



Sustainability Report

2020

for you, for all, for good

 ferrer

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Letter of introduction

(102-14)

For Ferrer, the pharmaceutical business is not an end in itself, but a means to generate substantial social change. Our commitment is such that we have defined our strategic plan to work towards and promote the **talent and development of people**, to contribute to making ours a **liveable world** for future generations, and to progress towards a **more equitable and just society**. With our firm commitment, we act with ambitious, solid and traceable plans, because making a positive impact on society means making decisions and taking action.

The numerous initiatives we have launched in 2020 stand as a testimony to this and are reflected in this report. In a year marked by the COVID-19 health crisis, our role as a healthcare company has been key to guaranteeing the availability and supply of therapeutic solutions, even in times of considerable adversity. During this exceptional situation, we were also faced with the big responsibility of doing our part by collaborating in various projects -locally and globally- to ensure the well-being and safety of our people at all times.

This was achieved alongside our core business: researching, developing and marketing medicines. This activity inherently implies our clear vocation to improving people's quality of life and the most important thing we have: our health. We defined two main therapeutic areas: vascular and interstitial lung diseases, and neurological disorders.

As a pharmaceutical company, we provide access to medicines for patients in more than 100 countries around the world and contribute to the well-being of millions of people with our therapeutic solutions.



The way in which we do things is just as important as what we do. So we feel proud to have implemented multiple instruments to ensure we act in an ethical, transparent, fair, equitable, inclusive and sustainable way.

Our commitment to sustainability, viewed from a comprehensive standpoint, is absolute and unwavering. Planet, society and people form the three areas of action that define everything we do. They are the driving force behind the way we work and guide our decisions. They define our relationships with our customers, patients, business partners and society, because we want our mission to extend throughout our value chain.

This is the spirit that symbolises our corporate identity, “For good”. And we want this vision to cross beyond our borders, because our commitment is not just about words.

It is our way of understanding the world.

We are Ferrer. “Ferrer for good”


Sergio Ferrer-Salat
President


Mario Rovirosa
CEO

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2020: summary of the year

Ferrer



128

countries where it has a presence (*).



€11 M

investment in industrial assets (*).



€557 M

net sales (56% in international markets) (*).



€21 M

investment in R&D (*).

(*) Approximate data.

Great People



100%

of new recruits trained on Ferrer's Code of Ethics.



50%

of members of the Management Committee are women.



787

people trained on local industry codes as a form of mitigating the risk of corruption.



1,861

people make up our team (92% with permanent contracts).



101,007

training hours for the Ferrer team.

Liveable planet



100%

of electricity contracted in Spain comes from renewable energy sources.



100%

of the group's energy consumption is audited.



19%

reduction in GHG emissions compared to 2019.



22%

reduction of GHG emissions derived from transporting finished product.



51%

reduction of GHG emissions from the purchase of finished products and semi-finished products in Ferrer's different businesses.



13.7%

reduction in atmospheric emissions.



New sustainable purchasing policy.



New sustainable mobility plan.



70.8%

of all our waste is recovered.



40%

reduction of the environmental impact of phosphorylcholine consumption.



Calculation of Ferrer's water and biodiversity footprints.



Survey on mobility to all Ferrer subsidiaries in the world.

Social Justice



€6.2 M

in contributions to foundations and associations.



60

scholarships for young people through the Ferrer-Salat Music Foundation.



1,000

daily menus for vulnerable groups provided by the new Ferrer Sustainability Foundation.



Multiple actions for hospitals, healthcare staff, patients and the Ferrer team to help fight COVID-19.



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Ferrer for good

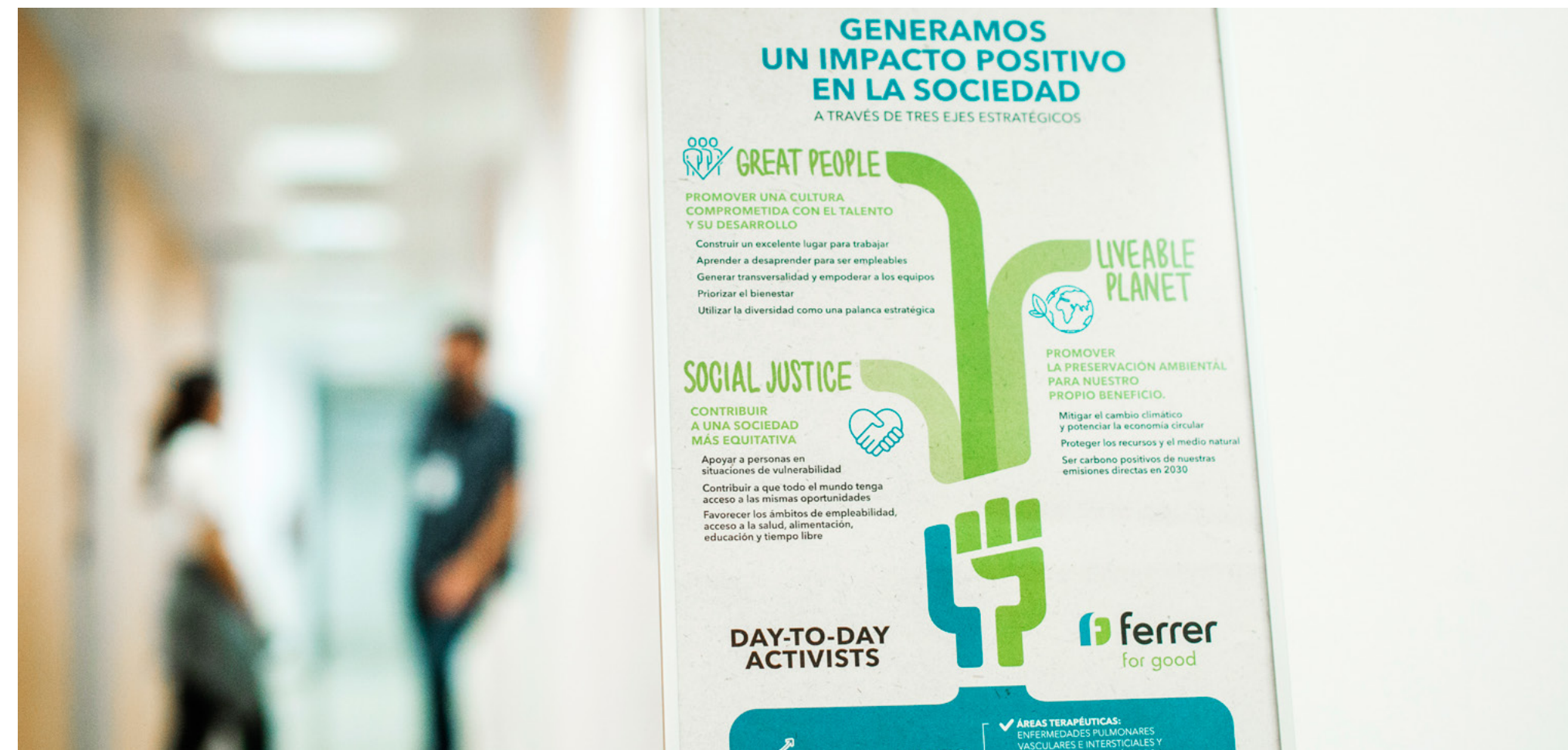
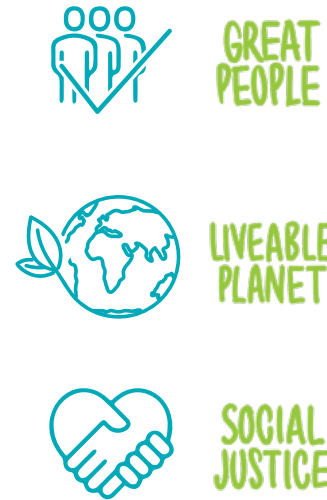
If we had to sum up Ferrer's raison d'être in one sentence, it would be to say that we are firmly committed to one mission: to generate a positive impact on society.

We are so convinced of this that the company's new Strategic Plan for 2021-2025 is based on three pillars that define what we aim to achieve with our activity in the future: Great People (promoting a culture committed to talent and talent development), Liveable Planet (promoting the protection of the environmental for our own benefit and the well-being of future generations) and Social Justice (contributing to a more equitable society).

We have chosen these strategic pillars because they enable us to implement our commitment to what matters most to us and those things we believe are necessary to protect in order to achieve the fairer society we seek: people, those who form part of Ferrer, the communities around us, and the planet.

This is why we believe it is essential to link everyone at Ferrer with the company's purpose. We want this vision, our way of contributing to the world, to permeate our daily actions and decisions, and our business processes and culture at Ferrer. But we also want it to extend beyond our borders and continue to generate value to create a better society.

This is the spirit of our corporate identity "for good" that is on our logo as an unmistakable sign of our mission statement.



Specialisation

At Ferrer, our core business is to research, develop and market medicines, but in our eyes, the pharmaceutical business is not an end in itself, but a means to generate substantial social change. We aim to achieve the level of profitability necessary to ensure the sustainability of the company and be able to give back to society as much as we possibly can. The profit margin we have set is less than half that of other companies in the sector. This is a choice that we have made so that we can reinvest our profits in research and development programmes and initiatives of high social and environmental impact, in a measurable and progressive way.

In order to meet this commitment, in our new 2021-2025 Strategic Plan, we have defined two main therapeutic areas: **vascular and interstitial lung diseases, and neurological disorders.**

Both are rare or low-prevalence diseases, often lacking appropriate or authorised treatments. Therefore Ferrer's commitment to research and development of treatments in these areas is crucial to improving the lives of the many patients affected, as well as to efficiently manage healthcare resources.

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Global presence

(102-4)

Ferrer is a pharmaceutical company that operates on a global level in over 120 countries. The key to our growth has been our commitment to establishing and developing strategic and lasting partnerships with other companies. We have also built up a network of 11 international subsidiaries. This gives us a strong presence in Europe and the Americas, accompanied by steady growth in Africa, the Middle East and Asia.

The success of our growth on a global scale is based on constant innovation and investment in development, to guarantee products suited to the specific characteristics of each country.

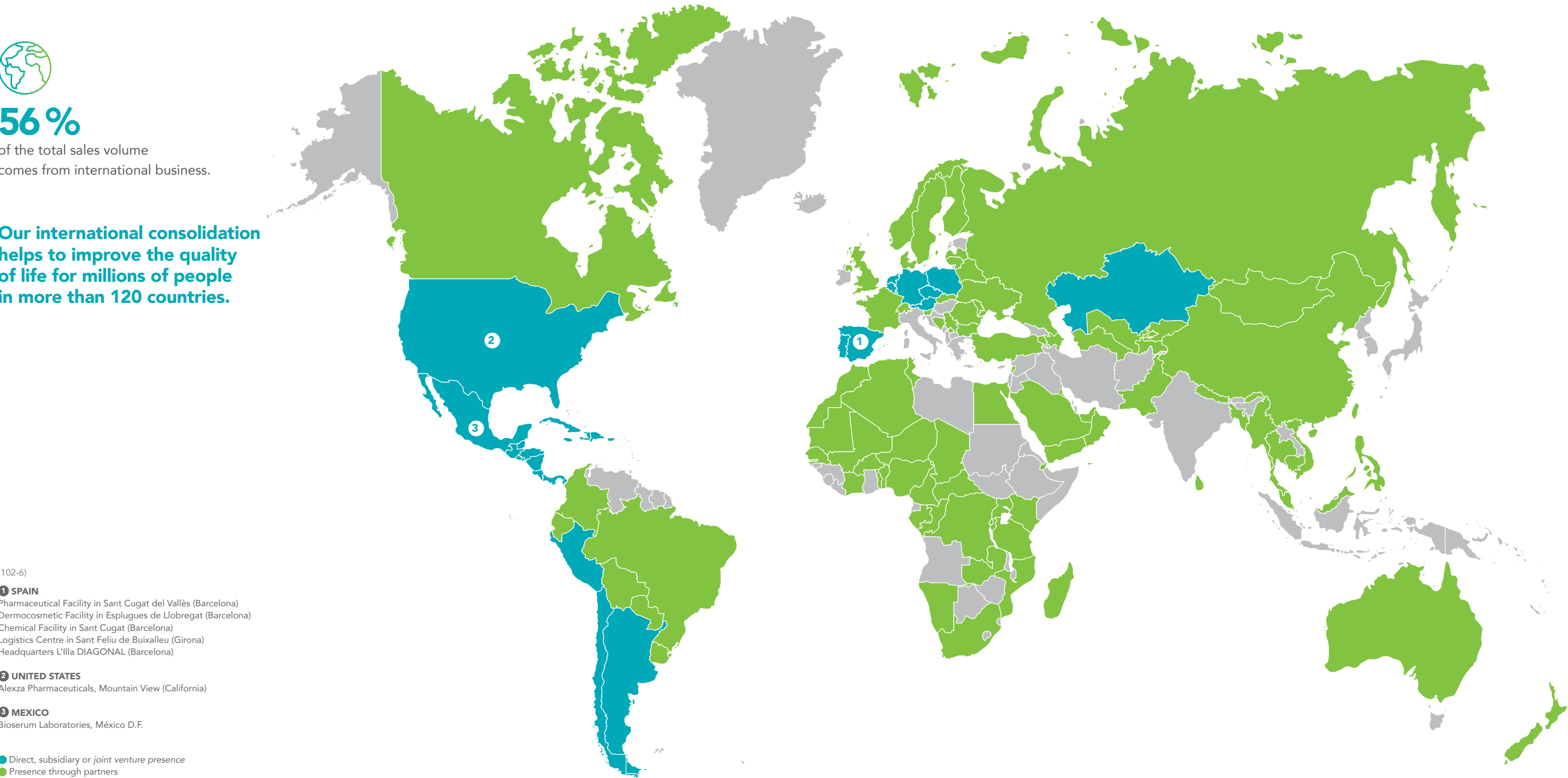
Ferrer has its own manufacturing facilities in Sant Cugat del Vallès (Barcelona), Esplugues de Llobregat (Barcelona) and Manlleu (Barcelona), as well as a Logistics Centre in Sant

Feliu de Buixalleu (Girona). We would also highlight our manufacturing facilities in Mexico City run by our subsidiary Bioserum Laboratorios Mexico, as well as the research activity and manufacturing carried out at our US subsidiary Alexza Pharmaceuticals in Mountain View (California).

In addition to our facilities in Spain, we also have international subsidiaries that carry out sales and marketing

activities in Portugal, Mexico, Argentina, Peru, Germany, Benelux, Central Europe, Kazakhstan, Chile, Central America and the Caribbean.

In the past year, we have reinforced our presence in Central America and the Caribbean and consolidated our regional subsidiary based in Costa Rica. Poland and the Czech Republic are also managed from the Austrian subsidiary, thereby consolidating the company's European presence.



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Ethics and compliance

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We firmly believe that sustainable success is born from a culture of ethics and compliance, so this is a key element in the development of our business.

Accordingly, we comply with all legislation and regulations applicable to our business, and as a member of several industry associations in different countries, we also ensure we comply with the local requirements in the respective codes of ethics and self-regulation in all countries where we operate.

(102-12) (102-13) (103-1) (103-2)

We are also working on the developing and continually improving an ethics and compliance model aligned with international standards and best practices, based on three strategic pillars: risk management, governance and ethical culture.

COMPLIANCE WITH INDUSTRY CODES OF PRACTICE

In Spain, in 2020, Ferrer is a member of, and complies with the codes of Farmaindustria, the Association for Health Self-Care (ANEFP), the Spanish Federation of Health Technology Companies (FENIN), the National Association of Manufacturers of Children's Dietetics (ANDI) and Autocontrol.

On an international level, Ferrer is also a member of APIFARMA and APORMED in Portugal, the FSA in Germany, the Council of Ethics and Transparency of the Pharmaceutical Industry (CETIFARMA) in Mexico, and the Central American Federation of Pharmaceutical Laboratories (FEDEFARMA).

Likewise, Ferrer complies with the requirements set out in the Code of Good Practice by the European Federation of Pharmaceutical Industries and Associations (EFPIA) and the International Federation of Pharmaceutical Manufacturers and Associations (IFPMA).



Code of Ethics

(102-16) (103-1) (103-2) (412-2)

Our own Code of Ethics sets out the ethical behaviour and operational principles expected of all of us in our internal relationships and in our stakeholder relations, which goes beyond mere compliance with regulations.

In line with Ferrer's purpose, ethics and a focus on doing things well is one of the key elements to sustainable success. To achieve this, it is essential that our team works with us and is committed to the values of the Code of Ethics. So it is our responsibility at Ferrer to foster the effective communication of these values and the expectations we have of our collaborators.

At the beginning of the year, the Criminal Risk Management Committee and the Ethics Committee were discontinued to make way for the new **Ethics and Compliance Committee**, which drives and streamlines ethics and compliance issues in the organisation. By 2021, local ethics and compliance committees will be established.

In addition to this, in order to reinforce Ferrer's ethics and *compliance* model, capitalise on synergies and align all our principles and its communication, we have created the new Ethics & Compliance department, which covers corporate *compliance* and promotional *compliance*. This department promotes a culture of ethics and compliance within our organisation and with our business partners, and also ensures compliance with applicable regulations. It is also responsible for drawing up and updating specific policies and procedures, which are available on the Ferrer intranet for all staff to access.

In December 2020, the entire Ferrer Management Committee signed a **Declaration of Commitment to Ethical and Regulatory Compliance** and the **Advisory Board to the Board of Directors** was established, and shall be responsible for the supervision and control of the ethics and *compliance model*. The Ethics, Compliance and Internal Audit Advisory Board comprises Ferrer's Board of Directors president and two independent specialists.

In 2020, an **Ethical Climate Survey** was launched to the entire Ferrer team to measure the ethical climate of the organisation on a global scale.

The survey was based on the international standard set out by the **ECI** (Ethics & Compliance Initiative), an institution composed of ethics and compliance practitioners and academics from around the world. This standard, based on **the pillars of Strategy, Risk Management, Ethical Culture, a Speak-up Environment, and Accountability**, provides the necessary tools to effectively articulate and measure the quality of an ethics and compliance programme, as well as to assess its progress and continuous improvement. This provides individuals within an organisation with a **guide to align their behaviour and decision-making with the ethical values of their organisation**, which provides the tools to effectively articulate and measure the quality of an ethics and compliance programme, and also assesses its progress and continuous improvement.

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The launch of the survey was successful: we reached 86.9% participation among the 1,748 people who were called to participate. During 2021, in collaboration with the People & Sustainability department, we will continue to implement training, awareness, and communication actions on matters regarding ethics and *compliance*.

In addition to the survey, **training courses on the Code of Ethics** were given in 2020 **to all new members to the company** in different formats. During the 2020 financial year, 154 people received a total of **189 hours of training** on the Code of Ethics, 168 of which were delivered online and 21 in person.

In the coming year, to mark the **5th anniversary of the Code of Ethics** in December 2020, a new Code of Ethics will be launched, in alignment with the Ferrer purpose “for good.”

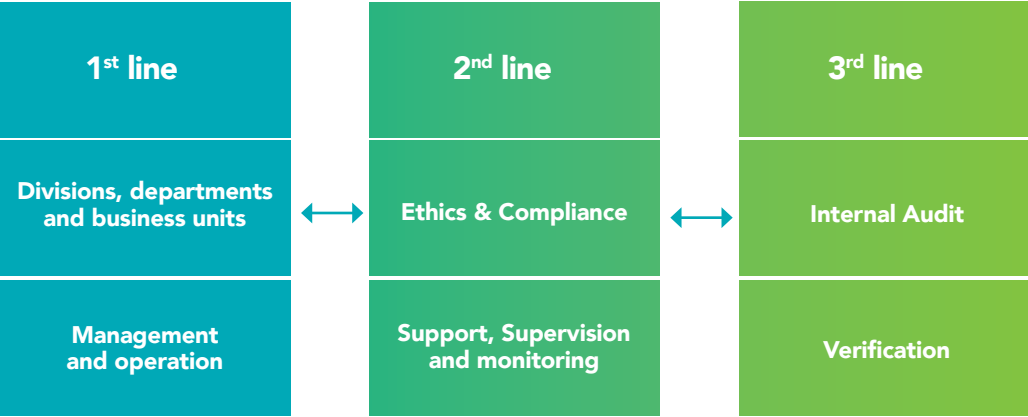
Criminal and regulatory risk management

Ferrer believes in continually monitoring and improving the processes used to detect and manage risks relating to its business operation. To do this, Ferrer has developed a criminal risk management tool to manage, monitor and mitigate risks. Risk management was particularly relevant in 2020 due to the pandemic faced by society. In this context, at Ferrer we have reinforced our control measures, including implementing measures to prevent corruption and bribery.

Ferrer applies the international standard: **three lines of defence** in its risk management model. The business divisions are responsible for risk, and therefore also for its management. Technical departments such as Ethics & Compliance, monitor and support the business divisions in risk management, while the Internal Audit department ensures compliance with processes, detects deviations and identifies corrective measures to be implemented.

During 2020 we developed a legal risk analysis to identify the risks and controls in place in the organisation. We also carried out a *gap* analysis, which resulted in a series of recommendations to be implemented by each of the departments that took part in the project.

Ferrer is clearly committed to efficient and effective risk management, and in 2021 it is set to implement a **new IT risk management tool**, to enable the cross-cutting management of strategic, operational and legal risks, in an aim to continue to reinforce current risk management.



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Anticorruption

(205-2)

Ferrer has a principle of **zero tolerance** against corruption. This is expressed in the Code of Ethics itself, which includes a specific section on the fight against corruption and in particular, against actions that may be understood as influence peddling, bribery or corruption in business, as well as in the **Corporate Anti-Corruption and Anti-Bribery Policy (ABAC)**, which is globally applicable to all group companies.

In 2020, 109 new staff have been trained in the ABAC Policy.

Furthermore, given the sector in which Ferrer operates and its participation in industry associations, **numerous courses have been given on local industry codes of practice** in an effort to mitigate the risk of corruption. These courses have taken place at the head office and also in the international subsidiaries, in compliance with the applicable regulations:

CORPORATE/SUBSIDIARY	STAFF TRAINED
Headquarters and Spain	419
Germany	3
Chile	30
Kazakhstan	16
Mexico	213
Peru	19
Portugal	87
Total	787

Persons who have received training on the Anti-Corruption Policy by category:



109 employees

4

Senior management

99

Specialised staff and middle management

6

Direct workforce

Business partners and third parties

At Ferrer, we focus in particular on risks arising from its business activity with partners and third parties. For this reason, our preventive approach to corruption and other regulatory risks is carried out on an internal and external level. This helps Ferrer mitigate the risks derived from business relations with suppliers, agents, distributors and other business partners.

In relations with third parties, our Code of Ethics has been passed on to distributors, partners and other third parties in the contracts signed with them. In 2021, Ferrer will launch a new Third Party Code of Ethics.



For companies with staff working at Ferrer's facilities, we have requested a certificate of compliance with the code, and for regular staff, we have also asked for a certificate stating they have been trained in the Code of Ethics. In 2020, 123 new companies joined us.

During 2020, the Ethics & Compliance department designed a **Business Partner Due Diligence Policy**, which is mandatory for the main Ferrer companies in Spain, and is implemented using two procedures. This policy lays the groundwork for assessing business partners from an integrity standpoint (corruption, sanctions, money laundering, adverse news, etc.) and compliance with technical requirements in terms of quality, pharmacovigilance and regulations.

The business partner analysis process is based on a market technology tool and in 2020, more than 150 entities have been analysed using this method. In addition to this, 5 sessions were organised covering 80 participants from the businesses in Spain that are most involved in the process.

Ferrer is also governed by the **Corporate Trade Controls Policy**, the purpose of which is to ensure compliance with the laws and regulations of all Ferrer's international business operations as well as Ferrer's Code of Ethics.

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In 2020, we organised the following compliance sessions with partners and distributors:

Training session	N.º of sessions	Countries in which participants operate	N.º of people
Compliance in promoting products	3	Slovakia, Slovenia, Lithuania, Hungary, Latvia, Croatia, Estonia and Switzerland	21
Reinforcing Compliance Programme	1	MENA countries	15
Compliance in promoting products	1	MENA countries	95



(103-2) (103-3)

Our **Corporate Money Laundering Prevention Policy** establishes a Know your Customer process prior to accepting a client in order to detect any risk of money laundering in transactions. During 2020, we organised training actions in online sessions for partners in the MENA area (Middle East and North Africa). A goal for the coming years is for the company to organise training sessions in Ferrer with third parties.

Finally, other requirements regarding compliance with current legislation and industry codes of ethics are integrated into the organisation through policies and procedures and duly monitored to guarantee compliance.

