



Sustainability Report

January 1 – December 31, 2020

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Message of the Managing Director

„Our main priority is human health.

We, as a provider of integrated health services, understand very well the importance of the role we have in society, therefore, in the context of the coronavirus epidemic, from the first signs of crisis, our team has made efforts to maintain the flow of delivery. so that the route of the drug to the patient is not interrupted.

The geographical spread we have all over the country, but also the rapid adaptation of our operations to the situation were the strengths that ensured us throughout this period the continuity of safe activity for our warehouse staff, delivery teams, pharmacists and patients.

We have done and are doing everything necessary to be there for the people all the time.”

Sebastian Ring,
Managing Director Farmexim



About the report

Our business development, as an integral part of the PHOENIX Group, is represented by the increased attention and care in daily activities in terms of impact on the population, employees, but also on the environment.

In addition to these paths, we also focus on the sustainable development of our business by integrating ethics and transparency, economic, social and environmental impact in the company's Internal Regulations.

Annually, PHOENIX group presents its sustainability report, which also includes data from the Farmexim company. Starting with 2019, we are committed that Farmexim presents relevant data to help understanding the performance related to the sustainability of our business.

The reporting period includes information for the financial year 2020 (January – December 2020). This report was prepared in accordance with the legislative requirements, as they are presented in Order 3456/2018. For Farmexim sustainability is a priority for the future and it is an essential part in every business level.



Purpose

- The sustainability report on logistics, sales and distribution of pharmaceutical products aims to present the results obtained during 2020 in terms of economic, social and environmental impact. Our sustainability report is a proof of our development and also gives us an overview of business and social life.
- In recent years, sustainability has become increasingly important to our company. In this respect, we have grouped all the necessary resources to gradually integrate the concept of sustainability in all activities conducted within the company.
- This edition of the sustainability report is a very important moment for us, given the global situation generated by the Coronavirus pandemic (COVID 19).
- In this presentation, we want to tell you about the aspects we worked on intensively in 2020 and the goals proposed in 2021. It was a special team effort, we encountered many difficulties, but also new challenges that we successfully overcame.
- Our long-term vision is to constantly grow together with our customers and to be a reliable partner.
- This report has been prepared in accordance with the standard on the Global Reporting Initiative (Core option) and complies with the European Commission Communication “Guidance on non-financial reporting (2017 / C 215/01”) published in the Official Journal of the European Union, C series , number 215, dated July 5, 2017)

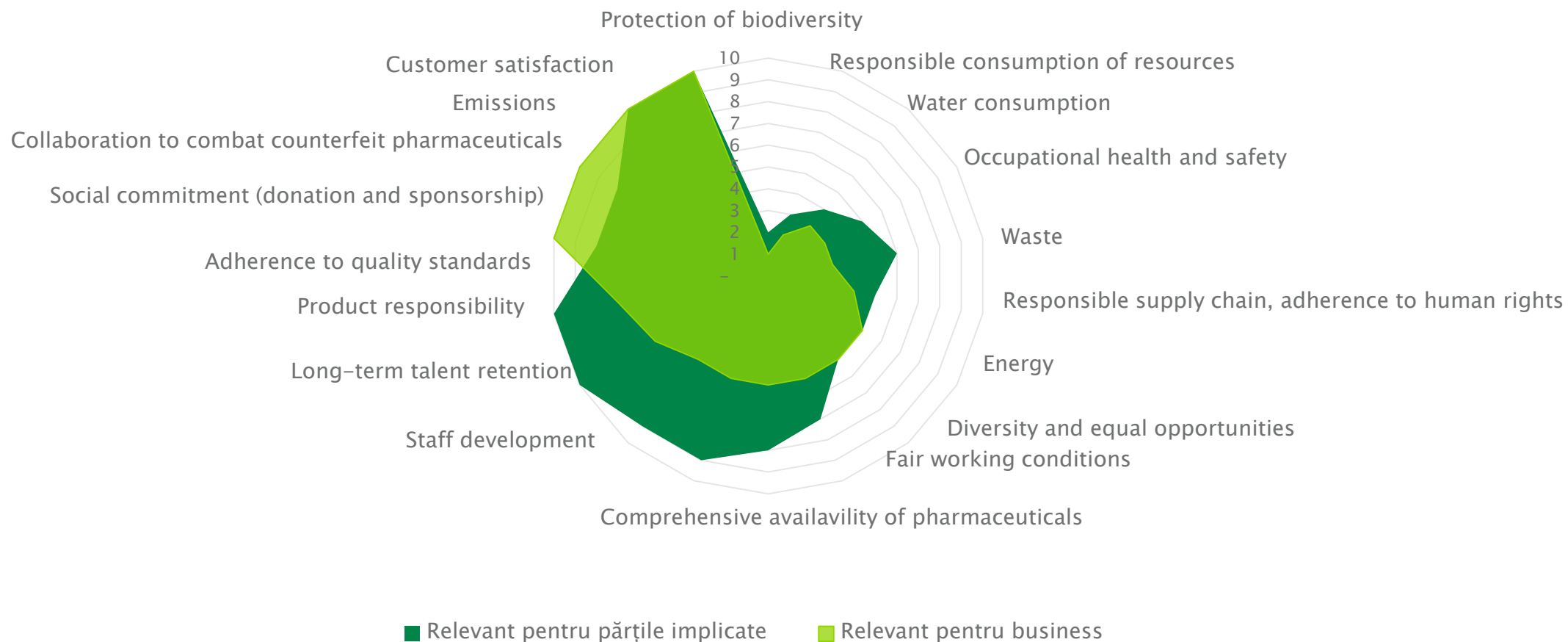
Purpose

- The United Nations Sustainable Development Goals (UN SDGs) have also been used as a secondary process to identify the relevant areas and targets to which our company integrates.
- At Group level, several consultation processes took place, aiming at identifying the relevant areas for the sector we operate. Considering the fact we are part of the PHOENIX group, this consultation process used at European level was also used for Romania, so that during the year a series of such processes took place (surveys based on questionnaires that were sent to all countries in the group).

Regarding the reporting system, the Farmexim company decided that, starting with 2019, to use its own system, based on the PHOENIX group guidelines and strategies. At the same time, PHOENIX prepares at Group level, a sustainability report based on the sustainability reporting standards of the Global Reporting Initiatives (GRI).



Materiality matrix



We complied ourselves with the materiality process identified at the group level with the requirements imposed by the legislation in force, thus identifying the sustainability

About the company

Founded in 1990, Farmexim is the first company for import and distribution of medicines and pharmaceutical products in Romania. With a large product portfolio and an excellent customer relationship, Farmexim is the optimal link between pharmaceutical manufacturers and patients.

In distribution, Farmexim has national coverage by the central logistics center in Balotesti and the 10 branches in the main cities of the country: Timisoara, Oradea, Cluj, Sibiu, Brasov, Constanta, Galati, Iasi, Ploiesti and Craiova. In 2020, Farmexim recorded a turnover worth of EUR 519 million.

In distribution, but also in retail, together with the Help Net pharmacy chain, Farmexim focuses its activity on people, in order to contribute to a healthier life and a better future.



About the company

Since July 2018, Farmexim, together with the Help Net pharmacy chain, is part of the German concern PHOENIX group, a European leader in health services.

