



SA NAMA ŽIVOT POBEĐUJE

Izveštaj o održivom razvoju
Hemofarma za 2019. godinu

LIFE WINS WITH US

Hemofarm Sustainable
Development Report for 2019



Hemofarm nastoji da doprinese smanjivanju njednakosti, u skladu sa Ciljem 10 održivog razvoja, posebno u okolnostima COVID-19 pandemije, kada su osetljive grupe još ugroženije. Kroz podršku domaćem sistemu javnog zdravlja, kompanija nastoji da pomogne što većem broju ljudi u ostvarivanju njihovog prava na zdravlje.

Hemofarm seeks to contribute to reducing inequalities, in line with Sustainable Development Goal 10, particularly in the circumstances of the COVID-19 pandemic, when susceptible groups are even more vulnerable. The company strives to help as many people as possible to exercise their right to health through the support provided to the local public healthcare system.



Izveštaj o održivom razvoju kompanije Hemofarm a. d. priprema se osmu godinu zaredom prema svetskim smernicama Global Reporting Initiative (GRI). Ove godine izveštaj je pripremljen u skladu sa smernicama GRI, u „Core“ verziji, uz predstavljanje 122 indikatora.

Procenu usaglašenosti izveštaja za 2019. godinu sa navedenim smernicama, kao i tačnost navedenih informacija, verifikovala je nezavisna revizorska kuća Ernst & Young d. o. o. Beograd. Izveštaj o održivom razvoju kompanija Hemofarm a. d. objavljuje godišnje, a prethodni je izdat za 2018. godinu.

Autor i priređivač ovog i prethodnih Izveštaja: dr Dušan Stojaković, menadžer za održivi razvoj i korporativni marketing. Koautori Izveštaja: predstavnici svih referentnih sektora Hemofarma u okviru matriks Tim za izveštavanje o održivom razvoju.

Sva pitanja, sugestije i dijalog na temu održivog razvoja moguće je uputiti putem imejla svakodobro@hemofarm.com.

Hemofarm A.D. Sustainable Development Report has been prepared for the eight year in a row in accordance with the Global Reporting Initiative (GRI) guidelines. This year, the Report has been prepared in accordance with the GRI guidelines, in 'Core' version, with the presentation of 122 indicators.

Independent auditing company Ernst & Young d.o.o. Beograd has verified the compliance of the Report for 2019 with the indicated guidelines, as well as the accuracy of the provided information. Hemofarm A.D. Sustainable Development Report is published annually and the previous one was published for the year 2018.

The author of this and the previous Reports: Dr Dušan Stojaković, Sustainable Development and Corporate Marketing Manager. The co-authors of the Report: representatives of all relevant Hemofarm departments within the Matrix Team for Sustainable Development Reporting.

Any questions, suggestions and dialogue on the topic of sustainable development can be addressed by e-mail to svakodobro@hemofarm.com.



SNAGA LJUDI JE SNAGA KOMPANIJE I DRUŠTVA

THE STRENGTH OF PEOPLE IS THE STRENGTH OF COMPANY AND SOCIETY

102-14

Održivi razvoj je jednak snažnom imunitetu. On se stvara i jača kako bi se uspješno nastavilo dalje.

U životu se često ono što je važno uči na teži način. Uglavnom onda kada se osetimo ugroženima. Pandemija COVID-19, koja je u 2020. godini čitav svet stavila na različite vrste testova, jedna je od tih životnih lekcija. I u njoj se, između ostalog, pokazalo da se organizmi sa snažnim imunitetom bolje bore i protiv ovog opasnog tipa virusa korone.

Pandemija zato nije samo izazov, već je i suočavanje. Čitav svet je shvatio da je zdravlje zaista najvažnija stvar u životu, ali su mnogi tek u ovoj globalnoj krizi shvatili značaj zdravstvenih sistema, ali i domaće proizvodnje, pre svega lekova i medicinskih sredstava.

Hemofarm i STADA grupa, kojoj s ponosom pripada, ove istine svesni su oduvek. Ta svest i usredsređenost na maksimalni doprinos zdravlju osnova su našeg delovanja. Naša misija je vaše zdravlje – poručujemo, ali i pretačemo u konkretna dela. To je bila i naša prednost u momentu kada je delovalo da će COVID-19 paralisati čitav svet. Ljudi su nam, naravno, bili prioritet, ali je uz brigu o građanima, kao i o svim našim zaposlenima, „imunitet“ našeg poslovnog sistema bio dobra polazna tačka za uverenje da ćemo i ovog puta dati značajan doprinos pobedi života i očuvanju zdravlja. Taj naš imunitet zasnovan je na našim STADA vrednostima – ENTREPRENEURSHIP, AGILITY i INTEGRITY u skladu sa kojima poslujemo, kao i na ONE STADA kulturi koju živimo.

Sustainable development equals strong immunity. It is created and boosted in order to successfully carry on.

Important things in life are often learnt a hard way. Mostly when we feel threatened. The COVID-19 pandemic, which put the whole world to different types of tests in 2020, is one of those life lessons. It has shown, among other things, that those with strong immunity fight better against this dangerous type of coronavirus.

The pandemic therefore is not only a challenge, but also a confrontation. The whole world has realized that health is really the most important thing in life, but many have not realized the importance of healthcare systems, as well as local production of, primarily, medicinal products and medical devices until the onset of this global crisis.

Hemofarm and Stada, the group Hemofarm proudly belongs to, have always been aware of this truth. That awareness and focus on the maximum contribution to health are the basis of our activity. Our mission is your health is not just a message we send out, but also our reality. That was also our advantage at the time when it seemed that COVID-19 would put the whole world to a halt. People were, of course, our priority, but along with the care for citizens, and all our employees, the 'immunity' of our business system was a good starting point for the belief that we will make a significant contribution to the victory of life and safeguarding of health once again. That immunity of ours is based on our STADA values – ENTREPRENEURSHIP, AGILITY and INTEGRITY in tune with which we operate, as well as the ONE STADA culture we are living.





Održivi razvoj za nas, dakle nije tek floskula. Mi ga kao i vrednosti koje promoviramo, kontinuirano i dokazujemo. To znači vrhunsku organizaciju poslovanja, istinsku brigu o zajednici i životnoj sredini, kontinuirano dobre rezultate i planiranje.

Briga o zaposlenim uvek je na prvom mestu, jer su ljudi suština naše kompanije. To je bilo tako i u 2019. godini, kada je naš tim od 3.500 ljudi ponovo oborio sopstvene rekorde. Ostvarili smo rast proizvodnje od čak 14%, čiji je rezultat oko 280 miliona pakovanja gotovih proizvoda. Troškovi te realizacije bili su pak za 2% manji u odnosu na planirani budžet, čime je potvrđena maksimalna efikasnost svih procesa proizvodnje u Hemofarmu. Upravo ta efikasnost pokazala se kao ključna i u 2020. godini, koja je ukazala i na sav značaj strateškog odnosa Hemofarma prema nabavkama i distribuciji.

Sustainable development, in fact, is not just a cliché for us. We have been continuously proving it, just as the values we have been promoting. This involves a superior business organization, genuine care for the community and the environment, good results and planning year after year.

Caring for employees always comes first, because people are the essence of our company. It was similar also in 2019, when our team of 3,500 people broke its own records again. We recorded a production output growth of as much as 14%, resulting in around 280 million finished product packs. The costs of such an output were, nevertheless, lower by 2% compared to the budget estimate, which has confirmed the maximum efficiency of all manufacturing processes in Hemofarm. This efficiency will turn out to be crucial also in 2020, which pointed out the importance of Hemofarm's strategic approach to purchasing and distribution.

Naša leaderska pozicija i u izvozu potvrđena je i u 2019. godini, a to nam je u velikoj meri pomoglo da i tokom pandemije u kojoj je došlo do zatvaranja granica i tamo gde su davno gotovo izbrisane – uspemo da distribuiramo svoje proizvode na sva tržišta na kojima STADA posluje širom sveta.

Bez dileme, ovakve rezultate moguće je postići samo uz kontinuirano ulaganje u usavršavanje proizvodnje i kapaciteta ljudi. Hemofarm je u 2019. investirao 26,7 miliona evra pre svega u novu proizvodnu opremu i inovativne mašine ali i u razvoj inovativnih tehnologija. Time je ukupno investiciono ulaganje, od akvizicije Hemofarma (2006) do danas, dostiglo 296 miliona evra.

Povećali smo tim, ali smo istovremeno radno okruženje učinili još bezbednijim. Značajna sredstva smo uložili u edukaciju zaposlenih i njihov kontinuirani razvoj. Hemofarmovi eksperti postali su još integrisaniji u stručne timove STADA Grupe, a neki od njih su dobili nove globalne poslovne pozicije direktno u STADA grupi. Rodna ravnopravnost je pritom za nas nešto što se podrazumeva. Ne samo da žene čine više od polovine naših zaposlenih, već takav odnos postoji i na rukovodećem nivou.

Ta i takva naša porodica, kako mi doživljavamo sve ljude u Hemofarmu, odoleva svim izazovima jer je jedinstvena. Baš kao i sada, i u 2019. godini bili smo jedinstveni i u lepim trenucima, ali i onda kada je bilo teško. Jedan od tih teških momenata, možda i najtežih do sada, jeste gubitak koleginice koja je nastradala u saobraćajnoj nezgodi u fabričkom krugu u Šapcu. Tada smo svi zajedno stali uz njenu hrabru porodicu, nastojeći da umanjimo njihov bol i učinimo sve da se ovakvi događaji ne ponove.

Prošle godine nismo ni slutili šta će čitav svet, pa i nas zadesiti u ovoj godini, u kojoj je navršeno 60 godina postojanja Hemofarma. Pripremali smo se za veliki jubilej i rezime naših poslovnih, društveno odgovornih i humanitarnih rezultata, ali su nas okolnosti usmerile u sasvim drugom pravcu – da u borbi protiv COVID-19 doprinosimo spasavanju života.

Our export leader position was confirmed also in 2019, which helped us, to a large extent, to be successful in distributing our products to all markets in which STADA operates around the world even during the pandemic, when border crossings were closed even in those places where they were almost erased a long time ago.

Without any doubt, it is possible to achieve such results only owing to an ongoing investment in improving production and peoples' capacities. In 2019, Hemofarm invested EUR 26.7 million mainly in new production equipment and innovative machines and the development of innovative technologies. Thus, the total investments have reached EUR 296 million since the acquisition of Hemofarm (2006) to date.

We have enlarged the team, while at the same time making our work environment even safer. We invested significant funds in education of employees and their continuous development. Hemofarm's experts became more integrated in the expert teams of STADA Group, and some of them even assumed new global positions at STADA. At the same time, gender equality for us is something that goes without saying. Women not only account for more than a half our headcount, but such a ratio is also recorded at management level.

We perceive all Hemofarm employees as our family, and as such, it resists all challenges because it is united. Just like now, also in 2019 we were united in both good and difficult times. One of those difficult moments, perhaps the most difficult so far, was the loss of our colleague who passed away in a traffic accident that happened within the factory area in Šabac. At that sad time, we all stood together with her brave family, trying to soothe their pain and do everything we can to prevent such accidents from happening ever again.

Last year, we were not even distantly aware of the dire turn of events that would strike the whole world, including also us in this year, the year of marking 60 years of Hemofarm's existence. We were preparing for the big jubilee and summing up our business, CSR and humanitarian results, but the circumstances had something completely different in store for us – to contribute to saving lives in the fight against COVID-19.

Odgovornim i agilnim odnosom, sa punim integritetom Hemofarma i uz našu preduzimljivost, ujedinjeni smo i u podršci očuvanju i jačanju čitavog sistema javnog zdravlja u Srbiji i regionu. To smo potvrdili kontinuiranim, stabilnim snabdevanjem lekovima i medicinskim sredstvima, ali i značajnim donacijama. Zahvaljujući i podršci naše matične kuće STADA, Srbiji, Bosni i Hercegovini i Crnoj Gori, zemljama u kojima poslujemo, donirali smo 150 monitora za respiratore u vrednosti od 400.000 evra, a podršku pružili i gradovima u kojima imamo proizvodne pogone.

Globalno redefinisavanje liste prioritetnih ciljeva održivog razvoja kojem su UN pristupile u pandemiji 2020. godini, potvrdilo je naš stav da je uz postizanje poslovnih rezultata podjednako važan i način na koji ih ostvarujemo. Zaštitu životne sredine nastavili smo daljim smanjenjem utroška električne energije i prirodnog gasa po jedinici gotovog proizvoda i još umanjili količinu generisanog otpada kao pratećeg elementa svakog proizvodnog procesa. Istovremeno, oko 82% naših proizvoda upakovali smo u ambalažu od recikliranog kartona, a to je gotovo 230 miliona pakovanja gotovih proizvoda!