New Management System for Reporting

In May 2020 we updated the Queries and Complaints Channel created in 2015 and published the new Ferrer Complaints Management System, which consists of a set policy and procedure. This is a corporate system adapted to the new elements set out in Directive 2019/1937 of the European Parliament and of the Council dated 23 October, on the protection of whistleblowers.

In particular, the policy sets out the channels through which any employee or third party may report any irregularity which may come to their attention, as well as the rights of the parties involved in the process and the guarantees offered by this process.

The Ethics Channel is managed by the Complaints Management Office, which is part of the corporate Ethics & Compliance department. This analyses the plausibility of the reported facts and proposes an investigation unit between the Internal Audit, HR, Legal and IT departments. The investigation unit is

responsible for preparing the report for the Ethics and Compliance Committee to discuss the matter and issue a recommendation on the disciplinary measure to be applied. The HR department is responsible for taking the relevant disciplinary action.

The Whistleblower Management System includes mechanisms to mitigate potential conflicts of interest in the roles involved in the process and has been communicated globally. We have also made specific communications on the Ethics Channel to promote awareness of it, and organised sessions with the main areas of intervention.

In 2020, the Ethics Channel received 16 communications, 6 of which were complaints of alleged harassment. All cases were duly handled and where appropriate, disciplinary measures were taken.



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Corporate Governance

(102-18)
Ferrer's governance structure consists of the Board of Directors and the Management Committee.

In 2020, the Board of Directors was made up of five people: the president, the CEO, and three directors.



5
people make up the Board of Directors

NAME	POSITION
Sergi Ferrer-Salat	President
Mario Rovirosa Escosura	CEO
Josep Vilarasau Salat	Director
Jordi Ramentol Massana	Director
Joan Fanés Trillo	Director

In an aim to reinforce Ferrer's governance model, in December 2020 we set up the Advisory Board to the Board of Directors on ethics, compliance and auditing.



4
members make up the Board of Director's Advisory Board

Sergi Ferrer-Salat	President of the Advisory Board
Rafael Abella Martín	Audit advisor
José Ignacio González Freixa	Ethics & compliance advisor
Meritxell Casas Algarra	Secretary of the Advisory Board



Ferrer's Management Committee, responsible for discussing the day-to-day running of the organisation, is made up of 12 people -6 women and 6 men- each representing a different area of the group.

Mario Rovirosa	Chief Executive Officer
Beatriz Vila	Chief People & Sustainability Officer
Cecilia Von Ahn	Chief Affiliates Officer
David Ferrer	Chief Financial & Corporate Services Officer
Marta Vela	Chief Operations Officer
Meritxell Casas	Chief Legal Officer
Óscar Pérez	Chief Marketing, Market Access & Business Development Officer
Pedro De Antonio	Chief Partners Officer
Ricardo Castrillo	General Manager in Spain
Rodrigo Palma Dos Reis	Chief Medical Officer ¹
Silvia Martín	Chief Quality, Regulatory Affairs & Pharmacovigilance Officer
Tatjana Naranda	Chief Research and Development Officer

12
members make up the Management Committee

6
women

6
men

¹Commenced February 2021.

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SERGI FERRER-SALAT
President
He has a Degree in Economics and Business Sciences from the University of Barcelona, and has been president at Ferrer since 1998. His philanthropic and patronage activities include the Ferrer-Salat Music Foundation, which since 1982, has been committed to empowering people, especially those at risk of social exclusion, through music. He has also carried out a significant amount of charity work over the years with WWF, Greenpeace, and Doctors Without Borders.



MARIO ROVIROSA
Chief Executive Officer
With a Degree in Business Administration and an MBA from Esade, he joined Ferrer as general director of Pharma in May 2016, and two years later took up the position of CEO. Before Ferrer, he worked for over 22 years in the pharmaceutical industry in other multinational family companies such as Almirall and Chiesi, in Spain and Italy respectively.

BEATRIZ VILA
Chief People & Sustainability Officer
Graduated in Psychology from the University of Barcelona, and with an MBA from Esade, she joined Ferrer in 2018. Before joining the company, she held People Management positions in various global companies. Since the start, she has taken on the role of Chief People & Sustainability Officer.



DAVID FERRER
Chief Financial Corporate Services Officer
He holds a Degree in Business Administration and Management from the Autonomous University of Barcelona and a PDD from ESADE. After several years in the professional services field as a financial auditor, and later a strategy and operations consultant, he joined Ferrer in 2007 as financial and systems director at one of Ferrer's subsidiaries. He is currently responsible for Ferrer's Finance, Treasury, Management Control, Purchasing, Systems, Customer Service, and Internal Audit departments.



CECILIA VON AHN
Chief Affiliates Officer
With a Degree in Business Administration and International Management from the Hochschule Bremen (Germany), she joined Ferrer in 2003 as an intern in the International Department. Following a year working in logistics, she returned to Ferrer in 2005 to become part of the international team. Throughout these years, she has held different positions in the international department and is currently Corporate Director of subsidiaries, which are present in 18 countries.



MARTA VELA
Chief Operations Officer
With a Degree in Chemical Industrial Technical Engineering from EUETIB, she joined the company in 2017, after being Production Manager for 5 years at Novartis. Previously she had held positions in the field of industrial operations in other international (Alcon-BBraun) and national (Esteve) pharmaceutical companies. She currently manages the Ferrer Operations department, which includes four pharmaceutical production facilities, one chemical production facility, and one logistics and distribution hub.

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MERITXELL CASAS
Chief Legal Officer
Graduated in law from the University of Barcelona and with a SEP and AMP from ESADE, she is the *Chief Legal Officer* of the Ferrer group of companies. She joined the company in 2015, having held positions in legal and human resource management in various pharmaceutical companies, both national (Salvat) and international (Madaus, Rottapharm). She currently manages Ferrer's Legal, Industrial Property, and Ethics & Compliance departments.



ÓSCAR PÉREZ
Chief Marketing, Market Access & Business Development Officer
He has a Degree in Pharmacy from the University of Barcelona, EMBA at ESADE, and AMP at IESE. He is an entrepreneurship professor and mentor at ESADE, UPF, and CESIF. After 18 years working in different sales management positions on a global and regional scale in the biopharmaceutical companies Amgen and Celgene, he joined Ferrer in 2018 to lead the creation of the global strategy department. He currently manages the corporate departments of Marketing, Pricing and Market Access, Business Analysis, and Multichannel Strategy, and Business Development.



PEDRO DE ANTONIO
Chief Partners Officer
With a Law Degree from the University of Barcelona, PDD from IESE, and PDD from ESADE, he has 25 years of experience in various positions in different laboratories (Cusí, Alcon, and now Ferrer) always in international markets. He currently manages Ferrer's International Partners department.

RICARDO CASTRILLO
General Manager Spain
He has a Degree in Pharmacy from the University of Barcelona, an MBA from ESADE and executive training at SDA Bocconi. With more than 15 years of experience in the pharmaceutical sector locally and internationally, he is a regular collaborator at different business schools. He has held different marketing, sales, innovation, and transformation positions before joining Ferrer in 2018. He is currently head of business operations at Ferrer Spain, where he holds the position of General Manager.



SILVIA MARTÍN
Chief Quality, Regulatory Affairs & Pharmacovigilance Officer
She has a Degree in Pharmacy from the University of Barcelona and a Postgraduate degree in R&D and Pharmaceutical Industry Records from the University of Barcelona. Recently graduated, she joined Ferrer's Regulatory Affairs department in 1999. She currently manages the Quality, Regulatory Affairs and Pharmacovigilance departments at Ferrer.



RODRIGO PALMA DOS REIS
Chief Medical Officer
With a Degree in Medicine from the University Nova of Lisbon and a Postgraduate degree in Business Management, he has extensive experience in positions within the medical field at national and global level in different multinational companies in the pharmaceutical sector. He joined Ferrer in 2021 and currently manages the company's medical department.



TATJANA NARANDA
Chief Research and Development Officer
She holds a Degree in Chemistry from the University of Zagreb, a Master's Degree in biochemistry from the University of Zagreb, a Ph.D. in Molecular Biology from the Autonomous University of Madrid (Severo Ochoa Centre), and an EMBA from Golden Gate University, San Francisco. She has many years of experience in pharmaceutical R&D, especially as *Chief Scientific Officer* at various companies in the San Francisco area. She joined Alexza in 2005, occupying the position of Business and Alliance Management. She is currently responsible for Ferrer's R&D department.

Get to know our team a little better.



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Our people are a fundamental cornerstone of Ferrer. We firmly believe that our team gives us the power to achieve our main purpose, and are the driving force behind our new strategy.

Over such an atypical and complicated year as this one, it was essential for us to prioritise the well-being of all those who form part of the Ferrer team. So we have paid special attention to safeguarding the mental and physical health of all member of our staff. We launched the "Together we make it possible" campaign with the aim of remaining in close proximity to our people at all times, making psychological care services available to them, offering them training in response to the new needs created by the pandemic on both a professional and a personal level, and implementing a host of specific measures to protect their safety, to facilitate a work and family life balance for all those who had children at home, and ultimately, to retain the human connection lost through working remotely.

Our people

We are aware that our team is our main competitive advantage to making us a more efficient, focused and transparent organisation. To us, it makes sense to help everyone develop their career freely, in a fair and equal manner.

So we strive to provide a pleasant working environment in which people feel comfortable to develop their skills, contribute their knowledge and generate positive impacts, both for Ferrer and for society.

This year, the People Department has focused its efforts on three main areas:

- ➔ Promoting initiatives to guarantee an inclusive and diverse working environment.
- ➔ Consolidating and reinforcing our talent development programmes.
- ➔ Improving the management of the learning system.



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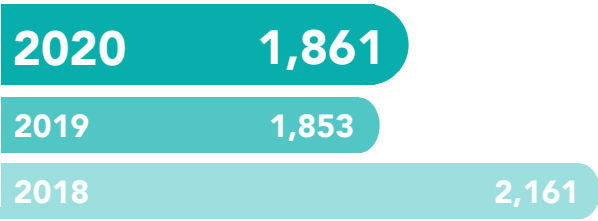
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Workforce (at 31 December 2020)



92%

of the workforce with indefinite contracts

	2020	2019	2018
<div><div></div><div></div><div></div><div></div></div>	<div>Europe</div> <div>1,569</div> <div>Spain</div> <div>1,506</div> <div>Portugal</div> <div>48</div> <div>Germany</div> <div>15</div>	<div>Europe</div> <div>1,570</div> <div>Spain</div> <div>1,507</div> <div>Portugal</div> <div>49</div> <div>Germany</div> <div>14</div>	<div>Europe</div> <div>1,888</div> <div>Spain</div> <div>1,816</div> <div>Portugal</div> <div>584</div> <div>Germany</div> <div>14</div>
<div><div></div><div></div></div>	<div>North America</div> <div>49</div> <div>United States</div>	<div>North America</div> <div>48</div> <div>United States</div>	<div>North America</div> <div>44</div> <div>United States</div>
<div><div></div><div></div><div></div></div>	<div>Central America and the Caribbean</div> <div>162</div> <div>Mexico</div> <div>149</div> <div>Costa Rica</div> <div>13</div>	<div>Central America and the Caribbean</div> <div>154</div> <div>Mexico</div> <div>149</div> <div>Costa Rica</div> <div>5</div>	<div>Central America and the Caribbean</div> <div>162</div> <div>Mexico</div> <div>143</div> <div>Costa Rica</div> <div>-</div>
<div><div></div><div></div><div></div><div></div></div>	<div>South America</div> <div>58</div> <div>Chile</div> <div>39</div> <div>Peru</div> <div>15</div> <div>Argentina</div> <div>4</div> <div>Brazil</div> <div>-</div>	<div>South America</div> <div>60</div> <div>Chile</div> <div>38</div> <div>Peru</div> <div>18</div> <div>Argentina</div> <div>4</div> <div>Brazil</div> <div>-</div>	<div>South America</div> <div>69</div> <div>Chile</div> <div>43</div> <div>Peru</div> <div>18</div> <div>Argentina</div> <div>6</div> <div>Brazil</div> <div>2</div>
<div><div></div></div>	<div>Middle East</div> <div>23</div> <div>Kazakhstan</div>	<div>Middle East</div> <div>21</div> <div>Kazakhstan</div>	<div>Middle East</div> <div>17</div> <div>Kazakhstan</div>

Inclusive and diverse environment

(103-1) (103-2)

Ferrer is made up of people who live in and come from different cultures and social realities, which enriches us as an organisation. Our new strategy takes this diversity into account and is based on respect for this as well as for equal opportunities and non-discrimination on grounds of gender, age, ethnicity or any other circumstance.

We guarantee equality, diversity and non-discrimination for any reason in all of Ferrer’s workplaces.

Ferrer is governed by an Equality Plan to guarantee equal treatment, conditions and opportunities for women and men in the company, incorporating a gender perspective throughout our organisational culture. We also follow strict recruitment policies based on non-discrimination that apply to all our workplaces.

We have defined specific projects and initiatives to provide a diverse and inclusive environment.

In 2020, we designed a Diversity and Inclusion Action Plan, developed by a multi-departmental team of 30 people representing all areas of Ferrer. The plan includes projects and initiatives to promote improvements in the following 5 main lines of action, including:



Our objective for 2021 is to evolve from a plan of specific actions to a strategy of inclusion, so that diversity serves as a leverage for our company’s strategy.

- ➔ **Gender diversity:** publication of the Equality Plan and development of awareness training for managers to promote diversity in recruitment processes.
- ➔ **Cultural diversity:** celebration of popular festivals, Diversity Day and Cultural Quiz.
- ➔ **Functional diversity:** visibility campaign and creation of support figures.
- ➔ **Generational diversity:** inverse mentoring programme and engagement *programme*.
- ➔ **Sexual diversity:** awareness campaign and employment offer outreach.

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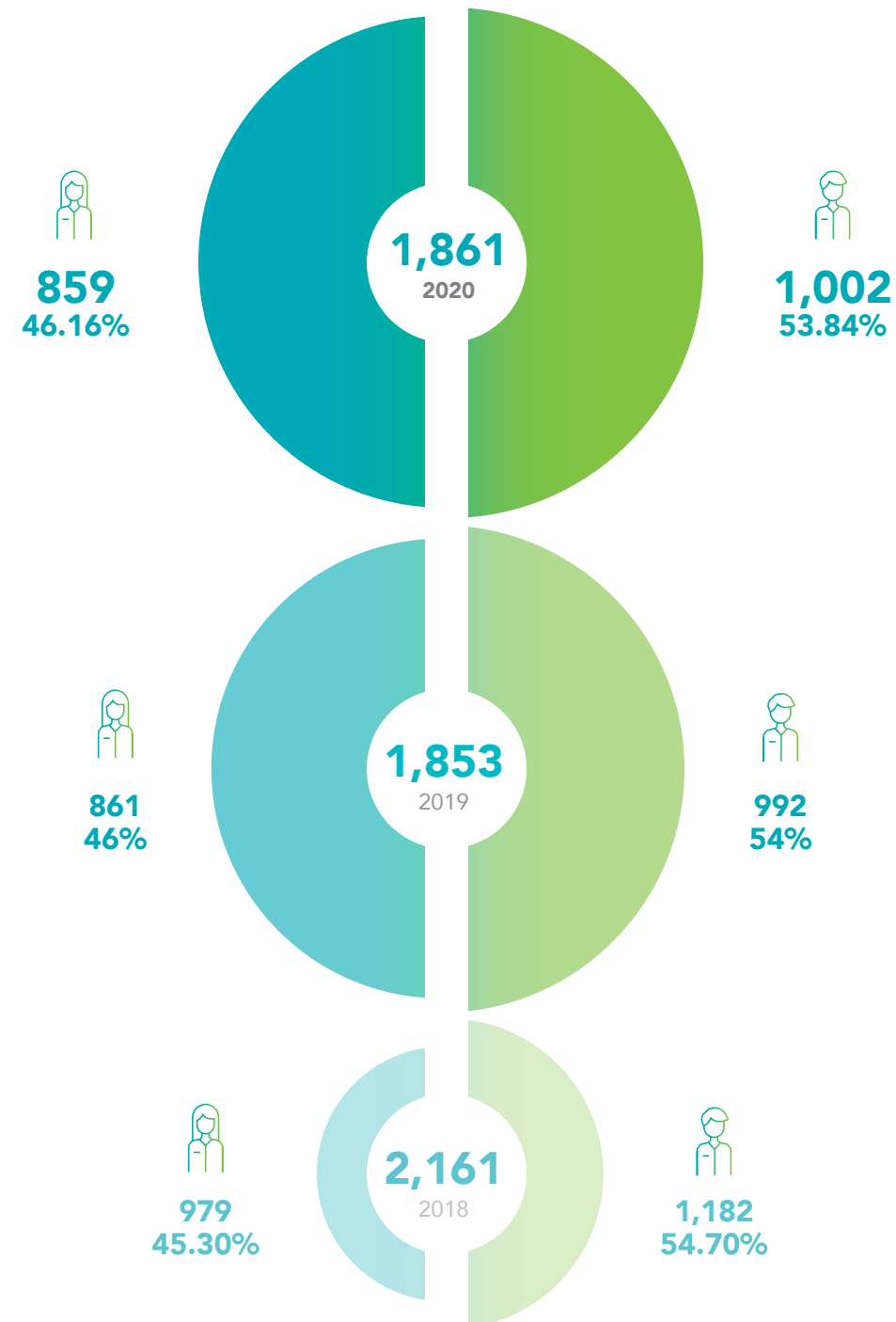
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About this report

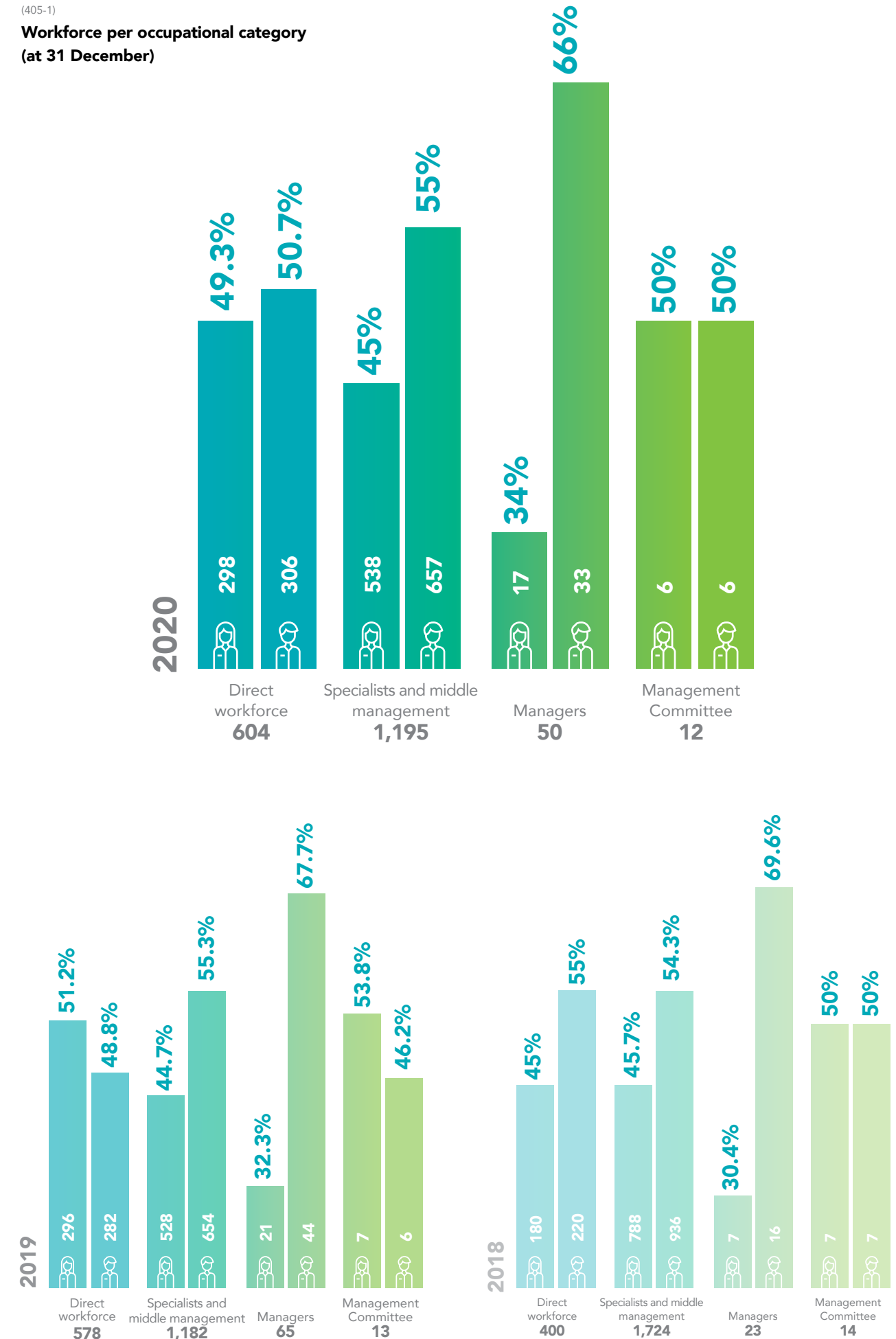
GRI content index

**Workforce by gender
(at 31 December 2020).**



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Workforce per occupational category (at 31 December)



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Talent development

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Developing talent is a priority in Ferrer’s strategy. Our aim is to provide people with the necessary tools and resources to enable them to broaden their knowledge and enhance their skills, and therefore boost their professional and personal development and growth.

The People Department designs a wide range of programmes aimed at improving the employability of Ferrer staff, such as Ferrer Leader, Feedback Tools, Mentoring, Coaching, Learning Plan, Do you Speak Ferrer, Matrix, etc.

We have a Learning Plan based on the 70-20-10 model designed to improve our staff’s skills. The 2020 Learning Plan has been defined and implemented based on the identification of business needs in participatory work sessions with the different departments.

We offer programmes and initiatives to help our team’s continued growth on a personal and professional level.



Experience
Daily learning in relation to the job.



Exposure
Learning through others via feedback and mentoring or guidance schemes.



Education
Learning through formal, face-to-face and online training.



In 2020, we have continued to reinforce the **Ferrer Leaders Programme** which started last year, thanks to which over 280 leaders were trained through the Leadership Academy. The programme is structured in two lines of development: Inspire and Connect.

We promote the learning of new skills necessary for the development of our leaders in this new environment.

The **Campus Ferrer**, which is accessible to the entire team, provides different learning options: open training focused on developing skills, knowledge of new work methodologies, etc. It also features a new digital library, the possibility to design personalised training itineraries, and much more.

Due to the situation caused during the pandemic, a new programme was launched in April called **#yomequedoencasa**. This is a programme with specific courses that respond to the new needs arising from the pandemic and adapted to the new reality faced by staff.

We also implemented the **Ferrer Moving to Digital** programme based on a self-diagnosis of the main digital skills of our teams, which has enabled us to identify their degree of digitalisation and help them to develop these skills through different online training itineraries.

Find Your Spark is Ferrer’s **trainee programme**. In alignment with our goal to contribute to a more educated society with equal opportunities, and our commitment to talent development, this aims to help develop the careers of our talented young professionals while building strong relationships with the education sector.

In addition to the role of the tutor, which is fundamental in the development of young professionals, the programme incorporates different sessions (specific new recruit, *pitch sessions*, and a teamwork challenge) aimed firstly at accelerating their incorporation into the company, and secondly, to provide them with tools and support in developing their career, with the ultimate goal of taking maximum advantage of the internship experience at Ferrer.

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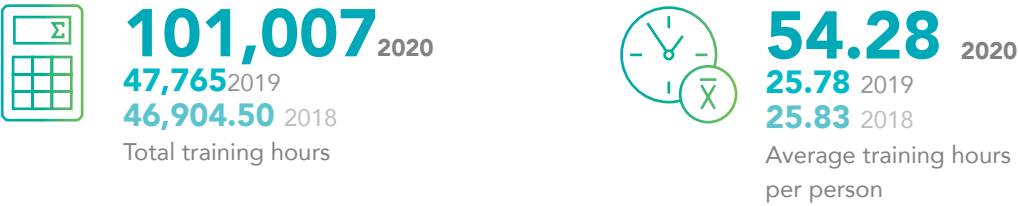
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Staff training at Ferrer



With our new 21-25 strategy, Ferrer plans to evolve towards a model focused on self-learning that promotes individual responsibility in learning development. Based on micro-learning and structured around challenges, this model will include gamification and the use of virtual reality and artificial intelligence.

In 2020, a total of 101,007 training hours were delivered, an increase of 111.5% on 2019.

Data-driven decision making

Ferrer reinforces a culture of meritocracy based on achieving targets and how these targets are achieved. In 2019, we designed a performance management model to help guide staff in building teams, provide continuous feedback and identify our teams’ performance.