Operating in 27 countries and with over 39,000 employees, PHOENIX group has a unique geographical coverage at European level and plays an important role in the medical sector.

In the field of pharmaceutical distribution, through 161 distribution centres, PHOENIX group supplies specific medicines and products to pharmacies and medical units, and in retail, PHOENIX group operates over 2,700 of its own pharmacies in 14 European countries.

PHOENIX group's vision is to be the best provider of integrated health services, wherever we are.



Short history

- 1990** | Farmexim is established, the first medicines importer and distributor in Romania.
- 1995** | Farmexim is undergoing an extensive process of countrywide expansion. During this period, 9 local
- 1999** | warehouses are opened in the main cities of Romania, in order to ensure countrywide distribution.
- 2002** | a new Farmexim warehouse is inaugurated on the Pipera industrial platform, one of the most modern in terms of logistics, organization and efficiency at that time.
- 2004** | the Farmexim headquarters relocates to a new place, built next to the warehouse, in Pipera.
3 new branches are opened in 3 new important cities in Romania.
- 2014** | Farmexim enters a new era of modernization and opens the way for investments in logistics: the logistics center in Balotesti is opened, where the central warehouse and the operational headquarters are moved.
- 2014** | the logistics center in Ghiroda (Timis) is established.
- 2016** | the logistics center in Miroslava (Iasi) is established.
the logistics center in Apahida (Cluj) is established.
- 2018** | Farmexim becomes part of the German concern PHOENIX group, a leading provider of integrated health services in Europe.

Values and principles of the company

Our philosophy

We are dedicated to the sustainability of the company and the long-term growth of its value for the benefit of our stakeholders and employees. We focus on sustainable growth, which we achieve by constant adaptation to the needs of our customers and by constant development, so that our customers are always satisfied.

Our employees are the main promoters of the company's success. By supporting their development, we not only support individual progress, but we guarantee continuous and successful progress at group level. Thus we manage to achieve what we aimed, now and in the future.



WE GET INVOLVED BECAUSE WE CARE

Values and principles of the company

Our vision

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

Our mission

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

Our strategy

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

Values and principles of the company

Our values:

- Respect
- Initiative
- Trust
- Responsibility

All these values guide us in our daily lives and have become rules of conduct to which all the employees of our company have agreed, each one contributing to a sustainable growth.

We act with the belief that people make a difference and we support our employees development as an engine of our evolution. We constantly invest in company's people and development.

OUR VALUES

Everything we do takes into account
the mission we have undertaken

RESPECT

Our entire activity revolves around people and looks at improving their condition, whether for employees or customers.

INITIATIVE

We act instead of reacting. We represent clear and future goals, make results-oriented decisions and approach structured cooperation.

TRUST

We build together. We are a mature, dedicated, responsible partner.

RESPONSIBILITY

In addition to our financial and legal obligations, we undertake the responsibility we have towards the company we belong to.

Organisational chart and staff

2020 brought a new organizational structure, meant to streamline our activity and lead us to operational excellence.

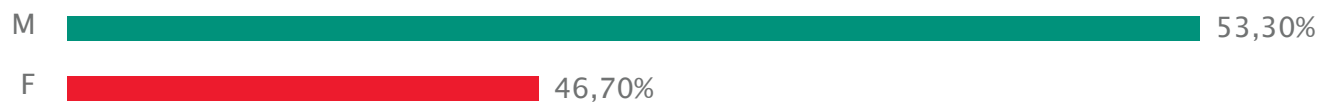
The new structure groups the distribution and retail activities in competence centers, bringing Farmexim and Help Net together, under the same umbrella and with the same vision, that of being the best provider of integrated health services in Romania.



Organisational chart and staff

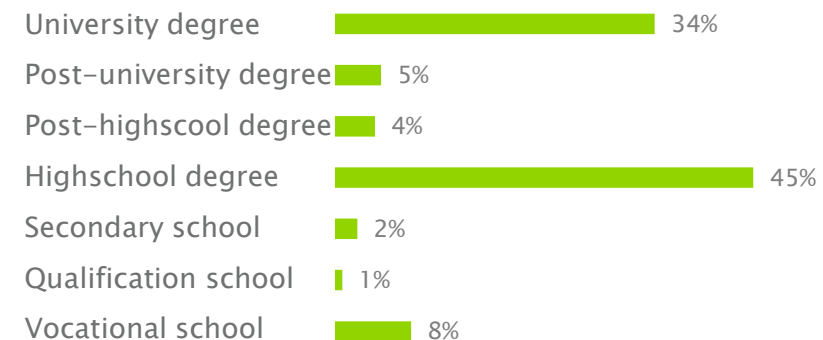
- the company is functionally structured in departments, under the subordination of a Managing Director, respectively of a local board;
- we can also consider the regional aspect of the Help Net team, given the layout of the retail network. Within the Help Net organization, intra and interdepartmental relations are collaborative – professional;
- during 2020, 197 new employees were recruited

Farmexim employees report by gender

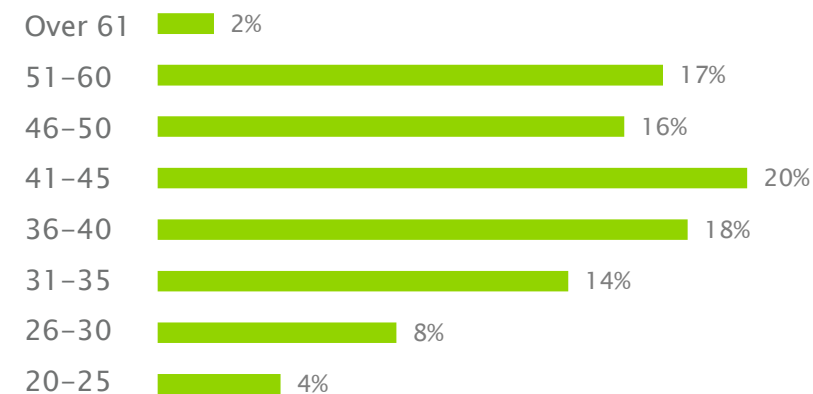


- 53,3 % of the employees are male, while 46.7% are female. This small difference comes from warehouse employees, where men are more than women due to the specific work.

