%		-improvement of cost efficiency and quality Customer survey and questionnaire	✓ On going

<i>Pillar</i>	<i>Objective</i>	<i>Target KPI</i>	<i>Target Year</i>	<i>Initiatives</i>	<i>Status</i>
<b><i>Our environment</i></b>	Reduce carbon emissions in alignment with science-based targets (SBT)	Set carbon emissions reduction target in line with SBT (to be quantified in 2022)	2030	<ul style="list-style-type: none"> <li>- Measure and calculate carbon emissions for the full scope of the organisation for year end 2021</li> <li>- Quantify the carbon emissions reduction in 2022</li> <li>- Identify opportunities to improve energy efficiency</li> <li>- Investment to improve energy efficiency</li> </ul>	✓ On going
	Reduce paper usage in all processes	Reduce number of printed pages of million pieces < 2%	2025	<ul style="list-style-type: none"> <li>- Reduction of Master Batch Record pages with new tables for In Process Control</li> <li>- Digitalization of processes</li> <li>- Awareness campaign</li> </ul>	✓ On going. In 2021, the pages on 95 MBR under review and on all the new ones issued since September have been reduced.
	Reduce total waste generated per million pieces	Reduce waste to less than 0,6% per million pieces	2025	<ul style="list-style-type: none"> <li>- Improve productivity</li> <li>- Reduce defective products</li> <li>- Increase yield</li> <li>- Improve circular activity</li> </ul>	<p>✓ In 2021, 16 products gave a positive result in terms of productivity.</p> <p>✓ In 2021 Procemsa improved the yields of the top 20 products with the most significant number of pieces</p> <p>✓ On going. In 2021, preventive maintenance was carried out on the CD60 capsule filling line. Thorough inspection carried out on blistering line 421; drafted spare parts list; awaiting offer and evaluation for 2022.</p>

<b>Pillar</b>	<b>Objective</b>	<b>Target KPI</b>	<b>Target Year</b>	<b>Initiatives</b>	<b>Status</b>
	Achieve on going environmental compliance	Operate at least 5% better on environmental limits for waste, water and emissions	2025	<ul style="list-style-type: none"> <li>- Environmental system certified ISO 14001</li> <li>- Periodic internal audit</li> <li>- Periodic internal checks on emission and waste water</li> <li>- Investments</li> </ul>	✓ On going
	Improve the sustainability of packaging	Develop at least one 100% compostable product using bio-sourced packaging material	2025	<ul style="list-style-type: none"> <li>-market studies &amp; analysis</li> <li>- creation Group Sustainable culture</li> <li>- study of regulatory aspects</li> <li>- involvement of several suppliers</li> </ul>	✓ On going

## 2.3.5. Working with our community

A special commitment in response to COVID 19 has been made, organizing both internal and external activities through all 2020 and 2021.

Italy was among the first Covid-19 lock down countries in 2020, and Procemsa kept all its factories open, which gave all teams a reliable capability in setting best practice all over 2021 in order to be always active, working, producing and securing all persons.

All workers were provided with a special COVID-19 protocol which helped preventing epidemic and difficulties during 2021.

Thanks to a strong ethical effort based on the continuous adaptation to the situation in Italy we had the opportunity to remain open for the entire period of lock-down.

During 2021, Procemsa continued the commitment with local non-profit organizations, supporting them with donations, and in particular Procemsa continues to support FORMA (a Pediatric specialized non-profit organization) in the creation of a new pediatric blood collection room.



For 2022 Procemsa Group is identifying new initiatives which will includes some activities related to the Ukrainian conflict.

The Group adheres to the international voluntary “Responsible Care” program of FEDERCHIMICA through the Bergamo site, which oversees the implementation of principles and behaviors regarding employee health and safety and environmental protection.

Each year the company has to fill and submit to FEDERCHIMICA a questionnaire with specific data:

- General information about the company (revenues, quantity produced, employees numbers etc..)
- Information and data about certifications, ecolabels, ethical company engagement, corporate and social responsibility
- Information and data about employees health and safety: Preventive actions taken by the company, dangerous substances, sound exposure, employees injuries
- Information and data about water management and waste
- Information and data about emissions
- Information and data about raw materials
- Information and data about energy consumption
- Information and data about waste management
- Information and data about environmental costs
- Information and data about social responsibility
- Information and data about safety on logistics



The questionnaire is also used by FEDERCHIMICA to produce an industry report and set the industry benchmarks

**Sustainable development:** in Bergamo we act in a socially responsible manner with the community in which we operate through sponsorship, in particular with the **EVIBILITY PROJECT**



Evbility is a project that provides the local with free electric car chargers, increasing the possibility of sustainable mobility.



Thanks to the Evbility project, local authorities provide the local community with electric car chargers at an affordable cost.

The electric car charger stations use electric energy from national grid, allowing electric vehicles to run without CO2 emissions, improving the air quality and respecting the environment and our quality of life

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## 3. OUR PRODUCT

### 3.1.1. Our products

We care about the well-being of our customers, hence we develop products with reduced use of artificial dye, and we are replacing palm oil. We develop low-sugar alternatives, progressively replacing the use of artificial flavours with other 100% natural ones.

Our Group works every day to best meet the needs and requests of each customer, we make our knowledge available to develop and create products that comply with all standards in terms of quality and safety. The biggest brands rely on us to produce their products and give the Consumers a reliable and high quality product.

Our types of products are wide in order to satisfy and get as close as possible to the customer's requests and needs. This allows us to always be competitive and in line with market demands.



#### *PROCEMSA GROUP KPI*

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**6**

**PLANTS**

**49**

**PACKAGING LINES (32 in Bergamo site)**

**40**

**BULK MANUFACTURING LINES (15 in Bergamo site)**

**38**

**MILLION UNITS / YEAR**



## BERGAMO 2021 RESULTS

**3,475,240**

**PZ**

**COSMETICS**

**1,985,491**

**PZ**

**MEDICAL DEVICES**

**3,242,360**

**PZ**

**NUTRACEUTICALS**

## NICHELINO 2021 RESULTS

**1,259,405**

**PZ**

**COSMETICS**

**4,103,215**

**PZ**

**MEDICAL DEVICES**

**16,600,381**

**PZ**

**NUTRACEUTICALS**

**7,680,786**

**PZ**

**PROBIOTICS**



### FOOD SUPPLEMENTS

- Food supplements based on plant extracts and derivatives, bee products, others nutrients
- Food supplements based on vitamins, mineral salts, metals and trace elements
- Food supplements based on charcoal



### PROBIOTICS

- Food supplements based on probiotics for adult, for different target, for well-being, daily integration, disorders treatment
- Food supplements based on probiotics for baby (0-3 years ages)



### MEDICAL DEVICES

- MD class IIA canker sores (gel adult, junior, baby; spray; mouthwash)
- MD class IIA teething gel
- MD class IIA orosoluble sticks for GEARD
- MD class IIA cough syrup adult/children
- MD class IIA throat tablets and spray
- MD class IIA for gastroesophageal reflux
- MD Class IIB proctological gel



### COSMETICS

- Face products
- Body products
- Sun products
- Haircare products
- Mouthwashes
- Spray
- Facial cleansing products
- New hybrid and innovative forms



## **TYPE OF PRODUCTS**

### **TABLETS**



- ✓ Swallowable single, double, triple layer tablets
- ✓ Chewable tablets
- ✓ Normal, fast, modified release tablets
- ✓ Aesthetic film, taste masking film, gastroprotected film coated tablets
- ✓ Effervescent tablets
- ✓ Big size table

### **CAPSULES**



- ✓ Hard gelatine capsules
- ✓ Vegetable gelatine capsules (HPMC)
- ✓ Low humidity (LH) capsules specific for probiotics and hygroscopic or moisture sensitive active ingredients
- ✓ Gastro-resistant capsules
- ✓ Capsules without titanium dioxide
- ✓ Hard gelatine capsules with one pellet, 2 type of pellets/beadlet; 1 type of pellet and powder

### **POWDERS AND GRANULATES**



- ✓ Blends for direct mixing
- ✓ Mixtures with scaled dilutions of the components
- ✓ Granulates obtained by dry granulation
- ✓ Granulates obtained by wet granulation
- ✓ Effervescent powders and granulates
- ✓ Modified release granulates
- ✓ Granulates with taste masking technologies
- ✓ Coloured granulates

### **LIQUIDS**



- ✓ Water-based solutions, oral, sublingual
- ✓ Syrups
- ✓ Dispersions
- ✓ Suspensions
- ✓ Oily suspensions
- ✓ Oils
- ✓ Spray
- ✓ Drops

### **SEMISOLID/ COSMETICS**



- ✓ Cosmetic emulsions
- ✓ Ointments and pastes
- ✓ Hydrophilic gels
- ✓ Anhydrous gels
- ✓ Oils and oleolites
- ✓ Detergents
- ✓ Spray solutions
- ✓ Hydrolytes and Solutions
- ✓ Vaginal douches



*Bulk granulation area*



## FOOD SUPPLEMENTS

Food supplements are developed and created within the Research & Development department, where the best performing formulas for the best possible product are studied daily to ensure efficacy, safety and pleasantness.