Kao pioniri održivog razvoja u Srbiji, ovakvim pristupom došli smo do nivoa na kojem Hemofarm može da postane primer dobre prakse održivog razvoja i na svetskom nivou. Ovaj Izveštaj o održivom razvoju za 2019. godinu zato predstavlja prvi deo triptiha koji će činiti i izveštaji za 2020. godinu, godinu pandemije i 2021. godinu – nadamo se globalnu postkriznu fazu. Hemofarm će tako predstaviti svojevrsnu studiju slučaja održivog razvoja i ujedno doprineti pomoći lokalnoj i svetskoj privredi da sagleda šta je to obeležilo ovu našu, možda najveću, civilizacijsku borbu za opstanak.

Zato je poruka našeg jubileja, najadekvatnija poruka i ovog Izveštaja – „Sa nama život pobeđuje“. Ujedno ovo je i prilika da zahvalim i svima vama, našim partnerima i prijateljima i da vas sve pozovem da kao i do sada budemo jedinstveni tim pobeđe života.

dr Ronald Seeliger
CEO Hemofarm

By a responsible and agile attitude, with full integrity of Hemofarm and our entrepreneurship, we are also united in the support to upkeeping and strengthening of the entire public healthcare system in Serbia and region-wide. We have confirmed that by continuous and stable supply of medicines and medical devices, as well as significant donations. Owing to the support of our parent company STADA, we donated 150 monitors for ventilators worth EUR 400,000 to Serbia, Bosnia and Herzegovina and Montenegro, the countries where we operate, providing also support to the towns where our manufacturing plants are located.

Global redefining of the list of priority sustainable development goals that the UN assumed during the pandemic in 2020 also confirmed our position that in addition to achieving business results, the way in which we achieve them is equally important to us. We keep on protecting the environment by further reducing electricity and natural gas consumption per finished product unit, even additionally reducing the quantity of waste generated as a by-product of each manufacturing process. At the same time, we packed around 82% of our products in the packaging material made of recycled cardboard, amounting to approximately 230 million finished product packs!

As pioneers of sustainable development in Serbia, owing to such an approach, we have reached the level at which Hemofarm can become an example of good sustainable development practice even globally. This Sustainable Development Report for 2019 is therefore the first part of a trilogy that will also include reports for 2020, the year of the pandemic, and 2021 - hopefully a global post-crisis phase. Hemofarm will thus present a kind of a case study of sustainable development and simultaneously contribute to supporting the local and global economy in taking an insight into what marked this, perhaps our greatest, civilizational struggle for survival.

That is why the slogan of our jubilee is also the most appropriate title for this Report – Life Wins with Us. At the same time, this is an opportunity for me to thank all of you, our partners and friends, and to invite you to keep on being, as always, a ONE team for victory of life.

Dr Ronald Seeliger
CEO Hemofarm



BRANIMO ZDRAVLJE, ČUVAMO POVERENJE I NASTAVLJAMO RAZVOJ CARING FOR PEOPLE'S HEALTH, PRESERVING TRUST AND KEEPING ON GROWING

Briga o zdravlju ljudi kao svrha naše kompanije, naša odgovornost kao osnov poslovanja i agilnost kao jedna od ključnih kompanijskih vrednosti, dokazane su i u 2019. godini, ali su – što se ispostavilo kao važnije – predstavile snažan štit i u borbi protiv pandemije COVID-19, koja je u 2020. iznenada i silovito pogodila čitav svet.

To nam je omogućilo da i u ovim izazovnim vremenima pacijentima, zdravstvenim radnicima i kupcima dokažemo svoju ulogu pouzdanog partnera. Naravno, tako se čuva reputacija, ali je nama važnije to što smo uspjeli da očuvamo poverenje.

Situacije poput ove drastično menjaju svet i sve ono što se do tada dešavalo deluje kao daleka prošlost. Tako i rezultati postignuti tokom 2019, iako impresivni, danas izgledaju tako daleki.

Oni su, baš kao i kontinuirani dobro planirani razvoj, predstavljali osnov za uredno snabdevanje tržišta i u situaciji u kojoj je delovalo da je čitav svet stao, ali i za agilno prilagođavanje u vanrednim okolnostima i nastavak razvoja.

Za sve to vreme, nama je ipak glavni prioritet bila briga o zdravlju i sigurnosti zaposlenih, njihovih porodica i prijatelja, kao i partnera naše kompanije. Ona se ogledala u najvišim standardima mera zaštite zdravlja, u stalnoj komunikaciji, transparentnosti i dostupnosti. Rad na jačanju korporativne kulture ONE STADA sada je dobio novu vrednost iskazanu u snažnom zajedništvu zaposlenih u svim našim kompanijama, kao i u istinskoj i konkretnoj podršci partnerima na svim tržištima na kojima poslujemo.

Caring for people's health as our company's purpose; acting responsibly as the cornerstone of all our operations; being true to our corporate value of agility: all these elements from 2019 proved to be even more important in 2020 as a shield in the fight against the Covid-19 pandemic that suddenly hit throughout the world.

Drawing on this purpose and on our values has enabled us to fulfil our role of being a trusted partner to patients, healthcare professionals and consumers, even in these challenging times. By doing so, we uphold our company's reputation and, more importantly, ensure that we earn the trust of our partners.

As the situation continues to change drastically across the world, circumstances are making even the immediate past seem distant. The impressive results achieved in 2019 seem to be far in the past.

But even as the world has, to some extent, come to a halt, we have kept going. We have pushed forward with our well-planned development pipeline, been able to keep supplying medicines to the market, and adjusted with agility to emergencies and changing circumstances.

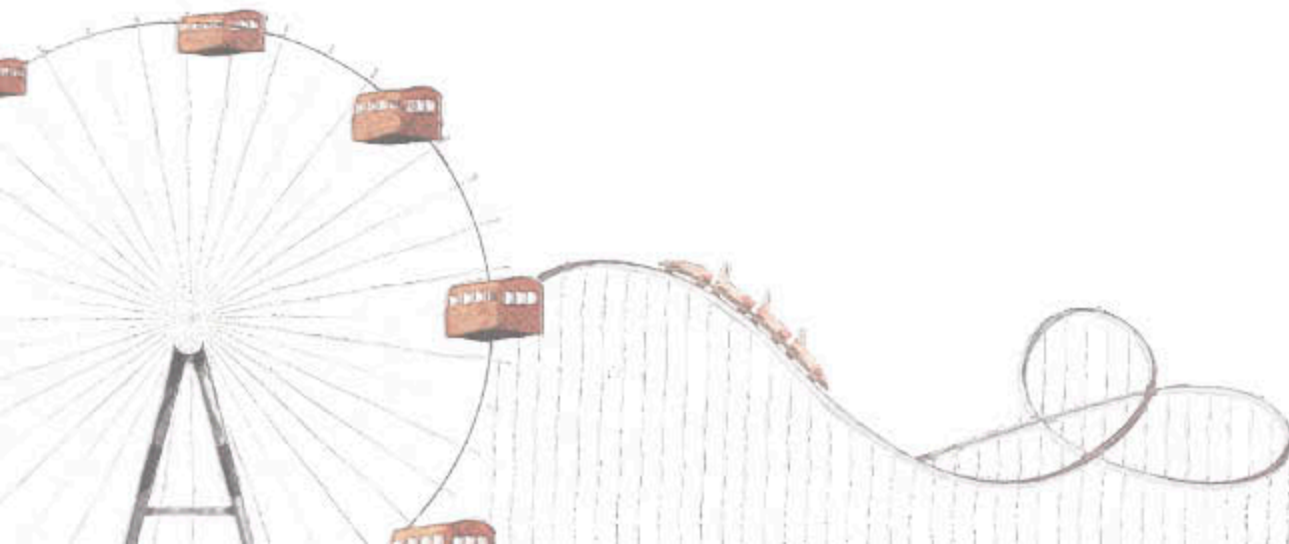
Throughout this time, we have never lost sight of our main priority of caring for the health and safety of our employees, along with their families and friends, as well as of our company's partners. To this end, we have maintained the highest health protection standards, and have ensured we continue to communicate with transparency. Our efforts to strengthen further our One STADA corporate culture have been reflected in the strong spirit of cooperation across all our subsidiaries and affiliates, as well as in the sincere and tailored support we have offered to our partners across all the markets in which we operate.





Visoka svest o opštem dobru bila je dodatni motivišući faktor za naše zaposlene koji su, radeći sa velikom spretnošću i upornošću i tokom pandemije, uspeli da povećaju obim proizvodnje. Nastavili smo i sa akvizicijama, dodatno jačajući svoj portfolio, pa smo uspeli i ono što u ovom vremenu mnogi u farmaceutskoj industriji nisu.

Contributing to the common good has been a key additional motivating factor for our employees, who have worked with great resourcefulness and commitment throughout the pandemic. We even managed to raise production volumes. We have also further reinforced our portfolio through acquisitions, which complemented an achievement matched by few players in the pharmaceutical industry.



I to je najbolji dokaz da čitava STADA neguje principe održivog razvoja. Na nivou cele STADA grupe u 2019. godini otpočeli smo i proces uspostavljanja jedinstvenih standarda prema kojima će u budućnosti o održivom razvoju izveštavati sve naše članice i grupa u celini. Značajan doprinos ostvarenju ovog plana pruža veliko iskustvo Hemofarma, koji Izveštaj o održivom razvoju izrađuje već 8 godina. Mi u STADA grupi veoma smo ponosni na uspeh.

A kad govorimo o ponosu, veoma sam zadovoljan rezultatom ankete među zaposlenima koji je pokazao da je 9 od 10 zaposlenih ponosno što radi za kompaniju STADA i izrazilo uverenje da će kompanija snažno izaći iz krize sa koronavirusom kao One STADA.

Svestan svih izazova, ovo njihovo uverenje delim i ja.