Education level of Farmexim employees



Distribution of Farmexim employees by age

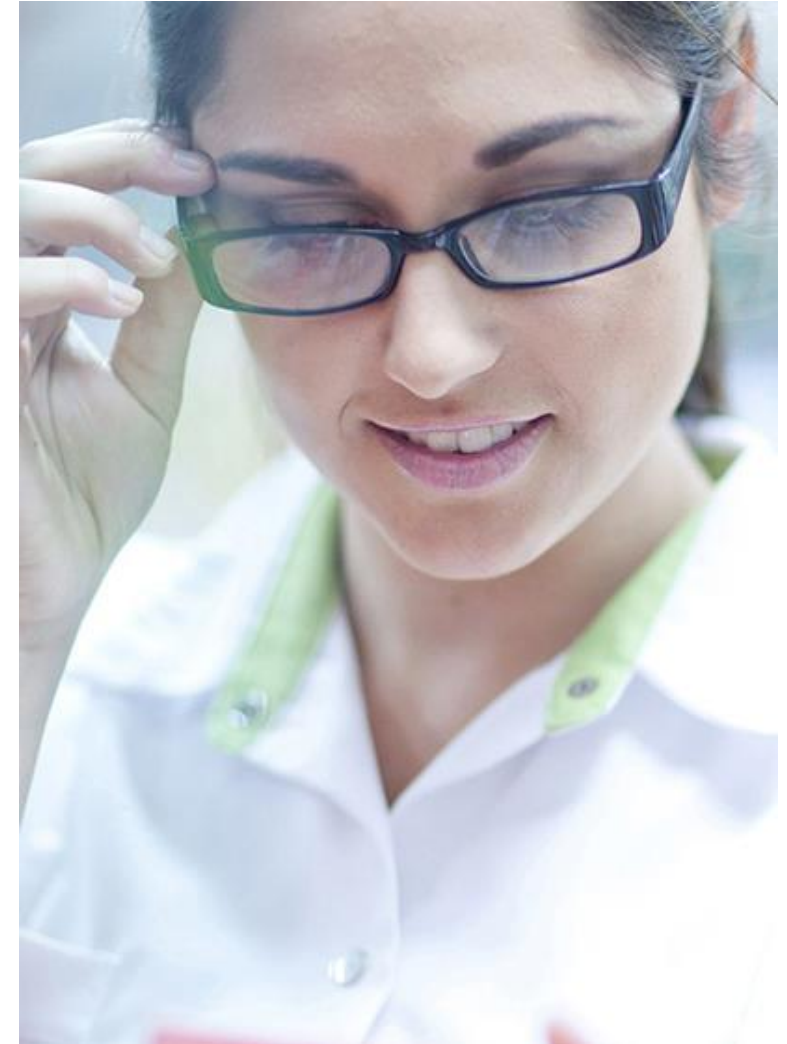


Organisational chart and staff

Employee support and working conditions:

Farmexim offers employees various facilities and benefits:

- life insurance;
- subscriptions to the medical services of a private clinics network;
- preferential prices for subscriptions to a gym network;
- access to Samsung Club;
- financial support to employees in need;
- all employees receive free water, coffee and, weekly, fresh fruit in the headquarters ;
- in the canteen of the headquarters the necessary conditions have been created, so that employees who want can heat their own food;
- substantial discounts in Help Net pharmacies;
- for the comfort of the employees, the process of changing the furniture has started and is undergoing.



Organisational chart and staff

Training courses and access to information

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

To improve online skills and personal development, free access to workshops and webinars was provided to all employees.

Within Farmexim, communication is transparent and employees' access to information is valuable. Thus, starting in 2020, Farmexim employees use the Speakap application, an internal communication tool, implemented at group level.



In 2020, Farmexim employees benefited from 3,155 hours of training.

Our products and services

Products portofolio



Farmexim distributes over 4,300 products such as medicines that can be reimbursed, most of which are purchased from domestic manufacturers.

Farmexim distributes a wide range of food supplements available on the local market, including own brand LIVSANE which offers top quality at an affordable price.



Farmexim distributes, on average, a number of 4557 products, usually sold in pharmacies

Our products and services

In order to distribute medicines to customers from all over Romania, Farmexim uses state-of-the-art logistics equipment and a modern fleet of vehicles equipped in accordance with GDP standards and regulations of the Ministry of Transport.

Distribution operations, for a 100% national coverage, are carried out by:

- 11 branches in the main cities in Romania
- 10 regional warehouses



Our products and services

- In January 2014, the headquarters and logistics center in Balotesti (IF), one of the most modern in Romania, was established.
- The work points in Timisoara, Iasi and Cluj-Napoca have modern logistics centers, recently built.
- We want to provide the highest quality services, that's why we have invested in equipment for our logistics centers, in accordance with GDP standards, but also with the highest European standards in the distribution of pharmaceutical products.
- The ISO 9001: 2015 certification ascertains once again that our concern for the quality of the services we offer is important, real and permanent.



Our products and services



BALOTESTI – one of the newest logistics centers in Romania, with modern equipment and exceptional facilities

Our products and services



TIMISOARA



IASI



CLUJ-NAPOCA

Our products and services

	Balotesti	Timisoara	Iasi	Cluj
Opening year	2014	2015	2016	2018
Warehouse area (mp)	13,100	3,700	3,600	2,900
Extendable up to (mp)	14,567	5,235	–	4,000
Cold area(mp)	350	30	30	30
Ramps no.	19	8	8	8
No. of picking points	15	4	4	4

Modern warehouses:
self-propelled
conveyor, static and
gravity shelves,
Rf technology

Our products and services

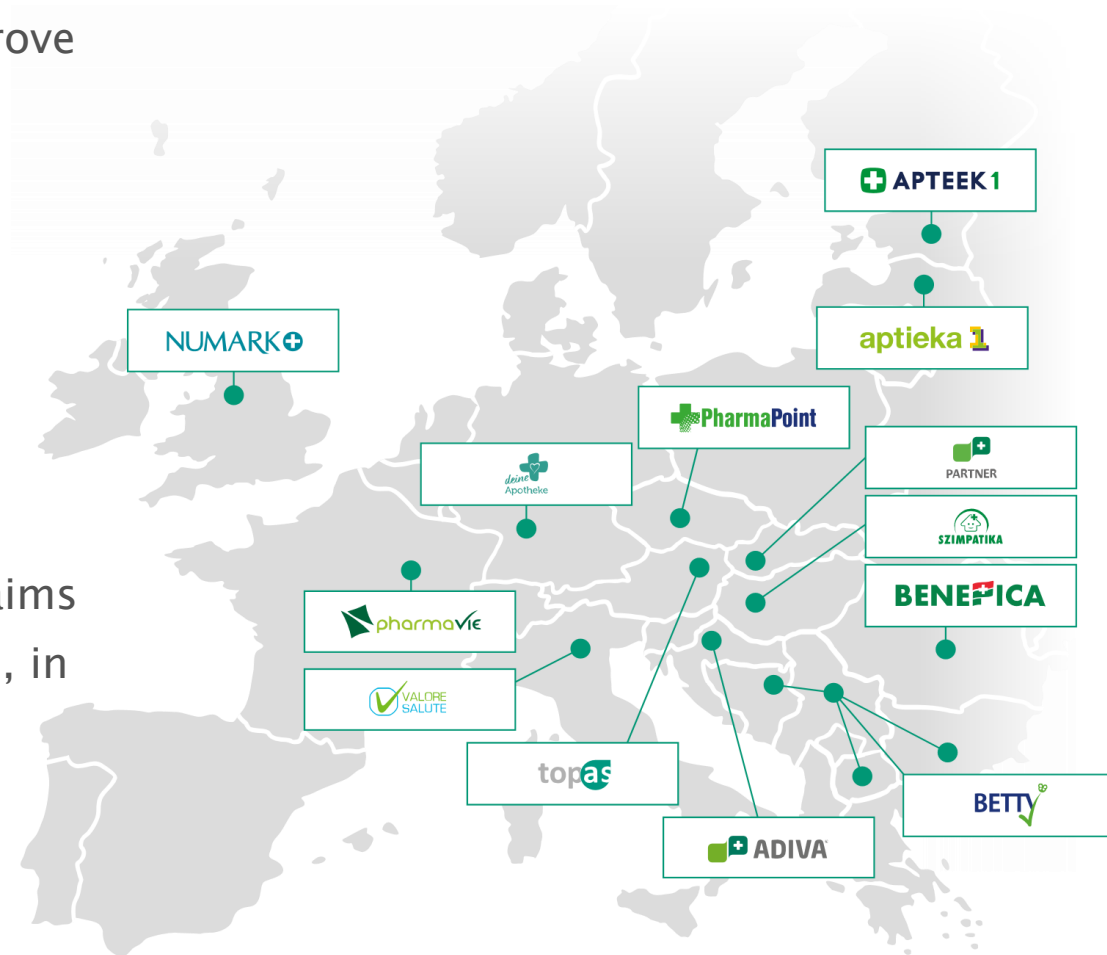
Benefica

Started in 2017, Benefica is a loyalty program, a partnership based on trust and fairness, dedicated to pharmacies that want to improve their performance.

