

# SUSTAINABILITY REPORT

Sana Pharma Medical AS

2021





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# Words from the CEO

In 2021, Sana Pharma Medical became part of the Swedish company Mallax Pharmaceuticals AB. Together, we are aiming to build a leading North European platform for pharmaceuticals and healthcare products.

We strengthen our business by delivering growth through new products and combine that with acquisitions of well-established brands. Our work effort towards healthcare professionals, end consumers and our focus to become the preferred partner for pharmacies is continuing. Therefore, we are especially proud of the rewards we won with pharmacies this year:

«The Supplier of the Year» at Boots

«The Effort of the Year» at Apotek 1, and

Nominated for the «The Best Professional Contribution of the Year» at Apotek 1.

Covid-19 has been challenging for all of us in many ways during the last couple of years. Besides working from home and only performing digital meetings with colleagues and customers, we have worked hard with our suppliers to ensure continuous availability of products. Social distancing and change of consumer behavior towards more online purchasing have been one outcome of the pandemic. As a dynamic, innovative, and partly digital company, we have been able to adjust to the new situation. We have also initiated digital collaborations with pharmacies to meet new customer demands.

Our desire and ambition to improve people's health goes beyond just offering products that improve health. As an example, we gathered all employees in November for a two-day session focused on how we could improve and work better with environmental and social aspects. We defined and prioritized among of our ESG goals, and we also established a foundation for which our company is donating monies every month and for every employee. Since then, we have raised additional monies to our foundation from other individuals that support our sustainability work. All employees have a say in what projects our foundation will support so this may vary from year to year as we continue to build our company. This year our foundation will support three initiatives, Save the Baltic Sea together with WWF foundation, The Mental Health Fund and Unicef.

Our company has taken significant steps with improving our sustainability work during the last couple of years, and we are continually developing and improving our work. With our environmental engagement and specific projects we intend to make a positive impact in people's lives that we can be proud of, internally in the company, locally in communities as well as globally.



## About the report

Sana Pharma Medical's sustainability report 2021 is the company's second sustainability report, and an important part of our journey to develop our business and our sustainability work further. Sana Pharma Medical reports on an annual basis and the data submitted cover. We have focused on the areas that are most important for our stakeholders (customers, users/patients, employees, suppliers) and where we have the best possibility to make a difference. From 2022 Sana Pharma Medical aim to report on a deeper level on our suppliers' sustainability initiatives. Sana Pharma Medical's sustainability report is externally scrutinized.

The report includes Sana Pharma Medical AS, reg. no. 968 671 340, with subsidiaries.

The report has been prepared in accordance with GRI Standards: Core option.

Definitions regarding boundaries as well as measuring techniques and calculations for each topic-specific disclosure are given in the GRI Index.

# About Sana Pharma Medical AS

Sana Pharma Medical is a Nordic pharma company offering pharmaceuticals, food supplements and medical devices through pharmacies only. Our mission is to help people to a better life. Therefore, our primary focus is to offer products that either support normal function or treat medical symptoms. Marketing and sales are prioritised and all manufacturing is outsourced to third parties.

In 2021 Mallax Pharmaceuticals AB acquired Sana Pharma Medical AS and created a new Nordic pharmaceutical platform. Heidi Tveit, SPM's CEO and the CEO of Mallax, also commented: "SPM has the operational infrastructure and Mallax adds a unique competence within business development and mergers and acquisitions. With greater resources we now aim at accelerating our journey".

Sana Pharma Medical AS is certified by the Norwegian Medicines Agency (NoMA) to import and sell medicinal products (wholesaler distribution authorization, WDA) which are released by the manufacturer on the EU market and manufactured accord-



ing to Good Manufacturing Practice (GMP) and the marketing authorization for the specific markets in Norway and Sweden. Sana Pharma Medical also have a WDA in Finland to import and sell medicinal products on the Finnish market. The revenue in 2021 was 68 mNOK, a revenue increase of 25%, due to organic growth in existing markets.

We strive to challenge the traditional pharmaceutical market in an innovative way. While the pharmaceutical industry is to a large part driven by synthetic pharmaceuticals, we challenge by developing and offering plant-based alternatives that treat common symptoms and problems in a gentle way and with less risk for negative side effects. With this ambition, it is important for us to attract competent and experienced people that give us the strength to continue to challenge the market, and offer more alternatives for the benefit of both users and the environment.