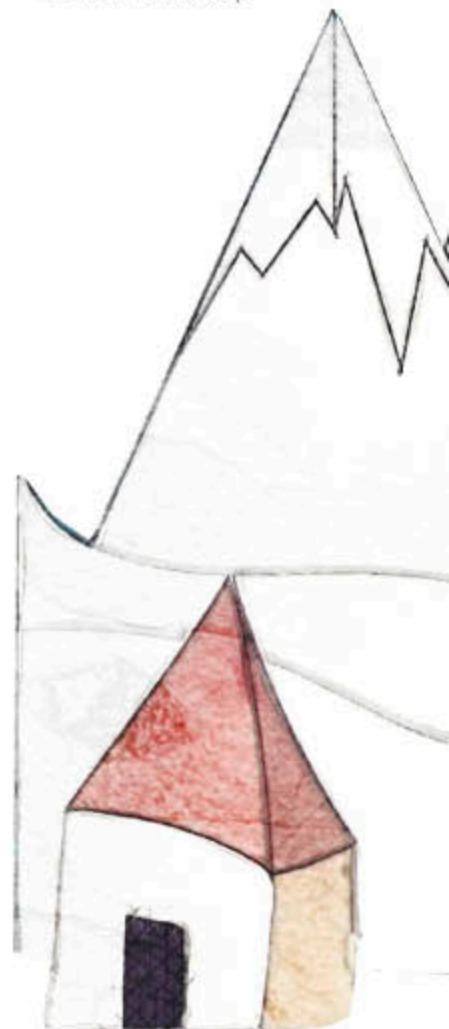
Peter Goldschmidt
CEO STADA Grupa

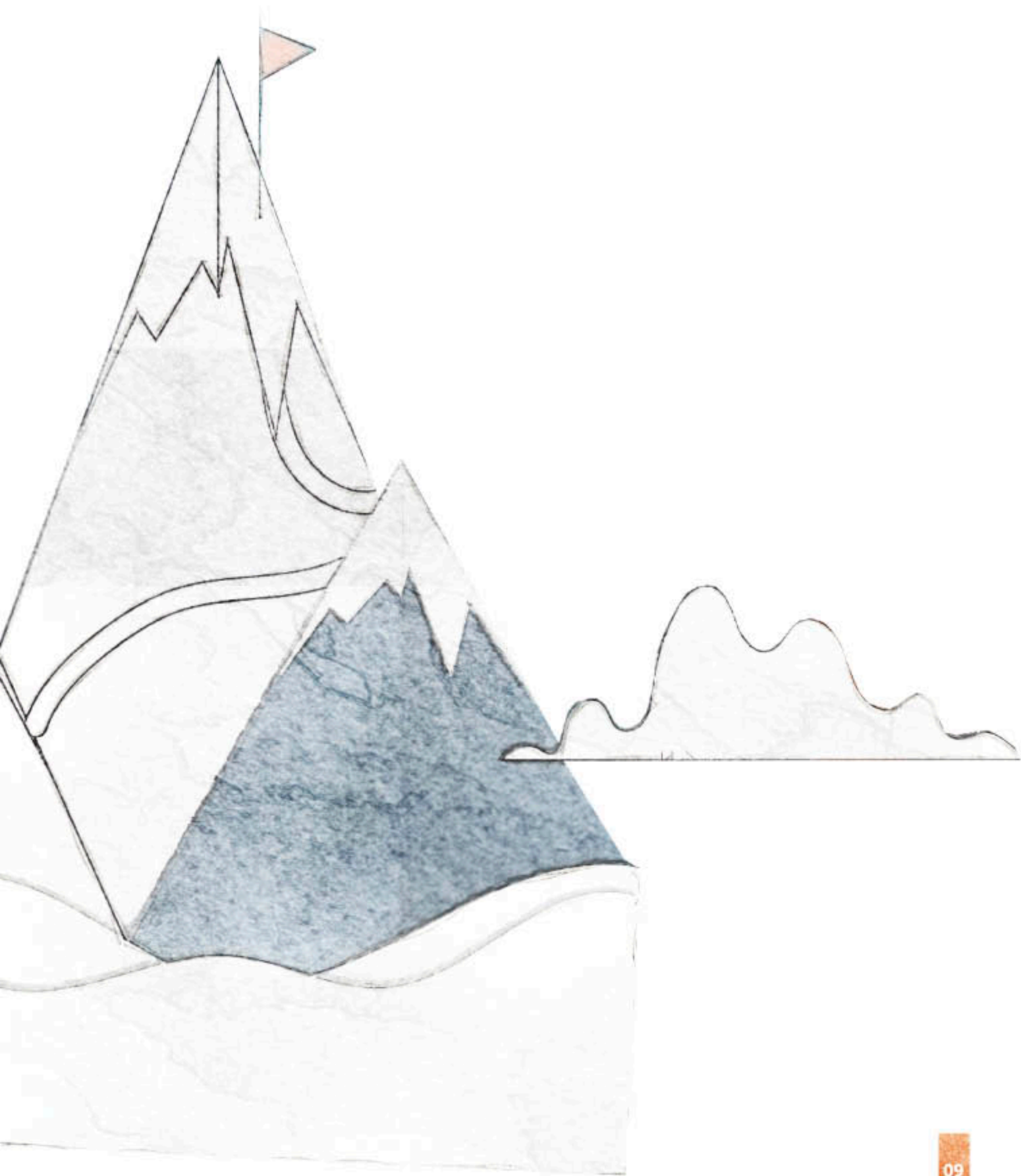
This presents clear evidence that the whole of STADA cherishes the principles of sustainable development. At the level of the entire STADA group, in 2019 we started the process of establishing uniform standards by which all our member companies and the group will in future report on sustainable development. In this endeavour, the considerable experience gained by Hemofarm in preparing its Sustainable Development Report over the past eight years has made an invaluable contribution. We at STADA Group are very proud of this success.

I also take great pride in the results of employee surveys that show 9 out of 10 employees are proud to work for STADA and are confident that the company will emerge strongly from the coronavirus crisis as One STADA.

Although I am aware of the challenges, I also share their confidence.

Peter Goldschmidt
CEO STADA Group







SA NAMA ŽIVOT POBEĐUJE VEĆ 60 GODINA

LIFE WINS WITH US FOR 60 YEARS ALREADY

Narodna izreka kaže: „Na muci se poznaju junaci“. Nema, međutim, tog junaka koji je želeo izazov kakav je donela muka koja je u vidu pandemije COVID-19 zadesila čitav svet. Čovečanstvo se po mnogim ocenama našlo u krizi biblijskih razmera koja je odnela milione života. Ispit koji još uvek svi polažemo, lekcije koje zajedno moramo da učimo, a izgleda i da ponavljamo. Jedna od tih lekcija koje ponavljamo glasi: zdravlje je iznad svega. Zdravlje ne čuvamo samo lečenjem, nego i prevencijom, izgradnjom snažnih zdravstvenih sistema, ali i podizanjem svesti o važnosti prevencije, zdravog stila života, brige o sebi i drugima.

Ovu činjenicu moramo ponavljati više nego ikada do sada, jer to nije „držanje lekcija“, već savet i upozorenje, ali i uputstvo kako moramo delovati svi. Junaci ovog doba postali su – pre svih medicinski radnici. Bez pomoći svih nas oni tu bitku ne mogu dobiti. Ljudi koji čine Hemofarm toga su oduvek svesni, pa su i sada činili sve da daju svoj maksimalni doprinos. Obezbedili smo sigurno snabdevanje lekovima, ulažući nadljudske napore, čuvajući i zdravlje svojih zaposlenih, i bodreći sve one koji su radili u korist dobrobiti ljudi i u ovim vremenima.

U ovakvim okolnostima, osvrt na 2019. godinu, sada svima nama tako daleku, predstavlja put ka izvlačenju korisnih zaključaka, putokaz za dalji razvoj i pobedu života. Za nas ovo nije samo zvanični Izveštaj o održivom razvoju, već dokument koji objašnjava suštinu, značaj, važnost kontinuirane posvećenosti tim ciljevima. Osnovu da se postoji i dostojno živi i u budućnosti.

As a folk proverb has it – troubles unveil true heroes. However, there is no such hero who wanted to be faced with the challenge as the one brought about by the affliction that struck the whole world in the form of the COVID-19 pandemic. By many reckonings, the mankind found itself in a crisis of biblical proportions that has taken millions of lives. It is the test that we are all still taking, the lessons that we have to learn together, and as it seems, we have to repeat. One of those lessons that we repeat is – health before all else. We protect health not only by treatment, but also through prevention, building the strong healthcare systems, as well as the awareness about the importance of prevention, healthy lifestyles, and care for ourselves and for others.

We must repeat this fact to ourselves and to others now more than ever before, because it is not about 'teaching a lesson', but advising and warning, as well as instructing on how all of us must act. Healthcare professionals, first and foremost, are the ones who have become the heroes of this age. They cannot win that battle without help from us all. The people that make Hemofarm have always been aware of it, so also at this time they have done everything in their power to give their maximum contribution. We have ensured a secure supply of medicines, making extraordinary efforts, protecting the health of our employees, and encouraging all those striving for the well-being of people in these times as well.

In such circumstances, we look back at 2019, which now seems so distant to everyone, in a way that will be an approach for us and for others to drawing useful conclusions, a signpost for further development and victory of life. For us, this is not only an official Report on Sustainable Development, as it explains the essence, its meaning, and the importance of ongoing commitment to those goals. The basis for existing and living with dignity in the future.



Naša misija je vaše zdravlje. U 2019. godini ovo je postao globalni slogan STADA grupe, Hemofarma i svih njenih članica. I tada i sada dokazali smo da je to i definicija našeg opredeljenja. Ona se ne ogleda samo u obaranju proizvodnih rekorda koji su obeležili i 2019, pa čak i ovu i ovakvu godinu, već obuhvata svaki segment našeg delovanja. Pre mnogih država, doneli smo odluke o najvišem stepenu mera zaštite naših ljudi koji su nastavili da danonoćno rade u proizvodnji. Njih više od dve hiljade imalo je kontinuiranu podršku svih zaposlenih, ali i oko 300 naših partnerskih organizacija koji su u novim okolnostima neprestano radili i uspešno odgovorili na izazov i rastuću potražnju za lekovima i drugim zdravstvenim proizvodima. Obezbedili smo dovoljnu količinu sirovina i svih neophodnih materijala, a način poslovanja i kontrola kvaliteta proizvoda i od ranije su na najvišem nivou. Preostalo je bilo da vodimo računa o svojim ljudima, jer bez njih ništa od svega ovoga ne bi bilo moguće.

Our mission is your health became the global slogan of STADA Group, and all its member companies including Hemofarm in 2019. Both then and now, we have proved that it is also a definition of our orientation. It is shown not only in breaking production records, which marked both 2019 and even this year as such, but also in being involved in each segment of our activity. In advance of many states, we made decisions on implementation of the highest degree of protection measures for our employees who kept on working in production 24/7. More than two thousand of them were continuously supported by all employees, as well as by about 300 of our partnering organizations, who worked night-and-day in the new circumstances and successfully responded to the challenge and increasing demand for medicines and other healthcare products. We provided the sufficient quantity of raw and all necessary materials. Our regime of operation and product quality control were at the highest level and the only thing left was to show the care for our people, because nothing could be possible without them.

Kontinuirano prateći sve informacije iz oblasti zdravstva, na vreme smo shvatili da će 2020. godina naših velikih jubileja – 125 godina postojanja STADE i šest decenija Hemofarma – umesto slavlja, doneti najveće izazove. Protekla godina zato je bila važan osnov da i sada pokažemo svoju agilnost, brzim prilagođavanjem promenama, i preduzimljivost, efikasnim delovanjem u svim segmentima, od obezbeđivanja sirovina i logistike, preko najviših standarda proizvodnje i distribucije, do plasmana i komunikacije. Ona nam je dala snagu da i u ovoj globalnoj krizi branimo sve ono što čini naš integritet – pouzdanost, partnerstvo, brigu o drugima i solidarnost. Iako mnogima delujemo kao vojska, i mi smo ljudi od krvi i mesa, i zebnja nas nije zaobišla. Ali, bili smo spremni i delovali odmah. Svi do jednog. U našim definisanim vrednostima to zovemo ONE STADA. U životu to je jedinstvo. Ono bez kojeg ni sada nije moguće pobediti.

To jedinstvo podrazumeva i solidarnost, činjenicu da smo tu i za druge. U 2019. organizovali smo brojne društveno odgovorne aktivnosti, pomoć zdravstvenim institucijama, zajednici, mnogim kolektivima i pojedincima. Vodili smo važne kampanje poput onih posvećenih doniranju organa i podizanju svesti o prevenciji kardiovaskularnih oboljenja, jačali smo postojeća i pravili nova partnerstva i prijateljstva. Ta snaga se, sada kada je najpotrebnije, pokazala na delu. Donacije, edukacije, psihološka podrška koju smo i ove godine pružili tako su postale značajan dokaz odgovornosti, požrtvovanosti, podrške i zajedništva.

Braneći zdravlje – čuvali smo i čuvamo poverenje. Nastavili smo da jačamo infrastrukturu i kapacitete zaposlenih, da usavršavamo i inoviramo delovanje, da brinemo o jednakosti i pružamo podršku onima kojima je najpotrebnija. Na tržište smo plasirani 17 novih proizvoda, a kroz „Zdravoteke“ otvorene u više od 110 maloprodajnih objekata građanima smo olakšali pristup proizvodima koji preventivno pomažu jačanju organizma.

Continuously following every piece of relevant information from the healthcare area, we have realized on time that 2020, the year of our major jubilees, 125 years of existence of STADA, and six decades of Hemofarm, will bring about the greatest challenges instead of celebration. Last year was therefore an important basis for us to demonstrate, now as well, our agility, quick adaptation to changes, and entrepreneurship – efficient action in all segments, from procuring raw materials and logistics, through the highest production and distribution standards, to sales and communication. It has given us the strength to defend, also in this global crisis, everything that makes our integrity - reliability, partnership, caring for others and solidarity. Although we may look like an army to many, being the people of flesh and blood, we felt the anxiety, but we were nevertheless well-prepared and acted instantly. Every single one of us. We call it ONE STADA in our defined values. In life, it is unity. The unity without which it is not possible to win at all.

This unity also involves solidarity, the fact that we are there also for others. In 2019, we organized numerous socially responsible activities, support to healthcare institutions, community, lots of organizations and individuals. We conducted important campaigns such as those dedicated to organ donation and the importance of prevention of cardiovascular diseases, strengthened the existing and created new partnerships and friendships. That strength has been shown in practice now, when most needed. Donations, educations, psychological support that we have provided also this year have thus become a significant evidence of responsibility, sacrifice, support, and unity.

Defending health - we have kept and continue keeping trust. We kept on reinforcing the infrastructure and employees' capacities, improving and innovating our activity, caring for equality and providing support to those who need it most. We launched 17 new products to the market, and facilitated the access to products for preventive strengthening of the body to citizens through 110 'Zdravoteka' Store Health Corners.