Benefica is now part of the PHOENIX Pharmacy Partnership, an umbrella concept that encompasses pharmacy cooperation programs developed by the PHOENIX group in Europe. With a network of 13 local programs, PPP is the European leader, with more than 13,500 independent member pharmacies in 16 countries.

In 2020, Benefica has entered a new stage of development and aims at becoming a partnership based on clear contractual conditions, in order to provide additional benefits to program participants.

The new concept, with a 360° approach, provides benefits for all parties involved, customized solutions to cover partner requests and the ability to expand services according to special requests.



Our products and services

Benefica

The benefit was also developed by adding services for patients, offered to participants with a signed contract. Campaigns dedicated to patients in pharmacies have been initiated, a Facebook page and a website www.farmaciiibenefica.ro have been launched, dedicated to communicating with customers.

Types of actions:

- campaign to supply plexiglass protection panels and visors for pharmacists in March 2020;
- signaling of partner pharmacies with Benefica materials, a symbol of program belonging;
- campaigns for patients in pharmacies and online;
- articles presenting the partner pharmacies on social media and on www.farmaciiibenefica.ro;
- OOH and radio campaigns to promote partner pharmacies;
- online courses on the academiafarmexim.ro platform and contests with prizes for pharmacists active on the platform;
- COFACE online courses and customized financial reports for each partner, prepared by Iancu Guda.



Our products and services

Pharma Services

- Farmexim and Help Net, leaders in distribution and retail, logistics and health service providers in Romania, benefit from the support of PHOENIX group, with a unique European coverage, which offers us solid, expert knowledge in many fields such as: Market penetration, Patient programs, Representation services, Health logistics services, Clinical trials or Trade partnerships
- Our vision: to be the best provider of integrated health services – we aim at offering each customer the best products and services in Romania. Thanks to the close collaboration between distribution and retail we can achieve this goal, acting together, under the umbrella "PHOENIX All-in-One", as a link between the pharmaceutical industry and patients.
- modular, individual services and packages that perfectly fit the needs of our customers: health logistics, market access, clinical trials, B2B access to pharmacies, B2C patient access



Communication channels with customers

Farmexim has an outsourced call-center service, with 2 operators, available between 09–18. There is a short number and an e-mail address that collects both the complaints sent directly by customers to suport@farmexim.ro, and the complaints completed by customers in the existing forms on the websites www.farmexim.ro and www.farmeximonline.ro.

The call center has a diagram, with codes per complaint type, where notes are generated to the responsible Farmexim departments (if the call center cannot answer on the spot). There are designated people in each department to handle these complaints / requests. The call center operators receive the answer from the Farmexim departments and provide the customers with the resolution.



Communication channels with customers

For the Benefica loyalty program, the communication channels with customers are:

- the site dedicated to partner clients www.partenerbenefica.ro where news, articles, service launches or information about events etc. are posted.
- an automatic newsletter is daily sent by the platform to the users' e-mail addresses, with the news posted in the last 24 hours.
- Benefica mobile application dedicated to partner customers;
- letters and information.

For other customers who are not Benefica partners:

The most popular communication channel is via Farmexim On-line application, which is an interactive service dedicated to retail pharmacy customers.

The online platform facilitates access to various services and information such as:

- taking orders;
- order history;
- available stocks
- product reservation;
- promotional campaigns;
- invoices and payments.



Ethics and compliance

- Farmexim does not collect, use, process or store personal data without a legitimate commercial purpose. Any type of personal data (name, home address, etc.) is collected for a precisely defined purpose and protected. In this respect, all local laws and regulations regarding the protection of personal data are observed.
- All Farmexim employees identified in risk areas have been trained on anti-corruption policies and procedures and on Anti-Bribery policy.
- We want to be a model of ethical behavior both by the way we conduct our business and by the integrity of our employees.

GDPR

CODE OF
CONDUCT

In 2020, ZERO lawsuits were filed the Farmexim company or its employees,
having as object acts of corruption

Selection of service providers

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

The tender process consists of 3–5 tenders, which are subject to an internal analysis that follows these criteria.

Governed by deep-rooted ethical principles, we strive to build lasting partnerships with suppliers who share our values and take steps to ensure that our partners comply at least with the requirements of applicable laws.

Procurement and selection of suppliers are managed locally by the Procurement department. The suppliers services at PHOENIX group level are implemented without a secondary local tendering process, such a process already taking place at group level.



Risk management

Both within the PHOENIX group and Farmexim, risk management is an integrated activity.



The goals of PHOENIX group, as well as of the Farmexim company regarding risk management are:

- Understanding the risks to which society is exposed, the causes, as well as the general and specific goals;
- Improving the company's risk profile by managing the process of identifying, assessing and managing risks and implementing the necessary control actions to maintain risk exposure in the tolerable area.

Risk management

In the context of the rapid changes we are facing, the understanding and good management of the risks associated with the activities we carry out are extremely important for the continuity and sustainable development of our business pattern.