## Experienced management team

Our management team is a cross-functional, multinational and agile team of experts within different fields, with vast experience from the pharmaceutical industry. Basically all people in the management team have more than 20 years' experience from their field of expertise. Furthermore, the CEO has substantial experience from business development and operation, and we also have specialists within start-up and establishing of companies. This high level of competence and experience forms a management team with optimal capability to ensure that we perform according to our strategy in all countries.



# Organisation

Our offices in Norway, Sweden, Finland and Denmark include all the vital functions needed in a pharmaceutical company. The pharmaceutical platform consists of inhouse competence within quality assurance, regulatory affairs, pharmacovigilance, design, finance, third-party logistics (3PL), and marketing.



Sana Pharma Medical AS has its head quarter in Lysaker, Norway, and also has locations in Sweden and Finland.

## Norway, Head Quarter Oslo

New premises outside Oslo Q1  
Philip Pedersens vei 20, 1366 Lysaker

## Sweden, Gothenburg

Hotellplatsen 2, 41106 Göteborg

## Finland, Helsinki

New premises Q2  
Plaza Business Park Tuike, Äyritie 22,  
01510 Vantaa

## Quality and safety

Environmental, Social, and Corporate Governance (ESG) responsibility is core to our beliefs and how we conduct our business. We place user safety, satisfaction and well-being first, including complying with all relevant laws and legislations.

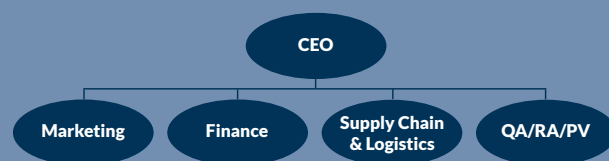
We operate our pharmacovigilance (PV) mainly inhouse together with the qualified person and outsource specific tasks to a PV service provider.

Our local subsidiaries are:

- Sana Pharma Medical AB 559062-5843 (Sweden)
- Sana Pharma Medical OY 2911469-3 (Finland)
- Sana Pharma Medical ApS 42433381 (Denmark)

The local subsidiaries are both involved in marketing and sales as well as quality and regulatory activities. The majority of our staff work at the head office in Oslo, Norway, and some specific functions are placed in Sweden and Finland.

The organisation consists of the following departments:





# Business and product portfolio

In 2021, our portfolio consisted of a total of 10 products, including over-the-counter (OTC) branded products, food supplements and medical devices. Most of our current products are based on herbal substances. Depending on the market, we either sell via wholesalers or directly to larger pharmacy chains. We actively work to become the preferred partner for pharmacies, within our categories. We do this by offering extra services such as training and education towards end users/patients and pharmaceutical staff. In 2021, we offered products within three different categories (see below).

## Sleep and anxiety



## Womans health



## Cough and cold



# Goals and strategies

To achieve our mission to help people to a better life, we strive to be the preferred partner for pharmacies and become the product leading company within relevant therapy areas. Sana Pharma Medical focuses on expanding the business both geographically and by growing our product portfolio where we identify a consumer need. Our strategy is to become more visible, educational and drive users/patients to pharmacies, to ensure that users receive complete information and advice about the products.

# Stakeholders

Due to our business area, we have many different stakeholders – from customers, end users/patients, partners and suppliers, to employees, governments and owners, as well as society. In all our operations, we strive to find the best possible solutions for all of them. We believe that executing good corporate governance and having a clear code of conduct provide us with a group corporate culture that benefits all stakeholders.



## Customer segments

Our customers can be divided into 3 segments; healthcare professionals (HCPs)/GPs, pharmacies, and users/patients. We strive to help all our customers by educating them and presenting good first line pharmaceutical products and help solving the users'/patients' problems.

Sana Pharma Medical provides relevant communication and solutions for health situations for all 3 customer segments. This is carried out by our marketing team, which provides multichannel marketing to the different segments. Through multichannel marketing, we encourage users/patients to visit pharmacies, to get competent guidance and the right product for their needs.