Procemsa boasts decades of experience in the use and selection of plant extracts and in general the raw materials are selected for quality and effectiveness.

We specialize in the development and production of food supplements in all forms, solid and liquid, also taking advantage of the patented technological platforms to also guarantee innovation of products.

Our products cover a wide range including:

- Food supplements based on plant extracts and derivatives, bee products (propolis, royal jelly, honey, pollen)
- Food supplements based on vitamins, mineral salts, metals and trace elements
- Food supplements based on macro and micro nutrients
- Food supplements based on charcoal
- Food supplements intended for the 0-3 age group

## PROBIOTICS

Probiotic-based food supplements are developed in a specially equipped area of the Research and Development laboratory and entirely produced in a plant that is completely independent from all other food products to ensure the highest standards of safety and efficacy.

Our departments comply with the following specifications

- ISO class 8 air treatment
- Air treatment with HEPA filters terminal
- Clean corridors concept
- Continuous monitoring of pressure, temperature and relative humidity in all areas



- Dehumidification unit and under nitrogen flow
- Standard conditions:  $T^{\circ} = +/- 20^{\circ} C + RH\% = 20\% + 2$

Innovative formulas in all available pharmaceutical forms, patented technological platforms, strains selected for clinical studies and stability, are the criteria that make our production unique and original.

We are specialist in the production of:

- Food supplements based on probiotics
- Food supplements based on probiotics for the age group 0-3 years

## COSMETICS

We develop and produce different types of cosmetics in a dedicated area of the plant:

- Fluid emulsions in tube
- Relaxing muscle massage creams in tube
- Rich emulsions
- Detergents
- Intimate cleansers
- Solutions and gels
- Mouthwashes
- Spray
- Face and Body Advanced skincare
- Hair products
- Cosmetics for Babies and pregnancy
- Innovative formulations

## MEDICAL DEVICES

We develop and produce as medical device manufacturers in all classes, in all plants. We specialize in the treatment of oral mucous membranes, having 6 products in class IIa; in the gastro and nasal area.

We provide scientific, technological and regulatory support for the development of medical devices, such as the following:

Medical device class IIa adult canker sores in different dosage forms

Medical device class IIa teething gel from 6 months of age

Medical device class IIa emulsion stickpacks for gastroesophageal reflux

- Medical device class IIa Cough Syrup for Adult and Cough Syrup for Children
- Medical device class IIa Sore throat Tablets
- Medical Device Class IIA Cough and Sore throat Spray
- Medical Device Class IIB proctological Gel for Topic use
- Medical Device Class I total protection Barrier for topic use
- medical device Class I After sun burn for Topic Use

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## 4. OUR PEOPLE



Our Group firmly believes that people are the driving force of a Company. Thanks to the continuous commitment of all the people who work in the Group we can guarantee and maintain high quality products every day. In order for the consumers to be protected and satisfied with the product they have purchased, it is necessary for our Group to carry out continuous training that guarantees continuous improvement in terms of quality and objectives.

## 4.1. Our workforce

We believe in equal opportunities for men and women. The personnel selection criteria establish the same skill requirements for men and women to promote equality.

Procemsa promotes equal treatment of people. In 2021, there were 7 people with different “disability” on Procemsa's payroll. Procemsa facilities are considered accessible to people with disabilities.

We put people in the foreground, for this reason a welfare plan has been created dedicated to particular Groups of people and activities, an extra bonus has also been given for all workers.

The Group promotes the development of human capital through the implementation of specific training initiatives aimed at the professional and cultural growth of employees.

The Group guarantees union representation, in accordance with the customs and practices of each country. Procemsa's workforce is covered by collective agreements or by the applicable labour laws, guaranteeing working conditions, freedom of association and the right to collective bargaining among others.

The total hours worked in 2021 relating to staff in force up to 31 December 2021 are 178,031.38 of which 11,491.18 in smart working (employees who work at home 6.7%)

YEAR	2018	2019	2020	2021	
				NICHELINO	BERGAMO
<b>Worked hours (direct employees work in production, excluded warehouse operators)</b>	127,357	142,160	206.326**	158,672	51,872
				Total Group 210,544	
<b>Training hours</b>	2,211	2,868	1,655*	2,650	280
				Total Group 2,930	
<b>Number of employees</b>	103	108	113**	115	63
				Total Group 178	
<b>Ratio % Training/Worked hours</b>	1.73	2.0	0.9	1,67	

\*training done to Procemsa staff

\*\*considering only Procemsa manufacturing staff, not contractor and no OFI data

In order to guarantee that work is carried out efficiently and productively, in observance of applicable laws both in the nutritional and environmental field and health and safety of the work place, all workers undergo constant updating and training according to their role within the Company.

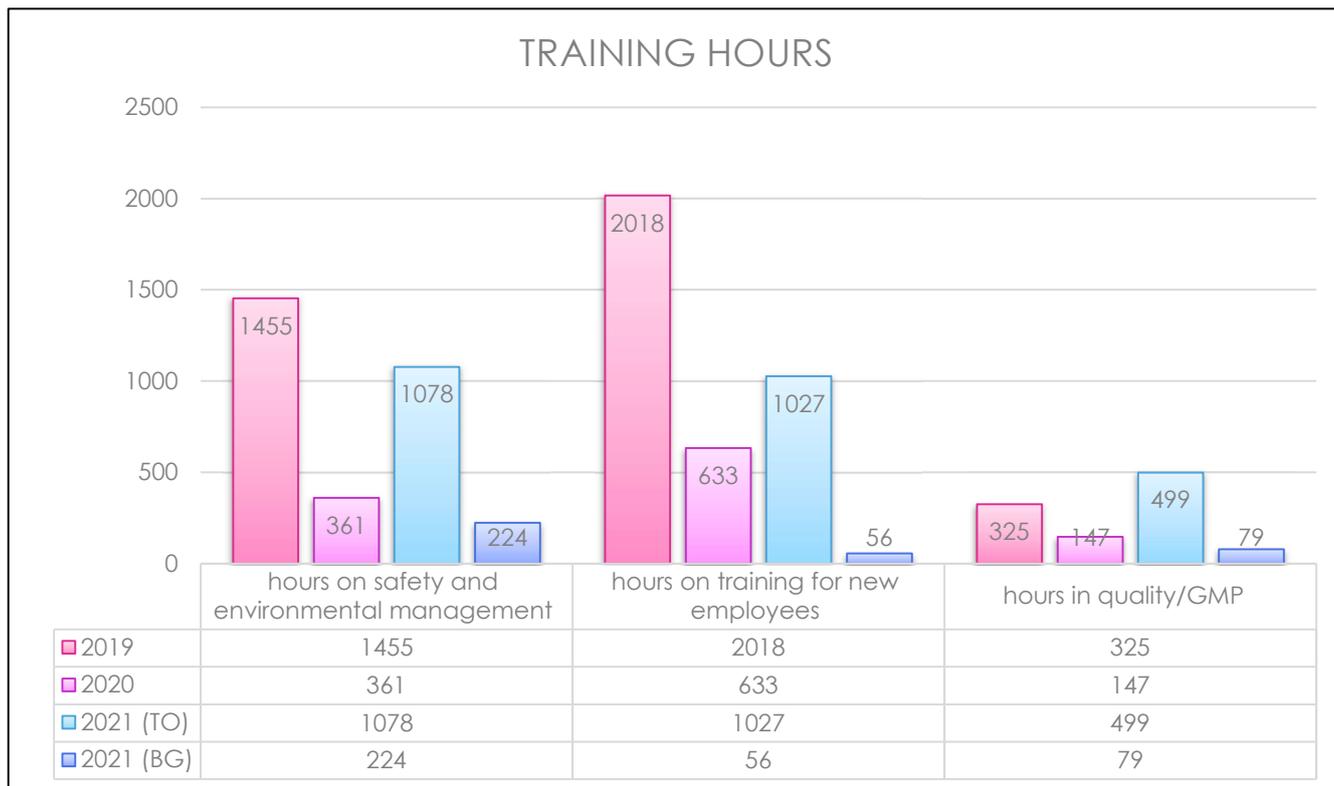
On annual basis re-training are organized on the principal GMP procedures that involve all manufacturing employees, department chiefs, maintenance, warehouse employees and QC/QA and operators. This training provides a review of the following main procedures:

- **SOP personnel hygiene**
- **SOP cleaning**
- **SOP moving raw materials and finished product**
- **SOP In process controls**
- **SOP allergens management**

Training and education activities are planned, programmed and implemented by the Group through:

- participation of staff in external courses (symposium, seminars, etc.);
- participation of staff in internal courses for specific duties and roles they are assigned to;

- support of new staff by expert staff for operating methodologies or for the introduction of new technologies.