Komunikacija je bila tu da nas poveže. Tim za upravljanje krizom, koji je formiran odmah po proglašenju pandemije, i svi članovi menadžmenta na čelu sa generalnim direktorom sa zaposlenima su razmenjivali sve relevantne informacije. Više stotina mejlova, tekstova, korisnih uputstava, ilustracija, video-snimaka, stavova i razmišljanja plasirano je preko intraneta, elektronske pošte, HfTV-a i korporativnih društvenih mreža. Javnost je kontinuirano obavestavana o svakom našem potezu i zajedno sa nama učestvovala u odbrani zdravlja, savladavanju kriznih momenata, kao i u trenucima radosti. Podelili smo ne samo rođendansku tortu već i sećanja na 60 godina postojanja i sva postignuća koja smo zajedno ostvarili. Sa kolegama koji širom sveta rade u našoj STADA grupi razmenjivali smo i znanje i iskustvo, a sa građanima Srbije i regiona važne podatke iz izveštaja „STADA Health Report“ koji su i stručnjacima i javnosti pomogli da bolje razumeju i jedni druge i pravac u kojem zdravstvene politike treba da se kreću. Nastavili smo da podržavamo mlade lidere, da biramo izuzetne i da najboljim studentima i Hemofarmovim stipendistima poručujemo „Možeš i ti“. Poruka koju pak svim ljudima sa ponosom želimo da prenesemo glasi: „Sa nama život pobeđuje“.

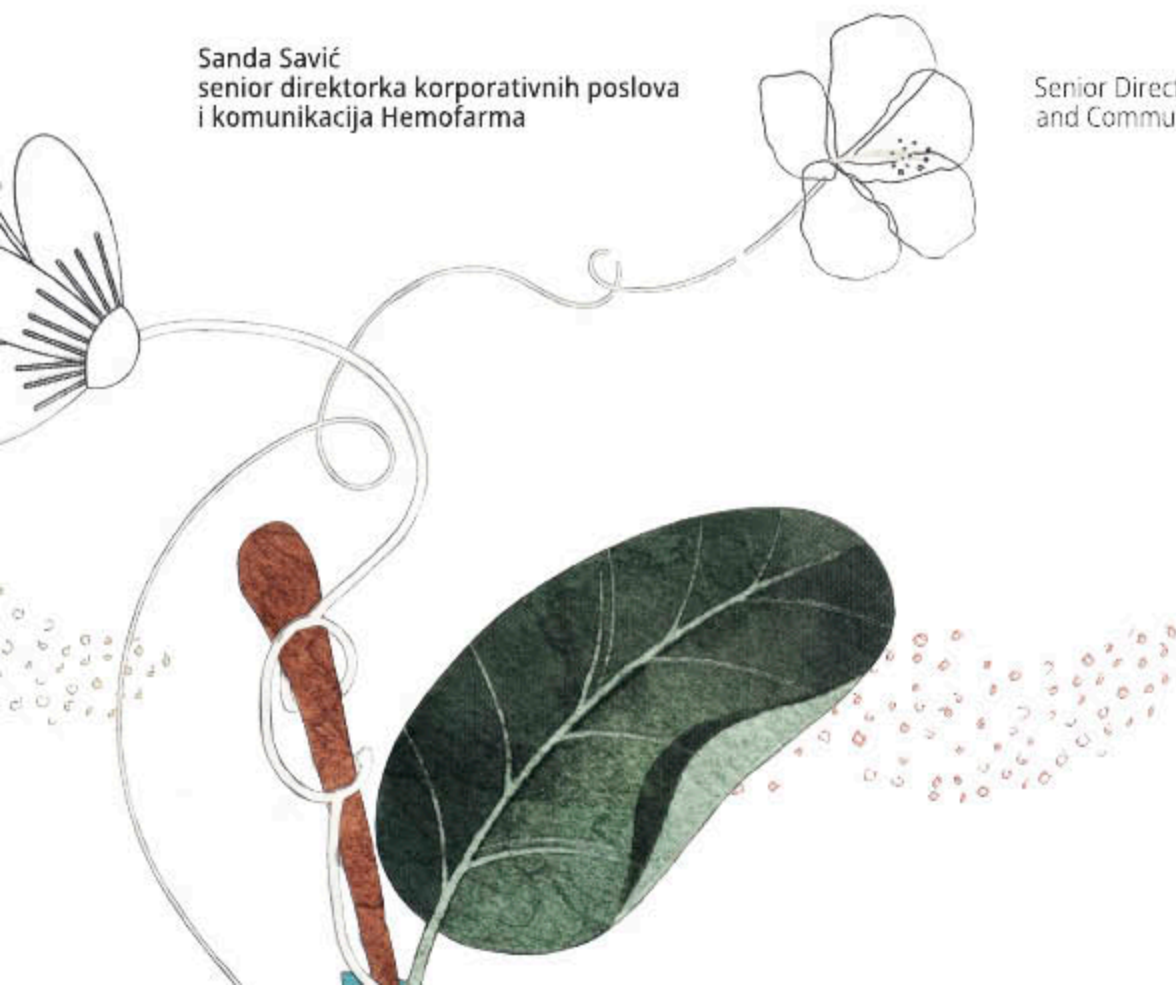
Kada smo zajedno, tako će i nadalje biti.

Sanda Savić
senior direktorka korporativnih poslova
i komunikacija Hemofarma

Communication was there to connect us. The Crisis Management Team, which was set up immediately after the outbreak of the pandemic, and all management members headed by CEO, shared all pieces of relevant information with employees. Hundreds of e-mails, texts, useful instructions, illustrations, video footages, attitudes and considerations were launched via the intranet, e-mails, HfTV and corporate social networks. The public was continuously informed about our every move and joined us in the defence of health, overcoming crisis moments, as well as in the moments of joy. We shared not only the birthday cake, but also the memories of 60 years of existence and all the successes that we made together. We shared knowledge and experience with the colleagues working in our STADA Group all around the world, and the important data presented in the 'STADA Health Report', which helped both the professionals and the public to better understand each other and the direction in which healthcare policies should be steered, with the citizens of Serbia and the region. We kept on supporting young leaders, selecting the exceptional ones, and sending out the message 'You Can Do It' to the best students and Hemofarm scholarship holders, and 'Life Wins with Us' to everyone.

When we are together, it will be so also in the future.

Sanda Savić
Senior Director of Corporate Affairs
and Communications at Hemofarm





Hemofarm se zalaže za rodnu ravnopravnost u svim aspektima svog poslovanja, kako unutar kompanije, tako i u lancu snabdevanja. Vrednosti koje promoviše Cilj 5 održivog razvoja već su godinama unazad deo poslovne prakse kompanije.

Hemofarm is committed to gender equality in all aspects of its business, both within the company and across the supply chain. The values promoted by Sustainable Development Goal 5 have been a part of the company's business practice for years.



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DIJALOG SA ZAINTERESOVANIM STRANAMA

DIALOGUE WITH STAKEHOLDERS

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Dijalog sa ključnim stejkholderima je šansa za svaku kompaniju da preispita svoje poslovne aktivnosti i usaglasi ih sa potrebama svih uključenih strana koje zajedno doprinose unapređenju društva. Ovaj proces je dodatno važan kada je kompanija lider u svojoj branši, poput Hemofarma. Farmaceutska industrija pruža suštinsku podršku ostvarivanju dobrog zdravlja i blagostanja ljudi, te je upravo zato dijalog sa stejkholderima jedan od bitnih putokaza za dalji razvoj poslovanja i portfolija. Kao i svake godine, top menadžment Hemofarma pažljivo bira grupe stejkholdera koje će biti uključene u dijalog, kako bi se na najbolji način ostvarili principi transparentnosti, izbalansiranosti i objektivnosti. U osmi ciklus dijaloga sa zainteresovanim stranama ove godine uključeni su:

- top menadžment Hemofarma (19 anketiranih),
- zaposleni Hemofarma (110 anketiranih),
- poslovni partneri, dobavljači, predstavnici medija, nevladinog i akademskog sektora – domaći i strani (50 anketiranih),
- doktori (60 anketiranih; različitih medicinskih specijalnosti)

Hemofarm je za dijalog sa stejkholderima u 2019. pripremio revidiranu i unapređenu anketu, u verzijama na srpskom i engleskom jeziku, a ukupno je anketirano 239 ispitanika (uz visoku stopu uključenosti adresiranih stejkholdera od preko 94%). Sadržaj ankete je usaglašen sa aktuelnom poslovnom strategijom STADA rupe i nastojanjima matične kompanije da unapredi performanse održivog razvoja

Dialogue with key stakeholders is an opportunity for each company to review its business activities and align them with the needs of all parties involved, jointly contributing to the promotion of the society. This process is even more important when a company is the leader in its line of business, as Hemofarm is. Pharmaceutical industry provides essential support to the achievement of good health and well-being of people, and for that very reason the dialogue with stakeholders is one of the important guideposts for further business operations and portfolio development. Like every year, Hemofarm's top management carefully selects the groups of stakeholders, which will be involved in the dialogue, in order to achieve transparency, balance and objectivity principles in the best possible way. The eight cycle of the dialogue this year includes:

- Hemofarm's top management (19 respondents),
- Hemofarm's employees (110 respondents),
- business partners, suppliers, media representatives, non-government and academic sector – local and international (50 respondents),
- doctors (60 respondents; different medical specialties)

For the dialogue with stakeholders in 2019, Hemofarm has prepared a revised and improved questionnaire, both in Serbian and English language versions, with a total of 239 respondents (with a high rate of response by the addressed stakeholders of more than 94%). The contents of the questionnaire have been reconciled with the current strategy of STADA Group and the aspirations of the parent company to improve the performances of sustainable development.



TOP MENADŽMENT
TOP MANAGEMENT



ZAPOSLENI
EMPLOYEES



POSLOVNI PARTNERI I DOBAVLJAČI
BUSINESS PARTNERS AND SUPPLIERS



FARMACEUTI I DOKTORI
PHARMACIESTS AND DOCTORS



ZVANIČNE DRŽAVNE INSTITUCIJE I MEDIJI
OFFICIAL STATE INSTITUTIONS AND MEDIA



PREDSTAVNICI NEVLADINOG I AKADEMSKOG SEKTORA
REPRESENTATIVES OF NON-GOVERNMENT AND ACADEMIC SECTOR

Metodologija dijaloga sa ključnim stakeholderima je bila onlajn anketiranje, u skladu sa prevencijom pandemije koronavirusa i održavanjem neophodne socijalne distance. Stakeholderima je predstavljeno 20 unapređenih tema koje imaju uticaj na poslovanje Hemofarma i usaglašene su sa ostvarenim razvojem kompanije. To je za jednu temu manje nego u sedmom ciklusu dijaloga. Teme su ostale direktno povezane sa ključnim korporativnim vrednostima Hemofarma i STADA Grupe, kao krovnim konceptom pristupa upravljanju održivim razvojem.

The methodology of the dialogue with key stakeholders involved an online survey, in line with coronavirus pandemic prevention strategy and keeping the necessary social distance. The stakeholders were presented with 20 improved topics that have been reconciled with the achieved development of the company and have impact on the business operations of Hemofarm. There is one topic less compared to the seventh cycle of the dialogue. The topics are still directly related with the key corporate values of Hemofarm and STADA Group, as an umbrella concept of approach to sustainable development management.