Inability to achieve growth goals

Decrease in volumes and net sales revenue

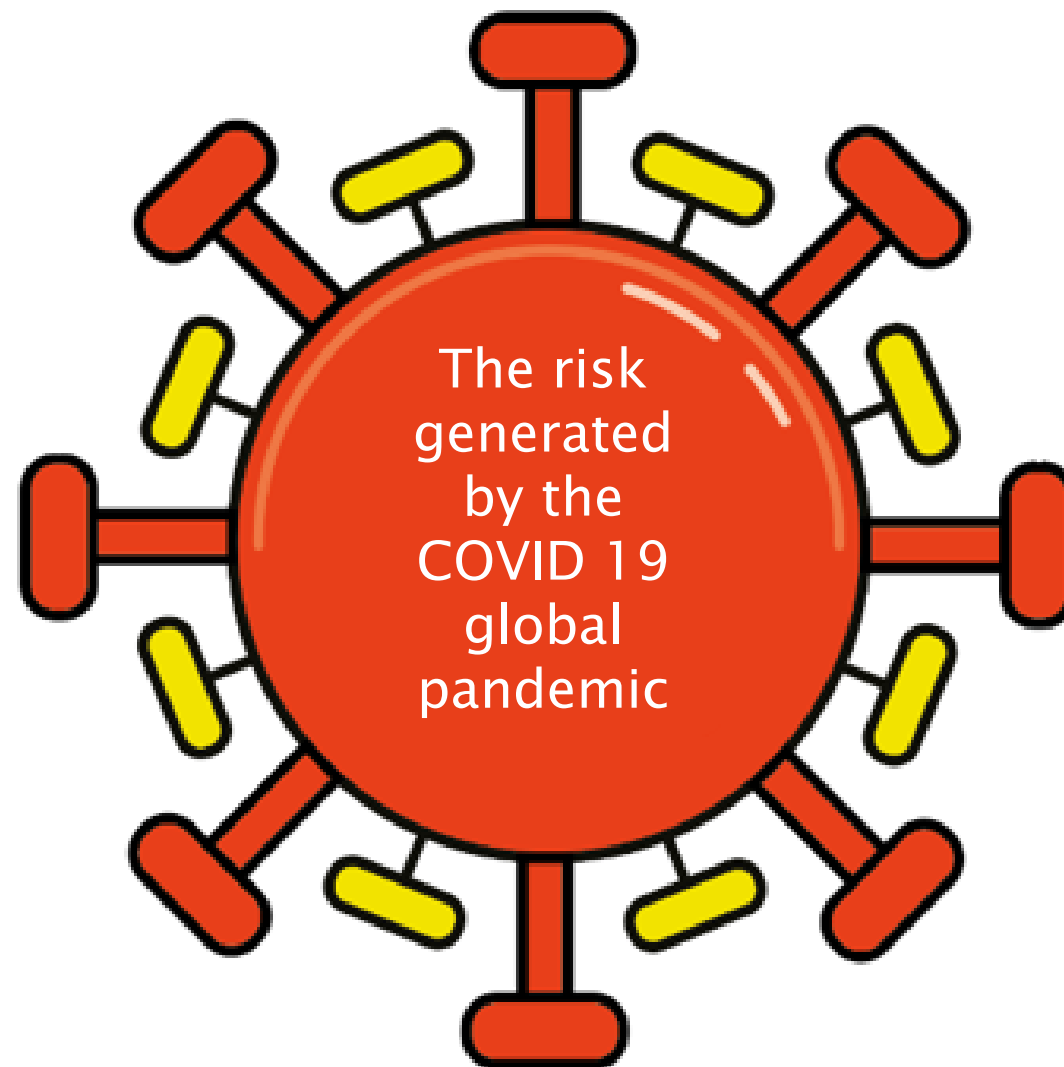
Deterioration of company's reputation and brand