## Employees

Our employees are our most important asset, and we feel a strong responsibility to be an attractive employer that supports their well-being and development. We encourage our employees in all functions and levels to come up with ideas and thoughts that help us improve. Besides offering fair wages and equal opportunities for employment, development and advancement, we offer a good work-life balance and a safe work environment.

**We strive to attract high integrity employees who want to make a difference in people's everyday lives, regardless of political, religious or cultural background.**



## Suppliers

Our suppliers are located within the EU, and together with EU medical authorities we are regularly auditing and working together with the suppliers to secure safe and good products. We purchase finished products directly from our suppliers, who have several types of products within their production facilities. We regularly follow up our suppliers on their compliance with our supplier code of conduct, and together with the suppliers we make sure our activities are compliant with our sustainability work.

## Owners

We have a responsibility towards our shareholders, and our business must provide a reasonable profit. By investing in Sana Pharma Medical, the shareholders are investing in a profitable healthcare business, working actively with Environmental, Social/Human Capital, and Governance (ESG) issues.

**All suppliers are working towards our sustainability code of conduct, and have all required certifications.**

## Society

Since we work with pharmaceutical and medical products, we have a big responsibility towards society when it comes to product and user safety, good working conditions, environmental impact, efficient use of resources and material. We strive to contribute in a positive way to society, by working with all these aspects in different ways:

### Workplace

- Organizational management
- Working conditions
- Employee code of conduct

### Community

- Human rights and diversity, inclusion policy
- User safety and satisfaction
- Community involvement and development

### Environment

- Sustainability
- Resource efficiency

### Marketplace

- Honourable business
- Anti-corruption policy



# Sustainability report

Our second sustainability report contains information on how we currently address sustainability issues, and presents our ambitions for the future. We always aim to provide products and services that have a sufficient and still gentle influence both on the users of our products and the environment. Standards are established to ensure the safety for our employees and users. This can be seen within all steps in the value chain; from production, transport and em-

ployees, all the way to the user or patient. We support and respect internationally recognized human rights, such as the UN guiding principles on business and human rights, regardless of where we work. For us, it is a matter of course to respect international human rights. We have a zero-tolerance approach when it comes to bribery and corruption, which is also clearly reflected in our code of conduct and corporate policies.

## Materiality analysis

In 2021, the management team performed a materiality analysis that included interviews with selected stakeholders, to get their view on what environmental topics Sana Pharma Medical should focus on, and where we can make the biggest difference, which is

primarily within waste management and transports. We then pinpointed the areas where we have the best possibility to improve our sustainability performance, both in the short and long term:

### Environmental sustainability

- Waste management
- Transport
- Greenhouse gas emissions

### Social sustainability

- Product satisfaction and safety
- Product information
- Safety and wellness for employees
- Human rights and diversity
- Supplier assessment

### Economic sustainability

- Economic efficiency
- Anti-corruption



# Environmental sustainability

## Waste management

Waste has generally a large impact on the environmental footprint. Therefore, waste management and recycling are natural activities in all our offices. Furthermore, to decrease plastic waste, we stopped delivering products in plastic bundles during 2020.

## Transport of goods

The majority of our environmental impact comes from the transport of our goods. We transport our goods via trucks and avoid air transports. We also select partners that continuously strive to make work procedures more efficient and reduce the load on the environment. In line with this, we have contracted specific transport companies to enable co-driving of products with other suppliers. This way, the trucks will be filled with goods and have as little empty space as possible. Another measure to reduce our environmental footprint is that we have set a minimum order quantity for our partners and wholesalers, also to reduce unnecessary or partly empty transports.

External goods transports: Most of our transports are external from our manufactures. We are continuously working to reduce our CO<sub>2</sub> emissions despite the challenges in external transport sector as we have less influence on their decisions and policies. We transport our goods via trucks and focusing to consolidate our shipments, to obtain low CO<sub>2</sub> emissions as possible. This strategy allowed us to transport our goods effectively during 2021, without having significant effect on our CO<sub>2</sub> emissions.

However, it should be noted that previous sustainability report indicated CO<sub>2</sub> emission 8.2 tons for transporting goods in 2020.

In 2021 we recalculated preceding year CO<sub>2</sub> emission using different calculation method and found some deviations. Based on our order frequency (inbound and outbound) along with new product launches and forecast we estimated approximately 10% increase in

our CO<sub>2</sub> emissions when reported.