Pokazatelji društvene odgovornosti / Tema od značaja za Hemofarm
Social responsibility indicators / Hemofarm materiality topics

- 1. Unapređenje i optimizacija PORTFOLJA i razvoj i registracija NOVIH PROIZVODA koji su savremeni, komforni i pouzdani**
1. PORTFOLIO improvement and optimization and development and registration of NEW PRODUCTS that are contemporary, comfortable and reliable
- 2. Ostvarivanje KVALITETA i BEZBEDNOSTI PROIZVODA prema farmaceutskim standardima**
2. Achieving PRODUCT QUALITY and SAFETY in line with pharmaceutical standards
- 3. Odgovoran MARKETING i transparentne KOMUNIKACIJE uz maksimalnu dostupnost informacija**
3. Responsible MARKETING and transparent COMMUNICATIONS with maximum availability of information
- 4. Uvažavanje potreba i ZADOVOLJSTVA KORISNIKA PROIZVODA uz proaktivan odnos prema reklamacijama**
4. Respecting the needs and SATISFACTION OF PRODUCT USERS with proactive attitude to complaints
- 5. Motivacija i edukacija ZAPOSLENIH i kontinuirani razvoj KORPORATIVNE KULTURE**
5. Motivation and education of EMPLOYEES and continuing development of CORPORATE CULTURE
- 6. Ostvarivanje i unapređenje BEZBEDNOSTI i ZDRAVLJA NA RADU**
6. Achieving and improving OCCUPATIONAL SAFETY and HEALTH
- 7. Poslovna i društveno-socijalna USAGLAŠENOST i ANTIKORUPATIVNO delovanje**
7. Business and social COMPLIANCE and ANTI-CORRUPTION activity
- 8. Poštovanje LJUDSKIH PRAVA i sprečavanje prinudnog rada i bilo kakvih zloupotreba**
8. Respecting HUMAN RIGHTS and preventing forced labour and any abuse
- 9. Razvoj ORGANIZACIONE EFIKASNOSTI i rast POSLOVANJA uz unapređenje tržišnih pozicija**
9. Development of ORGANIZATIONAL EFFICIENCY & BUSINESS OPERATIONS growth with the improvement of market positions
- 10. Pouzdane SIROVINE od potvrđenih dobavljača**
10. Reliable RAW MATERIALS from certified suppliers
- 11. Bezbedno SKLADIŠTENJE i efikasan TRANSPORT**
11. Safe STORAGE and efficient TRANSPORT
- 12. Usaglašenost i kontinuirano unapređenje TEHNOLOŠKIH KOMPETENCI**
12. Compliance and continuous improvement of TECHNOLOGICAL COMPETENCIES
- 13. Brzo reagovanje na TRŽIŠNE PROMENE i IZAZOVE**
13. Agile response to MARKET CHANGES & CHALLENGES
- 14. Uvažavanje mišljenja i DIJALOG SA KLJUČNIM ZAINTERESOVANIM STRANAMA**
14. Appreciating the opinion and DIALOGUE WITH KEY STAKEHOLDERS
- 15. Unapređenje svesti i odgovornosti DOBAVLJAČA o društveno značajnim aspektima poslovanja**
15. Raising awareness and responsibility of SUPPLIERS in view of socially important aspects of business operations
- 16. KORPORATIVNA DRUŠTVENA ODGOVORNOST i podrška lokalnim zajednicama**
16. CORPORATE SOCIAL RESPONSIBILITY and support to local communities
- 17. Unapređenje ENERGETSKE EFIKASNOSTI i povećanje korišćenja obnovljivih izvoda energije**
17. Improvement of ENERGY EFFICIENCY and increase in the consumption of renewable energy sources
- 18. Odgovorno upravljanje potrošnjom VODE i ostvarivanje vodene neutralnosti**
18. Responsible WATER consumption management and achieving water neutrality
- 19. Odgovorno upravljanje EMISIJAMA GASOVA, pad generisanja otpada i kontinuirano unapređenje uticaja na životnu sredinu**
19. Responsible GAS EMISSION management, reduced waste generation and continuous improvement of environmental impact
- 20. Prevencija i smanjivanje RIZIKA i upravljanje KRIZNIM SITUACIJAMA**
20. RISK prevention and mitigation and CRISIS SITUATIONS management



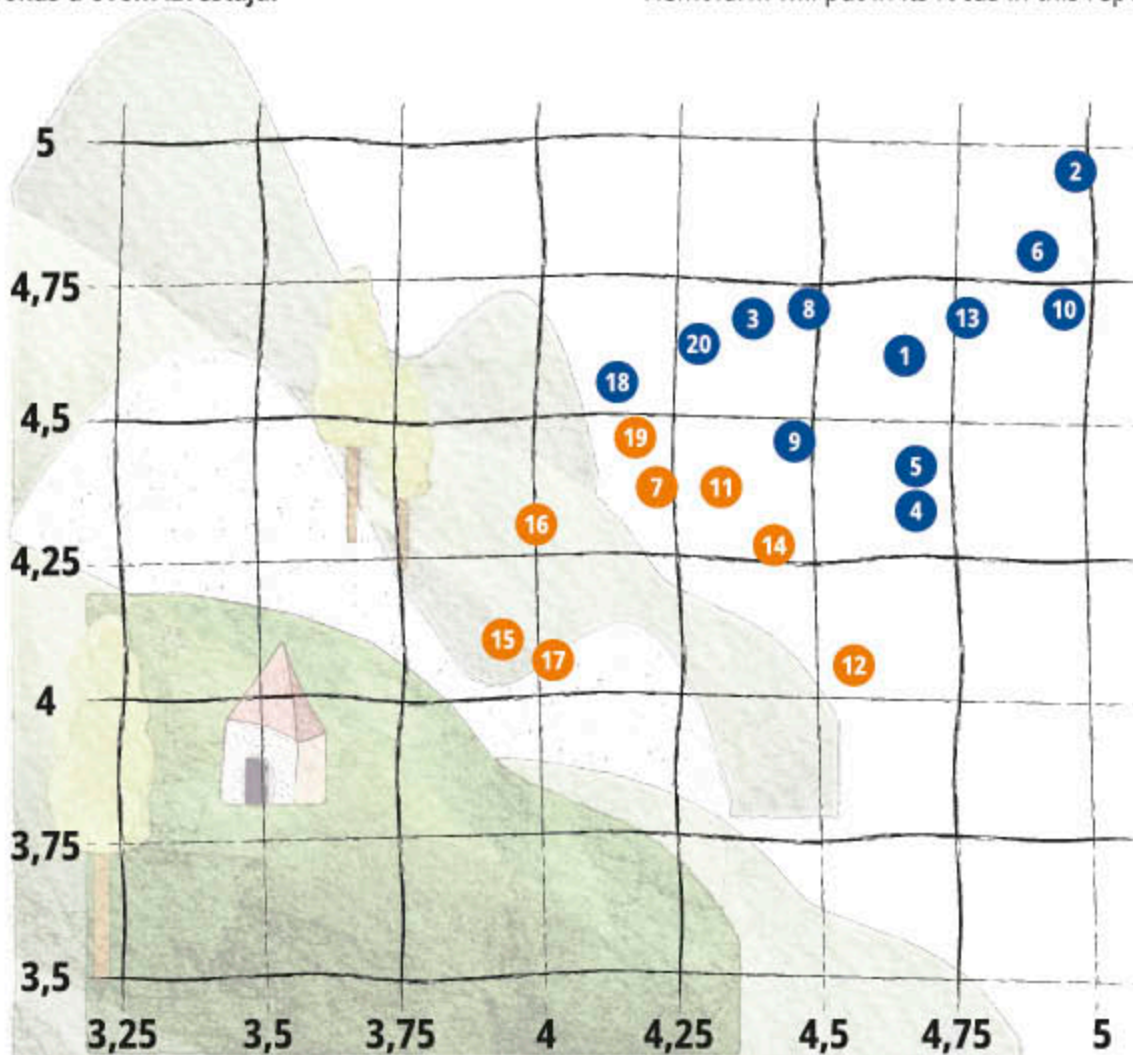
MATRICA MATERIJALNOSTI I MATERIJALNE TEME

MATERIALITY MATRIX AND MATERIALITY TOPICS

102-31 | 102-47

Osmi ciklus dijaloga Hemofarma sa ključnim stakeholderima rezultirao je novim rangiranjem tema sa najvećim dvosmernim uticajem kompanije i društva u njenom okruženju. Stoga, od ukupno 20 tema, u skladu sa zbirnim plasmanom, njih 12 su identifikovane kao materijalne teme, na koje će Hemofarm staviti fokus u ovom izveštaju.

The eight cycle of Hemofarm's dialogue with the key stakeholders has resulted in a new ranking of the topics with the highest two-way impact of the company and the society in its environment. Accordingly, out of a total of 20 topics, in accordance with the total score, 12 of them have been identified as the materiality topics, that Hemofarm will put in its focus in this report.



Hemofarmove materijalne teme za 2019. su:
Hemofarm's materiality topics for 2019 include:

1. Unapređenje i optimizacija PORTFOLJIA i razvoj i registracija NOVIH PROIZVODA koji su savremeni, komforni i pouzdani 1. PORTFOLIO improvement and optimization and development and registration of NEW PRODUCTS that are contemporary, comfortable and reliable
2. Ostvarivanje KVALITETA i BEZBEDNOSTI PROIZVODA prema farmaceutskim standardima 2. Achieving PRODUCT QUALITY and SAFETY in line with pharmaceutical standards
3. Odgovoran MARKETING i transparentne KOMUNIKACIJE uz maksimalnu dostupnost informacija 3. Responsible MARKETING and transparent COMMUNICATIONS with maximum availability of information
4. Uvažavanje potreba i ZADOVOLJSTVA KORISNIKA PROIZVODA uz proaktivan odnos prema reklamacijama 4. Respecting the needs and SATISFACTION OF PRODUCT USERS with proactive attitude to complaints
5. Motivacija i edukacija ZAPOSLENIH i kontinuirani razvoj KORPORATIVNE KULTURE 5. Motivation and education of EMPLOYEES and continuing development of CORPORATE CULTURE
6. Ostvarivanje i unapređenje BEZBEDNOSTI i ZDRAVLJA NA RADU 6. Achieving and improving OCCUPATIONAL SAFETY and HEALTH
8. Poštovanje LJUDSKIH PRAVA i sprečavanje prinudnog rada i bilo kakvih zloupotreba 8. Respecting HUMAN RIGHTS and preventing forced labour and any abuse
9. Razvoj ORGANIZACIONE EFIKASNOSTI i rast POSLOVANJA uz unapređenje tržišnih pozicija 9. Development of ORGANIZATIONAL EFFICIENCY & BUSINESS OPERATIONS growth with the improvement of market positions
10. Pouzdane SIROVINE od potvrđenih dobavljača 10. Reliable RAW MATERIALS from certified suppliers
13. Brzo reagovanje na TRŽIŠNE PROMENE i IZAZOVE 13. Agile response to MARKET CHANGES & CHALLENGES
18. Odgovorno upravljanje potrošnjom VODE i ostvarivanje vodene neutralnosti 18. Responsible WATER consumption management and achieving water neutrality
20. Prevencija i smanjivanje RIZIKA i upravljanje KRIZNIM SITUACIJAMA 20. RISK prevention and mitigation and CRISIS SITUATIONS management

Prateći kretanje materijalnih tema u odnosu na 2018. godinu, evidentan je uticaj pandemije COVID-19 na svest i stavove ljudi, kako unutar kompanije, tako i izvan nje. To se ogleda kako u generalnom kretanju i promenama pozicija rangiranja tema u okviru matrice materijalnosti, preko repozicioniranja određenih tema čiji je uticaj veći u kontekstu pandemije, pa sve do pojave novih tema kao materijalnih, poput Prevencije i smanjivanja rizika i upravljanje kriznim situacijama i Poštovanja ljudskih prava i sprečavanja prinudnog rada i bilo kakvih zloupotreba, što svedoči o krajnje odgovornom pristupu kompanije (menadžmenta i zaposlenih) i poslovnih partnera i stejkholdera novonastaloj situaciji. Kvalitet proizvoda i pouzdanost sirovina, kao i bezbednost i zdravlje na radu, očekivano, dobijaju na značaju kod svih uključenih stejkholdera.

Following the trend of the materiality topics compared to 2018, the impact of the COVID-19 pandemic on the awareness and attitude of people, both inside and outside the company, is evident. It is reflected in the general trend and repositioning of the topics within the materiality matrix ranking, the impact of which is higher in the context of pandemic, as well as in the appearance of the new topics as the material ones, such as Risk prevention and mitigation and crisis situations management and Respecting human rights and preventing forced labour and any abuse, which is an evidence of utterly responsible attitude of the company (management and employees) and business partners and stakeholders to the novel situation. Product quality and raw material reliability, as well as occupational health and safety, as expected, gain in importance with all involved stakeholders.

Značaj pouzdanosti sirovina dodatno potencira top menadžment kompanije usled povlačenja proizvoda u 2019. zbog sumnje na nestabilnost pojedinih sirovina u skladu sa EU regulativom, a postoji i opravdano očekivanje da će u bliskoj budućnosti biti pokrenuta proizvodnja i obezbeđivanje sirovina na nivou EU zemalja, umesto dosadašnje nabavke u Indiji i Kini). Značaj razvoja portfolija ostaje jednako bitan top menadžmentu kompanije, dok su eksterni stakeholderi manje osetljivi na ovu temu, ali zato mnogo više značaja pridaju brzom reagovanju na tržišne promene. Tehnološke kompetence ostaju važne top menadžmentu kompanije, ali eksterni stakeholderi ne pridaju dovoljno značaja ovoj temi, najverovatnije pod pritiscima održanja elementarne egzistencije i suštinske bezbednosti u okolnostima pandemije Covid-19, što se odražava i na smanjivanje značaja teme samog dijaloga sa stakeholderima i, nažalost, korporativne društvene odgovornosti, što prestaju da budu Hemofarmove materijalne teme za 2019. Istovremeno, kompanija ne prestaje sa intenziviranjem svojih aktivnosti u domenu CSR, jer to je, sa jedne strane, istinska potreba top menadžmenta da unapređuje infrastrukturu i uslove života lokalnih zajednica, dok je, sa druge, suštinska obaveza privrednog lidera poput Hemofarma. Aktuelne okolnosti su takođe ostavile manje sluha za energetske efikasnost, koja je delom i postala neraskidivi deo pristupa i delovanja većine privrednih subjekata, dok je povećan značaj odgovornog upravljanja vodom kao resursom, što ohrabruje kada se uzme u obzir da je voda ne samo izvor života, već i jedan od ključnih elemenata održavanja higijene u kontekstu prevencije pandemije koronavirusa.