2020 was a year of consolidation to test the effectiveness of the assessment model. The number of people evaluated was increased to a total of 450 people, and assessors and those being assessed were offered training and guidance to ensure the correct understanding of the model.

We have continued to boost the use of the feedback tools and launched new tools and platforms:

Agilizer

This enables us to carry out group feedback sessions. Different work sessions are organised with the cross-departmental teams, managed using the Agile methodology.

Objective and transparent systems

We have implemented systems to ensure maximum objectivity and uniformity in criteria are used throughout the organisation. At Ferrer, we consider it essential to guarantee transparency in staff selection and internal promotion, so we have facilitated access to online tools to improve internal communication and published our selection policy, based on criteria of equality and non-discrimination.

Ferrer Learning Lab

Campus Ferrer will become the new **Ferrer Learning Lab**. This is a change focused on improving the staff experience during their learning, to further enhance their self-development. Our Learning Lab will incorporate artificial intelligence to give staff recommendations for courses related to their needs and preferences, along with many other benefits.

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The experience of our people

We want to make Ferrer a great place to work and build a culture of trust among us all to promote the company's sustainability, and the well-being and development of people.

In 2019, Ferrer launched the organisation's first large-scale workplace climate survey using Great Place To Work (GPTW). Based on the results, we developed an action plan involving 145 participants and including 28 initiatives to respond to the needs identified, in 2019 and 2020.

In 2020 we had 34 GPTW ambassadors and 5 task forces launching 14 initiatives in the 2020 action plan. These include:

- The design and implementation of the Suggestion Box, a new bidirectional channel that helps us collect ideas and suggestions from our people, direct them to the departments involved and receive feedback within a given timeframe.
- The launch of Ferrer for Meetings, an initiative to optimise the time in our meetings and make them more efficient through 5 commitments made by the management and the launch of different tools (training, decalogue, templates, etc.).

- The analysis of various internal processes to clarify their flow, simplify them and improve communication.

In June of the same year, we launched the Pulse survey, including 15 GPTW items, which achieved 87% participation and significant improvement in virtually all dimensions assessed.

In 2021, we will launch the second Great Place To Work Work Climate Survey, with the goal of achieving a minimum Trust Index score of 65%, which is the score required to make us a GPTW certified workplace.



(103-2)

Ferrer's people model is based on a combination of trust and responsibility. This means that we provide all staff with different working options and tools so that everyone can find their own work method and organise themselves according to their priorities and objectives. We also offer various alternatives for work-life balance beyond those established by the current regulations.

The pandemic has forced society as a whole to consider new ways of working.

- Holiday period. There are 31 working days of annual paid holiday leave.
- Flexitime: flexible start and finish timetable system, provided that the job allows it, enables everyone to organise their work according to their needs and those of the organisation.
- Before the start of the health crisis, flexible working arrangements: Smart Work, a formula allowing the team to work outside the workplace one day a week if the job allows it; Smart Work Plus, a formula for parents of children under the age of 3, to work outside the workplace up to a maximum of 50% of the working day if the job allows it.

During the COVID-19 pandemic, Ferrer was considered an essential company, therefore, all those who could not work remotely, continued to attend their workplace. Where possible, we implemented remote working for 100% of the working day.

In September, we implemented the Back for Good plan to return to our offices and created a tool called Safe & Book to ensure a maximum of 50% capacity on all office floors.



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New ways of working

Ferrer has always been committed to flexibility and we now want to go one step further. With our new Strategic Plan, we will propose hybrid working models to give people more freedom to decide when they need to come to the office and when they can work from elsewhere. The health crisis has made us realise that physical presence at the workplace is not necessarily essential. We will propose new workspaces that respond to the needs of the teams, promoting collaborative environments, interaction, innovation, creativity and concentration.

In line with this new working model and in an aim to continue promoting the well-being of the Ferrer workforce, throughout 2020 we have been refurbishing our headquarters. Set to open in May 2021, these new spaces are focused on staff comfort as well as sustainability. The project has therefore been designed to LEED and WEL certification standards. The spaces have been designed to meet the needs of our teams and create a casual working atmosphere, greater collaboration between colleagues, transversality between areas, and be flexible and user-friendly. All of this has been achieved using a cutting-edge technology system to facilitate the connection between different points, in line with our new working model.



Well-being

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At Ferrer, we consider it essential to guarantee the best possible working conditions to become a healthy organisation. We understand that the complexities of modern society can affect people in many different ways. In fact, the combination of work pressure, family dynamics and personal feelings influence the sense of well-being, and in a year as exceptional as this one, we have put the physical and mental health of our team at the centre of our actions.

Our corporate management system consists of a set of corporate procedures set out in the Health and Safety Manual, applicable to the whole group, which should help us to improve the level of safety:

- ➔ Management of continuous improvement
- ➔ Internal audits on health and safety
- ➔ Corrective actions or opportunities for improvement and non-conformities
- ➔ Reporting, recording and investigating accidents and incidents
- ➔ Coordination of business activities
- ➔ Inspections and observations in health and safety
- ➔ Communication, consultation and participation
- ➔ Information, expertise, and awareness
- ➔ Objectives and programmes on health and safety
- ➔ Identification and assessment of opportunities and risks



Our 2020 Health and Safety

GOALS

- ➔ Reduce accident rates
- ➔ Publish the corporate procedures on occupational risk prevention
- ➔ Increase a culture of health and safety in the organisation

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In 2020, as part of the strategic plan for health and safety, we launched the Health and Safety Culture Project in Ferrer. The main objective of this project is to improve people's well-being by boosting a culture of health and safety in the organisation. We organised 12 virtual workshops with the participation of 150 leaders in the organisation to raise their awareness and involvement in health and safety by distributing the H&S Strategic Plan and establishing a common language.

We have also taken several actions in response to the situation caused by the COVID-19 pandemic:



Set up several contingency plans.



Designed and applied action protocols.



Information and specific training sessions.



Implemented a psychological care service for staff.



Habits360 Tool, a virtual office to promote healthy lifestyles that provides people who are part of an organisation with high quality thematic learning capsules, current information based on scientific evidence, courses and events (virtual and face-to-face) and learning experiences related to health and well-being.

Habit360: Ferrer's new virtual office to promote healthy lifestyles.



With our new Strategic Plan, we want to achieve a comprehensive view of understanding health, including physical, mental and emotional aspects and their impact on our performance. We have therefore set the following objectives for 2021-2025:



Continue to reduce the accident rate by raising awareness among all our staff for a health and safety culture in the organisation.



Obtain the WELL certificate for all Ferrer's new facilities and buildings to guarantee the health and comfort of users.

Our aim is to integrate wellness into the way we work to help people lead healthier lives.

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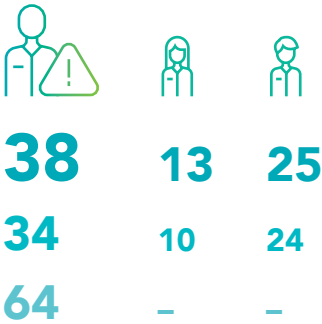
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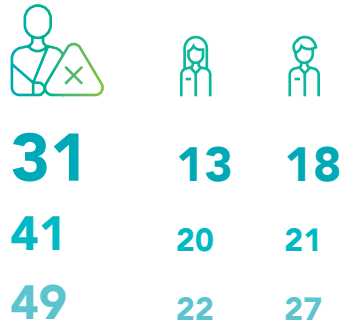
Occupational accident rate

ACCIDENTS

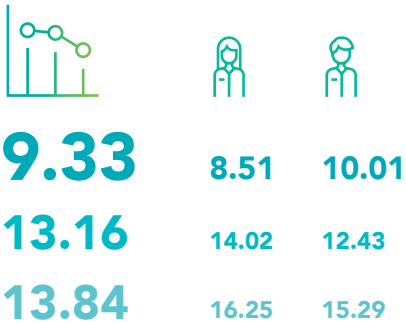
Accidents without sick leave



Accidents with sick leave



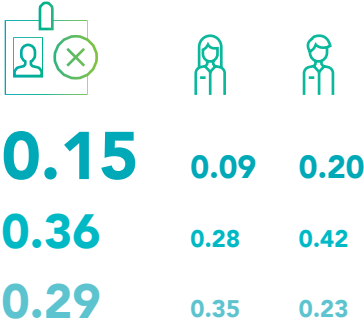
Frequency rate*



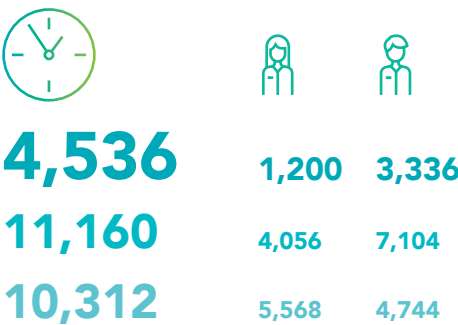
Severity rate**



Rate of absenteeism***



Absenteeism hours



OCCUPATIONAL ILLNESS

Frequency rate*



Severity rate**



* Frequency rate = (N.º accidents resulting in sick leave) / (Total^m. of hours worked) × 1,000,000
** Severity rate = (N.º working days lost) / (Total^m. of hours worked) × 1,000
*** Absenteeism rate = (N.º hours lost) / (Total^m. of hours worked) × 100





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At Ferrer, we want to create a positive impact on society to generate substantial social change by investing in environmental and social projects. We understand that economic development must go hand in hand with sustainable business management, which contributes to improving people's quality of life and protecting the planet where we live. Our goal is to make this a reality through our new Strategic Plan, and promote the environmental preservation of our planet through the Liveable Planet axis, which is based on two fundamental pillars: environmental preservation for our own benefit and for the well-being of future generations. The main target is to become carbon positive of direct emissions by 2030 and of global emissions by 2050. Ferrer will work on this goal via two strategic sub-axes:

- ➔ Mitigating climate change and promoting the circular economy.
- ➔ Protecting natural resources.

Mitigating climate change and promoting the circular economy

The global climate crisis is the main challenge facing our society. It is still technically possible to maintain the world at a 1.5°C temperature rise, but to do so requires us to accelerate our efforts by reducing global carbon emissions.

We have therefore committed ourselves to respond to managing the current climate crisis and to contribute to transforming the way we address climate change and adaptation from a business perspective of promoting people's health.

What have we achieved?

We aligned our climate change and adaptation strategy with the objectives of the Paris Agreement (COP21) and the Sustainable Development Goals of the 2030 Agenda, as part of our response to the enormous challenges we face as a society. Since 2013, Ferrer has been monitoring its CO₂ emissions, in order to keep track of the size of its carbon footprint and **since 2015, it has reduced direct emissions by 41%** (scopes 1 and 2) **and overall emissions by 20%**, including indirect emissions in scope 3.

We have launched a new climate strategy: **“Ferrer carbon positive: one step beyond zero emissions.”**

What is our aim?

To become carbon positive in our direct emissions by 2030 and of direct and indirect global emissions by 2050. In addition to this, we are committed to neutralising our residual carbon footprint with emission reduction and carbon neutralisation projects to become a Carbon Positive organisation.

How will we do this?

Ferrer's impact is two-fold: first we have the organisation's direct emissions (scopes 1 and 2), over which Ferrer has operational control and which we have already been working to reduce since 2013.

Secondly, there are emissions with shared responsibility (scope 3), i.e. emissions from Ferrer's value chain. In order to work towards reducing these, we work together with suppliers and stakeholders, collaborating and finding common ground to help reduce these and neutralise them in our value chain.

At Ferrer, we have designed a strategy to reduce and neutralise greenhouse gas (GHG) emissions, **in line with the goal of keeping the earth's temperature steady at the current 1.5°C rise**, and therefore contribute to a low-carbon economy that goes beyond the zero emissions target. The aim is to generate more reductions than necessary in order to achieve our commitment to being carbon positive. Our strategy is structured on 6 main commitments to tackle the goals set out below.

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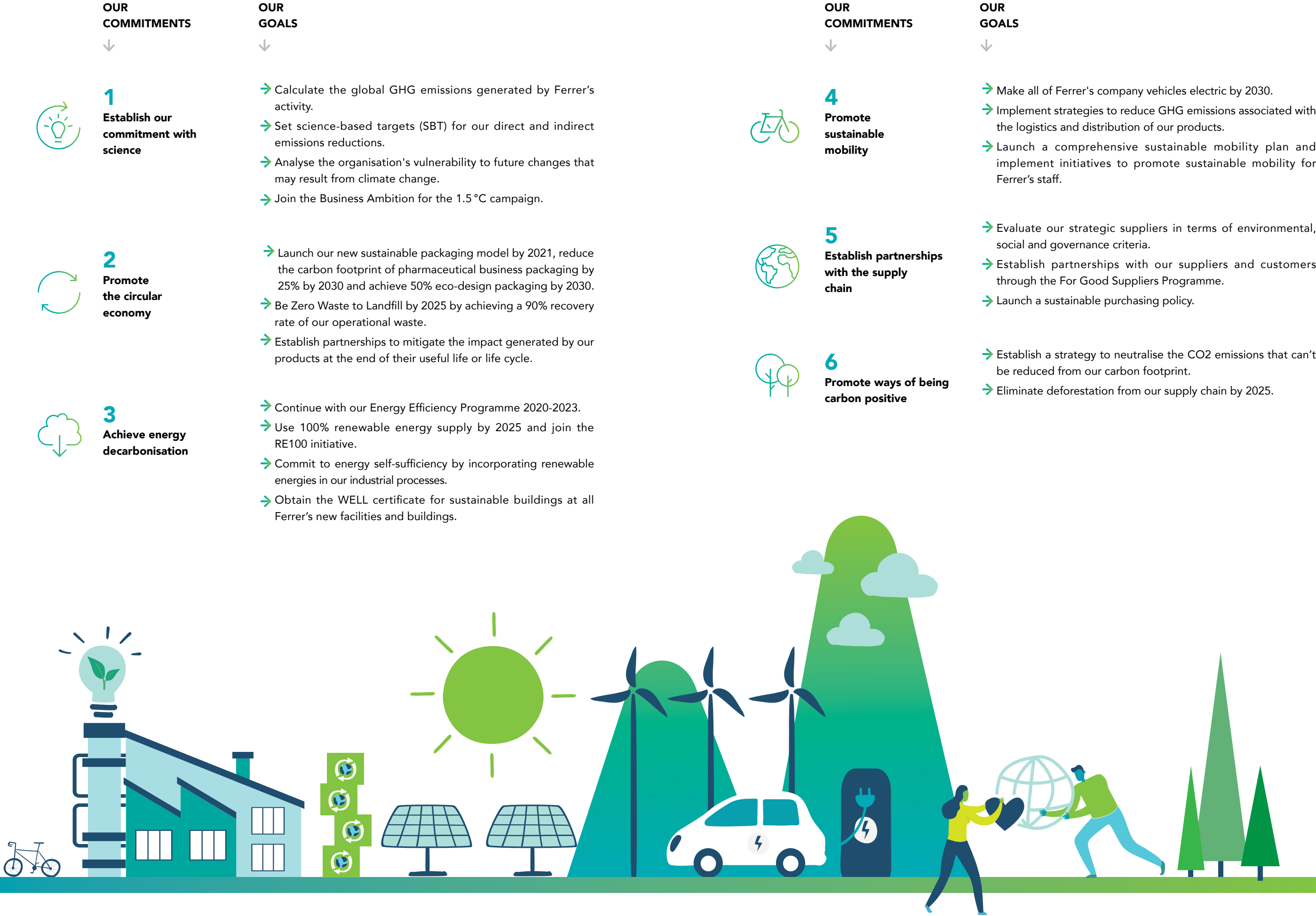
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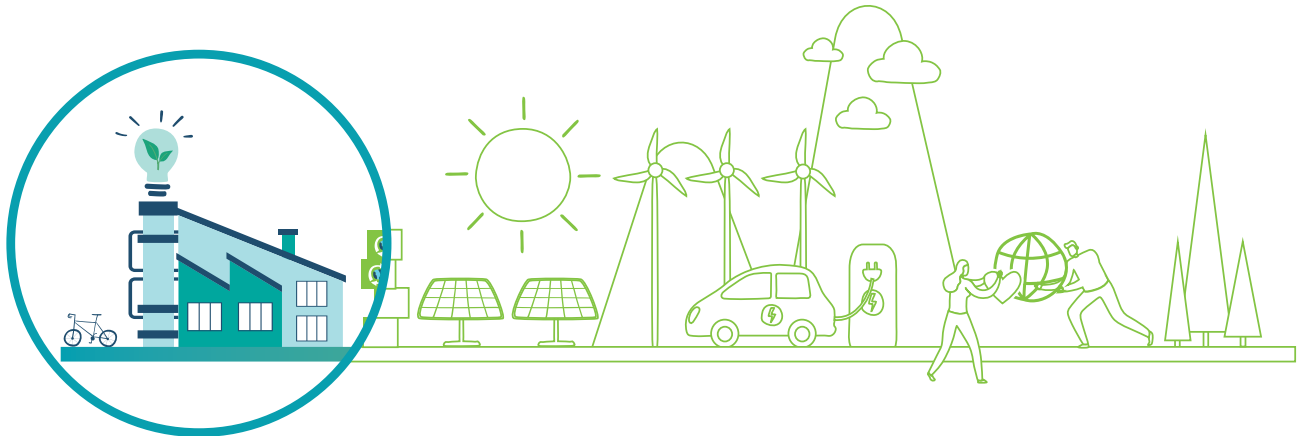
1 Establish our commitment with science

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In 2020, Ferrer initiated the process of setting science-based targets to reduce direct and indirect emissions. The SBT (Science Based Targets) initiative promotes setting targets aligned with scientific reports stating that, in order to meet the Paris Agreement goals, global warming must be limited to well below 2°C above pre-industrial levels and efforts must be made to limit global warming to 1.5°C.

Having established the GHG emission reduction targets using the SBT, we will commit to reducing GHG emissions by 2030 by 50% compared to 2019 for Scope 1 and 2, and by 25% for Scope 3.

In addition, as part of these SBTs, we joined the **Business Ambition for 1.5°C** campaign, launched at the UN Climate Action Summit, by the Global Compact and the We Mean Business coalition. This campaign asks businesses to commit to setting science-based targets in terms of limiting the increase in global temperatures.



At Ferrer, we consider it essential to control the emissions generated by our business. Since 2013, we have been calculating our corporate carbon footprint according to the GHG Protocol.

In 2020, we extended the scope 3 calculation to include all categories defined by the GHG Protocol. Specifically, we calculated the following emissions for the reporting year:

- Emissions associated with the purchase of goods and services linked to Ferrer's activity.
- Emissions associated with the purchase of capital goods.¹
- Emissions associated with the value chain of fossil fuels and electricity² consumed and emissions associated with the transport and distribution of electricity consumed by Ferrer.
- Emissions from the transport and distribution of products purchased by Ferrer³ and vehicles not owned or controlled by Ferrer.
- Emissions from the transport and distribution of products sold and waste generated in vehicles and facilities not owned or controlled by Ferrer.
- Emissions associated with the use by a third party of goods and services sold or transferred by Ferrer.
- Emissions associated with the end of life given by a third party to goods and services sold or transferred by Ferrer.
- Emissions (scope 1 and 2) associated with the activity of the organisations in which Ferrer invests, provided that their consumption is not included in scopes 1 and 2 of Ferrer's report.

This year, Ferrer's direct and shared responsibility emissions were 6,328 and 38,671 tonnes of CO₂ equivalent respectively. Ferrer's total GHG emissions have reduced by 20% compared to 2019. This significant reduction is mainly due to the following actions:

- Reduction of GHG emissions from the transport of finished product by 22% and from the purchase of goods and raw materials by 8% mainly due to much more efficient sourcing from key suppliers and prioritising more sustainable transport methods in the shipment of our finished product.
- Reduction of 51% in GHG emissions from the purchase of finished products and semi-finished products in Ferrer's different businesses.
- Improvement made in our refrigerant gas leak detection systems in air conditioning equipment has led to a 75% reduction in GHG emissions due to the leakage of refrigerant gases **into the atmosphere**.
- 28% reduction in GHG emissions from fuel consumption by the Sales Network and the company's own fleet of vehicles due to the Covid-19 pandemic, which greatly restricted the mobility of all Ferrer's groups, especially the sales network.

1. Capital goods are defined as final products that have a longer useful life and are used by the company to manufacture a product, to provide a service or to sell, store or deliver goods.
2. Includes extraction, refining and transport.
3. This includes the outward and return journey and transport between the organisation's facilities.

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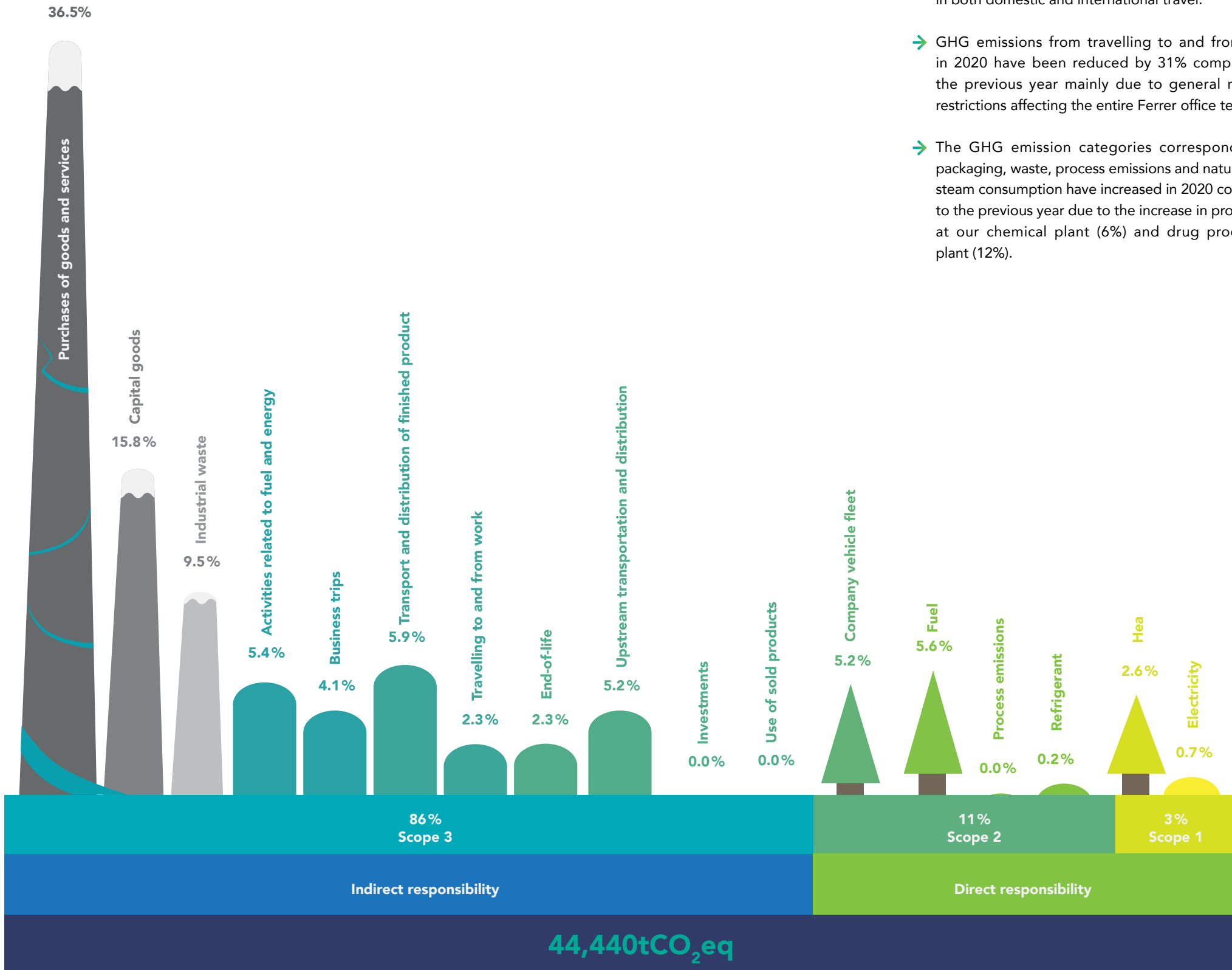
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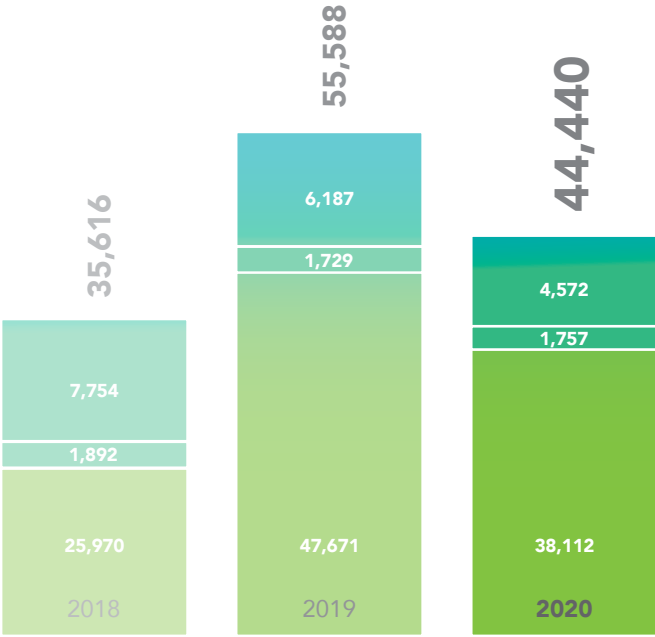
(305-1), (305-2), (305-3)

GHG gas emissions per scope (tCO₂eq)



↓ 20.1%
Change
2019-2020

- Total
- Scope 1
- Scope 2
- Scope 3



The result of Ferrer's Corporate Carbon Footprint in 2020, taking into account scopes 1 and 2 and the Scope 3 categories of business travel, travelling to and from work, operational waste and packaging, is 18,235.52 Tn CO₂ eq.