10 158 kg CO<sub>2</sub> emissions from our primary transport partner applies to our inbound deliveries for 2021. We also collaborate with our secondary transport partner mainly for outbound operations in Sweden and Finland. However, in some cases also utilized for inbound deliveries. These CO<sub>2</sub> emissions are not included in the report from our main transport partner and therefore manually calculated, showing a difference. We clearly see a potential for updating our method for measuring transport emissions, to ensure the better possible accuracy in future.

Internal transports: We limit our internal travels between our countries and promote video meetings to limit business travel to a minimum. We set dates each year for internal meetings, with the purpose to minimise unnecessary travel. Most of our communication with suppliers and partners is also done remotely. Our salesforce does not have company cars, so sales visits are done on-demand or remotely.

However we noted an increase on CO<sub>2</sub> emission from business travel 2020 to 2021. This was expected and mainly explained by very limited business travel during the Corona pandemic followed by increase on headcount.

CO<sub>2</sub> emissions – scope 1 business travel by car, bus and air

CO<sub>2</sub> emissions – scope 2 distribution of products

### Business travel:

**3,56 tons CO<sub>2</sub>**

(2020 1,2 tons)

### Distribution of products:

**14,8 tons CO<sub>2</sub>**

(2020 8.2 tons)\*

\*different calculating method was used in 2020 vs 2021.

Climate-smart employees: Our office spaces are centrally located to encourage employees to commute by train, tram, or bus. We also have employees that walk or take the bike to the office, and we support remote work, so that not everyone needs to travel to the office every day. In 2021, we began the work of establishing specific policies concerning the environment, transport and travel. We have also updated our way to measure CO2 emissions for transports of goods.

## PSCI – Pharmaceutical Supply Chain Initiative

Sana Pharma Medical applied for membership of PSCI in 2021 – an important step in our aim to contribute in minimising the negative environmental impact from the pharmaceutical industry, through good solutions for people, animals and the environment, with sustainable results.

## Social sustainability

### Product safety and satisfaction

Our mission is to help people to a better life. Therefore, user/patient safety and product quality are central to Sana Pharma Medical's operations to minimise risks. Currently, our products are prescription free, OTC products, sold directly to consumers via physical or online pharmacies. Therefore, it is a vital obligation for us to ensure that users/patients and health care professionals understand the intended use of the product.

To ensure and facilitate our compliance with all governmental requirements regarding authorisations and marketing rules, and the pharmaceutical industry's internal regulations in the countries concerned, we have implemented quality systems and processes for our operations, which are described below.

### Quality and pharmacovigilance system

The quality and pharmacovigilance systems include procedures on handling and reporting of product complaints and product defects, adverse events, questions

from health care professionals as well as customers and users, all in order to uphold the requirements in the legislation. Data from the quality and pharmacovigilance systems are regularly analysed to follow up and investigate what measures are needed to fulfil requirements and maintain patient safety as well as improve and develop existing products.

In 2021 we defined product safety goal as less than 1 per mill of external deviation reports should be submitted to our PV system, in relation to sold stock keeping units (SKU).

Inspections are carried out continuously by authorities to check that we meet relevant Good Distribution Practice (GDP) and Good Pharmacovigilance Practice (GVP) guidelines. We audit our suppliers and partners before signing them, and then at regular intervals. In addition to that, we carry out annual audits of all our suppliers regarding certifications and licenses to ensure that all partners have up-to-date authorizations.

Our system is summarized in our Pharmacovigilance System Master File (PSMF) with various annexes that describe how we work within pharmacovigilance. In addition to drug safety, we also have quality assurance processes to ensure the quality and the integrity of the product, including an environmental perspective to maintain sustainability going forward.

### Marketing with care

To be able to provide clear and controlled information, we have established Standard Operation Procedures (SOPs) for marketing information, to ensure that our communication is in line with authority guidelines and product indication. A vital principle for our business is "the right product for the right user", meaning that we are not interested in maximising our sales or profit by selling our products to consumers who do not need or benefit from them. Instead, we want to make sure that users get correct and complete information, and only use them for the correct indications. This is also a reason why we have chosen to sell our products through pharmacies only, and strive to educate the pharmacist customers so that users can get professional information and advice from pharmacists who are well-in-





formed about our products.