Hemofarmov top menadžment, pored eksternih stakeholdera, najveću promenu unosi u pozicioniranje upravljanja rizicima i sprečavanja kriznih situacija, što govori o odgovornom i agilnom pristupu upravljanju borbom protiv pandemije, o čemu najbolje svedoči minimalan broj registrovanih slučajeva oboljenja Covid-19 u okviru kolektiva Hemofarma (ukupno 2,3% od ukupnog broja zaposlenih na nivou cele Hemofarm grupe), bez ijednog dana ugrožavanja proizvodnje, koja je funkcionisala 24 sata dnevno u 4 smene, tokom svih dana u nedelji, čak i tokom vanrednog stanja i policijskog časa!

The top management of the company additionally underscores the significance of the reliability of raw materials due to a product recall in 2019 for the suspicion of non-compliance of stability of particular raw materials with the EU regulatory requirements, and there is also a justified expectation that in the near future the production and supply of raw materials will be launched at the level of EU countries, instead of the ongoing purchasing from India and China. Portfolio development remains equally significant to the company's top management, while external stakeholders are less sensitive to this topic, but they, nevertheless, attach much more importance to responding quickly to market changes. Technological competences remain important to the company's top management, however external stakeholders do not consider this topic particularly important, most probably under pressure of fulfilling basic existential needs and providing essential safety in the COVID-19 pandemic circumstances, which is also reflected in diminishing the significance of the topic of the dialogue with stakeholders itself and, unfortunately, of corporate social responsibility, which are no longer Hemofarm's materiality topics for 2019. Nevertheless, the company continues to intensify its activities in the domain of CSR, as on the one hand, it is a true need of the top management to improve the infrastructure and conditions of life within local communities, whereas, on the other hand, it is considered to be an inherent commitment of a business leader such as Hemofarm. The current circumstances have also resulted in less sensitivity to energy efficiency, which has to a certain extent become an inseparable part of the attitude and activity of the majority of business entities, while the importance of responsible management of water as a resource has been on the rise, which is encouraging having in mind that water is not only a source of life, but also one of the key elements of maintaining hygiene in the context of coronavirus pandemic prevention.

Hemofarm's top management, apart from external stakeholders, introduces the biggest change in the positioning of risk management and crisis situation prevention, which demonstrates the responsible and agile attitude to pandemic management, which is best witnessed by a minimal number of registered COVID-19 cases within Hemofarm's staff (a total of 2.3% of the headcount at the level of entire Hemofarm Group), without a single day of downtime in production, which operated in 4 shifts 24/7, every day of every week, even during the state of emergency and the curfew!



HEMOPARM U 2019.

HEMOPARM IN 2019

102-1	102-2	102-3	102-4	102-5	102-6	102-7	102-8	102-9	102-10
102-11	102-12	102-13	102-17	102-18	102-32	102-41	102-45		
405-1	405-2								

<p>59 godina rasta² i razvoja³ farmaceutskog brenda kome se veruje⁴.</p> <p>59 years of growth² and development³ of a trusted pharmaceutical brand⁴.</p>	<p>Portfolio obuhvata 389 (↓415) proizvoda različitih formi i doza⁵.</p> <p>Portfolio covers 389 (↓415) products of different forms and dosages⁵.</p>	<p>Oko 3.500 (↑) zaposlenih, od toga 2.865 (↑) u Hemofarmu AD.</p> <p>About 3,500 (↑) employees, of which 2,865 (↑) in Hemofarm AD.</p>
<p>PONOVO REKORD! 279,5 (↑245) miliona pakovanja proizvedeno tokom godine.</p> <p>RECORD AGAIN! 279.5 (↑245) millions of packs manufactured during the year.</p>	<p>25,6% (↓26,2%) udeo po broju kutija, a vrednosno 11,2% (↓12,03)⁶.</p> <p>25.6% (↓26.2%) share in packs, and 11.2% (↓12.03%) in value terms.</p>	<p>53% udeo žena u kompaniji i gotovo isto toliko na rukovodećim pozicijama.</p> <p>53% share of women in the company and almost as much in managerial positions.</p>
<p>Oko 34,6 (↑30,03) mlrd. din. prihod od prodaje u 2019.</p> <p>Income from sales amounting to RSD 34.6 (↑30.03) bill. in 2019</p>	<p>Preko 70% udeo u izvozu lekova iz Srbije, a ukupno 60% godišnje proizvodnje se izvozi.</p> <p>Over 70% share in export of medicinal products from Serbia, and 60% of annual production exported, in total.</p>	<p>Važan proizvodni činilac STADA Grupe, prisutan na preko 30 tržišta na 3 kontinenta⁷.</p> <p>Important manufacturing factor of STADA Group, present in more than 30 markets on 3 continents⁷.</p>

² Hemofarm je osnovan 1. juna 1960. u Vršcu, gde i danas ima sedište; od 2006. deo je nemačke STADA Grupe, koju su 2017. preuzeli investicioni fondovi Bain Capital i Cinven, u cilju daljeg rasta na globalnom tržištu. Preko 130.000 m² zauzimaju Hemofarmovi proizvodi i poslovni objekti, koje čine: Centralni fabrički kompleks u Vršcu, fabrike u Dubovcu, Šapcu i Banovcima (Srbija), Banjaluci (BiH) i Podgorici (Crna Gora), predstavništva u Beogradu, Nišu, Novom Sadu i Kragujevcu, zavisna društva u Makedoniji, BiH, Crnoj Gori, Rumuniji, kao i laboratorija u Temišvaru (Rumunija).

³ Hemofarm was founded on June 1st 1960 in Vršac where it is presently headquartered; since 2006, it has been a member of German STADA Group, which was taken over by the private equity funds Bain Capital and Cinven in 2017, with the aim of further growth in the global market. Over 130,000m² is covered by Hemofarm's manufacturing and business facilities comprising: Central factory complex in Vršac, factories in Dubovac, Šabac and Banovci (Serbia), Banja Luka (B&H), and Podgorica (Montenegro), representative offices in Belgrade, Niš, Novi Sad, and Kragujevac, subsidiaries in Macedonia, B&H, Montenegro, Romania, as well as the laboratory in Timisoara (Romania).

⁴ Hemofarm je zahvaljujući svom razvoju ušao i u članstvo nekih od najprestižnijih poslovnih udruženja, kao što su: AHK – Nemačka privredna komora, SAM – Srpska asocijacija menadžera, FIC – Savet stranih investitora, PKS – Privredna komora Srbije, AmCham – Američka privredna komora, NALED, UN Global Compact itd.

⁵ Owing to its development, Hemofarm has also become a member of some of the most prestigious business associations, such as: AHK – German-Serbian Chamber of Commerce, SAM – Serbian Association of Managers, FIC – Foreign Investors Council, PKS – Serbian Chamber of Commerce and Industry, AmCham – American Chamber of Commerce, NALED – National Alliance for Local Economic Development, UN Global Compact, etc.

⁶ Hemofarm i Hemofarm fondacija su i u 2019. osvojili brojne nagrade, poput: ukupno tri priznanja za kampanju „I ja sam donor. Jer navijam za Srbiju.“ (kampanja je nagrađena sa dva srebrna priznanja koje dodeljuje UEPS – Udruženje za tržišne komunikacije Srbije, najstarije strukovno udruženje u oblasti marketinga, i to u kategorijama društveno odgovorna kampanja – profitni sektor i korporativni i interni PR; proglašena je i najboljom društveno odgovornom integrisanom kampanjom na KAKTUS festivalu 2019); takođe, prema novinarima u Srbiji, Hemofarm je kompanija koja je najbolje komunicirala sa medijima tokom 2019; na manifestaciji „100 najvećih“ održanoj u Sarajevu, Hemofarm Banja Luka dobitnik je priznanja 'Prvi u djelatnosti' u kategoriji proizvodnja osnovnih farmaceutskih proizvoda; Hemofarm je osvojio i „TOP SERBIAN BRANDS“ (2015, 2017, i 2019) i Superbrands (2012/13, 2016, 2017/18 i 2019).

⁷ Hemofarm and Hemofarm Foundation won many awards in 2019, such as: totally three recognitions for the campaign 'I am a donor, too. Because I support Serbia' (the campaign received two silver awards granted by UEPS – Association of Market Communications of Serbia, the oldest professional association in the field of marketing, in the categories of socially responsible campaign – for-profit sector and corporate and internal PR; it was declared the best socially responsible integrated campaign at the KAKTUS festival 2019); also according to the press in Serbia, Hemofarm is a company that had the best communication with the media over the course of 2019; Hemofarm Banja Luka won the award 'First in business' at the event '100 greatest' held in Sarajevo, in the category production of core pharmaceutical products; Hemofarm also won 'TOP SERBIAN BRANDS' (2015, 2017 and 2019) and Superbrands (2012/13, 2016, 2017/18 and 2019) awards.

⁸ Obuhvata lekove koji se izdaju na recept (Rx), preparate koji se mogu kupiti bez lekarskog recepta i obuhvataju vitamine, minerale, dodatke ishrani (OTC, CHC), kao i dijetetske suplemente.

⁹ Including prescription medicines (Rx), prescription-free medicines which comprise vitamins, minerals, dietary supplements (OTC, CHC).

⁶ Posledica optimizacije portfolija i fokusiranja proizvodnje na izvoz i promet na interkompanijskim tržištima STADA Grupe i Hemofarm Grupe.

⁴ The result of portfolio optimization and focussing of production on export and sale on the intercompany markets of STADA Group and Hemofarm Group.

⁷ Tržišta Jugoistočne Evrope, EU, Bliskog istoka, Severne Afrike i ZND

⁷ The markets of Southeast Europe, EU, Middle East, North Africa and CIS

Hemofarm je farmaceutske lider u Srbiji i regionu, koji proizvodi kvalitetne, efikasne, bezbedne i dostupne generičke farmaceutske proizvode. Upravo liderska pozicija u branši predstavlja viziju kompanije, koju dopunjuje i nastojanje da Hemofarm bude lider i u brizi o zdravlju uopšte. Zato je njegova misija da unapređuje kvalitet života ljudi kroz sveobuhvatnu brigu o zdravlju, u čemu posebnu ulogu ima i Hemofarm fondacija, kao vodeća zdravstvena fondacija u Srbiji. To najbolje potvrđuje i novi globalni korporativni slogan:

Naša Misija. Vaše zdravlje.

Hemofarm a. d. je akcionarsko društvo koje posluje u okviru nemačke STADA Grupe, a najviša upravljačka tela u kompaniji su generalni direktor – dr Ronald Seeliger i SMT – Senior Management Team, koji obavlja ulogu Upravnog odbora i čine ga senior direktori i menadžeri vodećih korporativnih funkcija (broji ukupno 15 članova).