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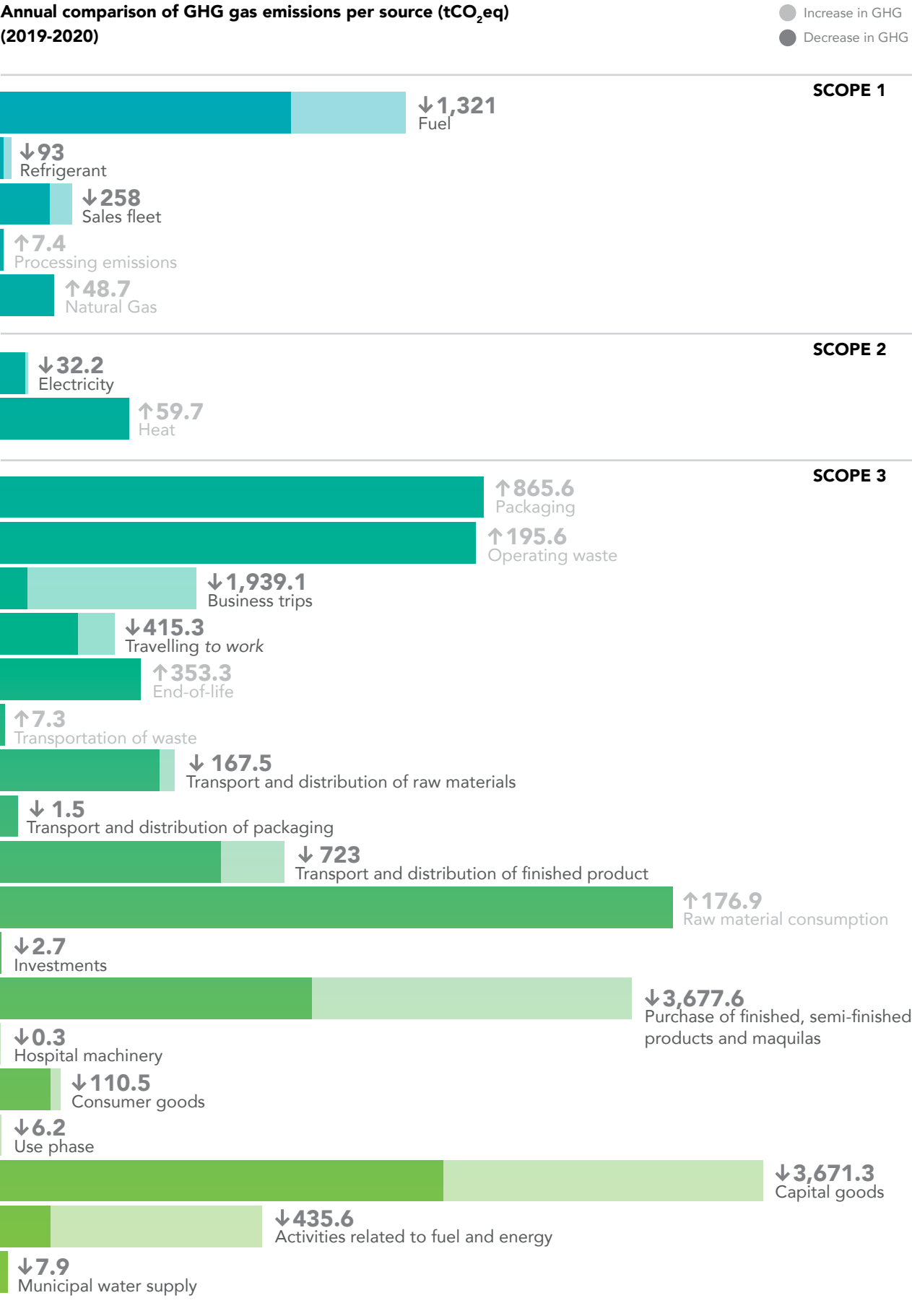
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Annual comparison of GHG gas emissions per source (tCO₂eq) (2019-2020)



TOTAL EMISSIONS: **44,440** 2020 **55,588** 2019 **↓ 11,147.6**

The result of Ferrer's Corporate Carbon Footprint in 2020, taking into account scopes 1 and 2 and the Scope 3 categories of business travel, travelling to and from work, operational waste and packaging, is 18,773 Tn CO₂ eq.

2 Promote the circular economy

(103-1) (103-2) (103-3)

Ferrer Waste Programme

At Ferrer, we have launched an ambitious Waste Programme, the main objective of which is to help improve the final treatment given to the waste we generate in all our business operations.

Under this, and with the aim of promoting a sustainable business model that encourages the rational use of natural resources, at Ferrer, we are committed to transitioning our production model towards a model based on the circular economy.

What have we achieved?

In recent years, we have completed an exhaustive study on waste management at the different group facilities, including inspections and audits performed by third parties. The results of the study show the degree of compliance at the different sites, and we have detected the improvements in the management of the waste that we produce during our production processes.

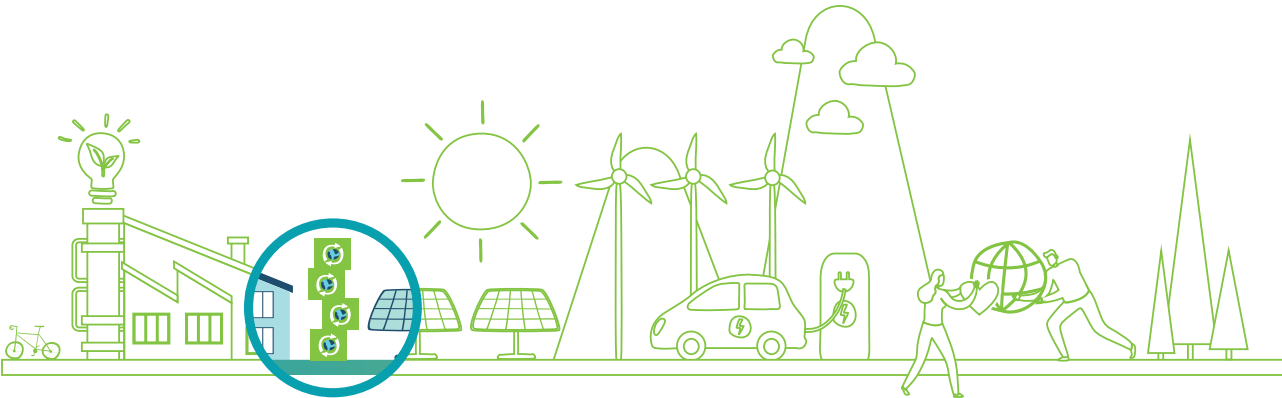
In line with this objective and within the framework of the Waste Programme, a series of audits of Ferrer's main waste management suppliers were carried out in 2020. The results of these have enabled us to work side by side with them to improve the final management of the waste we generate, thereby helping promote its recovery.

In addition to this, as part of our zero waste strategy, in 2020 we issued a tender for all the waste we generate at our production centres with the aim of:

- ➔ Optimising costs and unifying criteria on waste management throughout the group.
- ➔ Improving operational waste management (including administrative management services, waste sorting, storage, etc.).
- ➔ Innovating to reduce waste generated and improve final waste management, in line with the strategic objectives defined in our Waste Programme.

Waste managers were therefore asked to include proposals for optimisation and best practices, to help us achieve our commitment to zero waste to landfill and to boost the circular economy.

At the same time, we have also started to create partnerships to reduce the impact of our products when they become waste.



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What is our aim?

To coordinate a Waste Programme with the operations centres to optimise the final waste management and **achieve a recovery rate of 90% by 2025.**

Our goal is to be a Zero Waste to Landfill company by 2025.

Our target for 2030 is to reduce the amount of hazardous and non-hazardous waste generated at our operating sites compared to 2019:

- Reduce hazardous and non-hazardous waste by 5% Tn waste / Tn produced at the Sant Cugat del Vallès chemical plant.
- Reduce hazardous and non-hazardous waste by 5% Tn waste / units produced at the Sant Cugat del Vallès pharmaceutical plant.
- Reduce hazardous and non-hazardous waste by 5% Tn waste / Tn shipped at the Sant Feliu de Buixalleu logistics centre.

As our goal is based on reducing, recycling and reusing all the waste generated at our production plants, we have set ourselves the goal of being a Zero Waste to Landfill company by 2025. This programme aims to improve internal waste management and work with waste managers to ensure the best final waste management and avoid landfill as a final destination.

We have therefore established the following key pillars:

- Boost training for key players to take on specific responsibilities at our different operations centres and complete specific courses on the actions to be implemented.
- Develop an outreach and communications programme.
- Adapt all spaces allocated to waste management.
- Ensure the correct separation of waste.
- Establish partnerships with waste managers and other entities related to promoting the circular economy and waste management.
- Optimise final waste management.
- Always aim to reduce. Success in achieving Zero Waste to Landfill is based on minimising waste generation.

This is mainly achieved by improving the final management methods used by waste managers and in many cases, by promoting circular economy strategies.



How will we do this?

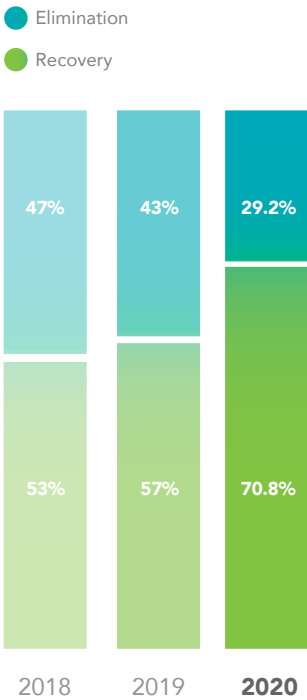
RESPONSIBLY

Ferrer has a responsibility towards the population’s health through the manufacture of medicines, and the planet’s health, through the responsible management of the impacts of our activity.

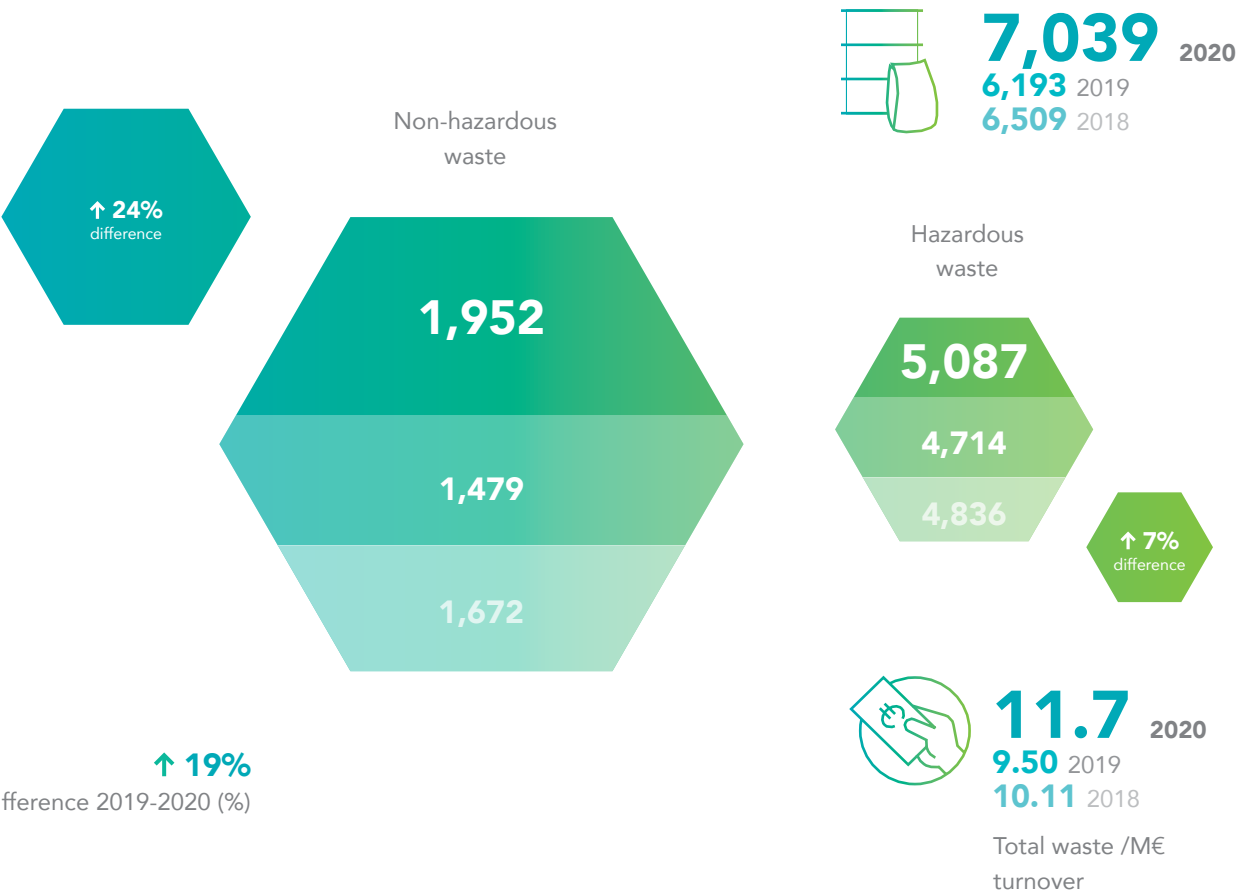
The first step towards responsible waste management is to establish where we are starting from in order to be able to tackle the Waste Programme from a global perspective. In recent years, we have significantly improved our percentage of recovered waste from a recovery rate of 53% in 2018 to 70.8% by 2020.

4% of the impact of our corporate carbon footprint comes from the waste generated by our products once they are consumed. To minimise this impact, Ferrer will work to establish strategic alliances with public administration, associations, technology centres, waste managers and other organisations, in search of new solutions that facilitate packaging recycling once it comes to the end of its useful life.

We have achieved a recovery rate of 70.8% of the waste generated.



(306-3)
Volume of waste generated per type (t) at Ferrer Spain



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FULLY COMMITTED

We aim to define a specific Waste Programme for each workplace and establish mechanisms to monitor these and ensure that the targets set for the group are achieved.

We are committed to keeping control over our waste.

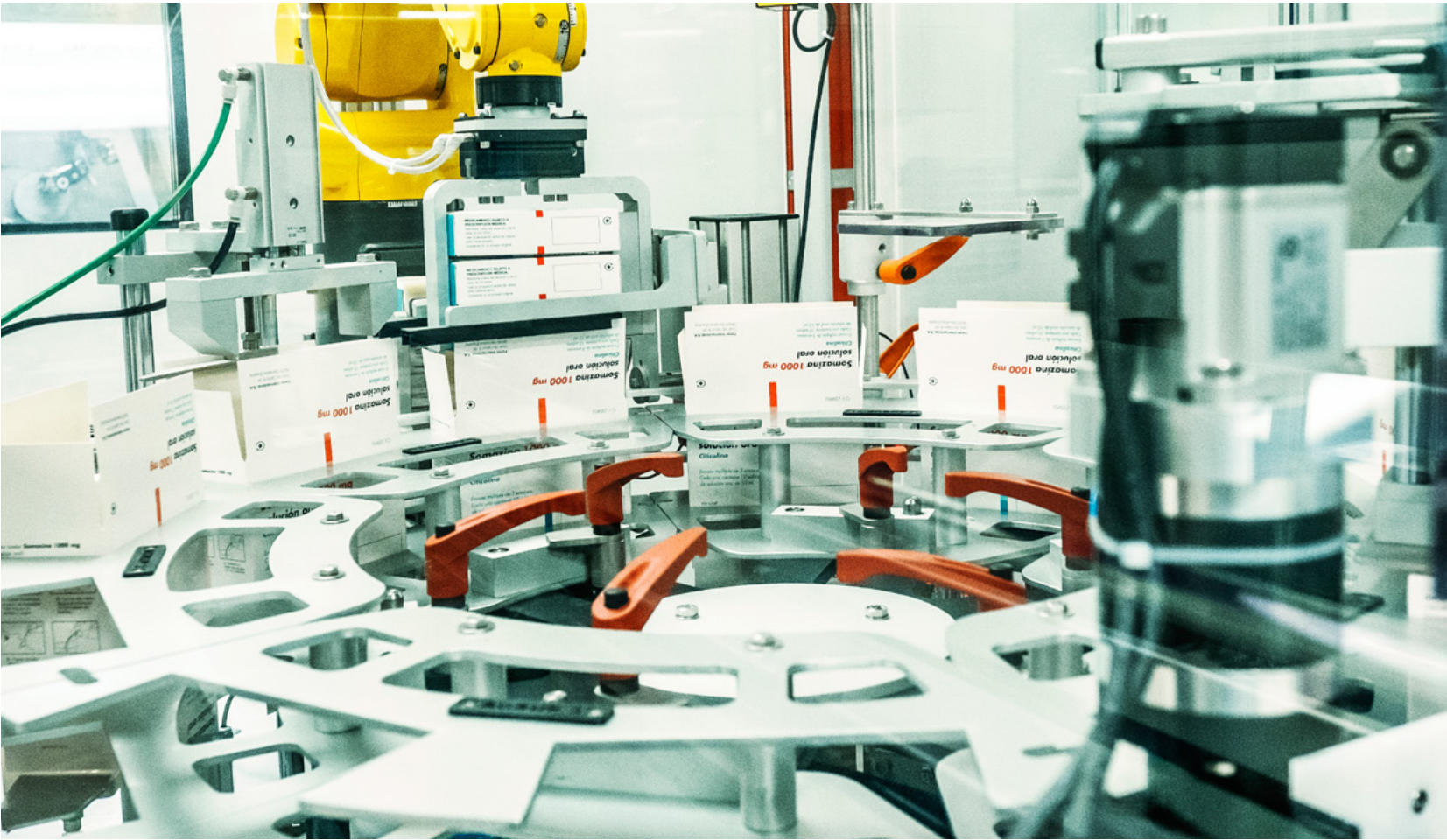
We will work to establish strategic alliances with waste managers and to adapt all spaces allocated to waste management in accordance with the needs of each production plant established in the programme.

Ferrer is aware that, in order to promote a circular economy in waste treatment and achieve the Zero Waste to Landfill objectives set, we must collaborate externally with key players in waste management We will therefore launch the **For Good Suppliers Programme**, through which we will work with our key waste suppliers to improve transparency and collaboration in their operations.

Our main focus is to reduce the amount of waste we generate, and then ensure it is separated correctly in an aim to maximise the value of each category collected.

At Ferrer, we believe in promoting the circular economy. One example of how we are implementing this is at the Interquim production plant where the solvents used in the chemical plant are recovered. Many of the solvents generated as waste in the industrial processes are managed by external managers, who recover the waste and return it to us in the form of a solvent that is suitable for use as a raw material in our production processes.

Our goal is to maximise waste recovery and promote the circular economy.



This waste management represents the recirculation of approximately 10% of the raw materials we purchase each year, equivalent to around 2,000 tonnes.

We have reduced the environmental impact of phosphorylcholine consumption by 40%.

In 2020, we launched a **project to reuse phosphorylcholine**, a raw material that is used heavily in the production of one of our main active ingredients. Reusing this has resulted in a 40% reduction in the environmental impact derived from the consumption of this raw material, as well as the amount of waste of this type it produces annually.

At Ferrer, everyone is considered fundamental to the success of this project and to achieving its objectives. Therefore, it is important to establish well-defined responsibilities at all our workplaces, and provide specific training on the actions to be implemented and set out a specific roadmap to implement them. Everyone's commitment is essential for the project to work at all stages.

Additionally, we believe that communication is crucial to ensure that the Waste Programme and all the actions resulting from it reach all stakeholders. We will therefore work to define a specific communications programme and align the objectives of this programme with all stakeholders involved.

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Ecodesign of a sustainable packaging model.

At Ferrer, we plan to implement the use of sustainable packaging to promote the circular economy in line with our climate change policy of making us a carbon positive company. To do this, we have committed ourselves to implementing the following actions:

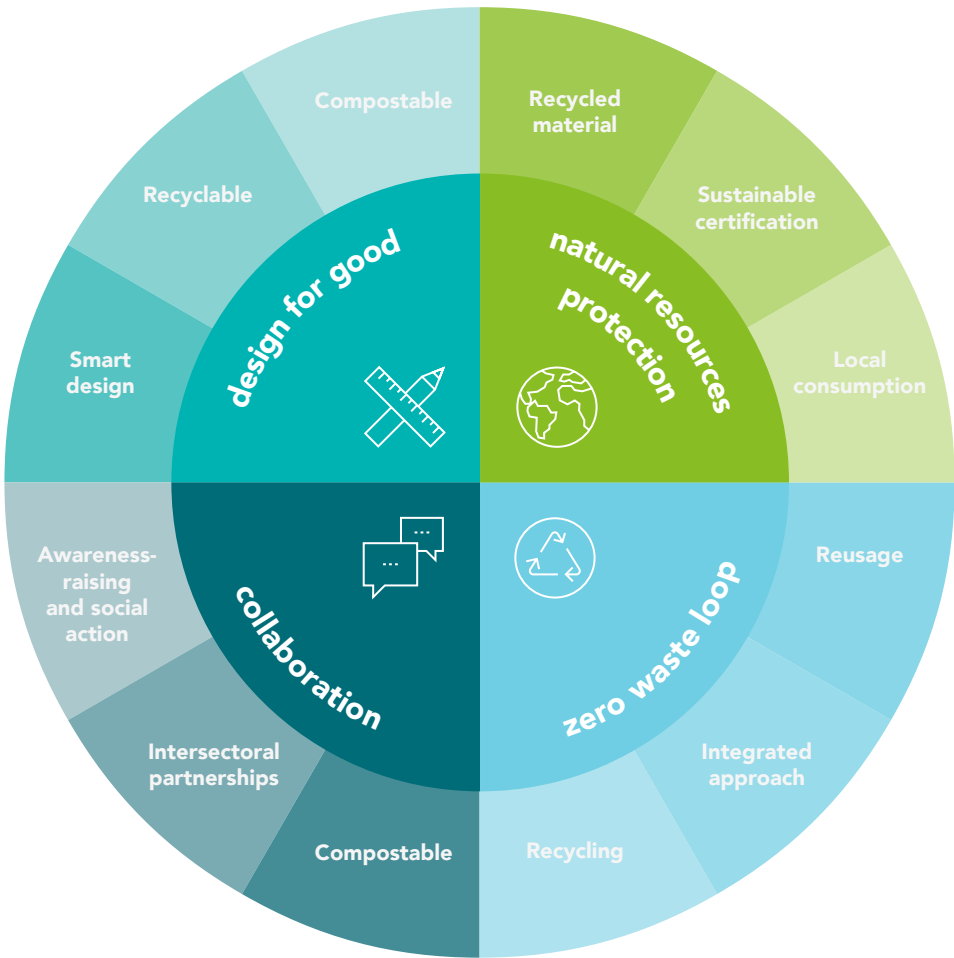
- ➔ **Boost research and development.** We will look for new solutions on the market that optimise the environmental performance of our packaging.
- ➔ **Establish partnerships with our stakeholders.** We will partner with organisations and entities that contribute to closing the loop to the packaging we use on the market.
- ➔ **Recognise and boost best practices.** We will work to support and recognise all the packaging Ferrer uses that meets the set of principles of our Packaging for Good model, to highlight products that incorporate eco-design criteria on an internal level.
- ➔ **Raise awareness among society.** Raise awareness among staff and consumers to help effectively communicate the principles and reasons for this model in order to generate a culture that takes sustainability into account in decision-making processes.