Employee commitment and motivation

Increase of operating costs

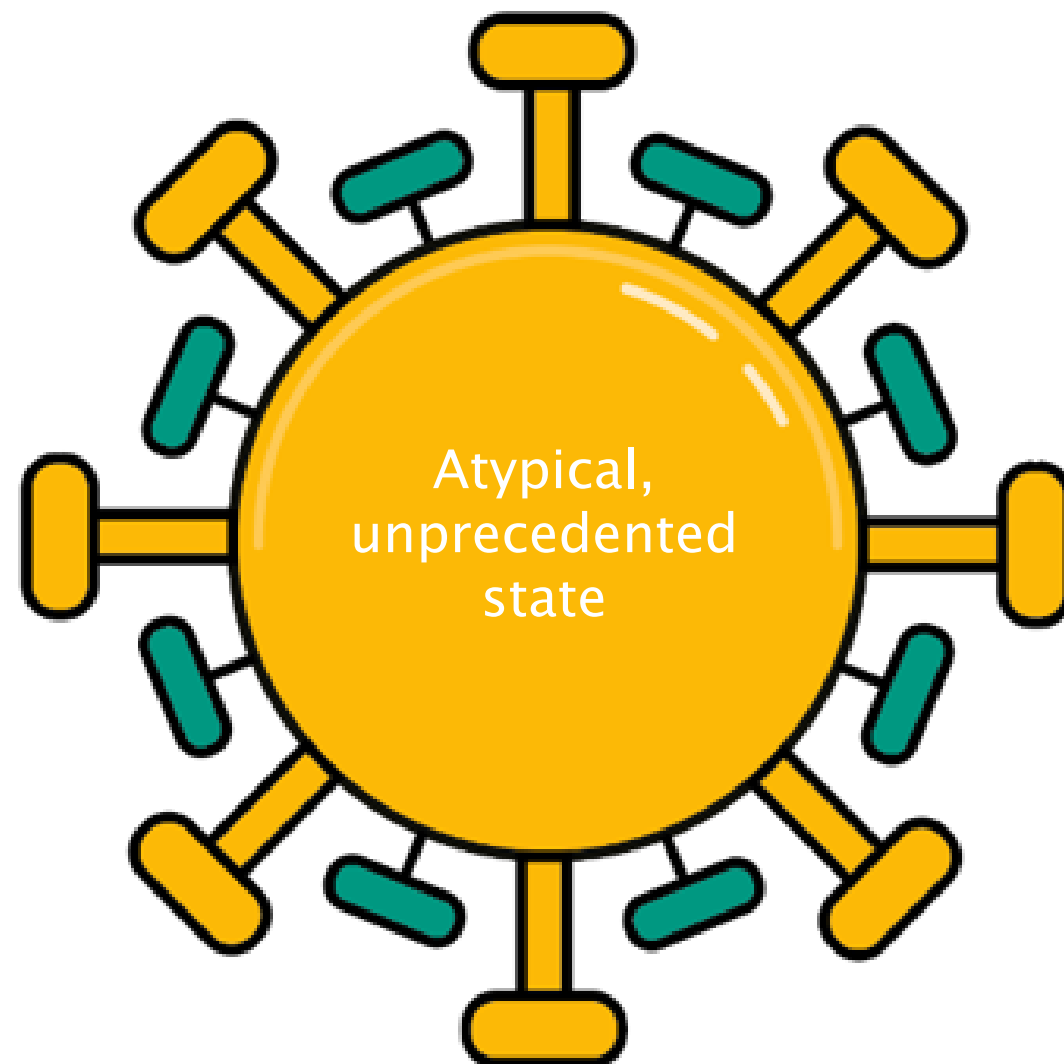
Possible discriminatory taxes

Non-compliance with data protection legislation



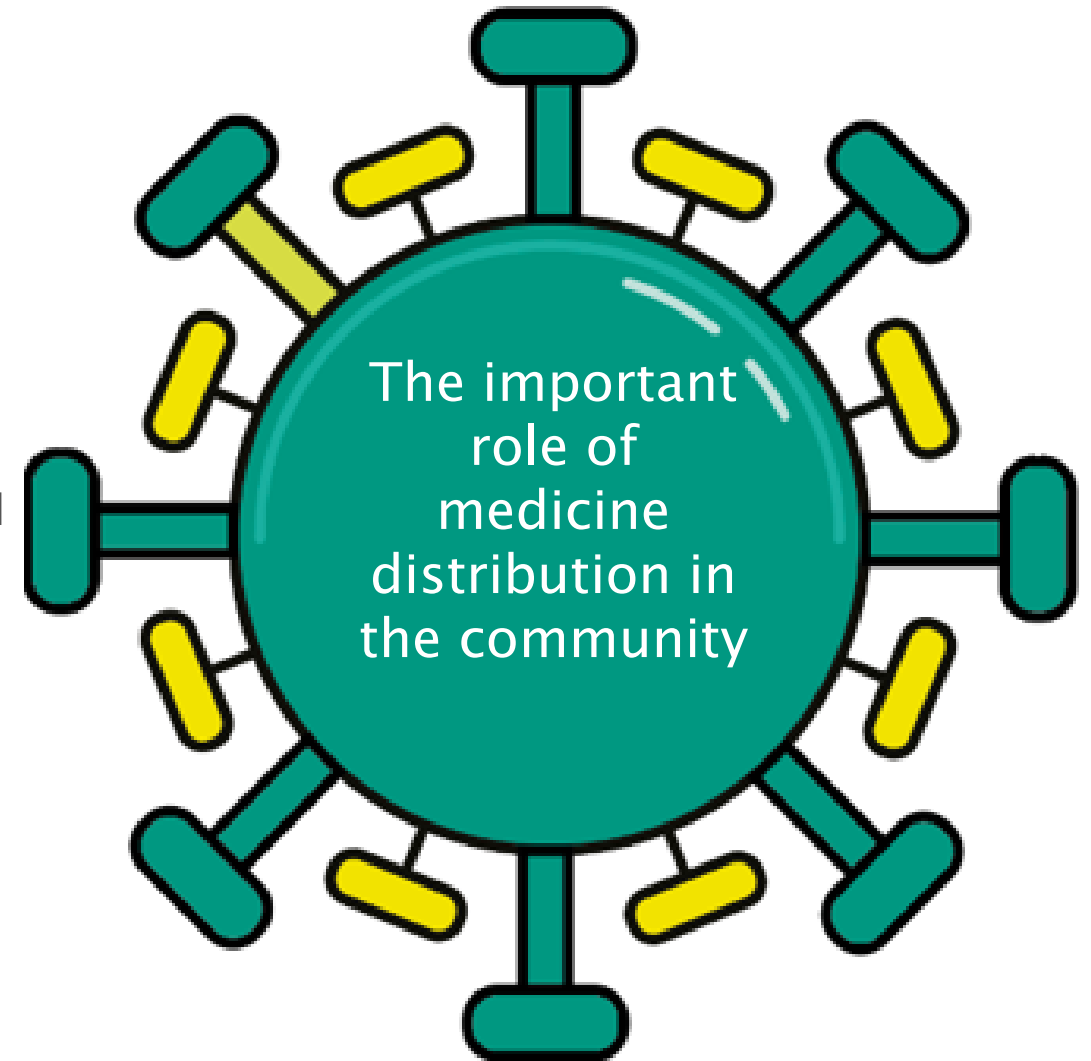
Risk management

- In 2020, we faced an atypical state, destabilizing the economy and having a major negative impact on all companies and employees. This state was generated by the emergence of the new Coronavirus (Covid 19) and the global pandemic context.
- Farmexim provided masks and protective materials to all employees. At the same time, work from home in remote system was implemented, providing all the IT equipment necessary for the employees.
- The number of cases of infection among employees has been kept at a low level, thanks to the special department established to manage this crisis.



Risk management

- In the warehouses the activity was normally conducted in 3 shifts. The company eliminated the intermediate exchange and organized the teams so as to decrease the contact between the employees and to be able to sanitize the workspaces.
- The company's employees were included in the first vaccination line against the new coronavirus, the designated department facilitating priority access.
- A new support tool (TaskForceCovid) has been created to inform employees about hygiene and social distance rules, vaccination schedules. It also supports the provision of health protection products where necessary.



Risk management

Legislative risks

Legislative changes continuously targeting the pharmaceutical sector and often lead to legislative risk, which must be constantly monitored.

The pharmaceutical market is a regulated market, with clear legislative provisions, developed in order to control the quality and therapeutic efficacy of medicines on the market, as well as to avoid counterfeiting.

In 2020, Farmexim received fines of € 3,095 from government institutions. Our company immediately remedied the reported non-compliances.

The Legal and Regulatory Affairs Departments are in a continuous process of identification and information on legislative risks by ensuring that all applicable laws and regulations are observed.

Risk management

Risks related to the employees

As the market where we operate is extremely competitive, the highest challenge is to attract, retain and involve enough qualified and experienced employees.

17.32 % was the Farmexim staff turnover rate in 2020, indicating a decrease of 14.28 % comparing to previous year. For 2021, we aim to significantly decrease it.

- Improving our image as an employer and the provided benefits;
- Internal development of leaders and employees for key positions;
- improving the skills and commitments of leaders to develop talent;
- Continuous dialogue with employees, to effectively maintain culture and commitment;
- Promoting an inclusive environment that allows all employees to reach their full potential;
- Generating value within the communities we operate to ensure that we are perceived as an ethical company with an attractive purpose;
- Increasing the number of talents by hiring a varied workforce.

Our policies

Based on the internal risk analysis, we continuously develop our internal policies, so that some of these risks generated by the pharmaceutical industry are constantly monitored. Thus, our company has taken actions to maintain them at an acceptable level that does not threaten our financial and reputational stability.

Starting with 2018, Farmexim is part of the German corporation PHOENIX group, when also agreed with all the group's internal policies.



Our policies

Compliance. Within the existing Compliance Management System (CMS) at group level, we have implemented a series of compliance policies and related procedures, drafted to ensure the necessary framework to safely conduct our job-specific activity, in compliance with the applicable legal regulations in the field of competition, money laundering, international penalties, as well as anti-corruption.

Fair competition, the fight against corruption and bribery. PHOENIX group and its entities strive to fully comply with EU competition laws and regulations. We prohibit our employees from trying to gain personal benefits through Farmexim business operations.

Rules of conduct. Our employees benefit from a positive and ethical work environment so that any employee, regardless of the position in the company, complies with the Internal Code. This Code is continuously updated.

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

Our policies

Four eyes principle. Mandatory legal commitments, such as important agreements with third parties and labor contracts made on behalf of the company are always concluded in writing and signed by two authorized persons.

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

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

Health and safety. We comply with local laws and regulations regarding environment, occupational health and safety. Health and safety operations are used to prevent illness and promote well-being at work.

Zero tolerance for harassment or violence. Farmexim employees are trained to treat each other with respect.

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**ZERO cases of harassment, discrimination or corruption within the company and
ZERO fatal accidents at work were reported during 2020**