In 2021, 3,210 hours of total training were carried out in Procemsa group (Nichelino + Bergamo). As you can see from the graph, most of the hours are distributed in the training of new hires. Below you can see in detail how the hours are divided:

- ✚ 499 hours in quality/GMP (18.8%) for Nichelino staff
- ✚ 1,027 hours on training for 35 new employees (38.7%) for Nichelino staff, and 53 hours for Bergamo staff
- ✚ 1,078 hours on safety and environmental management (40.6%) for Nichelino staff and 224 hours on safety and environmental management for Bergamo staff
- ✚ 69 hours training for specific roles (5.13%) for Nichelino staff and 3 hours training for specific roles for Bergamo staff
- ✚ 115 hours English language course (4.34%) for Nichelino staff
- ✚ 869 hours on Blending IT system for Nichelino staff



The vision of the company that looks to the future as a continuous growth, an investment in the people who are part of it and development is evidenced by the increase in staff, this was possible thanks to the acquisition of Bergamo Plant.

## 4.2. PROMOTING A SAFE WORK ENVIRONMENT

For our Group, the health and safety of its employees is fundamental, which is why we are committed to ensuring compliance with laws and regulations regarding the prevention of risks and the protection of health and safety at work.

The issue of the importance of workers' health is particularly important, in fact the Group adopts the measures envisaged in accordance with UNI EN ISO 45001:2016.

This is possible through the implementation of measures such as:

- ✓ Creation of a health and safety team
- ✓ Definition and reporting of indicators
- ✓ 4 prevention audits / year in each plant

The Management also periodically reviews and updates the manual of the occupational health and safety management system. Preventive audits are carried out at a predetermined frequency in each plant (analysis of injuries in lost days, coaching sessions, etc.) in order to assess possible anomalies.

In 2019, there were 304 hours linked to injuries with lost days and no work-related fatalities, while in 2020 the hours are 214, in 2021 the hours are 1283 (considering the contractors).

Specific actions are taken to help employees achieve a balance between work and their personal and family life, such as part time, flexible time, time polarization or personal business leave.

### INJURY ANALISYS

In 2021 there were recorded 5 incidents for a total of 169 days in total (considering the contractors), which is why the Group will focus its attention on raising the awareness of department chief, reporting of near misses and on the internal information flow and training.

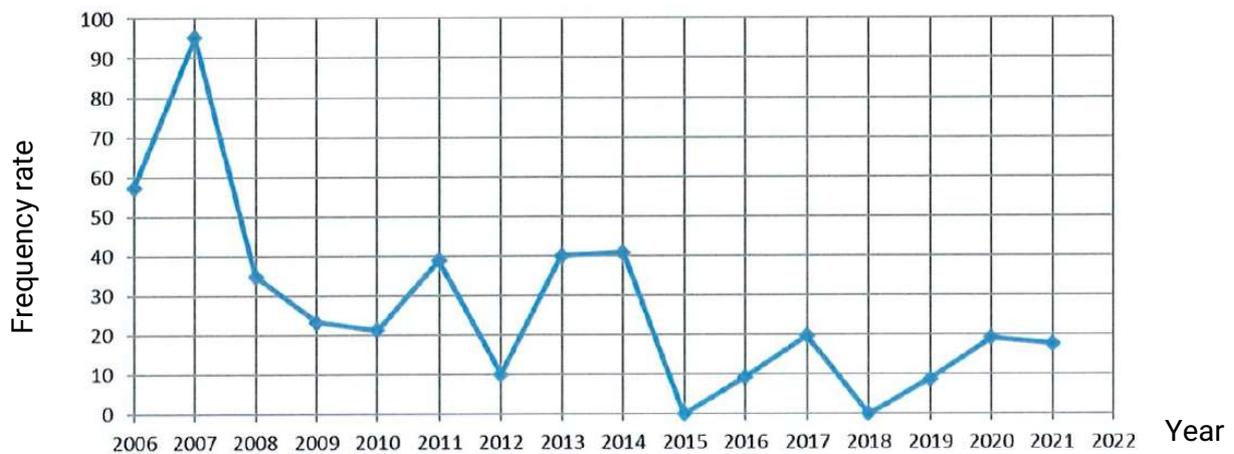
INJURY ANALISYS				
	2018	2019	2020	2021
<b>Frequency rate (FR)</b> FR: total number of injury, with and without absence from work, divided by worked hours and multiplied for 1.000.000	0.00	8.77	19.11	17.65
<b>Severity rate (SR)</b> SR: total number of days lost due to injury, divided by total worked hours and multiplied by 1.000	0.00	0.16	0.54	0.4 (1.29*)

*\*data calculated taking into account accidents in transit*

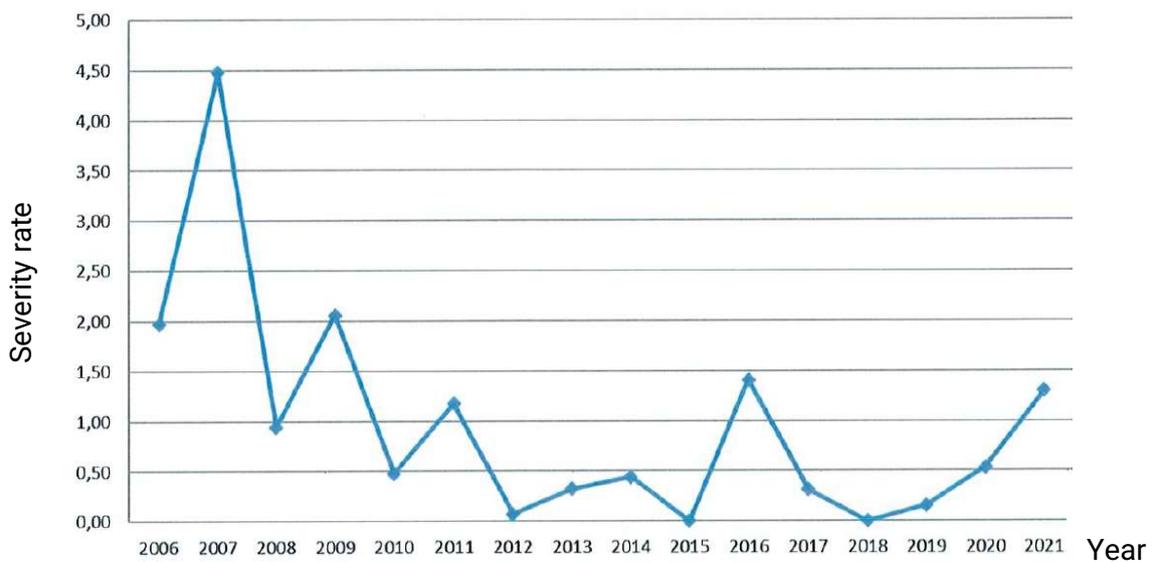
## INJURY ANALISYS

	2018	2019	2020	2021
<b>Lost time injury frequency rate (LTIFR)</b> (A lost time injury is an injury or disease where the injured party has at least one complete day or shift off work. Calculated by the total number of lost time injuries multiplied by 200,000 divided by overall no. of hours worked in the reporting period).	0.00	0.7	2.6	2.3