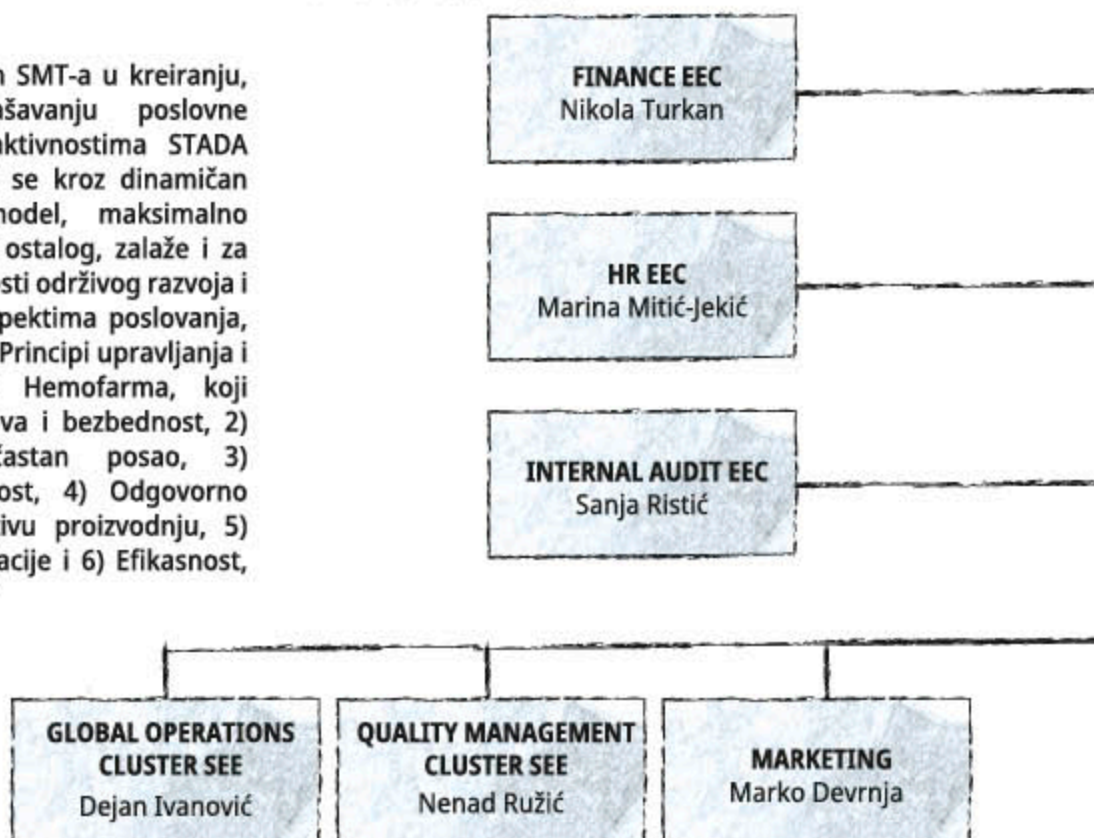
Dr Seeliger rukovodi radom SMT-a u kreiranju, implementaciji i usaglašavanju poslovne strategije sa poslovnim aktivnostima STADA centrale u Nemačkoj. SMT se kroz dinamičan matrični organizacioni model, maksimalno otvoren ka STADA-i, pored ostalog, zalaže i za poštovanje principa i vrednosti održivog razvoja i njihovu primenu u svim aspektima poslovanja, što potvrđuju i korporativni Principi upravljanja i Principi održivog razvoja Hemofarma, koji obuhvataju: 1) Ljudska prava i bezbednost, 2) Dostojanstven rad i častan posao, 3) Antikorupciju i usaglašenost, 4) Odgovorno poslovanje, kvalitet i održivu proizvodnju, 5) Etički marketing i komunikacije i 6) Efikasnost, integritet i životnu sredinu.⁸

⁸ Dostupni svim zainteresovanim stranama na korporativnom sajtu.

Hemofarm is a national and regional pharmaceutical leader, which produces high-quality, efficient, safe and affordable generic pharmaceuticals. It is the leading position in the industry that represents the company's vision, which is complemented by the efforts of Hemofarm to be the leader in the care for health in general. That is why its mission is to improve the quality of life of people through comprehensive health care, in which Hemofarm Foundation plays a special role as the leading healthcare foundation in Serbia. It is best confirmed by the new global corporate slogan:

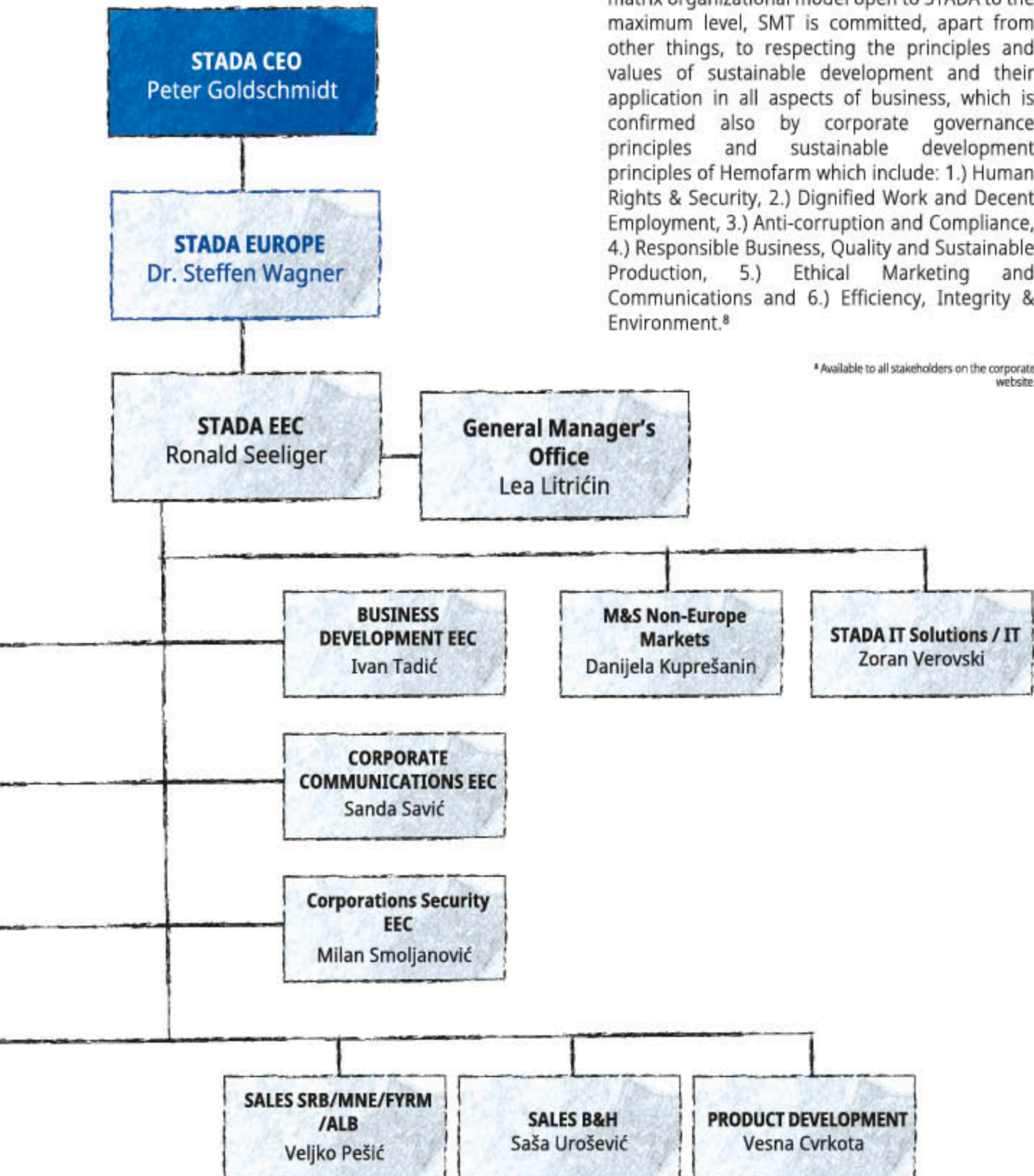
Our Mission. Your Health.

Hemofarm A.D. is a joint stock company operating within German STADA Group, and the highest management bodies in the company are the Chief Executive Officer - Dr Ronald Seeliger, and SMT – Senior Management Team, acting as the Board of Directors, which is composed of Senior Directors and Managers of leading corporate functions (made of 15 members in total).



Dr Seeliger manages the work of SMT in creation, implementation and alignment of the business strategy with the business activities of the STADA Headquarters in Germany. Through the dynamic matrix organizational model open to STADA to the maximum level, SMT is committed, apart from other things, to respecting the principles and values of sustainable development and their application in all aspects of business, which is confirmed also by corporate governance principles and sustainable development principles of Hemofarm which include: 1.) Human Rights & Security, 2.) Dignified Work and Decent Employment, 3.) Anti-corruption and Compliance, 4.) Responsible Business, Quality and Sustainable Production, 5.) Ethical Marketing and Communications and 6.) Efficiency, Integrity & Environment.⁸

⁸ Available to all stakeholders on the corporate website.





NAŠE VREDNOSTI I NAŠI CILJEVI ODRŽIVOG RAZVOJA

OUR VALUES AND OUR SUSTAINABLE DEVELOPMENT GOALS

102-16

Hemofarm je u svom prethodnom Izveštaju o održivom razvoju (za 2018) prikazao globalnu povezanost ciljeva održivog razvoja sa korporativnim ključnim vrednostima STADA Grupe i korporativnom kulturom, kao prva kompanija na svetu koja je integrisala ova dva važna aspekta odgovornog i održivog pristupa poslovanju. Svaka vrednost je posvećena promociji konkretnih Ciljeva održivog razvoja (UN Sustainable Development Goals – SDGs), na osnovu dvosmernog uticaja i značaja za tri osnovna stuba održivosti – ljude, dostignuća i planetu.

In its previous Sustainable Development Report (2018), Hemofarm presented the global link between sustainable development goals and the core corporate values of STADA Group and its corporate culture, being the first company in the world to integrate these two important aspects of responsible and sustainable business approach. Each value is dedicated to promotion of the specific UN Sustainable Development Goals - SDGs, based on the two-way impact and significance for the three basic pillars of sustainability – people, achievements and the planet.

Strateška povezanost korporativnih vrednosti i ciljeva održivog razvoja (SDG)

Strategic link between corporate values and sustainable development goals (SDG)

AGILITY →



ENTREPRENEURSHIP →



INTEGRITY →



ONE STADA →



Budući da je ova veza ciljeva i vrednosti demonstrirana i u svakodnevnoj poslovnoj praksi, postajući deo korporativne DNK, Hemofarm će pristup izveštavanju prilagoditi aktuelnoj globalnoj situaciji. Radi što celovitijeg sagledavanja uticaja pandemije koronavirusa na državni sektor, civilno društvo i privredu, Hemofarm će svoj izveštaj za 2019. prezentovati iz ugla ciljeva održivog razvoja koji su posebno osetljivi usled zdravstvene krize globalnog društva, a u skladu sa preporukama Globalnog dogovora UN.

Liderska pozicija u oblasti održivog razvoja u Srbiji i regionu, kao i na nivou STADA Grupe, te lidrska pozicija u farmaceutskoj branši, pred Hemofarm stavljaju dodatnu odgovornost ne samo da prati savremene trendove, već da ih i sam postavlja u cilju motivacije drugih da i oni budu aktivni u pružanju doprinosa ostvarivanju ciljeva održivog razvoja UN.

Tokom rada na Izveštaju o održivom razvoju Hemofarma za 2019. godinu svet je uveliko zadesila pandemija koronavirusa, koja je, kao nikada pre, unela velike promene u sve aspekte života globalne populacije. Pored visoke stope smrtnosti obolelih u pojedinim zemljama sveta, intenzivnog i lakog širenja virusa, ekonomske blokade, izolacije ljudi... jedna od najvećih pretnji ogledala se u potencijalnom kolapsu sistema javnog zdravlja uopšte. Zdravstvena infrastruktura se pokazala neadekvatnom, jednako kao i spremnost ljudi da poštuju pravila socijalne distance u svrhu prevencije. Pronalazak prave terapije u borbi protiv oboljenja COVID-19 bio je suštinski izazov, oročen na najkraći vremenski rok kako bi se sačuvao što veći broj ljudskih života. U toj borbi, jedan od Hemofarmovih lekova našao se u zvaničnom terapijskom protokolu, i to onom koji daje dobre rezultate. To je trenutak kada je top menadžment kompanije shvatio da uprkos svim blokadama i preprekama, farmaceutska proizvodnja ne sme da stane! Sa tim u vezi, postalo je jasno – da je radnik u proizvodnji, koji radi u četiri smene i to 24/7, bez obzira na COVID-19, zapravo treći stub zdravlja, pored doktora i farmaceuta.

Since this link between goals and values is also demonstrated in everyday business practice, becoming a part of the corporate DNA, Hemofarm will adapt its approach to reporting to the current global situation. In order to better understand the impact of the coronavirus pandemic on the public sector, civil society and the economy, Hemofarm will present its report for 2019 from the perspective of sustainable development goals that are particularly sensitive due to the global health crisis, in line with UN Global Compact recommendations.

The leading position in the field of sustainable development in Serbia and the region, as well as at the level of STADA Group, and the leading position in the pharmaceutical industry, impose an additional responsibility on Hemofarm not only to follow modern trends, but also to set them itself motivating others to be active in contributing to the achievement of the UN Sustainable Development Goals.

During the work on the Hemofarm's Sustainable Development Report for 2019, the world was largely affected by coronavirus pandemic, which, as never before, brought great changes in all aspects of the life of the global population. In addition to a high mortality rate of infected people in some countries of the world, intensive and easy spreading of the virus, economic blockade, isolation of people... one of the biggest threats has been the potential collapse of the public healthcare system in general. Healthcare infrastructure proved to be inadequate, the same as the readiness of people to obey the rules of social distancing for the purpose of prevention of the disease. Finding the proper treatment for fighting COVID-19 within the shortest possible time to save as many lives as possible has been a vital challenge. In that fight, one of Hemofarm's medicinal products was included in the official therapeutic protocol that gives good results. This is the moment when the top management of the company realized that in spite of all blockades and obstacles, the pharmaceutical production must not stop! In this regard, it became clear - the production worker, who works in four shifts 24/7, regardless of COVID-19, is actually the third pillar of health, in addition to doctors and pharmacists.