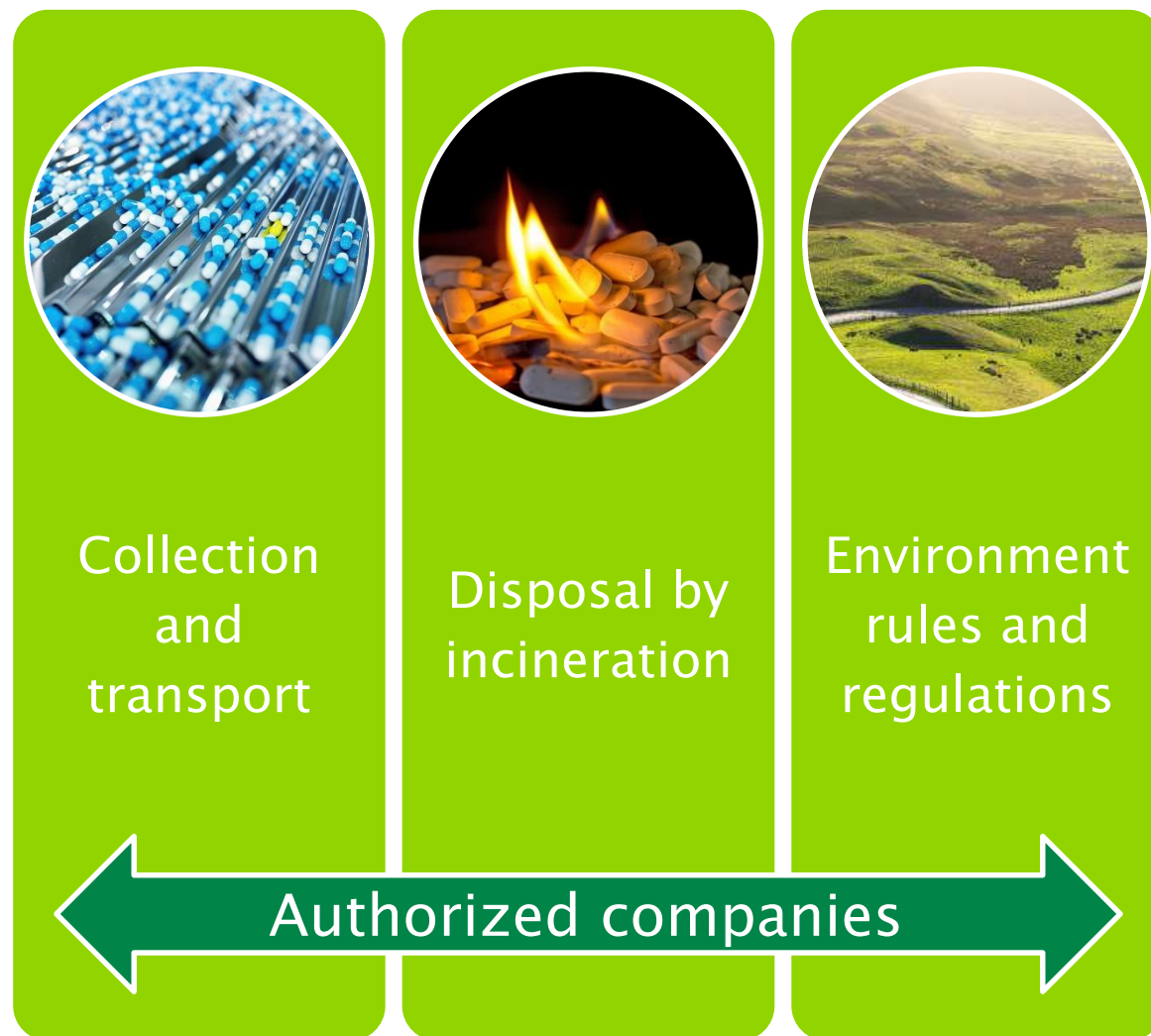
Our policies

Policy for destroying the expired medicines

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

Farmexim disposes the expired medicines from stocks, which are then collected through our employees, who ensure the collection and destruction by incineration of products, according to standard regulated procedures with companies authorized in the field.

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



Environmental protection issues

Fuel for company vehicles. This reporting started in 2020 due to the need to optimize travel routes for all employees of the company. For this year, we declare the following consumption:

- Diesel fuel: 212,391l
- Gasoline: 31,899l

Diesel fuel for distribution (own vans). Compared to 2019, the consumption of diesel fuel used for distribution increased by 1.14%, from 1,162,689l to 1,176,049l.

Diesel fuel for distribution (own trucks). Compared to 2019, the consumption of diesel fuel used for distribution decreased by 5.25%, from 305,125l to 289,118l. Farmexim collaborates with third parties to take over a part of the distribution operations. Consumption by third parties was 83,000l in 2020.

The company continues the process of replacing the fleet, choosing petrol engines, thus adhering to the new European standards.

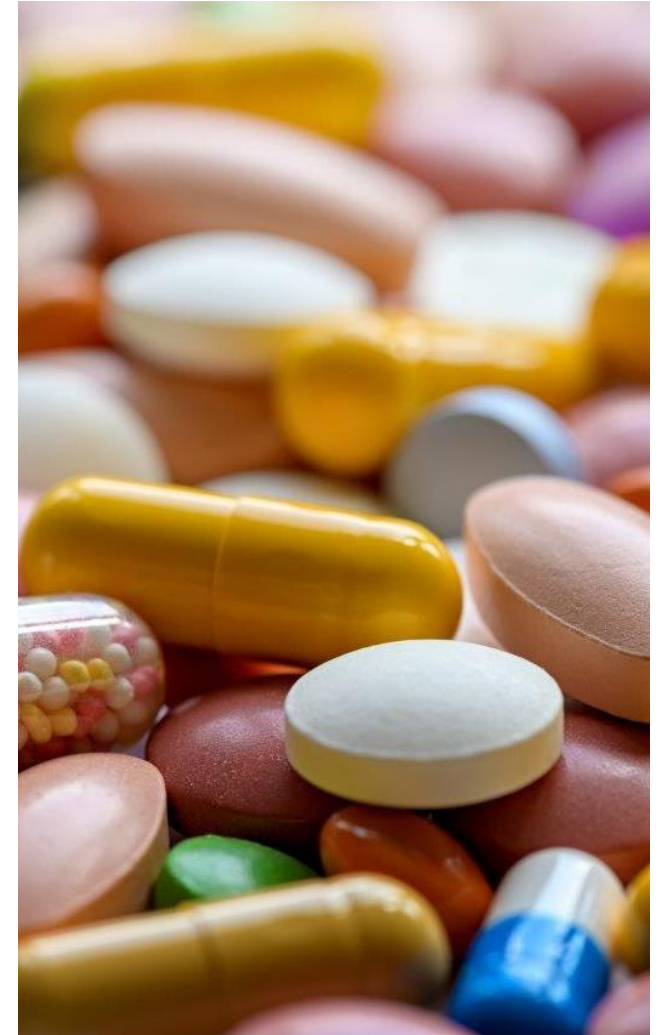
Environmental protection issues

Pharmaceutical waste. Compared to 2019, the amount of pharmaceutical waste has increased from 8 t to 14 t, due to the fact that manufacturers no longer collect expired medicines, Farmexim dealing with their safe collection and destruction.

Electronic waste. In 2020, the amount of electronic waste was 1,819 kg, compared to 296 kg in 2019, indicating an increase of 515% (equipment was recycled according to current legislation).

Farmexim has replaced all IT equipment with new ones, much more energy efficient ones. The IT department chose to purchase laptops with lithium / ion batteries, with a low impact on the environment and a higher recycling rate.

Metallic waste. In 2020, the amount of scrap metal decreased by 150%, from 10t in 2019 to 4t. In 2019, a larger amount resulted because the company dismantled certain existing metal structures on the owned land premises.



Environmental protection issues

Wood waste. In 2020, the amount of wood waste decreased by 5%, from 96t in 2019 to 91.

Plastic waste. In 2020, the amount of plastic waste increased by 31%, from 179t in 2019 to 235t. This increase comes from the increase in the number of pharmacies served as a result of the normal expansion process.

Paper waste. In 2020, the amount of paper waste was 170t, reporting began in 2020.

Electricity. Compared to 2019, consumption decreased by 3%, from 4,448 MWh to 4,318 MWh.

Natural gases. Compared to 2019, natural gas consumption increased by 2%, from 3,044 MWh to 3,115 MWh.2020

We also use recycled paper in our offices and warehouses.
Deliveries to pharmacies are made in reusable plastic totes,
with a long service life and minimizing waste.