### FREQUENCY TREND



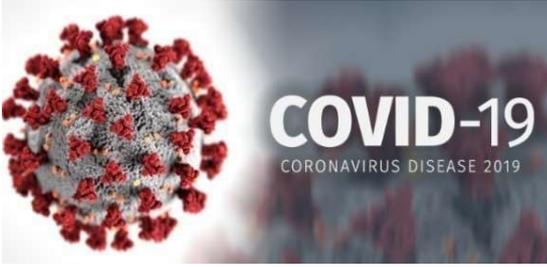
### SEVERITY TREND



<b>YEAR</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>2021 (Procemsa Group)</b>
<b>Total number of work-related accidents and incidents resulting in injuries</b>	0.0	1.0	4.0	5.0
<b>Total number of recorded near-misses/close calls events</b>	5.0	4.0	8.0	5.0
<b>Lost time injury frequency rate (LTIFR)</b>	0.5%	0.7%	2.6%	2.3%
<b>Days lost due to works related injuries or diseases</b>	510.0	476.0	848.0	1,024.9
<b>Rate of recordable work-related injuries</b>	0.0	0.7	2,6	2.6 %



## The response to the Covid-19 pandemic



The Group implemented special preventive measures and protocols, such as distancing, compulsory masks in all areas, smart working, in order to give prior and due protection to its people.

A COVID-19 specific healthcare insurance scheme was offered to all employees for the whole duration of 2021. With the aim of sustaining its employees in moments of need, PROCEMSA introduced threefold coverage in the event of contagion: hospitalization compensation, convalescence compensation and post-hospitalization assistance.

PROCEMSA's prompt response with the introduction of security measures enabled the Group to face the emergency by protecting the health of employees and ensuring business continuity.

PROCEMSA also made a strong effort in order to improve concerns for the internal and external community implementing a specific budget to support this plan.

## Ukrainian war

Since 24<sup>th</sup> February 2022 a new event involved all European and extra EU Countries: the Russian-Ukraine diplomatic crisis evolved in the invasion of Ukrainian territories by the Russian army.

This event has a direct impact on our business, since the Group, as all other industries in Europe, faced an important rise in the cost of natural gas and of electricity, that increased more than fivefold.

The Group applied immediately a strong policy of energy consumption control and monitor with a clear objective of reduction, evaluating day-by-day how to sectorize and optimize the use of equipment, in order to reduce the total cost to be incurred.

Further, the supply of some goods is not anymore warranted and the deliveries are often late due to the geographic origin of some raw materials and the closure of some strategic seaports. In order to avoid shortage and to guarantee the business continuity the Group is applying a policy of purchasing materials in stock, also through the choice and the qualification of new suppliers and a big direct investment of money and resources.

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## 5. OUR BUSINESS

## 5.1. We guarantee quality and transparency

During last 10 years the Group has continuously monitored the potential risks to which it is exposed, dividing them into macro areas and identifying, for each type of risk, the probability of occurrence and the level of potential severity.

Through the analysis of the results obtained from the aforementioned checks, it is highlighted that the main risks to which the Group may be subjected and which, therefore, may affect its economic results, are mainly divided as follows:

1. risks relating to the Company,
2. risks relating to the market in which the Group operates

The Group has analyzed the business context in the widest possible sense, identifying all the parties involved and their interests in the business. All the Group processes were assessed, looking in each of them for the possible risks and opportunities for business growth, taking into account the outputs on the market and the possibilities for innovation.

The Group periodically carries out internal audits and the Management revises the non-conformities and complaints trend, evaluates the applicable prescriptions and the legislative compliance and the results of the environmental performances.

A documented risk assessment has also been prepared according to Failure Modes and Effects Analysis method, in order to examine each business process (production, commercial, strategy, management, business, logistics, product safety). The purpose of the risk analysis is to evaluate all the real and potential risks and opportunities and, based on the severity, the occurrence and the possibility of identification, define the most critical ones that can be used as a starting point in the definition of corporate objectives and strategies for the year 2021.

The risk assessment was updated following specific meetings that involved all function managers, until the environmental aspects and impacts have been analyzed, new objectives have been defined and the Group Policy has been updated.



The commitment and continuous desire for growth and improvement by the Group is visible from the implementation of a total quality system (Quality – Environment – Safety) recognized with several certifications obtained and maintained over the years.

The Group system complies with Standard UNI EN ISO 9001: 2015, UNI EN ISO 14001: 2015; UNI ISO 45001: 2018, GMP for food supplements; UNI CEI EN ISO 13485: 2016, IFS 7.0 Standard, NSF ANSI455-2.

- RESPONSIBLE CARE PROGRAM
- FDA APPROVED
- HALAL CERTIFICATION FOR SOME PRODUCTS
- ICEA- ECO BIO FOR SOME COSMETICS

The first quality certification dates back to 1999 so the system has matured over the years, growing and taking root in the corporate culture to better respond to the requests of the most demanding Customers.

The environmental certification dates back to 2001, as a proof of the consolidated environmental management system.

We identify the situations at high risk of contamination or intentional tampering (whether arising from a variety of chemicals, biological agents or other dangerous substances or even from simple contamination due to poor hygiene or cleaning) of the product intended for human consumption, taking defensive measures to decrease the odds. The same risk analysis is carried out to identify the possibility that fraud along the production chain can occur to the detriment of the consumer and the Group itself such as: fraudulent and intentional substitution, dilution or addition to a product or raw material, or incorrect representation of the product or material for the purpose of financial gain, increasing the apparent value of the product or reducing the cost of its production. The ultimate goal is to protect the product, guaranteeing the safety and health of consumers.

## ISO 13485:2016 - MEDICAL DEVICES - QUALITY MANAGEMENT SYSTEMS

The ISO 13485 is an International Organization for Standardization (ISO) standard that sets out comprehensive quality management system requirements for the design and production of medical

devices. The standard was updated in 2016 to meet the latest quality management system practices, including changes in technology and regulatory requirements. In particular, the new version has a greater emphasis on risk management and risk-based decision-making, as well as changes to meet the increased regulatory requirements for organizations along the supply chain.

## ISO 45001:2018 - SAFETY MANAGEMENT SYSTEMS

The ISO 45001 is an International Organization for Standardization (ISO) standard that sets out comprehensive quality management system requirements for organizations that are serious about improving employee safety, reducing workplace risks and creating better, safer working conditions.



## FOOD DEFENCE CRITICAL POINTS

- Admission by outsiders or unauthorized personnel in the establishment;
- Admission by outsiders or unauthorized personnel in the production departments;
- Disregard for sanitation and dressing standards in the ward, by operators / authorized visitors;
- Poor or absent training and information for the operator about the existing standards and standard operating procedures to be followed;
- Possibility to cause cross-contamination;
- Erroneous storage mode of aggressive chemical agents, such as detergents;
- Presence of waste and / or production waste during the processing of the product;
- Intentional contamination of packaging materials or raw materials;
- Computer access to formulations;
- Management of rejected products;
- New staff;
- Labeling mistakes

## 5.2. Develop and study of innovative products

### INNOVATIONS, TECHNOLOGIES

PROCEMSA revolutionizes the new way of doing research applied to nutraceuticals, medical devices and cosmetics, using its great knowledge gained in 80 years of experience with the most modern technologies.

Technological platforms, patents that combine technologies, exclusive raw materials born from the

collaboration with research institutions, to offer our customers truly innovative products with greater functionality and bioavailability.

Procemsa's research lines are currently focusing on the development of innovative products to support the immune system and in general to improve quality of life while respecting the environment.

## RESEARCH & DEVELOPMENT GROUP

**12** *RESEARCHERS / EMPLOYEES*

**1,529** *PROTOTYPES MADE IN 2021 (1,016 FOR FOOD SUPPLEMENTS*

*AND 513 FOR COSMETICS)*

**463** *STABILITY STUDIES*

All products are developed and optimized in our Research & Development department, where 12 researchers and technicians study how to improve quality of life with safe, original and effective products daily.