During 2020, we developed and took on the role as Marketing Authorisation Holder (MAH), which increases our responsibility within Regulatory Affairs and Pharmacovigilance.

### **Supplier assessment**

We believe in building strong relationships and collaborations with our partners and suppliers, from manufacturers to distribution partners. Our starting point is always the well-being of the user/patient. Therefore, we work from a problem-solving perspective, where our goal is to identify a problem and see how/if we can remedy this issue. After completing that process, we look for the best possible partners and suppliers who share our values.

This work includes risk analyses and supplier assessments. We audit our suppliers and partners before signing them and then at three-year intervals with regard to GDP. In addition, we carry out annual audits of all our suppliers regarding certifications and licenses to ensure that all partners have up-to-date authorizations. We ensure that our 3PL logistics and distribu-

tion partners meet relevant legislations as well as our business requirements and internal policies and procedures. All medicinal products are managed according to GDP standards. By working closely together with our partners, we make sure that all procedures, practices and resources are aligned with Sana Pharma Medical's internal safety and environment policies. During 2021, we began our work regarding our code of conduct to ensure compliance in these areas.

In 2021, we conducted an audit to assess the sustainability work among our suppliers. We gathered this information to make sure that Sana Pharma Medical, along with our service providers, are trustworthy, reliable, and committed to sustainable business practices. The questionnaire included these topics:

- Environmental work and goals
- Anti-corruption
- Human rights
- Working conditions for employees

### **Safety and wellness for employees**

To be a sustainable workplace for our employees, we have several activities ongoing in the company. Every new employee goes through an introduction and an



on-boarding program to ensure a good start. We also have yearly employee interviews to discuss personal development and well-being at the company. To ensure a good work-life balance, we offer individual and flexible working conditions. All employees have 6 weeks' vacation and travel insurance that includes private life.

To promote health and physical activity, all employees are offered financial support for e.g. gym card or other alternatives. On top of this, we offer health and treatment insurance, as well as generous pension solutions.

As a result, we have achieved our goal of keeping sickness rates down <5 days a year.

### Human rights and diversity

At Sana Pharma Medical, we prioritise diversity within our workforce. Our ethical guidelines are based on Sana Pharma Medical's values as well as the laws and regulations applicable in our line of business. Our guidelines describe how we must act in an ethical and social responsible manner.

We also believe that different perspectives and backgrounds will benefit the business. Hence, we have a mix of employees regarding age, education, ethnicity etc. During 2021, the age span in the company was between 30 and 64, and the company with subsidiaries employed on average 19 people, 13 women and 6 men. The management team consists of more women than men. In 2021 5 new people were employed by Sana Pharma Medical and 2 persons left the company.

## Economic sustainability

### Cost and resource efficiency

We work continuously to reduce our costs in order to both be profitable and maintain reasonable prices. Deliveries must be processed quickly and correctly, and our suppliers must also make a reasonable profit. This requires efficient operations and optimal use of

all resources, from material to workforce and expertise.

Economic sustainability also requires a long-term vision and a clear strategy for the business, as well as firm values that help us develop Sana Pharma Medical in the right direction, to a solid company with a growing portfolio of innovative and helpful products. Our experienced management team makes us well-equipped to achieve this vision.

### Anti-corruption and anti-discrimination

To impede any risks for bribery or other forms of corruption, we have anti-corruption guidelines in place, which also incorporate all our stakeholders. Within anti-discrimination, we have a code of conduct with clear guidelines to promote, support and respect human rights. No incidents of discrimination were reported in 2021.

### Focus areas 2022

To ensure constant development we have identified areas in need of improvement. To mention a few we will work on membership in PSCI, update our ESG system including but not limited to internal and external policies. And as previously mentioned we aim to update our method of measuring transport emissions.



# GRI Index

This report has been prepared in accordance with GRI Standards: Core option.