We want to prevent packaging derived from our pharmaceutical business from ending up in landfills or dumped in nature.

We have therefore set the following targets for the year 2030:



4 strategic pillars



In order to materialise our commitments and achieve the defined objectives, we will implement our model through **4 strategic pillars** which are developed through 12 lines of action:



We will put the design of our products in the spotlight.



We will use sustainable materials and strategies to guarantee natural resources are protected.



We will ensure our packaging is correctly management at the end of its lifespan and foster the transition from a linear economy to a circular economy and the reuse of materials.



We are well aware that we will not be able to achieve these ambitious targets on our own, but we are committed to creating external partnerships with our packaging suppliers, waste managers and public bodies in order to achieve a real circular economy model in the way our packaging is managed.

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2020-2030 Objectives



REDUCE THE CARBON FOOTPRINT OF OUR PACKAGING BY 25%



REDUCE THE TOTAL WEIGHT BY 10-20%



ELIMINATE DEFORESTATION IN 100% OF OUR PACKAGING AND CONTAINERS



GUARANTEE TECHNICAL AND SCALED RECYCLABILITY TO AVOID LANDFILL OR DUMPING IN NATURE



INCORPORATE 25% OF RECYCLED MATERIAL



WORK TO ELIMINATE PVC FROM OUR PACKAGING AND CONTAINERS



HAVE IMPLEMENTED OR SUPPORTED COLLECTION AND RECYCLING INITIATIVES



PROMOTE THE REUSE OF OUR TERTIARY PACKAGING

In the development of our packaging model, different eco-design technical proposals have been initiated in several areas of our packaging, among which we would highlight:

- Weight reduction study on all FISA and SFB tertiary packaging: potential 25% reduction in environmental impact.
- Eco-design of liquid medicine product production lines: potential 21% reduction of the environmental impact associated with the packaging of these products.
- Study carried out to replace PVC trays in injectable formats: possible 88% reduction of environmental impact.
- Study carried out to implement a new reduced-size *picking* box: possible 45% reduction in cardboard consumption associated with shipments to the end customer.

In 2021 we will be developing the eco-design for two strategic products in our catalogue which will begin the process of implementing Ferrer's sustainable packaging model. We also hope to contribute to rolling out eco-design strategies in several of our products with the launch of the **Packaging for Good** programme, which aims to recognise those Ferrer brands that meet the criteria established in the model.



ECODESIGN FOR 50% OF OUR PACKAGING



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3 Decarbonising energy

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At Ferrer, we remain committed to renewable energies and to implementing our Energy Efficiency Programme as the main strategies to decarbonise the energy used at its production and operations facilities.

As part of our Energy Efficiency Programme 2020-2023 and in line with the group's climate strategy, this year Ferrer has performed energy audits at all its facilities and of the group's entire energy consumption. Energy consumption for the period 2016-2019 was also analysed.

The audits have made it possible to identify and evaluate proposals aligned with the objective of optimising energy use, upgrading facilities, adapting plant capacity to our needs and improving productivity. The areas for improvement and opportunities detected are set out as part of the actions to be carried out under our **Energy Efficiency Programme 2020-2023**.

In addition, during 2020, several initiatives have been implemented that have contributed to reducing energy consumption at the different facilities:

100% of the electricity we contract in Spain comes from renewable energy sources.

Our goal: to reduce Ferrer's overall energy consumption by 5% by 2030 compared to 2019 consumption.



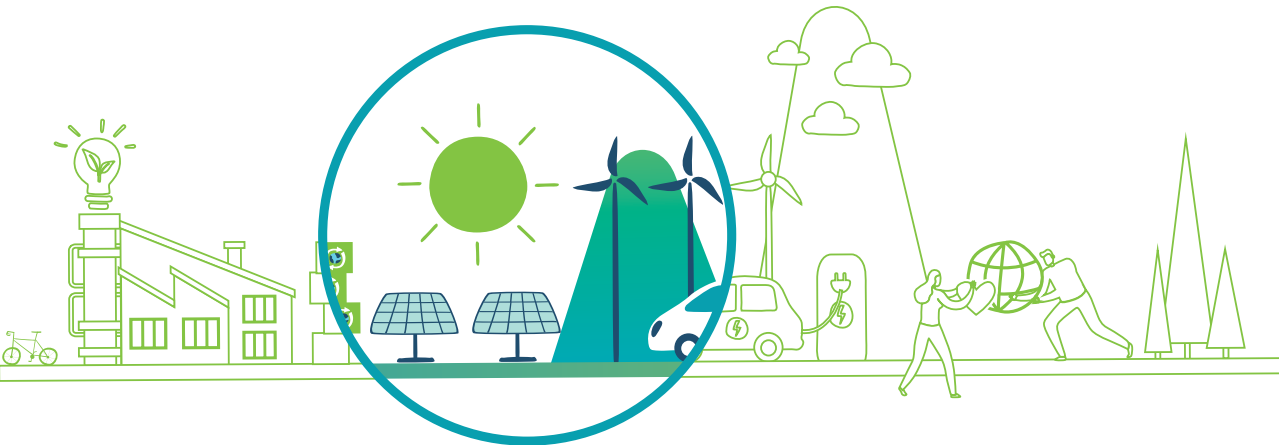
- ➔ Following the renovation of our headquarters in Barcelona, we have launched the process to make these offices internationally recognised as LEED-certified. The project aims to achieve high standards of sustainability and energy efficiency in the design of its facilities, and we plan to obtain LEED Gold certification in 2021.
- ➔ The compressors used for the Interquim production centre's refrigeration network have been upgraded. Therefore, the renovation of the production units and the improvement in the condensing system have made it possible to distribute the current cooling demand much more efficiently and to reduce the plant's energy consumption by about 900 MWh per year.

In 2020, energy consumption was 327,018 GJ, 3.1% less than in the previous year. Electricity continues to be the main energy consumed in production processes, followed by steam consumption in the industrial processes of the group's pharmaceutical and chemical plant.

Future actions for our Energy Efficiency Programme 2020-2023 include the following:

- ➔ To carry out a study for self-supply by means of photovoltaic panels and installation of these, if feasible, at our logistics centre in Sant Feliu de Buixalleu.
- ➔ To obtain LEED certification at our Esplugues de Llobregat site, where we intend to move liquid production in the coming years.
- ➔ To install electric vehicle charging points at our main facilities.
- ➔ To substitute current F-gases with greener alternatives with lower environmental impact by 2030.

By 2025, we have set ourselves the **objective of obtaining LEED certification for all new Ferrer facilities and buildings**, in order to ensure that we follow the fundamental criteria for the construction of sustainable and energy-efficient buildings.



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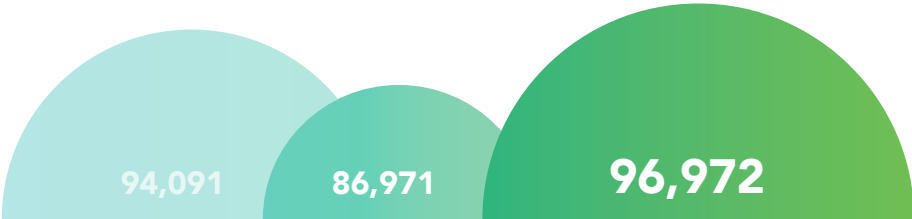
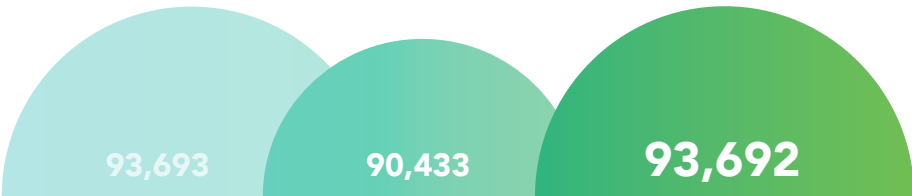
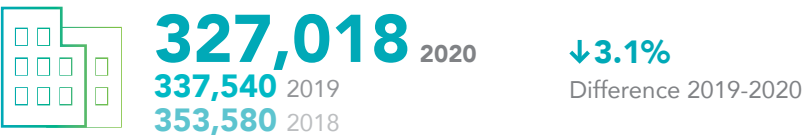
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Energy consumption inside the organisation (GJ)






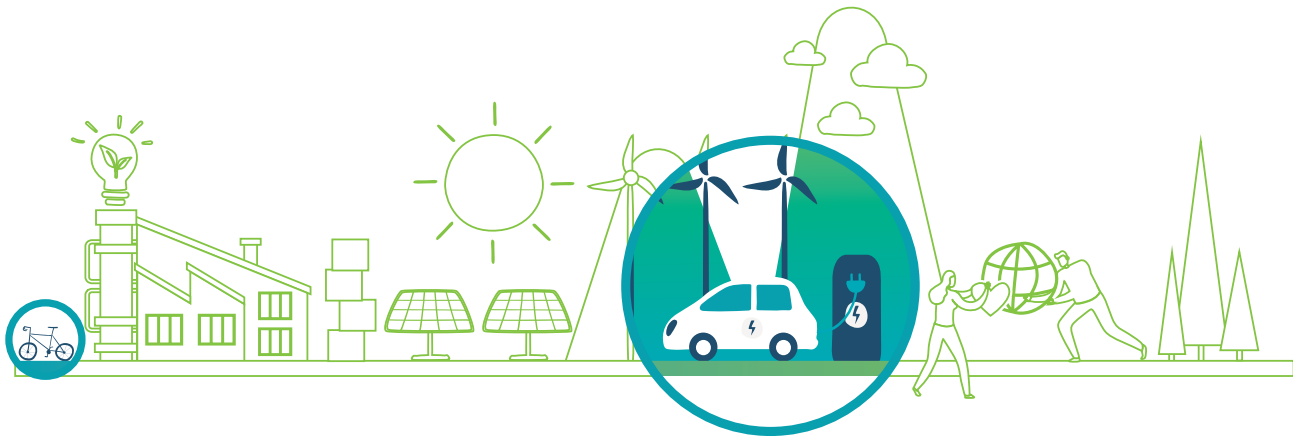
4 Promoting sustainable mobility

One aspect in particular that has an impact on sustainability is the way in which staff come to work, get around during their working day and travel in order to organise and hold events, as well as the way in which business travel and the logistics and distribution of our products are carried out.

Therefore, in order to achieve our goal of promoting sustainable mobility in Ferrer, we are developing a sustainable mobility plan, to help us understand, optimise and reduce mobility within the company.

During 2020, we launched a survey on mobility, not only at our facilities in Spain, but also for all Ferrer subsidiaries around the world. The results have given us valuable information on the type of travel used by Ferrer staff and have also helped us to identify the environmental impact, in terms of CO₂ emissions derived from mobility in the company. The main results are shown below:

	2015	2020
 Non-motorised vehicle	11%	6%
 Private vehicle	69%	77%
 Public or group transport	20%	17%



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To promote this more sustainable mobility, a set of strategies has been defined to be implemented over the coming years at the different workplaces, with the launch of Ferrer's global mobility plan. The main strategies include:



TRAVEL
TO AND FROM WORK

- Encourage the use of bikes, scooters and pathways.
- Encourage the use of public and group transport
- Encourage offering lifts in private vehicles to reduce their use (*internal* carsharing).
- Improve group transport to and from workplaces.
- Install recharging points for electric bicycles and scooters.



SALES
FLEET VEHICLES

- Renew sales vehicle fleet to make 100% of them electric by 2030.
- Install reccharging points for electric vehicles.
- Optimise sales routes with information and training on sustainable mobility.



BUSINESS
TRAVEL

- Reduce avoidable travel.
- Establish sustainability criteria when choosing means of transport, hotels, and others.



MOBILITY
FOR EVENTS

- Reduce emissions derived from travel to events.
- Promote sustainable mobility in order to avoid atmospheric and noise pollution, raising awareness among participants of the value of sustainability and respect for the environment.



TRANSPORT
LOGISTICS

- Reduce the environmental impact generated by these forms of transport by prioritising the most economical and environmentally friendly transport options.



NEW WAY
OF WORKING

- Encourage and facilitate smartwork to reduce the number of journeys to work.



RAISING AWARENESS
AND TRAINING



With the results of the survey, we developed the sustainable mobility project, which aims to define and elaborate a new sustainable mobility policy with the following objectives:

- To generate a culture of sustainable mobility in Ferrer.
- To reduce emissions of pollutants into the atmosphere.
- To provide our staff at Ferrer with measures to improve their mobility.
- To ensure that the mobility sustainability criteria proposed by the company are prioritised.
- To reduce the environmental impact of logistics transport by using environmentally friendly means of transport.
- To look out for the well-being and safety of our staff.
- To save on energy consumption and expenses.
- To increase the productivity and competitiveness of staff.

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In addition to this, in line with these objectives, at Ferrer, we are also committed to studying initiatives to reduce our emissions associated with logistics in the coming years. As a starting point, in 2020 we have asked all our logistics operators to calculate the emissions resulting from transporting our products around the world. The initiative was a success and by the end of the year we had an updated calculation from all our main operators.

Taking advantage of the national and international distribution committee created with the EFICOM project, the emissions of the different suppliers will be monitored and continuous work will be done to reduce their environmental impact in the coming years.

In addition, to reduce the carbon footprint of our vehicle fleet, we are committed to applying our green purchasing criteria to our vehicle renewal process.

Our goal is to work towards transforming our vehicle fleet to make it 100% electric by 2030.

In relation to the company's events, we have launched a the practical guide called Ferrer Sustainable Events, which sets out aspects related to sustainable mobility that should be observed for these events. By 2025, we are committed to organising **100% of our events to include sustainable practices**, and over the coming years, we will design our travel policy.

5 Partnerships with the supply chain

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At Ferrer, we are aware that the fight against climate change requires external collaboration. Our company is therefore committed to engaging its suppliers and customers to help improve transparency and collaboration, while encouraging them to take part in international initiatives to fight climate change.

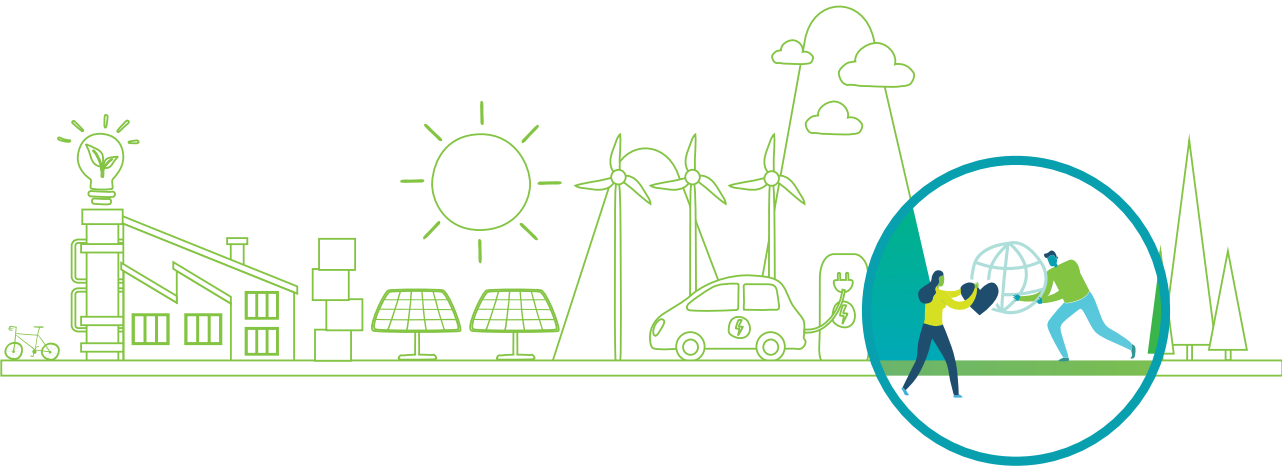
By doing this, we can identify opportunities strategies to put in place to contribute to reduce climate change together.

We are set to launch the For Good Suppliers Programme, through which we will work closely with our key strategic suppliers to involve them and improve transparency and collaboration on our road to making us a carbon positive company.

In 2020, we drew up an ESG (*Environmental, Social, Governance*) risk map throughout the value chain, specifically focused on the supply chain. By pinpointing general risks, and identifying ESG risk exposures in various categories -such as environment or human rights, for example- we have been able to identify the risks we are exposed to in our supply chain.

For the selection of new suppliers, we are developing the Sustainable Purchasing Programme, which is based on seven key areas: our new sustainable purchasing policy, which prioritises supplier selection based on climate change impact; a formal procedures manual covering the entire purchasing process; a new third-party code of ethics, which sets out the behaviour expected of our suppliers; contractual clauses that we will require in purchase orders; the EcoVadis ESG rating tool as a supplier approval mechanism; and a change plan to ensure that the Sustainable Purchasing Programme is implemented as it should be both internally and externally.

Ferrer's Purchasing Department, as the first link in the value chain, aims to provide the leverage to promote sustainability in our supplier community.



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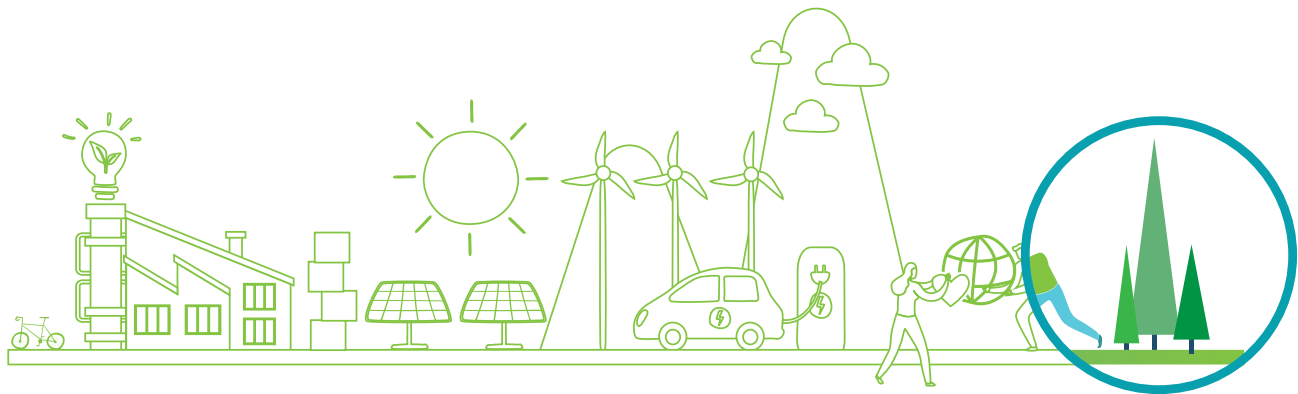
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6 Promoting ways of being carbon positive

In any activity there are residual emissions that cannot be reduced. Aware of this, at Ferrer we want to act to find ways to achieve a positive carbon footprint.

In 2021, we will establish a strategy to neutralise the CO₂ emissions that can't be reduced from our carbon footprint. This plan includes financial investment in projects that reduce or neutralise CO₂ emissions, improve the environment and promote social cohesion in the places where they are launched.

Ferrer, has offset the GHG emissions in Scopes 1 and 2 in 2020 through a reforestation project of 5,000 trees of different varieties and locations, in collaboration with the Treedom organisation.



Protecting natural resources

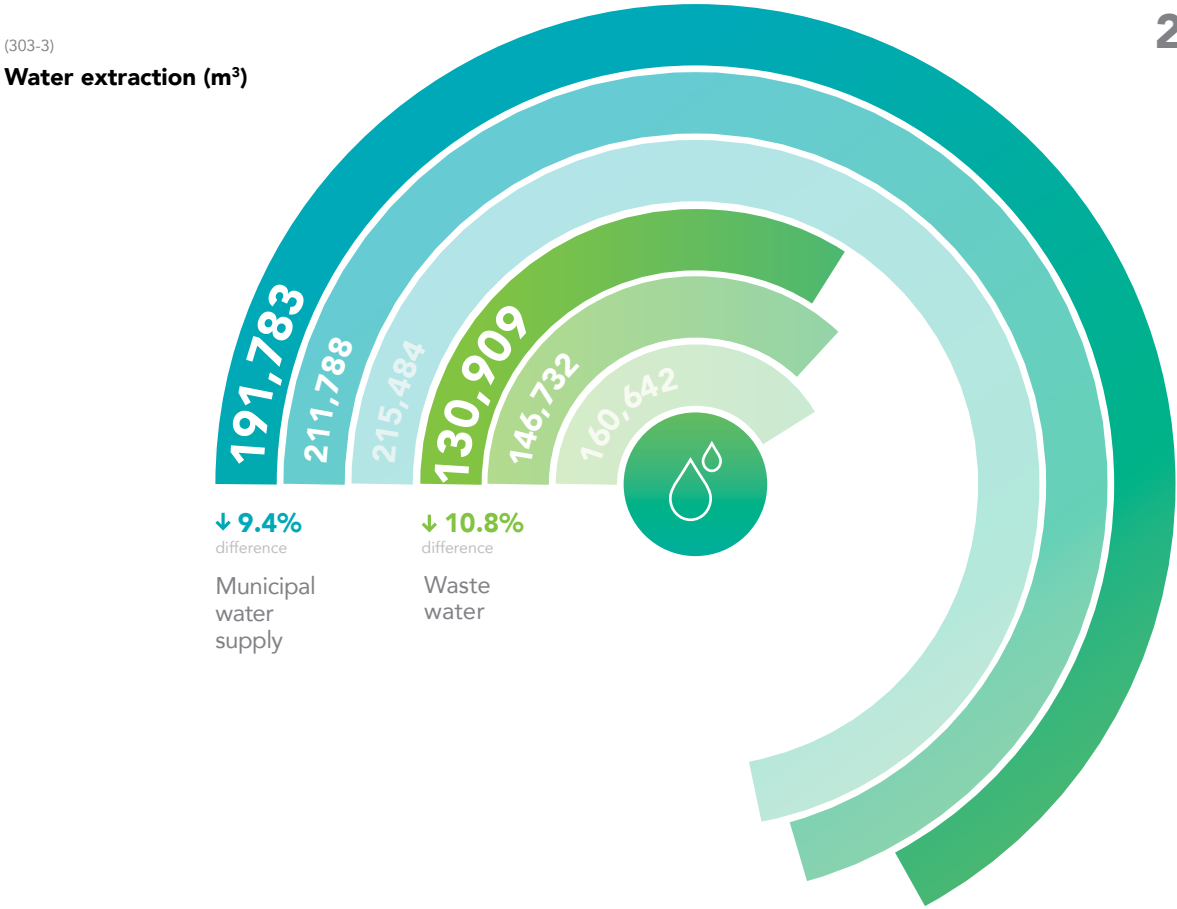
Beyond the fight against climate change, we believe in protecting natural resources, such as water resources and biodiversity as a strategy for the environmental preservation of the planet.

Water

(303-1) (103-3)
Water is an essential resource for all Ferrer's production plants. In general terms, we ensure proper water management, applying prevention, reuse and recovery measures wherever possible. We also carry out regular checks on the water consumed and the wastewater generated.

What have we achieved?

In 2020, we carried out a study on the comprehensive and efficient management of water resources at our production plants in Sant Cugat del Vallès. The aim of this plan is to maximise the reuse of water in our production processes and to identify all the improvements that contribute to improving efficiency in water use and treatment at our facilities.



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The plan includes a series of measures to save water and make water consumption more efficient, as well as aspects related to staff training and awareness-raising to encourage a responsible use of this resource.

In addition, the comprehensive and efficient water resources management programme includes developing and monitoring of a set of indicators to enable our production sites to assess their performance in terms of water consumption.

Overall, water use in all our production plants and workplaces has been considerably optimised in 2020, thanks to efforts to implement water-saving and consumption efficiency measures.

However, this year there has been a very significant decrease in water consumption in all the group's office buildings, because of the inactivity due to the Covid pandemic.

In 2020, we have also set a starting point for managing the water we use throughout our value chain by calculating our water footprint to quantify and identify the extent of the impact generated by our activity.

What is our aim?

We want to put the necessary measures in place to ensure good water management at our sites and throughout our value chain. We will therefore work to:

- Reduce our water footprint across the value chain by 25% by 2025.
- Reduce water consumption by 5% by 2025 at our production centres in Sant Cugat del Vallès.
- Monitor toxic and hazardous wastewater, and analyse APIs at wastewater outflows.

How will we do this?