## RESEARCH AND DEVELOPMENT SERVICES

- Research of raw materials, formulation, creation of prototypes according to the needs and wishes of the customer
- Internal organoleptic test panel
- Pharmaceutical technology laboratory certified and authorized as a production room
- Product innovation, research of new technological platforms and patent possibilities
- Development of the production process on an industrial scale
- Development of analytical methods for the research of nutrients
- Product scientific technical dossier
- ICH stability studies, on-going stability studies, report writing
- Regulatory, legislative, communication and marketing support
- Small-scale production for clinical testing and scientific support
- Development of medical devices, dossiers



- Climate chambers for stability tests

## PATENTS

- **PATENT N. IT1395351** composition and method to obtain food emulsions and micellar dispersions by using mono and polyunsaturated fatty acids
- **PATENT N.IT102016000017165** solid, stabilized, rapid release and / or modified therapeutic system for the oral administration of liquid active ingredients
- **PATENT N.PCT WO03 / 039521 LIMOR TECHNOLOGY** solid, stabilized, rapid release and / or modified therapeutic system for the oral administration of liquid active ingredients
- **PATENT N.PCT WO03 / 002101 IOR TECHNOLOGY** oral pharmaceutical composition with improved bioavailability
- **PATENT N.WO03 / 002151 MOR TECHNOLOGY** oral pharmaceutical compositions with modified release of the active ingredient
- **PATENT N. IT379203; EP2197414; US8501203 US8501203** Formulation for topical use for the treatment of cellulite
- **PATENT IT 102017000011632; PATENT PENDING N. PCTIB2018050677** composition based on probiotics in liquid food for babies
- **PATENT IT102017000048750; PATENT PENDING N.PCTIB2018053128** composition for the treatment of mouth ulcers and canker sores
- **PATENT IT 102021000017188** Dermatologic composition for the skin balance

## INNOVATIONS - PROPRIETARY RAW MATERIALS AND TRADEMARKS

# αALFAMEL

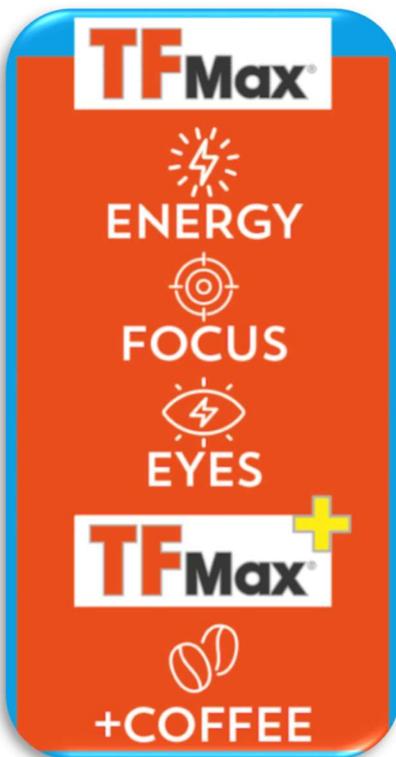
ALFAMEL was born in the Procemsa laboratories after careful university studies and is the result of sophisticated extraction techniques on the AlfaAlfa plant (*Medicago sativa*) that have enriched the phytocomplex with a tripeptide with a cosmetic action on cellulite blemishes, conveyed with the exclusive carrier of melatonin. The functional association of alpha alpha extract and melatonin is protected by 3 international patents and products containing it have been the subject.





ROSHIELD is the first extract of Procemsa's new innovation philosophy, obtained with a new extraction technology starting from Rosa Damascena flowers and HMW hyaluronic acid, it is used in all our 5 CE class IIa Medical Devices for application on canker sores and stomatitis and in teething gel for children over 6 months of age.

### TFMAX and TFMAX+



TFMax® & TFMax+® are an exclusive and trademark combination of 4 Vitamins, Zinc & special Lemon balm leaf dry extract titrated 6% in Rosmarinus acid.

The ingredients in TFMAX® and TFMAX+® are proven to support increased energy, focus and eye health.

TFMAX+® takes it to the max with the addition of Guarana seed dry extract titrated in natural CAFFEIN to boost energy levels even further

Our innovative, exclusive trademark blends contain a special Lemon balm extract, Melissa officinalis (L.) titrated 6% in Rosmarinus acid, with high muscarinic brain receptor affinity that supports your mental health.

Thanks to its well studied nootropic activity it has an immediate effect on focus, concentration, and memory. Furthermore, it supports a calm and good mood and helps to balance the stress hormone cortisol.

- ✓ **IMPROVES COGNITIVE PERFORMANCE**, particularly alertness, working memory and mathematic processing by improving the efficiency of neuronal communication.
- ✓ **REDUCES ANXIETY** by controlling neuronal communication and avoiding information overflow.
- ✓ **REDUCES stress-induced CORTISOL LEVELS** measured in saliva.
- ✓ **SUPPORTS QUALITY of SLEEP** by controlling cortisol levels.

### SRMAX and SRMAX+



SRMax® & SRMAX+® are an exclusive and trademark combination of Niacin & 2 vegetal dry extracts with high titration, that work in synergy with each other.

The ingredients in SRMAX® and SRMAX+® are able to support sleep, relaxation and rest. All essential for optimum performance and recovery.

SRMAX+® takes it to the max with the addition of Magnesium and/or Melatonin to boost sleep levels even further!

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## 6. OUR ENVIRONMENT

Procemsa is committed to implementing an environmental sustainability policy as we are aware of the impact our activities have on the environment. This is why all our choices are made in order to have a lower environmental impact. Starting from the choice of raw materials, our formulations are designed to reduce the use of palm oil and avoid the use of raw materials coming from protected botanical species. In cosmetic products the R&D department has been studying more sustainable and Green filters for sun protection products in order to manufacture products that are also ocean friendly.

The impact of our production facilities is constantly monitored and evaluated in order to increase their efficiency and reduce waste.

## 6.1. Our commitment to the environment

In 2019, Procemsa installed about 35 sensors, which allowed to collect data measuring different energy parameters (sectoral consumption of electricity, H<sub>2</sub>O consumption, steam consumption and gas consumption). The project started during 2019 and is allowing us to keep consumption parameters under control. It also gives us the possibility to act quickly in response to any anomaly, increased consumption or similar.

This report highlights the results obtained in 2021 regarding:

- Energy consumption
- Water consumption
- Electricity consumption
- GHG emissions
- Waste

### **ENERGY CONSUMPTION**

In 2021 there is a small increase of the total energy consumption (7,0%) compared to 2020. Actually, even if the electricity consumption decreased, the increase of cogenerator energy production, led to a

higher consumption of natural gas and so to a higher value in the total energy. Furthermore, considering the entire group (Nichelino + Bergamo), the increase in energy is approximately 10.9%.

ENERGY CONSUMPTION	2019	2020	2021	
			NICHELINO	BERGAMO
Total energy consumption (kWh)	15,074,913	16,360,317	17,588,451	781,172
			Total Group 18,369,623	
		+7.8	+7.0	
% renewable energy	3.1%	3.0%	Total Group 1.9%	

ELECTRICITY CONSUMPTION	2019	2021	2021	
			NICHELINO	BERGAMO
Electricity consumption (kWh)	4,264,779	4,413,000	4,114,020	845,934
			Total Group 4,959,954.0	
Electricity consumption produced with renewable energy source (kWh)	461,800.8	484,000	342,320	-
% renewable Electricity	10.8%	11%	Total Group 6.9%	

## WATER CONSUMPTION

In 2021, water consumption increased compared to the quantity of pieces produced. This is due to a water loss from a pipe and to the installation of a new osmosis system in Vernea site.

The continuous monitoring of H<sub>2</sub>O consumption allowed to quickly identify the increase and to quickly act to solve it with a maintenance.

<b>WATER CONSUMPTION</b>				
	<b>2019</b>	<b>2020</b>	<b>2021</b>	
			NICHELINO	BERGAMO
Water consumption (m3)	40,871	24,730	28,304	8,742
			Total Group 37,046.0	
Produced pieces	26,935,478	29,954,925	25,734,705	8,703,091
		-39,5%	-14,4%	

## WASTE

2021 has seen an increase in the amount of waste generated due to the acquisition of Ofi (in fact the amount of waste generated only by Procemsa is lower than in 2020), in addition there is a significant increase in the amount of non-recyclable waste due to the fact that the main production of Bergamo site consists in cosmetics products that generate hazardous not recyclable wastes.