Number	Disclosure	Page	Comment
GENERAL INFORMATION			
Organisation			
102-1	Name of the organisation	Front Page	
102-2	Brands, products and services	4-7	
102-3	Location of headquarters	6	
102-4	Location of operations	6	
102-5	Ownership and legal form	6	
102-6	Markets served	6	
102-7	Scale of the organisation	6	
102-8	Information on employees and other workers	6,8,14	
102-9	Supply chain	9,11-13	
102-10	Significant changes to the organisation and its supply chain		Mallax Pharmaceuticals AB acquired Sana Pharma Medical AS, and consequently resources were added.
102-11	Precautionary Principle or approach	12-14	
102-12	External initiatives	12-13	
102-13	Memberships of associations	12	
102-14	Statement from the CEO	3	
102-16	Values, principles, standards, and norms of behaviour	3-4,8-10	
102-18	Governance structure	6,14	
Stakeholders			
102-40	List of stakeholder groups	8	
102-41	Collective bargaining agreements		No
102-42	Identifying and selecting stakeholders	10	
102-43	Approach to stakeholder engagement	8-9	
102-44	Key topics and concerns raised	8-10	
102-45	Entities included in the consolidated financial statements	3	
Identified significant aspects and boundaries			
102-46	Defining report content and topic boundaries	8-10,16-18	
102-47	List of material topics	10	




102-48	Restatement of information		No restatements
102-49	Changes in reporting		No changes
Profil and extent of the report			
102-50	Reporting period	3	
102-51	Date of most recent report		2020 (released 21-10)
102-52	Reporting cycle	3	Annual basis
102-53	Contact point for questions regarding the report	3	
102-54	Claims of reporting in accordance with the GRI Standards	3	
102-55	GRI content index	15-18	
102-56	External assurance	3,17-18	

GRI Standard	Boundary	Number	Disclosure	Page	Comment
GRI 300: ENVIRONMENT					
GRI 305: Emissions		103-1-3	Management approach	11	
	Own transports	305-1	Direct transports - Scope 1	11	Own transports Direct (scope 1) GHG emissions. Data cover business travel by car, bus and air. Calculation tool used: Naturvårdsverket's (Swedish Environmental Protection Agency) "Klimatverktyg transporter 2020". Gases included in the calculations: CO <sub>2</sub>
	Purchased transports	305-3	Indirect transports	11	Purchased transports. Other indirect (scope 2) GHG emissions. Data cover all distribution arranged by Sana Pharma Medical. Data does not cover transports arranged by our manufacturers. Calculation tool used: Freja emission report based on methodology of EN 16258 standard. Gases included in the calculation: CO <sub>2</sub>
GRI 306: Effluents and Waste	Production, consumer	103,1,3	Waste disposal	11,13	
		306-1	Water discharge by quality and destination		Omission: Data not available. The possibilities to collect the data will be further explored in 2022.
GRI 307: Environmental Compliance	Production	103-1-3	Management approach	12-14	
		307-1	Non-compliance with environmental laws and regulations	11-14	Omission: Data not available. The possibilities to collect the data will be further explored in 2022.
GRI 308: Supplier Environmental Assessment	Production	103-1-3	Management approach	12-14	
		308-1	Share of suppliers examined in regard to environmental requirements	11-14	Omission: Data not available. The possibilities to collect the data will be further explored in 2022.



		308-2	Negative environmental impacts in the supply chain and actions taken	11-14	No significant actual and potential negative environmental impacts identified.
GRI 400: SOCIAL SUSTAINABILITY					
GRI 401: Employment	Production	401-1	Number of employees and staff turnover	14	
GRI 403: Occupational Health and Safety	Production	103-1-3	Management approach	12-14	
GRI 406: Non-Discrimination	Sana Pharma Medical	103-1-3	Management approach	14	
		406-1	Incidents of discrimination and corrective actions taken	14	
GRI 405: Diversity		405-1	Diversity indicators for management and staff	14	
GRI 406: Nondiscrimination		103-1-3	Management approach	14	
		406-1	Incidents of discrimination and corrective actions taken	14	
GRI 414: Supplier Social Assessment	Production	103-1-3	Management approach	9,13	
		414-2	Negative social impacts in the supply chain and actions taken	12-13	No significant actual and potential negative social impacts identified.
GRI 416: Customer Health and Safety	Consumer	103-1-3	Management approach	6,9,12-13	
		416-1	Assessment of the health and safety impacts of product and service categories	12-13	All our products have been assessed on basis of their health and safety impacts.

Sustainability report 2021 approved by



CEO Heidi Tveit 2022-10-05