RESPONSIBLY

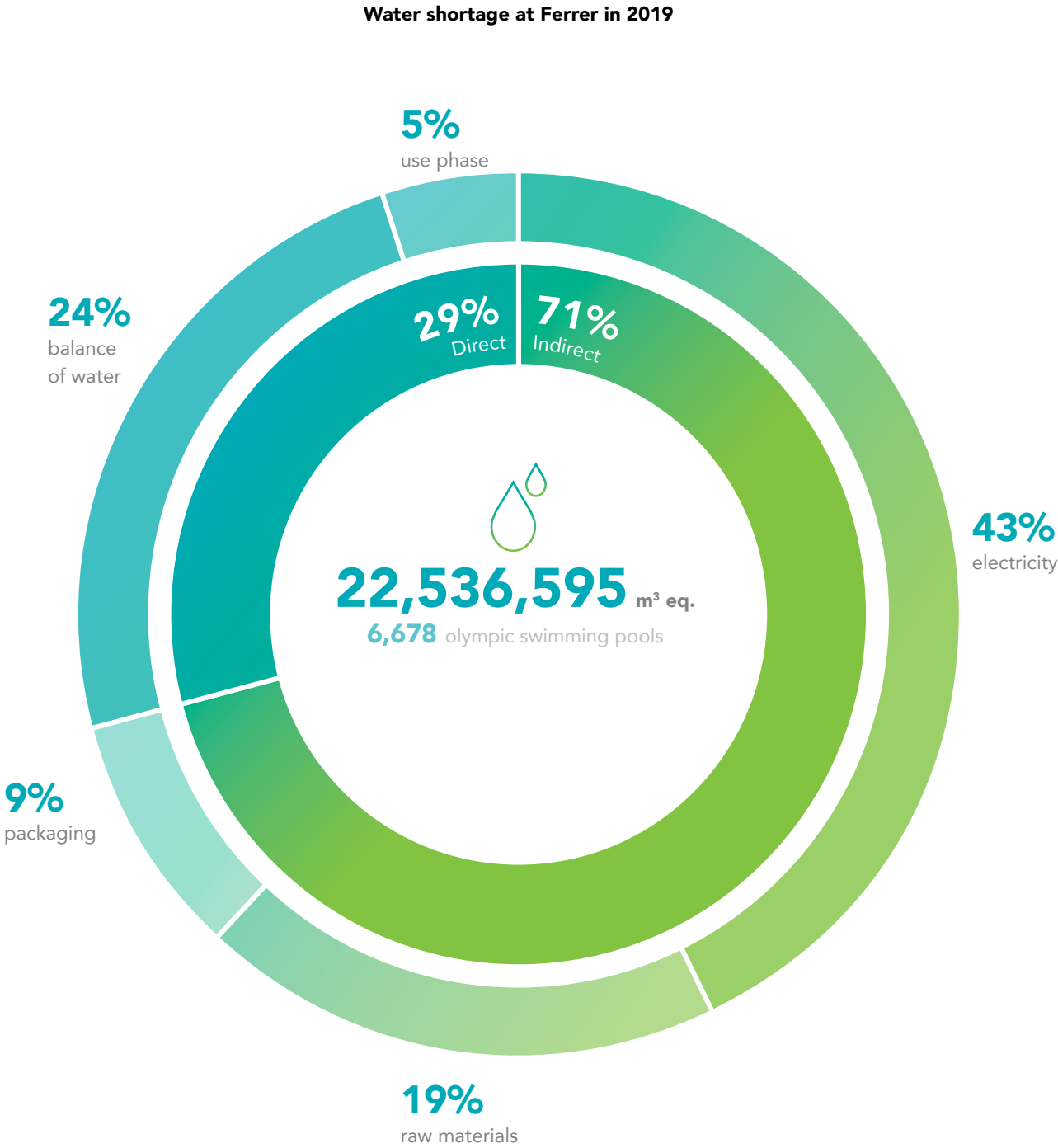
In order to continue taking steps to improve water management at Ferrer, we believe it is necessary to quantify the impact generated by the company. Therefore, we have calculated **Ferrer's water footprint to check the hidden water impact** of products and understand the effects of consumption and trade on the water crisis.

The Ferrer 2019 water footprint evaluates the water vector according to different indicators:

- Water consumption.
- Water shortage.
- Water quality (acidification and eutrophication).

Ferrer's water scarcity result for 2019 is the equivalent of 22,536,595 m³ of water. With this study, we have identified that water balance and the consumption of electricity, raw materials and packaging are the processes that contribute most to water scarcity and consumption. Direct consumption accounts for 29% of Ferrer's water consumption and indirect consumption for 71%.

Our facilities with the greatest impact on the water footprint are FISA and Interquim, as they have the highest consumption of water, electricity and materials.



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Water quality assessment addresses the concepts of acidification and eutrophication, which refer respectively to the potential for a decrease in the pH of the medium as a result of the emission of acidic substances and the potential for accumulation of nutrients in aquatic systems, whereby a barrier of organic matter is formed that prevents sunlight from reaching organisms living on the seabed.

The acidification potential of Ferrer for the year 2019 is 108,956 kilos SO₂ equivalent and the eutrophication potential is 34,575 kilos PO₄³ equivalent. For both of these concepts, processes involving fossil fuel consumption, such as logistics and own fleet, are the most relevant, together with raw materials and packaging.

These results have therefore enabled us to establish a starting point from which to continue moving towards cleaner, more sustainable and respectful production.

FULLY COMMITTED

We will promote water circularity

We will promote methods of water conservation, recovery and reuse. To do so, we will collect and reuse waste water from our production systems for other uses, we will reuse rainwater to irrigate gardens and green roofs, and we'll carry out water efficiency studies at all of Ferrer's facilities.

We will build partnerships with the value chain to reduce the impact on water resources

We will promote partnerships with the value chain. In this regard, we will change the type of renewable energy contracted so that it is all of wind origin, with less impact on water resources. We will also analyse the main suppliers of raw materials with an impact on

the water footprint, through the For Good Suppliers Programme, define actions for improvement and study the origin of raw materials to detect the regions with the greatest scarcity or lesser availability of water. We will focus on reducing this impact by seeking alternatives in the sourcing and procurement of these raw materials.

Certifications

To ensure compliance with the highest standards in sustainability, all our facilities are or will be LEED certified.

LEED is a certification system for sustainable buildings that sets criteria for energy efficiency, use of renewable energy, water efficiency and materials selection, among others. Energy consumption accounts for a high percentage of Ferrer's water footprint. Consequently, LEED certification implies achieving a high level of environmental commitment and standards.

To ensure the correct functioning and implementation of the defined measures, we will apply regular controls and monitoring, measure the indicators to correct the necessary actions and carry out regular maintenance of the installations to avoid water leaks.

With the calculation of the water footprint and the study of integrated and efficient water resource management plans, at Ferrer, we will create a water management programme, which will be aligned with our Sustainability Strategy to protect the planet's natural resources.

A set of communication and awareness-raising actions on good practices in water use and management will also be carried out for Ferrer's sites.



We have set a target of 10% reduction in biodiversity impact by 2030.

Biodiversity

Biodiversity conservation, more than an ethical commitment of humanity, is a strategic and non-negotiable investment to preserve our health, wealth and security. In other words, biodiversity is fundamental to sustaining human life on Earth, and given the overwhelming evidence that it is being destroyed at an unprecedented rate in history, at Ferrer, we want to take urgent action to address its global loss.

At our company, everything we do is aimed at contributing to the transformation of the environment and the planet. Through our work, we seek to generate a positive impact on all those who form part of Ferrer, on society as a whole and on the environment.

What have we achieved?

As part of this effort, in 2020 we started calculating our biodiversity footprint, which counts the impact that the company generates on ecosystems and identifies the activities with most impact. With the analysis of the results, the aim is to develop a strategic plan that includes the necessary measures to reduce this impact as much as possible.

In this regard, 2020 was set as the starting point for launching a biodiversity protection programme.

Under Ferrer's Sustainability Strategy, all of the activities carried out by the company ensure the sustainable management of natural resources and aim to minimise its environmental footprint. To do this, we have promoted eco-innovation projects that help us to achieve a circular economy model.

What is our aim?

We will put the necessary measures in place to ensure the protection of biodiversity at our sites and in our value chain.

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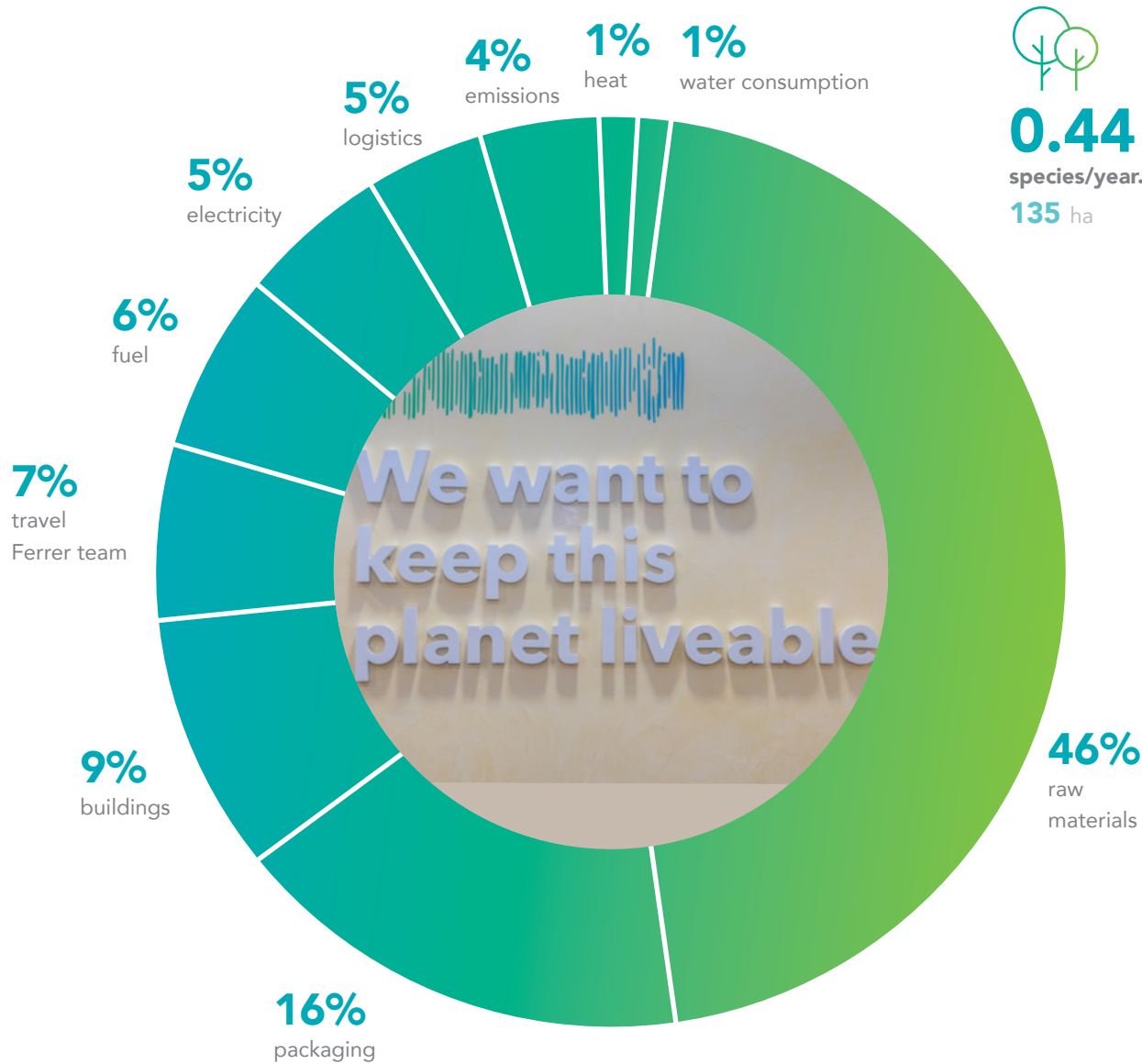
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How will we do this?

RESPONSIBLY

In 2020 we analysed **Ferrer's biodiversity footprint** to calculate the impact that our activity generates on ecosystems. The footprint study used a methodology that assesses the entire life cycle and follows the ReCiPe 2016 Endpoint method, which means the biodiversity footprint can be quantified using the potential loss of species per year as the unit of measurement.

The main objective of this study was to quantify the biodiversity footprint of the entire group for the year 2019, in order to establish a corporate strategic plan aimed at reducing the footprint in the coming years.

The footprint results show that the greatest impact for biodiversity is generated by raw materials (46%) and packaging (16%), followed by the occupation of buildings (9%) and the movement of the people at Ferrer (7%).

Our target for 2023 is to ensure that 100% of paper and cardboard packaging is certified as originating from sustainably managed forests (FSC).

Our raw material suppliers will be involved in the improvement process to achieve our biodiversity footprint reduction targets.

FULLY COMMITTED

Using these results, we have established the following objectives to apply the necessary measures to ensure the protection of biodiversity at our sites and in our value chain.

- ➔ Develop a biodiversity policy at Ferrer's facilities and throughout the value chain where Ferrer operates.
- ➔ Set targets for 2025 in Ferrer's commitment to fight to protect biodiversity.

We will generate **partnerships with our main raw material suppliers** to engage them in the improvement process and set objectives to reduce the biodiversity footprint. To do this, we will analyse the main suppliers of raw materials which have an impact on biodiversity using the *For Good Suppliers Programme*, focus our efforts on improving the origin of the raw materials with the highest impact -glucose, corn starch and methanol- analyse alternative **containers and packaging** with less impact on biodiversity and establish ways to improve.

We will also analyse possible **improvements we can make in the origin of the renewable energy** we contract, to select suppliers with the least impact on biodiversity, and we will adopt measures aimed at reducing the impact associated with our fuel consumption.

The logistics centre and the Sant Cugat production plant are gold and silver standard LEED-certified respectively, which guarantees that the buildings implement demanding sustainability and energy efficiency measures while minimising the environmental impact on biodiversity with the installation of green roofs.

At Ferrer, we are committed to obtaining LEED certification for all of the company's new facilities and buildings. With this in mind, in 2021 the group's headquarters in Barcelona will obtain LEED gold standard certification and in 2023, the we will do the same for the new production plant in Esplugues de Llobregat, which is currently being refurbished.

Ferrer has set 2020 as the starting point for its biodiversity protection programme. The calculation will be updated on a regular basis and we will establish mechanisms to monitor and review the impact on biodiversity and assess to what extent we are reaching our targets.

The impact of Ferrer's biodiversity footprint comes from the entire the value chain and all our facilities. Therefore, we consider that it is essential to provide **training and awareness-raising actions for all staff and stakeholders.**

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Other emissions

(103-2)
All our emission sources comply with current legislation regarding atmospheric emissions and maintenance. Periodically, a public administration collaborating entity reviews them to ensure that our activity does not exceed the established emission limits. In this regard, it should be noted that none of our sites has failed to comply with the limits established for atmospheric emissions.

By 2020, with the improvement of our facilities at the Sant Cugat chemical plant, a 13.7% reduction in atmospheric emissions was achieved.

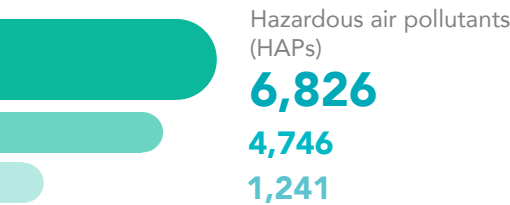
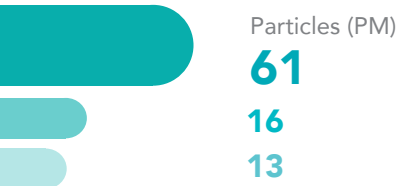
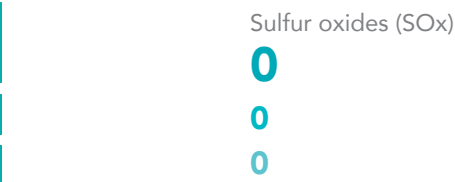
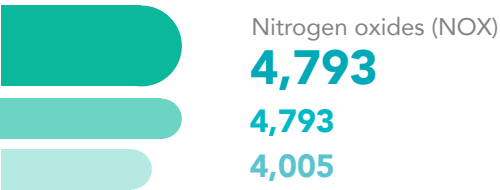
Our goal is to continue working towards reducing total atmospheric emissions by 10% compared to 2019 by 2030.



(305-7)
Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions



↓ 13.7%
Difference 2019-2020





04

**Social
justice**

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(103-1) (103-2) (Access to health and local communities).

At Ferrer we want to contribute to a fairer, more equitable society in which everyone has access to the same opportunities. This commitment has defined our Social Justice strategy, which aims to support people in vulnerable situations, contribute to equal opportunities and promote employability, access to health, food and education.



Social action

(413-1)

2020 has been an exceptional year in which society has suffered severe health and socio-economic consequences from the COVID-19 pandemic. Right from the beginning of the pandemic, we were very clear about our commitment to the community and to the most vulnerable people.

We maintained and secured our production to ensure that all people in need would have access to our medicines.

Ferrer's commitment was absolute and we had to adapt to guarantee production, reinforce shifts at our logistics centre and adapt our production capacity to produce hydroalcoholic gels. At the same time, we carried out multiple actions to help hospitals, healthcare staff, patients and Ferrer's own staff to ensure their wellbeing in times of pandemic.

RESEARCH-BASED ACTIONS

We funded clinical trials linked to COVID-19 and provided financial support to key projects. These included our collaboration with a project by the Fundació Clínic in which a team of professionals from the Hospital Clínic, the Germans Trias i Pujol Hospital and Research Institute and the University of Barcelona's Faculty of Medicine and Health Sciences developed three new models of emergency ventilators to treat patients affected by COVID-19. We also provided support for a data mining project at the Hospital del Mar to analyse and detect common characteristics in patients with COVID-19.

ACTIONS DIRECTED TOWARDS AFFECTED PERSONS AND HEALTH INSTITUTIONS

We donated products such as medicines, disinfectant gels, regenerating oil, moisturising creams and COVID-19 tests to the Catalan Health Institute and the emergency medical system. We also made financial donations to health and social organisations to purchase personal protective equipment and pulse oximeters, and to raise fund to support the needs of healthcare workers and patients.



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ACTIONS DIRECTED TOWARD OUR PEOPLE

At Ferrer, we ensured our team was protected by providing the appropriate health and economic conditions. In this regard, we facilitated a healthy work-life balance and flexible working hours for staff to cope with the emergency situation and supported them with information and training on prevention measures and advice for their well-being.

THE CONTRIBUTION OF OUR PEOPLE

The Ferrer staff once again showed their commitment to the most vulnerable groups, especially as we began to see the economic and social consequences of the pandemic. The people of Ferrer and the company itself donated more than €35,000 to various organisations. We also offered our staff the possibility to donate their restaurant tickets to various organisations as a way of contributing to the COVID-19 emergency projects such as Save the Children, the Red Cross, and the Food Bank. In addition, our Ferrer Spain team surprised around twenty schools in vulnerable environments by equipping them with signage and health protection materials to raise awareness among students about the importance of adopting good prevention measures against COVID-19. Other highly committed members connected remotely with different classes to perform a virtual play, in which the children were given, through humour and music, practical advice on how to cope with the new normal.

ACTIONS BY FERRER’S SUBSIDIARIES

In December, through our company Alexza, we collaborated with the Family Giving Tree project, a charity that aims to ensure that all children from vulnerable households in the San Francisco Bay Area can receive a gift or present at this special time of year. This time, they also gave essential health kits to reinforce the protection of these families from COVID-19.

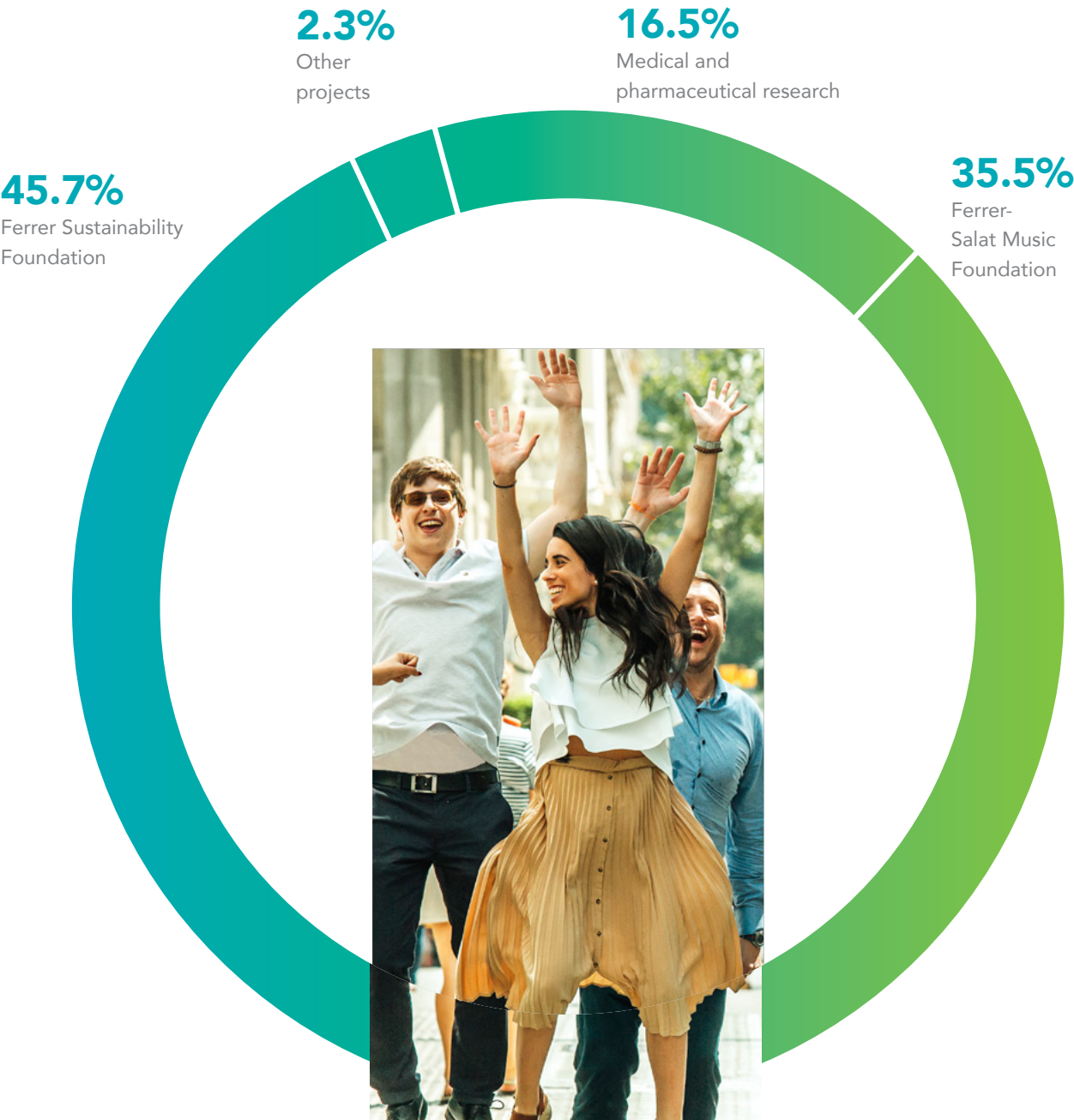
A PHILANTHROPIC APPROACH

Our desire to offer society solutions to meet people’s needs extends beyond the field of health. As part of our philanthropic approach, we promote sponsorship in different areas and support numerous projects of different types.



€6.2 M

Allocated to initiatives in different sectors in 2020.



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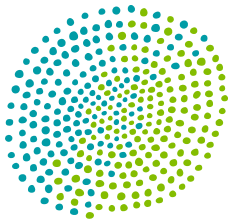
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Fundació Ferrer Sustainability

(103-1)(103-2)

The Ferrer Sustainability Foundation was born as a response to the social need we detected in our community and aims to achieve a more equitable and just society based on three strategic pillars:



SOCIAL COHESION



ECONOMIC PROGRESS



PRESERVING THE ENVIRONMENT

In line with Ferrer's new Social Justice strategy, we will support people in vulnerable situations in those areas where Ferrer can provide added value to help them access opportunities for development. Areas of action will focus on employability, access to health, food and education.



By raising awareness, training, innovation and partnerships with key actors, we seek to improve the well-being of people in vulnerable situations and therefore improve the social impact generated in the environment.

These are our most relevant current projects in the strategic areas of action set by Ferrer and its related foundations:

- ➔ **Green for Good:** a social integration project based on horticulture and cooking for people at risk of social exclusion. This initiative is conducted on land where biodynamic permaculture agriculture is practised. We have proposed for our next challenge to open a school-workshop and extend the area of vegetable gardens in Sant Pol de Mar.
- ➔ **Ferrer for Food:** a social kitchen located in Vilassar de Dalt that supports people in vulnerable situations by providing complete and healthy meals distributed through social organisations. The project uses the vegetables harvested in the Green for Good project, so it always uses quality, local and seasonal ingredients. The aim of the project is to provide 1,000 menus per day to vulnerable groups.