<b>WASTE</b>				
	<b>2019</b>	<b>2020</b>	<b>2021</b>	
			NICHELINO	BERGAMO
Waste generated (tons)	259.9	228.8	199.8	188
			Total Group 387.8	
Waste recycled/reuse(tons)	213.2	213.0	184.3	-
Waste not recycled/reuse (tons)	46.7	15.9	15.5	188
			Total Group 203.5	



Our Group is engaged in separate collection of wastes, most of the recycled material comes from packaging waste (mainly used for the final product, it consists of paper, cardboard, aluminium, multilayer materials). Even the wood is recycled, this comes from pallets no longer suitable for transport which are then recycled.

<b>TOTAL AMOUNT OF RECYCLABLE WASTE IN NICHELINO SITE</b>		
<b>Type of waste</b>	<b>Total</b>	
	<b>2020</b>	<b>2021</b>
PACKAGING	159,530 Kg	141,810 kg
WOOD	30,860 kg	19,970 kg
PLASTIC	4,110 kg	2,190 kg
IRON	240 kg	190 kg

## CIRCULAR ECONOMY

The company strives to recover as much waste as possible by implementing a circular economy perspective. In fact, the putrescible waste is sent to composting and about 87% of the waste is sent to disposers for separation and subsequent recovery.

As for plastic, our Group keeps separately clean plastic from drums containing non-hazardous raw materials and plastic packaging in order to put it in the recycling loop.

We are carrying out a project to create innovative packaging with the use of biopolymers derived from agricultural waste from the thistle supply chain. A compostable / biodegradable container was developed and produced for the experimental packaging of a powdered food supplement, in particular it is a pill container / bottle.



*experimental compostable /  
biodegradable bottle for dietary  
supplement packaging*

After 4 months of stability on the pill box, inserted in a stability-conformity-evaluation study of the protection offered, in parallel with a standard HDPE pill box, in our climatic chambers at 25/30/40 degrees, it did not pass the final test, currently showing an insufficient guarantee of protection to what it contained (food supplement), over time. The tablets we used to monitor the level of protection (HR, oxygen) offered by the pill container under examination, underwent significant worsening both organoleptic (color, odor, appearance) and chemical-physical. We believe that this result, despite being negative, is a valuable source of information to implement appropriate changes and improvements to the project and to be able to foresee future steps. From our first evaluation, the thickness of the pill in the study is lower than the one in HDPE tested and could be one of the reasons for the results. Studies are also underway with another pill container, again in green material, with better results and a study with PLA pill containers, from standard industrial supply, is starting.



As regards energy supplies, the company uses clean energy produced in part by the photovoltaic system (11%) present in the Via Vernea plant.

## **GHG EMISSIONS AND CARBON NEUTRALITY**

Starting from 2020, Farmaceutici Procemsa SpA has undertaken a path towards the implementation of an accounting methodology for the assessment of the Company's greenhouse gas emissions (hereinafter "GHG emissions") with the aim of both publicly reporting on it and of identifying reduction opportunities. This is the second GHG accounting year and data and information in this document are referred to 2021 reporting year. From 2021 GHG emissions calculation has been extended to the new company of the Group Officina Farmaceutica Italiana S.p.A. ("OFI"), acquired in December 2020.

The target of our Group is to reduce our carbon emissions with specific projects inspired to SBT (Science-Based Targets). This begins with calculating our emissions to understand our impact on the environment, starting from electric and natural gas consumption, to the annual consumption produced by employees' cars during their working days, considering the kilometres they travel each day to work and back home.

The Company's GHG inventory has been developed according to the GHG Protocol Corporate Accounting and Reporting Standard – Revised Edition. This document outlines the boundaries of the inventory, the emission categories considered, the methodologies and emission factors used and the resulting GHG emissions.

GHG emissions were calculated using the location-based method (scope 2) which takes into consideration the average emissions intensity of the grids from which electricity is purchased. Furthermore, direct emissions coming from gas consumption were also considered (scope 1).

GHG emissions (Scope 1 and Scope 2) were published in the Sustainability Report 2019. Starting from 2020, Farmaceutici Procemsa SpA has expanded its reporting by including the following Scope 3 emission categories:

- Cat. 1 – Purchased goods & services
- Cat. 2 – Capital goods
- Cat. 3 – Fuel and energy-related activities
- Cat. 4 – Upstream transportation and distribution
- Cat. 5 – Waste generated in operations
- Cat. 6 – Business travel
- Cat. 7 – Employee Commuting

In 2021 the tons of CO<sub>2</sub> emissions recorded using this calculation were much greater than the quantities recorded in 2020. This is because in 2021 Bergamo plants have been introduced in the Group. In 2020 a full scope 1-2-3 calculation has been performed for the first time, the tons of CO<sub>2</sub> emissions caused by commuting were also considered

Furthermore, the GHG emissions (tCO<sub>2</sub>e) for scope 1,2,3 were as follows:

	2019	2020	2021	
			NICHELINO	BERGAMO
GHG emissions (tCO <sub>2</sub> e)- Total (Absolute)	1,474.00	9,882.00	Total group 13,676.5	
Scope 1*	427.90	2,307.10	2,375.8	154.1
			Total group 2,529.9	
Scope 2 (location based)	1,046.10	873.80	648.9	266.5
			Total group 915.4	
Scope 2 (market based)*	Not calculated	1,211.60	944.7	387.9
			Total group 1,332.6	
Scope 3	Not calculated	6,701.10	6,558	3,455
			Total group 10,013	

\* Scope 1 in 2019 is calculated based only on methane consumption, in 2020 and 2021 also car fleet and refrigerant gas leakage is considered. For scope 2 in 2020 and 2021 also market based has been considered.

We have always been careful to limit energy consumption and associated emissions into the atmosphere, and it is for this reason that since 2012 the Group has installed a photovoltaic system of 473 KWh at the Via Vernea site. At the same site in 2017 we have also installed a trigeneration system of around 240 Kwh in order to produce electricity and exploit the recovered thermal energy. A new important objective in 2022 is the installation of a second photovoltaic system in via Vernea plant for 480 Kwh.

As a commitment with respect to climate changes in 2022 the Group has defined specific project, inspired by SBT, in order to quantify carbon emission reduction, to identify opportunities to improve energy efficiency and to invest in all activities, machinery and systems with an impact on consumption reduction.

Procemsa targets are clearly-defined in order to reduce greenhouse gas (GHG) emissions, which will be validated by the SBTi.

Procemsa commitments demonstrate the intention to develop targets and submit these for validation. They are indicated and aligned to the general commitment of **well below 2 degrees strategy**.

Procemsa near-term targets outline how our organization will reduce emissions and will obliged an implementation of action required for significant emissions reductions to be achieved by 2030.

Procemsa base year and targets have been settled as follow:

**Well below 2 degree scenario (WB2C)**

[Review all target modelling data](#)

	Base year (2021)	Target year (2030)	% Reduction
Scope 1 emissions (tCO2e)	2.530	1.961	22,5%
Scope 2 emissions (tCO2e)	1.343	1.041	22,5%
Scope 1+2 emissions (tCO2e)	3.873	3.002	22,5%

In parallel, Procemsa will continue to purchase nature-based carbon credits in order to compensate for its carbon emissions. In 2021 this initiative has allowed the company to become carbon neutral with respect to the activities falling within the reporting perimeter of scope 1 and scope 2 and is designed as a transition tool to mitigate its impact on the road to effectively reducing carbon emissions.

Procemsa's carbon neutral status is achieved by offsetting carbon emissions with quality, nature-based carbon credits coming from positive impact projects. Each credit is certified according to international standards and it corresponds to the reduction (or removal) of one ton of CO<sub>2</sub> equivalent. In particular, the two projects the Group purchased its credits from are the "Guatemalan conservation coast" and the "Great bear forest carbon".

## GUATEMALAN CONSERVATION COAST PROJECT



The Guatemalan Conservation Coast project works to protect the remaining forests of the region by addressing the drivers of deforestation through effective law enforcement, land-use planning, education, economic opportunities, and sustainable agroforestry initiatives. The project is located in the Izabal region and spans the entire Caribbean coastline of Guatemala, bordering Belize to the north and Honduras to the south.

Deforestation and degradation is a result of increased industrial agriculture such as palm oil and cattle ranching. These economic pressures have pushed subsistence and commercial farmers deeper into forested areas, including protected areas, resulting in the loss of 65% of its original forest cover. This is one of the highest global deforestation rates of the last decade. The Project uses climate finance through the sale of carbon credits to protect this incredible landscape and reduce greenhouse gas emissions, aligning world-class conservation with viable, sustainable economic activities.