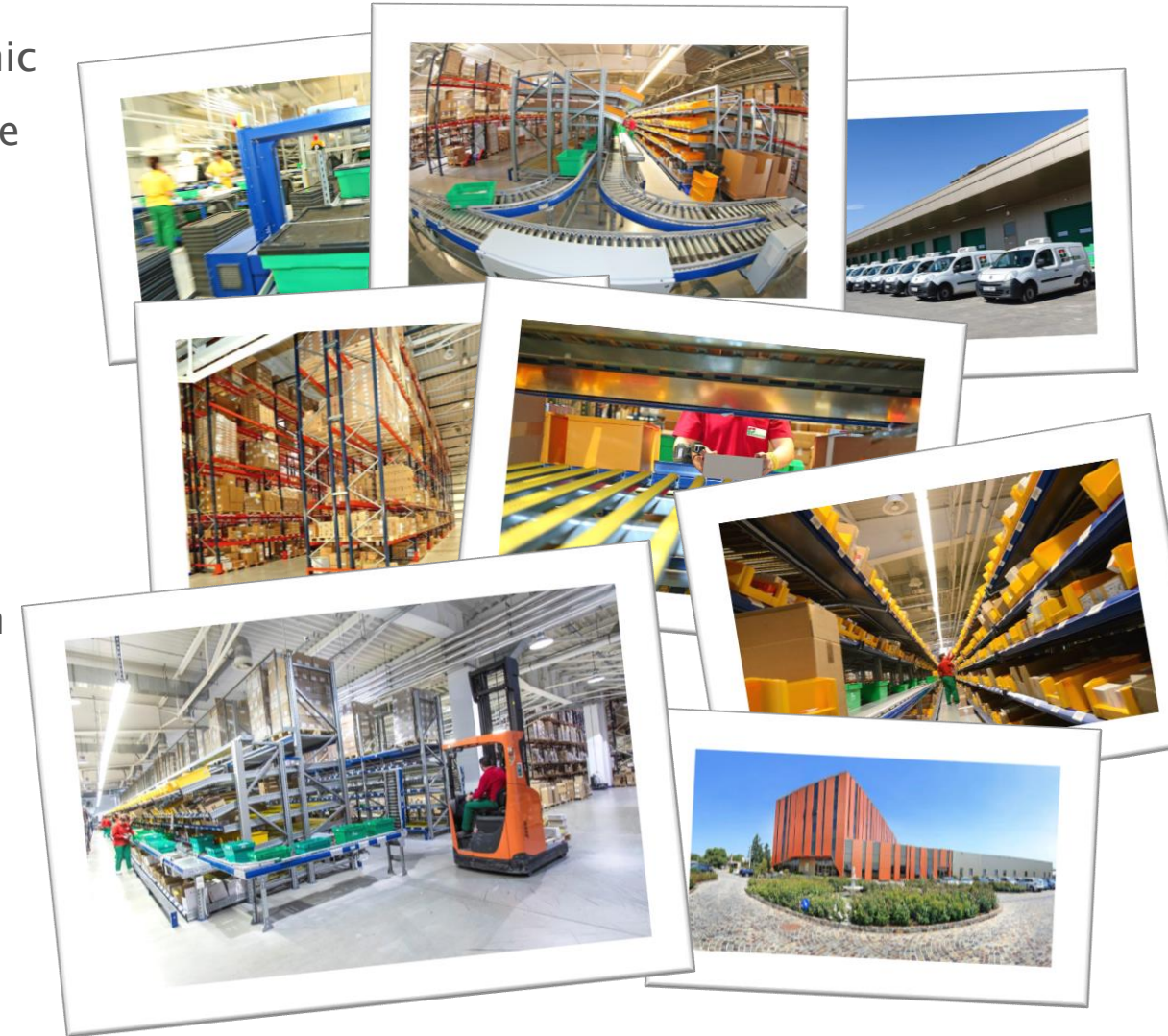
Environmental protection issues

- Farmexim is involved in managing and developing its business in a sustainable way. In addition, the company is dedicated to responsible environmental practices. These principles of corporate social responsibility (CSR) are emphasized at all levels of responsibility within the PHOENIX group.
- For our company, compliance with all relevant rules and regulations regarding environmental protection is a priority. Responsible environmental practices are integrated into all functional processes, planning and decision-making. Thus, our employees perform their daily tasks in a responsible way towards the environment.
- When equipping the new storage hall, the lighting is managed by motion sensors to save energy. Products handling equipment has lithium / ion batteries. We buy thinner packaging foil, decreasing the amount of plastic waste. We recycle paper, cardboard and plastic from foils and reuse, where possible, the rubber band for products.

As a result of the actions taken, in 2020, our company received
ZERO fines for non-compliance with environmental standards.

2020 Achievements

- in the midst of the crisis generated by the global pandemic context, the company's employees manage to to serve the company's customers in a professional manner;
- medicines used to treat COVID-19 infection have been included in stocks;
- the area of the central warehouse in Balotesti was expanded by 3000 sqm;
- the portfolio of products provided to customers has been increased, thus covering market requirements.



About community, environment and employees in 2020

What we did for environmental protection:

- we have decreased the costs and the amount of waste resulting from the distribution activities, by using reusable plastic boxes;
- we chose LED lighting in warehouses. In the warehouse in Balotesti, the lighting is controlled by sensors in order to reduce electricity consumption and carbon footprint;
- we continued the process of replacing the car fleet, choosing more environmentally friendly engines

What we did for our employees:

- we conducted an internal survey to assess employee satisfaction regarding the way the company handled the COVID-19 crisis;
- we gave the opportunity to work remotely to all eligible employees
- we implemented a system of rewarding employees based on clearly established criteria;
- we offered private health subscriptions to a partner clinic and discounts on certain products and services

2021 Goals

For the employees

- improving the image of the employer and the offered benefits;
- increasing dialogue to effectively maintain culture and commitment;
- developing employees for key positions;
- continuing to improve working conditions;
- the main goal is to significantly decrease the staff turnover rate.
- continuous dialogue with employees to effectively maintain culture and commitment;
- raising employees' awareness regarding CSR actions and results



2021 Goals

For the clients

- improving the level of customer service and the product portfolio;
- increasing the number of Benefica contracts, by which we can secure the turnover with each participating client and to be able to follow the loyalty and the level of belonging to this program;
- developing the Pharma Services department, by increasing the range of logistics services to provide solutions throughout the entire supply chain



2021 Goals

For the community

- we will start an extensive process of recovery, refurbish, upgrade and sanitization of IT equipment, which we will donate to children without possibilities, in order to participate in online school;
- we will encourage volunteering among our employees
- we will install boxes in our premises, where employees will be able to donate toys, clothes, non-perishable food or money to help children in orphanages or the elderly in care centers.
- we will initiate an action to sanitize and clean a protected area.
- we will direct 3.5% of the tax to the HOSPICE CASA SPERANTEI foundation



2021 Goals

For the environment

- we will continue to selectively collect, recycle and encourage the use of electronic documents to decrease paper consumption;
- we will constantly analyze the opportunities to purchase state-of-the-art equipment to optimize consumption and waste, including renewing the fleet with cars with less impact on the environment.
- We will initiate internal procedures to optimize consumption;
- we will continue to optimize stocks to decrease the amount of expired medicines.



“Coming together is a beginning. Staying together is progress. Working together is success.”

(Henry Ford)

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