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Ferrer-Salat
Music Foundation

At Ferrer, we see culture as an essential element to improving the quality of life and general well-being of individuals and communities. In particular, we believe in music education as a means of social cohesion. In order to develop actions along these lines we are guided by our roadmap which helps us contribute to a committed social model.

Ferrer's main patronage project is the Ferrer-Salat Music Foundation. Born in 1982 alongside the launch of the Queen Sofia Prize for Musical Composition, the foundation believes in the infinite power of music as a key element in creating a more equitable and cohesive society.

The Ferrer-Salat Music Foundation has been empowering young people through music since 1892.



PRIMARY EDUCATION
MUSIC PROGRAMME FOR
SOCIAL INTEGRATION

The primary education music programme for social integration is the result of Ferrer's belief that music education is a fundamental tool for integration and social cohesion. Its implementation began in schools in disadvantaged environments and at high risk of social exclusion in Barcelona. During the 2019-2020 academic year, a total of 459 students have participated in the programme and 59 of them have obtained a scholarship to start their basic level training in the specialities of alto saxophone, clarinet, trombone and euphonium in the 2020-2021 academic year.



QUEEN SOFÍA
MUSICAL COMPOSITION
PRIZE

Every year since 1983, the foundation has awarded the Queen Sofia Prize for Musical Composition, designed to stimulate the creation of musical pieces for symphony orchestra in its different forms and to offer composers the possibility of having their music performed, heard and publicised. The prize is worth €35,000.



FERRER-SALAT
SCHOLARSHIPS

In its commitment to music education as a fundamental element of young people's training and social progress, the foundation offers 48 scholarships to cover the cost of four years of higher training at the prestigious Advanced Centre of the Liceu Conservatory Foundation and 12 more scholarships for students who are already studying further education at the institution. During the 2019-2020 academic year, 60 scholarships were awarded.



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Our
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In our aim to contribute significant and differential value to people suffering from serious illnesses, we have defined a clear global strategy to develop a portfolio of innovative products to transform the lives of patients suffering from severe and debilitating diseases.

Based on our extensive knowledge and experience, we have focused our product development on two main therapeutic areas: **vascular and interstitial lung diseases** and **neurological disorders**.

Both are rare or low-prevalence diseases, often lacking appropriate or authorised treatments. This is why our commitment at Ferrer to research and development in the treatments of these areas is crucial to improving the lives of the many patients affected, as well as to efficiently manage healthcare resources.

Our business development is focused on two priority therapeutic areas to deliver transformative products to meet the needs of our patients.

Therapeutic areas

Research and development

(103-1) (103-2)
We see innovation as an inherent part of our pharmaceutical business, which is why we have always remained committed to the search for, and development of, new therapeutic alternatives aimed at responding to unmet medical needs, to generate value for patients, doctors, healthcare systems and society.

In addition to the complexity of the process of developing a new drug and the exponential advance in scientific knowledge, we now have a range of new technological platforms to choose from, many of which are disruptive and have the potential to provide solutions to unmet therapeutic needs.

These factors require specialisation and expertise in non-traditional fields in the pharmaceutical sector and require product and service development that responds to the needs of the different stakeholders in the healthcare system. The growing need to guarantee the sustainability of healthcare systems over time and to develop a more holistic approach to healthcare has now been made evident.

So it is essential to collaborate with key players in the research ecosystem, given the impossibility of covering all the different technologies and areas of knowledge available today in a single organisation. Moreover, in this new environment, the involvement of the different stakeholders -healthcare professionals, managers and patients themselves- in the process of designing and developing new therapeutic solutions is becoming increasingly important.

We are committed to dynamic, flexible R&D that is open to collaboration in healthcare.

In this context, some years ago we already started our evolution from a model based on a traditional R&D centre towards a more open structure designed to foster and facilitate multiple collaborations in a dynamic and flexible environment. The aim is to become more efficient in producing results and to recognise how opening up to the scientific community is the only way to remain competitive in a complex and globalised world.

Such collaboration is essential for the sustainability of Ferrer's R&D model, in which collaboration with third parties occur throughout the R&D value chain: analysing clinical needs, generating solutions to these needs in terms of new therapeutic organisations -whether chemical, biological or digital- implementing the use of big data and artificial intelligence technologies to accelerate and improve the design and execution of our clinical studies, as well as increasingly personalised treatments and the development of new business models to enable us to transform our qualities and strengths.



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R&D strategy

Our goal is to have a portfolio of projects that add value, impact patients' quality of life and reduce pressure on healthcare systems.

At Ferrer, our R&D is aimed at achieving a portfolio of projects of differentiated therapeutic value, which is balanced in terms of risk and its degree of incremental and disruptive innovation.



Therefore, ultimately the company's R&D is focused on generating value for patients, healthcare systems and society by solving unmet medical needs.

For this reason, Ferrer's R&D focuses on identifying projects with differentiating value -whether they are based on incremental innovation or on their disruptive value- which is why we reject the development of generic products and focus on the therapeutic areas defined as priority areas by the company: neurology and non-obstructive pulmonary diseases, such as pulmonary hypertension and interstitial lung diseases.

In all cases, the differential value of our products lies in their ability to significantly improve the management and treatment of the pathology or its symptomatology, and a positive effect on the quality of life of patients.

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With these shared and aligned strategic objectives, the company's R&D activity is divided into six units:

R&D SEARCH AND EVALUATION

R&D Search and Evaluation is a department within the R&D Department, designed to search and identify new innovative projects -both internal and external- aligned with Ferrer's R&D strategy. Assessment takes place in close cooperation with multi-departmental teams. Through the Ferrer Open recruitment platform (<https://www.ferrer.com/es/nuestra-actividad/estrategia-i-D/Ferrer-Open>), we promote and facilitate contact with the most innovative players in the ecosystem to attract and on occasions, co-construct therapeutic solutions with added value within the scope of Ferrer's areas of specialisation: vascular and interstitial lung diseases and neurological diseases.

R&D PORTFOLIO MANAGEMENT

The R&D Portfolio Management department manages the innovation portfolio and leads the R&D projects with the aim of creating a more sustainable, transparent and efficient R&D together. It promotes sustainability by aligning the portfolio with the business strategy and incorporating new projects. It promotes efficiency and transparency in the management and leadership of R&D projects through multidisciplinary coordination, teamwork and communication while monitoring milestones and results. It manages the Committee for the Incorporation of New Projects and the Monitoring Committee for Projects in the Portfolio.

DIGITAL HEALTH AND TECHNOLOGY

This department leads innovation in digital health, the meeting point between technology, health, healthcare delivery and life in society. Through the Ferrer 4 Future programme (<https://ferrer4future.com>) we launch challenges to the entrepreneurial ecosystem and collaborate with technology-based companies to solve them. In 2020 we have focused on solutions for neurological disorders with movement disorders.

ALEXZA

This is a Ferrer company based in Mountain View, California (USA), owner of the Staccato® platform for the pulmonary administration of active ingredients, which achieves identical kinetics to intravenous administration, but via a non-invasive route. Alexza's projects produce a clinical response within minutes of the drug being inhaled and are aimed at treating acute symptoms of central nervous system pathologies. Alexza has several products under active development in fields such as Parkinson's disease and gastroenterology, among others.

CLINICAL DEVELOPMENT

Responsible for the design, execution and management of clinical trials/studies with medicinal products, medical devices and food supplements, from the earliest stages of clinical development to phase 4, post-authorisation. All activities are supported by a quality system that complies with ICH/GCP standards, is validated and recently audited.

PHARMACEUTICAL DEVELOPMENT

This department is responsible for product formulation, analytical method development, device development, product scale-up, drug supply for clinical studies, preparation and defence of the quality module of the registration dossier and transfer to the manufacturing plant for subsequent marketing of the product. It is a key player in the R&D project teams, as a link between the development and subsequent manufacture of the product.



How the Staccato® system works

The Staccato device contains a rapid heating system capable of reaching very high temperatures in just 100 milliseconds, so that the unformulated active ingredient, deposited as a thin layer on a stainless steel substrate, vaporises. When the patient inhales through the Staccato system, the surface of the stainless steel substrate is instantly heated to create a condensation aerosol.

The patient inhales the active ingredient in the form of aerosol particles, the size of which is ideal to reach the deepest and most vascularised areas of the lung, thereby ensuring rapid and complete absorption into the bloodstream.

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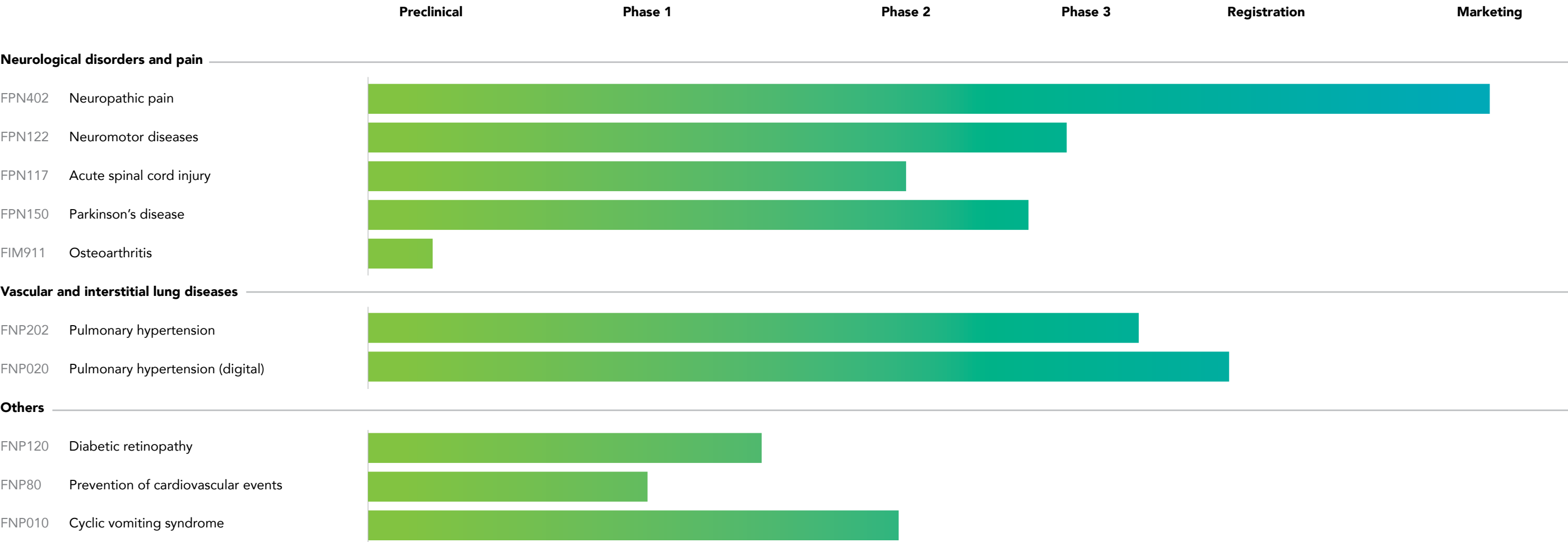
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We seek a balanced portfolio of projects that provide differentiating therapeutic value.



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Our products

We stand out for offering reliable products.

(103-1) (103-2) (102-2)
One fundamental element of Ferrer's business strategy is to focus on areas where our knowledge and experience can truly add value for healthcare professionals and patients. For this reason, Ferrer concentrates on marketing branded pharmaceutical products that stand out for their innovation and differentiation.

There are five therapeutic areas where Ferrer's experience and knowledge come into their own to make a difference: pulmonary hypertension, the nervous system, pain, cardiometabolism, gastroenterology and dermatology. In these areas, Ferrer offers exceptionally reliable products, many of them manufactured in-house, in line with the highest European quality standards.

KEY PRODUCTS AND BRANDS WORLDWIDE

Classified by therapeutic area, active ingredient and brand marketed¹.



Spanish market



International markets

Nervous system

Inhaled loxapine	Adasuve	Adasuve
Citidine, uridine	Nucleus	Nucleus, Keltican
Citicoline	Somazina	Somazina, Ceraxon, Zynapse

Dermatology

Sertaconazole	Zalain	Dermofix, Sertopic, Zalain
Ozenoxacin	Ozanex	Ozanex, Xepi, Dubine

Cardiology

Treprostnil	Trespostinilo Ferrer	Remodulin
Cangrelor	Kengrexal	Kengrexal
Clevidipine	Cleviprex	Cleviprex
Omega-3 polyunsaturated fatty acids:	Omacor	Zodin
Enalapril maleate, Nitrendipine	Eneas	Cenipress, Enit
Polipil (ASA, ramipril and atorvastatin [or simvastatin ²])	Trinomia	Trinomia, Sincronium

Gastroenterology

Levosulpiride		Dislep
Racecadotril		Hidrasec, Tiorfan

Pain

Paracetamol	Gelocatil range	
Fentanyl citrate	Abfentiq	

Two drugs in particular stand out in this product portfolio -Trinomia and Remodulin- as these played an important role in Ferrer's commitment to contribute value to society through our products.

1. Including prescription drugs, food supplements and OTC products.
2. Simvastatin is used instead of Atorvastatine in some countries.

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Cardiovascular disease remains the leading cause of death worldwide, with 18.6 million deaths from cardiovascular disease in 2019, the equivalent of more than 50,000 deaths per day.¹. At Ferrer, we entered a public-private agreement in 2007 with the Spanish National Cardiovascular Research Centre (CNIC) (www.cnic.es) to develop a cardiovascular polypill for the prevention of cardiovascular accidents in patients who have already suffered a previous cardiovascular event (such as ischaemic stroke or myocardial infarction). This polypill was approved in several European countries in 2015 and indicated as a replacement therapy in adult patients adequately controlled with concomitantly administered monocomponents at therapeutically equivalent doses. This initiative resulted in Trinomia and Sincronium, also known as CNIC-Polypill, the first unique cardiovascular polypill containing aspirin, atorvastatin and ramipril (angiotensin-converting enzyme inhibitor) and, in some countries, aspirin, simvastatin and ramipril. CNIC-Polypill is currently marketed in 26 countries in 3 different regions: Europe, Latin America and the CIS countries area (Commonwealth of Independent States). The fact that Ferrer is involved in the cardiometabolic field in different regions brings to light real unmet needs which we aim to address where possible.

1 Roth, G. A.; Mensah, G. A.; Johnson, C. O.; Addolorato, G.; Ammirati, E.; Baddour, L. M. et al. Global Burden of Cardiovascular Diseases Writing Group (2020). Global Burden of Cardiovascular Diseases and Risk Factors, 1990-2019: Update from the GBD 2019 Study, Journal of American College of Cardiology, 76(25): 2982-3021. doi: 10.1016/j.jacc.2020.11.010.

We are part of the major breakthrough in the field of cardiology by providing a basic treatment for patients following a cardiovascular event.

An example of this is the UPCM (cardiometabolic prevention units) project, which was launched from the need to improve the patient management for those at high cardiovascular risk in Latin America. The UPCM is a co-led project together with the Inter-American Society of Cardiology (SIAC) designed to standardise the patient management for those at high cardiovascular risk by training healthcare professionals. This is an example of a project that is fully aligned with Ferrer's values and which has a positive impact on society, in this case on Latin American society.

Remodulin (treprostinil) is a prostacyclin analogue drug for the treatment of pulmonary arterial hypertension, a disabling and potentially life-threatening condition that usually worsens without proper treatment. According to published guidelines, prostacyclin therapy is recommended for intermediate-risk patients with rapid progression and high-risk patients.



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Quality and product information

(103-2) (103-3)
Ferrer has a comprehensive Quality System with its own policies and procedures, as well as a continuous quality evaluation and monitoring system complemented by annual internal audits.

417-1
With regard to chemical and pharmaceutical sector regulations relating to medical products, cosmetics, etc., Ferrer complies with the provisions set out in these by requiring that the following product information is provided:

- ➔ Package leaflets include instructions for use and safe handling recommended for consumers.
- ➔ Technical data sheets include the safe and advisable conditions of product use and handling for healthcare professionals, if necessary.
- ➔ European labelling legislation requires notification when substances of particular concern are present in mixtures and preparations. At the Sant Cugat Chemical Plant, risk assessments are carried out on new processes, identifying any substances that may be produced during the reaction (including waste) and evaluating possible impacts and the options to minimise or contain these. Product Safety also classifies active ingredients according to their degree of risk. The most appropriate protective and handling measures are recommended based on this assessment.
- ➔ An environmental risk assessment is carried out as part of the applications for drug marketing authorisation.

Transparency

(103-1) (103-2)
At Ferrer, we consider it vital to earn the trust of our patients, clients, and partners, and we consider that trust comes through clarity, sincerity, and transparency. It is important for society to be aware of and understand the relationships that are generated between industry and healthcare professionals as this ultimately enables new product developments and keeps healthcare professionals at the forefront of scientific development.

The pharmaceutical industry exercises transparency through its annual publication of the transfers of assets and payments to healthcare professionals and healthcare organisations for donations, training activities, service provision and research and development.

At Ferrer, we understands that this commitment also entails the obligation to contribute to the sustainability of the Spanish National Healthcare System (SNS). In this regard, we contribute 7.5% of our turnover from products that are less than 10 years old, and 15% of turnover of products that are more than 10 years old which do not yet have a generic product, provide access to ongoing training for healthcare professionals to keep them at the cutting edge of medical progress, and educate patients on various pathologies by providing information leaflets.

We promote scientific activity and the continuous training of healthcare professionals.

During 2020, given the difficulty of holding face-to-face training sessions due to the health crisis, at Ferrer, we have worked hard to continue promoting scientific activity and training activities for healthcare professionals, by directing resources to conducting online meetings.



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Manufacture and distribution

(102-6)
Ferrer has certified manufacturing facilities in Spain, the United States and Mexico that produce chemical substances, active pharmaceutical ingredients (APIs) and finished pharmaceutical products, both for the company and for third parties. To effectively distribute our products, our logistics centre is an effective combination of state-of-the-art automation and sustainable architectural design. This is located in the Sant Feliu de Buixalleu, in Spain.

Pharmaceuticals are subject to strict regulation and it is our responsibility to ensure they are complied with. We therefore ensure that our production and analysis processes meet the highest standards and do not pose any risk to human health.



Ferrer is committed to continuous investment in the organisation's fixed assets in order to offer the best facilities at our factories, both for production and analysis. By improving the facilities at our production plants and investing in equipment operation, we can guarantee the continuity of our processes and optimal conditions for production, evidenced by the global presence of Ferrer's products, which compete in international markets under the authorisation of the industry's main authorities.

Ferrer is also committed to investing in improving its industrial infrastructures from an environmental standpoint, beyond the mandatory environmental requirements. In this regard, Ferrer demands a level of sustainable development supported by the different certifications obtained for its sites, such as ISO and LEED (Leadership in Energy and Environmental Design, from the US Green Building Council).

We hold certifications certifying Ferrer's production processes as a guarantee of he quality of our products.

Ferrer guarantees the maximum efficiency of its industrial processes through integrated supply chain management and the combination of development, scaling, manufacturing and analysis, while compliance with good manufacturing standards and applying state-of-the-art technology ensure the highest level of quality.

Ferrer guarantees the maximum efficiency of its industrial processes through integrated supply chain management and the combination of development, scaling, manufacturing and analysis, while compliance with good manufacturing standards and applying state-of-the-art technology ensure the highest level of quality.

Ferrer currently holds the following certifications:

- ➔ Compliance with the highest international quality assurance standards, such as EU, FDA and ANVISA accreditation, and full implementation of GMP ICH Q7A and ISO 9001 standards.
- ➔ Implementation of a single environmental management system, in accordance with ISO 14001:2015, in all Ferrer's corporate facilities and services.
- ➔ ISO 13485 and ISO 22716 certifications in medical device quality management and cosmetics manufacturing.
- ➔ LEED gold and silver accreditation for the logistics centre and the expansion of the medicine plant, respectively.

By 2025, we have set ourselves the goal of achieving LEED and WELL certification for all our new sites and buildings to ensure a healthy planet and the health and comfort of our users.



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Our patients

(103-1) (103-2) (103-3)

Our commitment and involvement with society goes far beyond the limits of our business. We want to feel proximity to all our patients and actively respond to those who care about their well-being. Therefore, we seek to provide them the necessary information to involve them in the decision-making process related to their health.

As a healthcare company in the pharmaceutical sector, it is essential for us at Ferrer to work closely with, and engage patients in the development of treatments and solutions to meet their needs. We want to work together to develop the best comprehensive solutions and offer them the greatest possible well-being. This means including patients in processes such as defining the pathology to focus on developing concepts, choosing the route of administration, designing clinical studies and evaluating their efficacy.

Ferrer develops comprehensive solutions for doctors, patients, relatives and carers. We make appropriate use of technology, put the patient at the centre of the process and empower them to manage and control their condition. By doing this, we improve compliance with treatment and the results obtained.

Safety is a patient's right and an essential component of quality healthcare. True to our goal of improving public health, we work hard to guarantee that the medicines used by our patients are safe, so we constantly monitor and track them even when no specific warnings are perceived. We also provide reliable and up-to-date information to ensure the safe use of therapies.

We involve patients in key processes to make our proposals truly useful for them.



Our goal is to provide people with quality, effective and safe products.

Before medicines can be used, they always undergo a series of controls and studies to guarantee their safety. However, all medicines can cause adverse reactions. Consequently, even when they are available on the market, they are still closely monitored to detect any problems that might have gone undetected.

Ferrer's Pharmacovigilance department is responsible for assessing and monitoring the safety of the clinical use of medicines. This is an independent and duly resourced department to ensure that decisions taken regarding drug safety are not driven by commercial interests. It also manages the improvement of the cosmetics and medical device surveillance system.

The Pharmacovigilance department handles all patient safety queries, complaints and claims, such as the reporting of an adverse drug reaction. It also ensures that the safety information available to patients in the leaflet and the technical information data for health professionals are up to date. By doing this, we are contributing to improving knowledge on the use of medicines, and patients' compliance with regard to the treatment prescribed by doctors. In addition, we prepare regular reports on the safety information we receive, which we forward to the relevant health authority on an ongoing basis.

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In 2020, we extended Ferrer's pharmacovigilance system to all our subsidiaries and implemented new due diligence procedures for partners and suppliers. This year we have continued our strategic improvement plan for several activities and launched some of them, such as implementing clinical safety procedures, reviewing pharmacovigilance agreements established with third parties -establishing the planning for successive actions- and improved the current cosmetovigilance system.

We have extended Ferrer's pharmacovigilance system to all our subsidiaries in order to establish common procedures.

(416-1)

No two drugs are identical, and it is therefore essential to identify the potential risks associated with each one of them. With this in mind, at Ferrer we have an individualised risk management plan for most of our drugs. In addition to routine pharmacovigilance actions, in certain cases we implement risk minimisation measures, such as distributing safety information materials to healthcare professionals and patients.

Maximum quality and safety guaranteed

The Pharmacovigilance and Pharmacovigilance Quality departments at Ferrer carry out joint audits of the system on an annual basis. Additionally, the various contractual relationships Ferrer has with other pharmaceutical companies, means that Ferrer may also be audited for pharmacovigilance by third party companies.

Since 2019, we have been carrying out audits in all our procedures make detailed assessments of any processes considered critical. All our products are included under the pharmacovigilance management framework, and we assess the impact of each product in terms of health and safety.



We want to stand by our consumers and healthcare professionals at all times, so we have set up several different channels to deal with queries related to medical information, drug safety, drug quality issues or questions related to our cosmetics. These include our 24-hour call centre and the website. Additionally, the staff at Ferrer, especially the sales network, are trained to

We stand by our patients and healthcare professionals.

notify the Pharmacovigilance department of any cases of adverse reactions reported to them. On the other hand, our pharmacovigilance contracts established with third party companies selling our products in other countries mean that we directly receive all safety information related to our medicines.





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About this report

Ferrer's 2020 Sustainability Report covers the period from 1 January to 31 December 2020. The information set out in this report relates to the activities of Grupo Ferrer Internacional, S.A. and its corporate subsidiary companies.

This report has been prepared with the direct participation of people from different key areas of Ferrer, who have provided information related to the range of aspects included. It is therefore the result of teamwork in which each of those involved has contributed their knowledge and experience.

This report has been prepared in accordance with the following standards:

- ➔ *The Global Reporting Initiative's (GRI) sustainability reporting guidelines* under "essential" compliance.
- ➔ AA1000SES Accountability Standard for materiality analysis.



To determine the report contents, Ferrer's 2020 sustainability report complies with the following principles, as defined by the GRI standards:

Stakeholder engagement. In preparing this the sustainability report, Ferrer's different stakeholders (internal and external) were directly involved in the materiality analysis carried out, using in-depth and specific interviews on sustainability issues.