*Guatemalan conservation coast project*

The impacts that this project has had to date are:

- over 5.3 million tonnes of CO<sub>2</sub> have been reduced to date
- 54,000 hectares of forest under improved conservation management, 2,000 hectares reforested
- 30 threatened species protected
- 2,030 people have benefited from health services, particularly reproductive healthcare.

The project improves access to healthcare for underserved groups (such as non-Spanish speaking indigenous women) and has established 24 community-run clinics which provide family planning and reproductive health services 658 local people have received training in improved agricultural practices and ecotourism. Local communities are being transformed by job creation, agricultural training, and increased access to legal and financial resources.



- The project supports young women to finish their elementary education and continue high school, providing direct training to increase employment opportunities.

## **GREAT BEAR FOREST CARBON PROJECT**

The second project is the Great Bear Forest Carbon project, which is an Improved Forest Management project in British Columbia (BC), the westernmost province of Canada. The project activities include changes in land-use legislation and regulation that result in increased carbon stocks by converting forests that were previously designated, and coastal wolves sanctioned, or approved for commercial logging to protected forests. Emissions caused by harvesting, road building and other forestry



operations are also prevented. It is a landmark project for balancing human well-being and ecological integrity through carbon finance, and it is the first carbon project in North America on traditional territory with unextinguished Aboriginal Rights and Title.



*Great bear forest carbon project*

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## 7. METHODOLOGICAL NOTE

This sustainability report has been drawn up with reference to the GRI standards. The table below shows the link between the material topics and the corresponding GRI standards topics.

#### TOPIC BOUNDARIES

MATERIAL TOPICS	GRI STANDARD TOPICS	WITHIN THE ORGANIZATION	OUTSIDE THE ORGANIZATION
Customer health and safety	GRI 416: Consumer health and safety	Procemsa	Clients
Employees health and Work organization safety	GRI 403: Occupational health and safety	Procemsa	-
Energy efficiency and renewable energy production	GRI 305: Emission	Procemsa	Suppliers
Reduction of CO emissions	GRI 305: Emission	Procemsa	Suppliers
Efficiency in water consumption	GRI 306: Effluents and waste	Procemsa	Suppliers
Waste management and recycling practices	GRI 306: Effluents and waste	Procemsa	Suppliers
Continuous training and updating of employees	GRI 404: Training and educational	Procemsa	-
Job quality and the creation of new jobs	GRI 401: employment	Procemsa	-
Collaborators welfare and benefits	GRI 401: employment	Procemsa	-
Diversity and equal opportunities	GRI 405: Diversity and equal opportunity	Procemsa	-

## 7.1. GHG calculation methodologies

The calculations of greenhouse gas emissions are made taking into account the directives of the GHG Protocol Corporate Accounting and Reporting Standard.

In order to create an accurate account of its emissions, Farmaceutici Procemsa SpA has identified major GHG emission sources following the guide published in the GHG Protocol Corporate Accounting and Reporting Standard: "Appendix D – Industry Sectors and Scopes", which lists GHG sources and activities along the value chain by scope for various industry sectors. For Scope 3 calculations, the process relied on two additional documents, namely the "Corporate Value Chain (Scope 3) Accounting and Reporting Standard – Supplement to the GHG Protocol Corporate Accounting and Reporting Standard" and the "Technical Guidance for Calculating Scope 3 Emissions - Supplement to the Corporate Value Chain (Scope 3) Accounting & Reporting Standard" issued by the GHG Protocol.

Procemsa's GHG emissions have been calculated as follows:

SCOPE	CATEGORY and SOURCE
<b>SCOPE 1</b> <i>(Direct GHG emissions)</i>	<ul style="list-style-type: none"> <li>• <u>STATIONARY COMBUSTION:</u> <ul style="list-style-type: none"> <li>– HEAT: Natural gas;</li> </ul> </li> <li>• <u>MOBILE COMBUSTION:</u> <ul style="list-style-type: none"> <li>– CAR FLEET: diesel and gasoline consumption.</li> </ul> </li> <li>• <u>FUGITIVE EMISSIONS:</u> <ul style="list-style-type: none"> <li>– Leakages from air-conditioning systems of refrigerant gases.</li> </ul> </li> </ul>
<b>SCOPE 2</b> <i>(Energy indirect GHG emissions)</i>	<ul style="list-style-type: none"> <li>• <u>STATIONARY COMBUSTION:</u> <ul style="list-style-type: none"> <li>– Electricity purchased from the national grid.</li> </ul> </li> </ul>



SCOPE	CATEGORY and SOURCE
<p><b>SCOPE 3</b> (Other indirect GHG emissions)</p>	<ul style="list-style-type: none"> <li>• <u>CAT. 1 – PURCHASED GOODS &amp; SERVICES:</u> <ul style="list-style-type: none"> <li>· Upstream emissions from the production of products purchased or acquired.</li> </ul> </li> <li>• <u>CAT. 2 – CAPITAL GOODS:</u> <ul style="list-style-type: none"> <li>· Upstream emissions from the production of capital goods purchased or acquired.</li> </ul> </li> <li>• <u>CAT. 3 – FUEL AND ENERGY-RELATED ACTIVITIES:</u> <ul style="list-style-type: none"> <li>· Emissions related to the production of fuels and energy purchased and consumed.</li> </ul> </li> <li>• <u>CAT. 4 – UPSTREAM TRANSPORTATION AND DISTRIBUTION:</u> <ul style="list-style-type: none"> <li>· Emissions associated with the transportation and distribution of products purchased in the reporting year, between a company's tier 1 suppliers and its own operations in vehicles not owned or operated by the reporting company.</li> <li>· Emissions related to the transportation and distribution services purchased by the reporting company in the reporting year, including inbound logistics, outbound logistics (e.g., of sold products), and transportation and distribution between a company's own facilities.</li> </ul> </li> <li>• <u>CAT. 5 – WASTE GENERATED IN OPERATIONS:</u> <ul style="list-style-type: none"> <li>– Emissions from third-party disposal and treatment of waste generated by the company's owner or controlled operations.</li> </ul> </li> <li>• <u>CAT. 6 – BUSINESS TRAVEL:</u> <ul style="list-style-type: none"> <li>– Emissions from the transportation of employees for business related activities.</li> </ul> </li> <li>• <u>CAT. 7 – COMMUTING:</u> <ul style="list-style-type: none"> <li>– Emissions from the transportation of employees between their homes and their worksites.</li> </ul> </li> </ul>

The company has calculated its GHG emissions through the application of documented emission factors; these factors are calculated ratios relating GHG emissions to a proxy measure of activity at an emissions source. The formula applied is:

$$GHG\ Emissions = Emission\ factor * Activity\ data$$

The main sources of the emission factors (EF) used are identified based on the following databases:

- TERNA: it is one of the major European operators in the energy transmission networks; its EF's database was used to calculate the Scope 2 emissions following Location Based approach.

Such emission factors are published, not considering methane and nitrous oxide greenhouse gas effect, thus GHG emissions from electricity are presented in CO<sub>2</sub> and not in CO<sub>2</sub>e.

- DEFRA (Department for Environmental, Food & Rural Affairs): it is a UK government department; its wide database contains EF for Scope 1, Scope 2 and Scope 3 emissions.
- ECOINVENT: its database is one of the world's leading Life Cycle Inventory (herein after also "LCI") database which delivers both in terms of transparency and consistency and provides well documented process data for thousands of products. Its database contains EF for Scope 3.1 emissions (Purchased Goods and Services).
- AIB: the European Attribute Mix (EAM) and the residual mixes for all countries and the related supporting materials by the Association of Issuing Bodies are reported. It was used to calculate Market-Based GHG emissions from the electricity purchased. Such emission factors are published, not considering methane and nitrous oxide greenhouse gas effect, thus GHG emissions from electricity are presented in CO<sub>2</sub> and not in CO<sub>2</sub>e.

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## 8. GRI DISCLOSURE

<b>GRI STANDARD</b>	<b>PARAGRAPH</b>
<b>102-1 Name of the organization</b>	<i>2.2.1. Our origins</i>
<b>102-2 Activities, brands, products, and services</b>	<i>2.2. 80 years of success-our character 3. Our product 5.2. Develop and study of innovative products</i>
<b>102-3 Location of headquarters</b>	<i>2.2.3. The Group &amp; Our plants</i>
<b>102-4 Location of operations</b>	<i>2.2.3. The Group &amp; Our plants</i>
<b>102-5 Ownership and legal form</b>	<i>2.2.5. Governance</i>
<b>102-6 Markets served</b>	<i>2.2. 80 years of success-our character</i>
<b>102-7 Scale of the organization</b>	<i>2.2.3. The Group &amp; Our plants</i>
<b>102-8 Information on employees and other workers</b>	<i>4. Our people 4.1. Our workforce 4.2. Promoting a safe work environment</i>
<b>102-9 Supply chain</b>	<i>2.2.4. Our value chain</i>
<b>102-10 Significant changes to the organization and its supply chain</b>	<i>2.2.1. Our origins 2.2.3. The Group &amp; Our plants 2.2.5. Governance</i>
<b>102-11 Precautionary Principle or approach</b>	<i>2.3. The Group sustainability path</i>
<b>102-12 External initiatives</b>	<i>2.3.5. Working with our community</i>
<b>102-14 Statement from senior decision maker</b>	<i>CEO message</i>
<b>102-15 Ownership and legal form</b>	<i>2.3.3. Material topics 2.3.4. Our strategic pillar</i>
<b>102-16 Values, principles, standards, and norms of behavior</b>	<i>2. The Group 2.2.6. Ethical business 2.3.1. Procemsa sustainability identity</i>
<b>102-18 Governance structure</b>	<i>2.2.5. Governance</i>
<b>102-40 List of stakeholder Groups</b>	<i>2.3.2. Stakeholders</i>
<b>102-41 Collective bargaining agreements</b>	<i>2.2.5. Governance 4.1. Our workforce</i>

<b>102-42 Identifying and selecting stakeholders</b>	<i>2.3.2. Stakeholders</i>
<b>102-43 Approach to stakeholder engagement</b>	<i>2.3.2. Stakeholders</i>

<b>GRI STANDARD</b>	<b>PARAGRAPH</b>
<b>102-44 Key topics and concerns raised</b>	<i>2.3.3. Material topics 2.3.4. Our strategic pillar</i>
<b>102-45 Entities included in the consolidated financial statements</b>	<i>1. Sustainability at Farmaceutici Procemsa Group 7. Methodological note</i>
<b>102-46 Defining report content and topic Boundaries</b>	<i>1.1.2. Our strategy and our objectives 2.3.3. Material topics 2.3.4. Our strategic pillar 7. Methodological note</i>
<b>102-47 List of material topics</b>	<i>1.1.2. Our strategy and our objectives 2.3.3. Material topics 2.3.4. Our strategic pillar 7. Methodological note</i>
<b>102-48 Restatements of information</b>	<i>1.1.1 Introduction 2.2.1. Our origins 7. Methodological note 7.1. GHG calculation methodologies</i>
<b>102-49 Changes in reporting</b>	<i>1.1.1. Introduction 2.2.1. Our origins 7. Methodological note 7.1. GHG calculation methodologies</i>
<b>102-50 Reporting period</b>	<i>1.1.1. Introduction</i>
<b>102-51 Date of most recent report</b>	<i>The first sustainability report of the Group was published on 21.01.2021</i>
<b>102-52 Reporting cycle</b>	<i>The report is annual</i>

<b>102-53 Contact point for questions regarding the report</b>	<i>Contacts</i>
<b>102-54 Claims of reporting in accordance with the GRI Standards</b>	<i>2.3.3. Material topics 7. Methodological note</i>
<b>102-55 GRI content index</b>	<i>8. GRI disclosures</i>

**GRI 200 Economic Standards Series**

**GRI 205 Anti -corruption 2016**

<b>GRI STANDARD</b>	<b>PARAGRAPH</b>
<b>103-1 Explanation of the material topic and its boundary</b>	<i>1.1.2. Our strategy and our objectives 2.3.3. Material topics 2.3.4. Our strategic pillar 7. Methodological note 7.1. GHG calculation methodologies</i>
<b>103-2 The management approach and its components</b>	<i>5. Our business 5.1. We guarantee quality and transparency 5.2. Develop and study of innovative products</i>
<b>103-3 Evaluation of the management approach</b>	<i>5.1. We guarantee quality and transparency</i>
<b>203-1 Infrastructure investments and financed services</b>	<i>2.2. 80 years of success-our character 2.2.3. The Group &amp; Our plants</i>
<b>205-3 Confirmed incidents of corruption and actions taken</b>	<i>2.2.5. Governance 2.2.6. Ethical business</i>

**GRI 300 Environmental Standards Series**

**GRI 302: Energy 2016**

<b>GRI STANDARD</b>	<b>PARAGRAPH</b>
<b>302-1 Energy consumption within the organization</b>	6. Our environment 6.1. Our commitment to the environment
<b>302-4 Reducing of energy consumption</b>	6.1. Our commitment to the environment
<b>302-5 Reducing in energy requirements of products and services</b>	6.1. Our commitment to the environment
<b>303-2 Management of water discharge-related impacts</b>	6.1. Our commitment to the environment
<b>303-3 Water withdrawal</b>	6.1. Our commitment to the environment
<b>303-4 Water discharge</b>	6.1. Our commitment to the environment
<b>303-5 Water consumption</b>	6. Our environment 6.1. Our commitment to the environment
<b>305-1 Direct (Scope 1) GHG emissions</b>	6.1. Our commitment to the environment 7.1. GHG calculation methodologies
<b>305-2 Energy indirect (Scope 2) GHG emissions</b>	6.1. Our commitment to the environment 7.1. GHG calculation methodologies
<b>305-3 Other indirect (Scope 3) GHG emissions</b>	7.1. GHG calculation methodologies
<b>305-5 Reduction of GHG emissions</b>	7.1. GHG calculation methodologies
<b>306-2 Waste and Effluents – Waste by type and processing</b>	6.1. Our commitment to the environment 7.1. GHG calculation methodologies
<b>307-1 Environmental compliance – Environmental non compliance</b>	6.1. Our commitment to the environment 5.1. We guarantee quality and transparency
<b>308-1 New suppliers that were screened using environmental criteria</b>	2.2.4. Our value chain

**GRI 400 Social Standards Series**

<b>GRI STANDARD</b>	<b>PARAGRAPH</b>
<b>401-1 New employee hires and employee turnover</b>	4.1. Our workforce 4.2. Promoting a safe work environment
<b>403-1 Occupational health and safety management system</b>	4.1. Our workforce 4.2. Promoting a safe work environment

<b>403-2 Hazard identification, risk assessment and incident investigation</b>	4.1. Our workforce 4.2. Promoting a safe work environment
<b>403-3 Occupational health services</b>	4.1. Our workforce 4.2. Promoting a safe work environment
<b>403-4 Worker participation, consultation, and communication on occupational health and safety</b>	4.1. Our workforce 4.2. Promoting a safe work environment

<b>GRI STANDARD</b>	<b>PARAGRAPH</b>
<b>403-5 Worker training on occupational health and safety</b>	4.1. Our workforce 4.2. Promoting a safe work environment
<b>403-6 Promotion of workers' health</b>	4.1. Our workforce 4.2. Promoting a safe work environment
<b>403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships</b>	4.1. Our workforce 4.2. Promoting a safe work environment
<b>403-8 Workers covered by an occupational health and safety management system</b>	100% of workers
<b>403-9 Work-related injuries</b>	4.1. Our workforce
<b>404-1 Average hours of training for year for employee</b>	4.1. Our workforce
<b>404-2 Skills refresher programs of employees and transition assistance programs</b>	4.1. Our workforce
<b>413-1 Operations with local community engagement, impact assessment and development</b>	2.3.5. Working with our community
<b>414-1 New suppliers that were screened using social criteria</b>	2.2.4. Our value chain
<b>416-2 Incidents of non-compliance concerning the health and safety impacts of products and services</b>	5.1. We guarantee quality and transparency
<b>417-2 Incidents of non-compliance concerning product and service information and labeling</b>	5.1. We guarantee quality and transparency

## Contacts

For more information, please contact:

FARMACEUTICI PROCEMSA S.P.A

Via Vernea 129, Nichelino (TO)

[procemsa@procemsa.it](mailto:procemsa@procemsa.it)

OFI – OFFICINA FARMACEUTICA ITALIANA SPA

Via Verga 14, 24127, Bergamo (BG)

[info@ofi.it](mailto:info@ofi.it)