Sustainability context. When identifying the different sustainability aspects relevant to the organisation, the benchmarking proposed for this purpose was taken into account. During this process, other companies in the sector and international sustainability initiatives were studied in order to understand the context of the organisation's sustainability and take this into account in drawing up the report.

Materiality. The results of the materiality analysis in accordance with GRI standards and the AA1000SES Accountability Standard have been taken into account in the preparation of this report.

Comprehensiveness. Under the framework of the management systems implemented, Ferrer has defined a series of absolute and relative performance indicators in order to monitor changes in the organisation's behaviour over time and analyse the effect of the actions carried out, as well as to compare this information with that from other companies in the sector.

With regard to applying quality principles for this report, also defined by GRI standards, we endeavoured to provide balanced information, reporting both the positive and negative aspects of the organisation's performance. The data provided are accurate and used to monitor the management of the various sustainability topics relevant to Ferrer. Wherever possible, data are provided for 2019, 2018 and 2017, in an aim to portray the evolution of Ferrer's performance for each sustainability issue over the period in question.

For any queries regarding the content of the report, please contact Ferrer's Communications department comunicacion@ferrer.com.

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Stakeholders

One of the most important tools for socially responsible management is the involvement of stakeholders in the organisation’s lines of action. Ferrer strives to build strong, trusting relationships with its stakeholders and to create shared value through fluent, inclusive dialogue. Its principles are based on honesty, transparency, ethics, a responsible management approach and the reporting of relevant and reliable information.

(102-40) (102-42) (102-43)

As part of its materiality analysis, Ferrer identified its main stakeholders in 2018, taking into account the scope and impact of its activities on them, as well as their effect on Ferrer’s capacity for organisation and action. The main communication channels established for each stakeholder are as follows.

This list of stakeholders has been updated to reflect the results of the 2020 materiality analysis.

Stakeholders

WORKFORCE

SUPPLIERS

Direct Purchases

SUPPLIERS

Industrial purchases

CUSTOMERS

Hospitals and hospital pharmacies, large stores and wholesalers

INDUSTRY MEMBERS

Health professionals/doctors

CUSTOMERS

High street pharmacies

Main channels of communications and dialogue

Ethical channel for queries and complaints, workplace climate survey, contact with the HR business partner for each department and intranet, materiality survey.

Face-to-face meetings, telephone and email contact, materiality survey.

Face-to-face meetings, telephone and email contact, materiality survey.

Call centre, customer service telephone line, Hospitales Ferrer website, medical delegates, congresses, symposiums, training sessions, materiality survey.

Call centre, medical delegates, congresses, symposiums, training sessions, materiality survey.

Line, email, pharmacy delegates, congresses, symposiums, and training sessions.

Stakeholders

CUSTOMERS

Patients

SOCIETY

CONSUMERS

PUBLIC

ADMINISTRATION

AUTHORITIES Health sector institutions, patient associations

PARTNERS

FINANCIAL INSTITUTIONS

JOURNALISTS

Main channels of communications and dialogue

Call centre (Sellbytel), corporate website, contact and partnerships with patient associations.

Corporate website, customer service telephone line and pharmacovigilance.

Corporate website, television advertisements, customer phone line, and pharmacovigilance.

Face-to-face meetings, telephone and email contact (Institutional Relations Department and Market Access), materiality survey.

Face-to-face meetings, telephone and email contact (Institutional Relations Department and Market Access), materiality survey.

Face-to-face meetings, telephone and email contact, congresses, symposia, training sessions, online channels to share documentation, materiality survey.

Face-to-face meetings, telephone and email contact

Email, materiality survey.

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Materiality analysis

(102-46)

A materiality analysis was carried out by Ferrer in 2020, to detect the most relevant (material) aspects for Ferrer and its stakeholders and to determine the report's content. This defining process was based on Global Reporting Initiative (GRI) standards and followed the AA1000SES Accountability Standard principles.

The process was conducted as described in the following phases:

1. IDENTIFICATION

In order to determine the areas of greatest general interest, material areas were identified in which Ferrer operates by carrying out an industry benchmarking study.

2. PRIORITISATION

Material topics were selected by making a two-fold analysis (internal and external) to help determine the degree of importance of the points identified, both for Ferrer and its stakeholders.

- ➔ **Internal scope (relevance for Ferrer).** The Management Committee and various department managers were interviewed. As a result, a score was assigned according to the degree of importance of each topic previously identified and the areas for improvement and most significant opportunities for Ferrer's activity were determined. Finally, interviews with the CEO and the Chairman provided a global view and an idea of the future of Ferrer's sustainable management.
- ➔ **External scope (relevance to stakeholders).** The analysis took the form of anonymous online surveys of Ferrer employees, customers (pharmacists, health and medical professionals, hospitals, wholesalers, etc.), partners, public administration and suppliers of raw materials and goods and services. Each group was assigned a degree of relevance according to its impact on Ferrer's economic, social and environmental performance and also the degree to which the group is affected by this performance. (102-43)

As a result of this process, the material topics for Ferrer and its stakeholders were identified. The topics with medium or high internal and external relevance were deemed material. The material issues identified are: climate change mitigation and adaptation, waste management, water management, sustainability awareness, employee health and safety, talent development, risk management, support to local communities, care for vulnerable people, human and labour rights, responsible supply chain management and information, safety and product quality. (102-44) (102-47)

3. REVIEWING AND VALIDATION

Having identified the relevant issues for Ferrer in 2020, this list was validated internally.



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GRI Content Index

The following table presents the Global Reporting Initiative's (GRI) general and organisation-specific core content index according to the GRI Standards for essential compliance.

(102-54) (102-55)



GRI Standards Indicator	Page number or direct answer	Omissions	External verification																																																																																
GRI 101: Foundation 2016																																																																																			
GRI 102: General disclosures 2016																																																																																			
Profile of the organisation																																																																																			
102-1 Name of the organisation	GRUPO FERRER INTERNACIONAL, S.A.																																																																																		
102-2 Activities, brands, products and services	53.																																																																																		
102-3 Company headquarters location	Avinguda Diagonal, 549, 08029 Barcelona (Spain).																																																																																		
102-4 Location of operations	6.																																																																																		
102-5 Ownership and legal status	“Sociedad Anónima” (limited company), capital 100% of family origin.																																																																																		
102-6 Markets served	6.																																																																																		
102-7 Scale of the organisation	16.																																																																																		
102-8 Information on employees and other workers	<table><tr><td>Annual average of permanent contracts</td><td>2020</td><td>2019</td><td>2018</td></tr><tr><td colspan="4">By gender</td></tr><tr><td>Women</td><td>90.9%</td><td>90.7%</td><td>90.1%</td></tr><tr><td>Men</td><td>93.0%</td><td>94.1%</td><td>92.0%</td></tr><tr><td colspan="4">By age group</td></tr><tr><td>Aged under 30</td><td>79.8%</td><td>84.4%</td><td>74.2%</td></tr><tr><td>Aged 30 to 50</td><td>94.9%</td><td>94.5%</td><td>92.0%</td></tr><tr><td>Aged over 50</td><td>88.8%</td><td>89.3%</td><td>92.0%</td></tr><tr><td colspan="4">By occupational category</td></tr><tr><td>Direct workforce</td><td>79.1%</td><td>79.9%</td><td>72.5%</td></tr><tr><td>Specialists and middle management</td><td>98.2%</td><td>98.1%</td><td>95.2%</td></tr><tr><td>Directors</td><td colspan="3">100.0%</td></tr><tr><td>Annual average of temporary contracts</td><td>2020</td><td>2019</td><td>2018</td></tr><tr><td colspan="4">By gender</td></tr><tr><td>Women</td><td>9.1%</td><td>9.3%</td><td>9.9%</td></tr><tr><td>Men</td><td>7.0%</td><td>5.9%</td><td>8.0%</td></tr><tr><td colspan="4">By age group</td></tr><tr><td>Aged under 30</td><td>20.2%</td><td>15.6%</td><td>26.0%</td></tr><tr><td>Aged 30 to 50</td><td>5.1%</td><td>5.5%</td><td>7.7%</td></tr><tr><td>Aged over 50</td><td>11.2%</td><td>10.7%</td><td>7.5%</td></tr></table>			Annual average of permanent contracts	2020	2019	2018	By gender				Women	90.9%	90.7%	90.1%	Men	93.0%	94.1%	92.0%	By age group				Aged under 30	79.8%	84.4%	74.2%	Aged 30 to 50	94.9%	94.5%	92.0%	Aged over 50	88.8%	89.3%	92.0%	By occupational category				Direct workforce	79.1%	79.9%	72.5%	Specialists and middle management	98.2%	98.1%	95.2%	Directors	100.0%			Annual average of temporary contracts	2020	2019	2018	By gender				Women	9.1%	9.3%	9.9%	Men	7.0%	5.9%	8.0%	By age group				Aged under 30	20.2%	15.6%	26.0%	Aged 30 to 50	5.1%	5.5%	7.7%	Aged over 50	11.2%	10.7%	7.5%
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GRI Standards Indicator	Page number or direct answer				Omissions	External verification
	By occupational category					
	Direct workforce	20.9%	20.1%	27.5%		
	Specialists and middle management	1.8%	1.9%	4.8%		
	Directors		0.0%			
	Annual average of part-time contracts	2020	2019	2018		
	By gender					
	Women	4.2%	4.4%	2.8%		
	Men	2.3%	1.9%	1.9%		
	By age group					
	Aged under 30	-	0.9%	-		
	Aged 30 to 50	0.2%	0.1%	0.5%		
	Aged over 50	9.0%	9.8%	5.6%		
	By occupational category					
	Direct workforce	8.3%	9.0%	6.8%		
	Specialists and middle management	0.8%	0.5%	1.3%		
	Directors	-	-	-		
102-9 Supply chain	37.					
102-10 Significant changes to the organisation and its supply chain	37.					
102-11 Precautionary principle or approach	25.					
102-12 External initiatives	7.					
102-13 Membership of associations	7.					
Strategy						
102-14 Statement from the highest governing body	2.					
Ethics and integrity						
102-16 Values, principles, standards and norms for behaviour	7-10.					
Governance						
102-18 Governance structure	11-13.					
Stakeholder engagement						
102-40 List of stakeholders	61.					

GRI Standards Indicator	Page number or direct answer	Omissions	External verification
102-41 Collective bargaining agreements	All Ferrer sites in Spain are 100% governed by the Collective Bargaining Agreement for the Chemical Industry (valid for the period 2018-2020) and many of their workplaces have works councils which hold quarterly meetings to discuss topics of interest. Subsidiary staff are governed under their corresponding collective agreements except in cases where local legislation establishes that the general labour law is applicable.		
102-42 Identifying and selecting stakeholders	61.		
102-43 Focus on stakeholder engagement	61-62.		
102-44 Key topics and concerns	62.		
Reporting practices			
102-45 Entities included in the consolidated financial statements	GRUPO FERRER INTERNACIONAL, S.A. and its corporate subsidiaries.		
102-46 Defining report content and topic scope	62.		
102-47 List of material topics	62.		
102-48 Restatements of information	Restatements of information, where they occur, are duly indicated by footnote references.		
102-49 Changes in reporting	None.		
102-50 Reporting period	2020		
102-51 Date of most recent report	2019		
102-52 Reporting cycle	Annual		
102-53 Contact for questions regarding the report	comunicacion@ferrer.com		
102-54 Declaration of reporting in accordance with GRI Standards	63.		
102-55 GRI Content Index	63-68.		
102-56 External verification	This report has been verified in accordance with la Law 11/2018. This involved verifying that the GRI indicators are aligned with the regulatory requirements of the aforementioned Law, which are indicated in the section "Contents of Law 11/2018" on Ferrer's Statement of Non-Financial Information and Diversity.		
GRI 200 Financial topics			
Resources for R&D manager (not GRI)			
103-1 Explanation of the material topic and its scope	49.		
	Where the impact occurs (*): Within and outside of the organisation		
	Ferrer's involvement (**): Direct		
	(*) Indicate where the impact occurs: within the organisation, outside of the organisation or within and outside of the organisation. (**) Indicate the involvement of the organisation regarding the impact: direct (the organisation directly caused the impact) or indirect (the organisation is linked to the impact through its business relationships).		



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GRI Standards Indicator	Page number or direct answer	Omissions	External verification
103-2 Management approach and its components	49.		
Innovation in drugs and medical devices (not GRI)			
103-1 Explanation of the material topic and its scope	49.		
	Where the impact occurs: Within and outside of the organisation		
	Ferrer's involvement Direct		
103-2 Management approach and its components	49.		
Responsible supply chain management (not GRI)			
103-1 Explanation of the material topic and its scope	37.		
	Where the impact occurs: Within and outside of the organisation		
	Ferrer's involvement Direct		
103-2 Management approach and its components	37.		
Ethics and compliance (GRI 205: Anti-corruption 2016)			
103-1 Explanation of the material topic and its scope	7-10.		
	Where the impact occurs: Within and outside of the organisation		
	Ferrer's involvement Direct		
103-2 Management approach and its components	7-10.		
205-2 Communicating and training on anticorruption policies and procedures	9.		
Transparency (not GRI)			
103-1 Explanation of the material topic and its scope	55.		
	Where the impact occurs: Within and outside of the organisation		
	Ferrer's involvement: Direct		
103-2 Management approach and its components	55.		
Value transfers	https://www.ferrer.com/es/somos-ferrer/transparencia/transferencias		
Secure information and data privacy (not GRI)			
103-1 Explanation of the material topic and its scope	GRUPO FERRER INTERNACIONAL S.A., as Data Controller, takes the privacy of Users very seriously and ensures every effort is made to respect it. Users include, but are not limited to the following categories of interested parties: Users of the website and social media, healthcare professionals, patients or consumers, third party notifiers, job applicants, customers, suppliers and partners.		
	Where the impact occurs: Within and outside of the organisation		
	Ferrer's involvement: Direct		

GRI Standards Indicator	Page number or direct answer	Omissions	External verification
103-2 Management approach and its components	In accordance with applicable regulations, Ferrer has a Privacy Policy and all Users who are subject to it are informed about the possible processing of their personal data.		
418-1 Substantiated claims concerning breaches of customer privacy and loss of customer data	In 2020, a security breach was reported in the servers of a data processor with pseudonymised data of patients participating in a clinical trial promoted by Ferrer. The organisation's systems were compromised and it did not have access to the unique code to identify the identity of the patients, so it was determined that the rights and freedoms of the data subjects had not been compromised. In addition, the data processing company informed us about their investigation and the applicable corrective measures, so we were assured that the data subjects' personal data was not compromised, since for all practical purposes, the data was not identifiable with individuals.		
GRI 300: Environmental topics			
Water management (GRI 303: Water and Effluents 2018)			
303-1 Interaction with water as a shared resource	38-40.		
	Where the impact occurs: Within and outside of the organisation		
	Ferrer's involvement: Direct		
303-2 Management of impacts related to water discharges	For the control and discharge of waste water, Ferrer has an internal procedure that applies to all discharges generated as a result of its activity at the Interquim, S.A. facilities, including all types of water: industrial, sanitary and rainwater. Ferrer also has the relevant environmental authorisation issued by the Generalitat de Catalunya, Government of Catalonia.		
103-3 Assessment of the management approach	38-40.		
303-3 Water extraction by source	38.		
Climate change mitigation and adaptation (GRI 302: Energy 2016; GRI 305: Emissions 2016)			
103-1 Explanation of the material topic and its scope	27, 34.		
	Where the impact occurs: Within and outside of the organisation		
	Ferrer's involvement: Direct		
103-2 Management approach and its components	27, 34.		
103-3 Assessment of the management approach	27, 34.		
302-1 Energy consumption inside the organisation	35.		
305-1 Direct GHG emissions (scope 1)	28.		
305-2 Indirect GHG emissions from power generation (scope 2)	28.		
305-3 Other indirect GHG emissions (scope 3)	28.		
305-7 Nitrogen oxides (NOx), sulphur oxides (SOx), and other significant air emissions	42.		



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Waste management (GRI 306: Waste 2020)			
103-1 Explanation of the material topic and its scope	29-31.		
103-2 Management approach and its components	29-31.		
103-3 Assessment of the management approach	29.		
306-3 Waste by treatment type and elimination method	30.		
Circular economy and eco-design (not GRI)			
103-1 Explanation of the material topic and its scope	29-33		
	Where the impact occurs: Within and outside of the organisation		
	Ferrer's involvement: Direct		
103-2 Management approach and its components	29-33		
GRI 400: Social topics			
Talent and professional development (GRI 404: Training 2016)			
103-1 Explanation of the material topic and its scope	18.		
	Where the impact occurs: Within and outside of the organisation		
	Ferrer's involvement: Direct		
103-2 Management approach and its components	18.		
103-3 Assessment of the management approach	18.		
404-1 Average hours of training per employee per year	19.		
	Understanding number of training hours per occupational category	2020	
	Direct workforce	9,852.91	
	Specialists and middle management	89,451	
	Directors and Management Committee	1,704	
Employee health and safety (GRI 403: Occupational health and safety 2018)			
103-1 Explanation of the material topic and its scope	21-22.		
	Where the impact occurs: Within and outside of the organisation		
	Ferrer's involvement: Direct		
103-2 Management approach and its components	21-22.		
103-3 Assessment of the management approach	21-22.		

GRI Standards Indicator	Page number or direct answer	Omissions	External verification
403-1 Occupational health and safety management system	The occupational health and safety management system ensures compliance with the provisions of the Occupational Health and Safety regulatory framework, as well as the majority of the ISO 45001 requirements. It is applicable to the whole group.		
403-2 Identification of hazards, risk assessment and investigation into incidents	<p>Risk identifications and assessments are made using a methodology that takes into account both probability and severity. Such assessments are always carried out by competent staff, whose level of qualification is appropriate to the nature of the assessment.</p> <p>In order to assess the risks associated with safety, the preferred method is the official method used in the country where the company is located, aimed at taking into account for each risk, the probability, the consequences/ severity of the risk and the control measures in place.</p> <p>In the case of hygienic, ergonomic and psychosocial factors for which the regulations do not specify the methods to be used, or when the evaluation criteria set out in these regulations need to be interpreted, the Health and Safety Department uses the methods or criteria contained in corporate standards, UNE standards, local country standards and international standards. In the absence of the above, guides from other bodies of recognised prestige in the field are used, or other professional methods or criteria described in documents, which offer a reasonable level of confidence in their results.</p> <p>In all cases, the general and specific risk assessment reports contain a detailed description of the methodology used.</p> <p>Hazardous situations are notified via various channels, by means of risk communications, work orders, mail directly to the risk prevention technician or manager and through the Risk Prevention Delegates. All accidents and incidents are investigated and recorded on a form.</p>		
403-3 Healthcare services at work	Ferrer has outsourced its health surveillance to a third party, in order to guarantee the confidentiality of medical data. The company only has the certificates stating medical fitness (fit, unfit, fit with restrictions).		
403-4 Participation of employees, consultations and notification of occupational health and safety	As part of the occupational health and safety management system, Ferrer has defined a communication, consultation and participation procedure. All operational workplaces in Spain have formal employee representation. There are four ordinary meetings per year on a quarterly basis and extraordinary meetings as necessary.		
403-5 Employee training on occupational health and safety	As part of the occupational health and safety management system, Ferrer has defined a procedure to provide information, competence and awareness that includes various types of training: initial training, ADR, working at heights, emergencies, first aid, AED, ergonomics, awareness workshops, Smartworking, ATEX, and electrical risk, among others.		
403-6 Promoting employee health.	Ferrer has an online platform with training capsules aimed at promoting a healthy lifestyle. In addition, once the epidemiological reports from the medical examinations have been received, sessions aimed at health promotion are organised on the basis of the information obtained from these reports.		
403-7 Prevention and mitigation of impacts on workers' health and safety directly linked to trade relations	The Health and Safety Management System sets out a procedure for the Coordination of Business Activities. Ferrer does not work with companies that do not comply with the minimum legislation required for Employee Health and Safety.		
403-8 Scope of the occupational health and safety management system	<p>The Occupational Health and Safety Management System applies to all Ferrer employees, facilities and activities.</p> <p>The companies that carry out work for Ferrer are registered on a Business Activity Coordination platform through which documentation, risk assessment, training, health monitoring, etc. are exchanged.) If companies employing workers who provide services in Ferrer do not comply with the minimum legislation requested, they cannot access the facilities.</p>		
403-9 Injuries due to occupational accidents	23.		
Diversity and social inclusion (GRI 405: Diversity and equal opportunities 2016, GRI 406: Non-discrimination 2016)			
103-1 Explanation of the material topic and its scope	16.		



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	Where the impact occurs: Within and outside of the organisation		
	Ferrer's involvement: Direct		
103-2 Management approach and its components	16.		
406-1 Incidents of discrimination and corrective actions taken	<p>In 2020, six cases of alleged harassment and alleged discrimination were recorded due to the type of leadership held. None of the cases show any evidence of alleged harassment or discrimination. It has been agreed to implement awareness-raising measures (see below).</p> <p>As a result of the communications received, in 2020 the Ethics and Corporate Compliance Committee agreed to: - Review the Corporate Harassment and Communication Protocol.</p> <p>- Carry out training and awareness raising actions.</p> <p>- At local level, at the Ferrer Mexico subsidiary, to launch a survey in compliance with local regulations (NOM 035, on psychosocial risk factors in the workplace) and conduct awareness-raising sessions.</p> <p>- In some cases, it has also been agreed to provide support and training to the reported person in soft skills such as leadership, communication and feedback, as well as technical training on occupational hazards and disciplinary matters.</p> <p>It should be noted that in May 2020 the new corporate Ferrer Complaints Management System was approved and communicated to the entire organisation, and that in December 2020, a new communication was made on Ferrer's complaints channels, as well as on the guarantees of the process. All 2020 cases have been filed.</p>		
Human and labour rights (GRI 412: Human rights assessment 2016)			
103-1 Explanation of the material topic and its scope	7-8.		
	Where the impact occurs: Within and outside of the organisation		
	Ferrer's involvement: Direct		
103-2 Management approach and its components	Ferrer observes all internationally acknowledged human rights recognised in the International Charter of Human Rights and the principles of the rights established in the Declaration of the International Labour Organisation.		
412-2 Training of employees in human rights policies and procedures	7.		
Impact on health and pharmacovigilance (GRI 416: Customer health and safety 2016)			
103-1 Explanation of the material topic and its scope	57-58.		
	Where the impact occurs: Within and outside of the organisation		
	Ferrer's involvement: Direct		
103-2 Management approach and its	57-58.		
103-3 Assessment of the management	57-58.		
416-1 Assessment of the health and safety impacts of the product and service categories	58.		
Safety, information, and product quality (GRI 416: Customer health and safety 2016; GRI 417: Marketing and labelling 2016)			
103-1 Explanation of the material topic and its scope	55, 57-58		

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	Where the impact occurs: Within and outside of the organisation		
	Ferrer's involvement: Direct		
103-2 Management approach and its components	55, 57-58		
103-3 Assessment of the management approach	55, 57-58		
416-1 Assessment of the health and safety impacts of the product and service categories	58.		
417-1 Requirements for product and service information and labelling	55.		
Access to health (not GRI)			
103-1 Explanation of the material topic and its scope	44.		
	Where the impact occurs: Within and outside of the organisation		
	Ferrer's involvement: Direct		
103-2 Management approach and its components	44.		
Care of and relationship with healthcare professionals (not GRI)			
103-1 Explanation of the material topic and its scope	53, 55.		
	Where the impact occurs: Within and outside of the organisation		
	Ferrer's involvement: Direct		
103-2 Management approach and its components	53, 55.		
Industry collaboration (not GRI)			
103-1 Explanation of the material topic and its scope	7.		
	Where the impact occurs: Within and outside of the organisation		
	Ferrer's involvement: Direct		
103-2 Management approach and its components	7.		
Support to local communities, (GRI 413 Local communities 2016)			
103-1 Explanation of the material topic and its scope	44-47.		
	Where the impact occurs: Within and outside of the organisation		
	Ferrer's involvement: Direct		
103-2 Management approach and its components	44-47.		



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Care for vulnerable people (not GRI)			
103-1 Explanation of the material topic and its scope	46.		
	Where the impact occurs: Within and outside of the organisation		
	Ferrer's involvement: Direct		
103-2 Management approach and its components	46.		
Social awareness on sustainability (no GRI)			
103-1 Explanation of the material topic and its scope	25, 32, 36, 39-41		
	Where the impact occurs: Within and outside of the organisation		
	Direct involvement of Ferrer		
103-2 Management approach and its components	25, 32, 36, 39-41		