Bez tog radnika i njegovog rada, kao i njegovih koleginica i kolega iz R&D, QA/QC, skladištenja i transporta, kao i svih sektora Hemofarma, prevencija i lečenje gotovo da nisu mogući! To je upravo razlog zbog koga su svi hrabri heroji iz Hemofarmovog sektora proizvodnje dobili gromoglasan aplauz podrške od top menadžmenta kompanije u špaliru na ulazu u kompaniju između dve smene, kada jedni odlaze, a drugi dolaze na posao! Time je i obeležen šezdeseti rođendan kompanije, u posebnim okolnostima, shodno posebnoj godini, u kojoj ništa nije bilo očekivano, a na kraju koje je život ipak pobedio, što je bila i inspiracija za jubilarni moto Hemofarma – **sa nama život pobeđuje!**

Život, posao, odnosi među ljudima... sve se promenilo tokom pandemije. Isto tako, promenio se i odnos prema ciljevima održivog razvoja. Neki su jednostavno, trenutno, postali važniji, kako bi se globalno društvo na konkretniji način izborilo sa najvećom pošlašću savremenog doba. Na tom putu, UN je sugerisao koji su to ciljevi u novonastalim okolnostima osetljiviji, kao i koje su teme danas konsekvantno važnije, šaljući poruku svetu da „pandemija koronavirusa predstavlja priliku za ljudsku porodicu da deluje solidarno i pretvori ovu krizu u podsticaj za postizanje ciljeva održivog razvoja“. Na tom putu, bivajući suočeni sa izazovom da se preživi i opstane, da se sačuvaju vitalne životne, privredne, obrazovne i društvene funkcije, da se čovek adaptira na „novo normalno“, nekoliko ciljeva se izdvojilo u prvi plan:

- Cilj 3: Dobro zdravlje i blagostanje
- Cilj 4: Kvalitetno obrazovanje
- Cilj 5: Rodna ravnopravnost
- Cilj 6: Čista voda i sanitarni uslovi
- Cilj 8: Dostojanstven rad i ekonomski rast
- Cilj 10: Smanjenje nejednakosti
- Cilj 16: Mir, pravda i jake institucije

Without those workers and their work, as well as their colleagues from R&D, QA/QC, warehouse and transport operations, and all other divisions of Hemofarm, the prevention and treatment are almost impossible! This is exactly the reason why all brave heroes from Hemofarm's production division received a thunderous applause of support from the company top management members, who were standing in a line at the company entrance and greeting workers who were coming to or going from work in-between shifts! The 60th anniversary of the company was marked by that gesture, in specific circumstances, as required by the specific year, in which nothing was expected, and at the end of which, life still won, which was the inspiration for the jubilee motto of Hemofarm - **Life wins with us!**

Life, work, relationships between people... everything is different during a pandemic. At the same time, the attitude towards the goals of sustainable development is different. Some have simply, at the moment, become more important, in order for global society to deal in a more concrete way with the greatest plague of modern times. Along the way, the UN has suggested which goals are more sensitive in the new circumstances, as well as which topics are consequently more important presently, sending a message to the world that 'the coronavirus pandemic is an opportunity for the human family to act in solidarity and turn this crisis into an incentive for achieving sustainable development goals'. Along the way, facing the challenge of surviving, preserving vital life, economic, educational and social functions, adapting to the 'new normal', several goals came to the fore:

- Goal 3: Good health and well-being
- Goal 4: Quality education
- Goal 5: Gender equality
- Goal 6: Clear water and sanitation
- Goal 8: Decent work and economic growth
- Goal 10: Reduced inequalities
- Goal 16: Peace, justice and strong institutions



Upravo ovim ciljevima Hemofarm posvećuje svoja tri Izveštaja o održivom razvoju – za 2019, 2020. i 2021. godinu. Praćenjem doprinosa ostvarivanju ovih ciljeva biće predstavljena jedna mini-studija međuzavisnosti održivog razvoja, ekonomskih performansi i poslovnih rezultata, sa jedne, i društva u okruženju i svega što ono predstavlja i što ga čini, sa druge strane, na primeru kompanije Hemofarm. Tako će sve zainteresovane strane moći da isprate šta se to dogodilo sa kompanijama, društvom i održivim razvojem u doba pre pandemije koronavirusa, tokom pandemije i nakon nje.

Motivacija Hemofarma da svoje izveštavanje posveti upravo ovim ciljevima je veoma jasna. Cilj 3 je i najvažniji cilj Hemofarma – da kroz svoju primarnu delatnost, razvoj svesti i kvalitetne, a dostupne proizvode potpomogne ostvarivanje dobrog zdravstvenog stanja ljudi, kao i razvoj zdravih životnih stilova i navika, uz blagostanje. Svetske statistike su pokazale razmere pandemije i o konkretnim brojkama nije zahvalno govoriti jer se one iz sata u sat menjaju. Ipak, podatak da ima oko 33 miliona obolelih, uz gotovo milion preminulih u svetu, uz preko 33 hiljade obolelih u Srbiji i gotovo hiljadu preminulih, najbolje svedoči da jak imunitet i očuvanje zdravlja postaju važniji nego ikada pre!

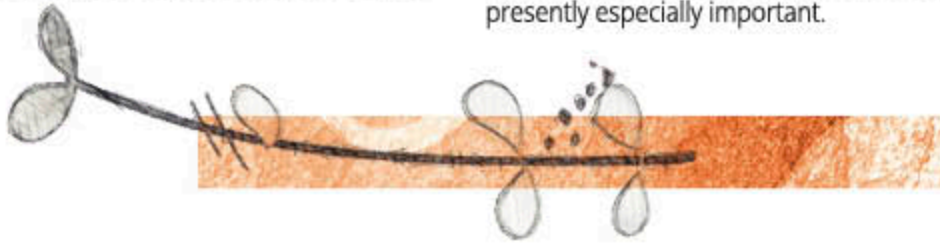
Kada je u pitanju edukacija, u svom najširem smislu, u skladu sa Ciljem 4, prognoze UNESCO-a su da je pandemija ugrozila preko 73% ukupne populacije onih koji nešto uče u ovom trenutku. Da li to znači da će nove generacije, objektivno sprečene da pohađaju programe formalnog i neformalnog obrazovanja, postajati sve manje stručne? Verovatno je odgovor potvrđan, barem dok se ne pronađe prava mera i balans modela onlajn edukacije. Tu sve više dobija na značaju proaktivno uključivanje kompanija poput Hemofarma, koji već ima različite programe podrške obrazovanju – od podrške konceptu dualnog obrazovanja kroz plaćene prakse u Hemofarmu, unapređene studentske programe i modele laboratorija na fakultetima, preko programa stipendija za učenike i studente, do mentorskog programa za najbolje studente i specijalizovanih poseta radi upoznavanja sa državnim, obrazovnim i ekonomskim sistemima vodećih zemalja EU.

Hemofarm dedicates its three Sustainable Development Reports for 2019, 2020 and 2021 to these goals. By monitoring the contribution to achieving these goals, a mini study of the correlation between sustainable development, economic performance and business results on the one hand and the surrounding society and everything it represents and what makes it on the other hand, will be presented, having Hemofarm as an example. In this way, all stakeholders will be able to track what was happening to companies, society and sustainable development in the time before, during and after the coronavirus pandemic.

Motivation of Hemofarm to dedicate its reporting to these goals is very clear. Goal 3 is the most important goal of Hemofarm – to help people to attain good health as well as develop healthy life styles and habits along with well-being, through its core activity, raising of awareness and high-quality and affordable products. Global statistics have shown the scale of the pandemic, and we should not mention any specific numbers, because they change from hour to hour. However, the data of around 33 million infected people, with almost a million deaths in the world, with over 33 thousand infected persons in Serbia and almost a thousand deaths, are the best evidence that strong immunity and preserving health are becoming more important than ever before!

When we speak about education, in its broadest sense, in line with the Goal 4, according to UNESCO the pandemic has threatened over 73% of the total population of those who are learning something at the moment. Does this mean that the new generations, objectively prevented from attending formal and non-formal education programs, will become increasingly less professional? The answer is probably yes, at least until the right measure and balance of the online educational model is found. Proactive involvement of companies such as Hemofarm is becoming more relevant, as it actually already has various programs to support education - from supporting the concept of dual education through paid internships at Hemofarm, improved study programs and laboratory models at faculties, through scholarship programs for students, to mentorship programs for the best students and special-purpose visits to get acquainted with the state, educational and economic systems of the leading EU countries.

Ravnopravnost žena i muškaraca bi trebalo da je odavno ispričana priča, ali realnost još uvek to demantuje. Zato cilj 5 i dalje ima suštinski značaj. U doba pandemije, pored ovog cilja, mnoge teme koje iz njega proizilaze dobile su na značaju. Jedna od takvih je i tema o položaju žena danas. Žene na svojim ramenima nose blagostanje zemalja i trenutno rade danonoćno, držeći društva zajedno, kroz zdravstvenu zaštitu, brigu o majkama, brigu o starijima, onlajn nastavu, brigu o deci, u apotekama, u prehrambenim prodavnicama i kao socijalne radnice. To se ne sme zanemariti! Naprotiv! Kada se uzme u obzir da žene predstavljaju većinu zaposlenih u Hemofarmu, osetljivost diverziteta njihovih životnih i poslovnih uloga još više dobija na značaju i kompanija mora da uzme u obzir da su sve kolegice u isto vreme i brižne majke, i supruge ili ćerke, te ujedno i stub savremene porodice. Zato je briga o njima danas posebno važna.



Jedan od najefikasnijih načina usporavanja prenosa koronavirusa je pranje ruku. Međutim, to osnovno pravo još uvek u svetu nema gotovo tri milijarde ljudi, pre svega u svojim domovima. Budući da je pristup vodi, uz elementarne sanitarne uslove, jedan od prvih stubova prevencije širenja pandemije koronavirusa, cilj 6 u novonastalim okolnostima ima poseban značaj. Kompanije poput Hemofarma ovom cilju u maloj meri mogu direktno da doprinesu, ali kroz svoj indirektni doprinos prave suštinski pomak u ostvarivanju veće dostupnosti vode stanovništvu. Jedan od najboljih primera je smanjenje utroška vode u proizvodnji u Hemofarmu, kao i težnja opštoj vodenoj neutralnosti (koliko se vode zahvati, toliko se i vrati u okruženje). Tome dodatno doprinosi činjenica da Hemofarm poseduje sopstvene reni bunare iz kojih crpi vodu, čime ne opterećuje sistem javnog vodovoda, a poseduje i sopstvene primarne prečištače otpadnih voda, bez obzira koliko farmaceutska industrija bila „bela“ grana i minimalni generator otpada.

Equality between women and men should be the matter which was clarified a long time ago, but the reality is still different. That's why the Goal 5 is still of key significance. At the time of the pandemic, in addition to this goal, essentially, many of the topics arising from it gained in importance. One of these is the topic of the position of women nowadays. Women carry the well-being of countries on their shoulders and currently work day and night, keeping societies together, through health care, maternal care, care for the elderly, online classes, child care, in pharmacies, grocery stores and as social workers. This should not be neglected! On the contrary! Considering that women represent the majority of Hemofarm employees, the sensitivity of the diversity of their life and business roles becomes even more important and the company must take into account that all female colleagues are at the same time caring mothers and wives or daughters, and also a pillar of the modern family. That is why taking care of them is presently especially important.

One of the most efficient ways to slow down the transmission of coronavirus is washing hands. However, almost three billion people are still deprived of this elementary right, primarily in their homes. Since the access to water and elementary sanitation is one of the first pillars of preventing the coronavirus spreading, the Goal 6 has a special importance in these new circumstances. The direct contribution of companies like Hemofarm to this goal is small, but through their indirect contribution, they make an essential progress in accomplishing higher degree of accessibility of water to the population. One of the best examples is the reduction of water consumption in production in Hemofarm, as well as aspiring to general water neutrality (the amount of water taken is returned to the environment). This is further enhanced by the fact that Hemofarm has its own Ranney wells from which it takes water, which does not burden the public water supply system, and it has its own primary wastewater treatment plants, in spite of the fact that the pharmaceutical industry is considered a 'white-collar industry' and that it generates minimal amount of waste.



Prema procenama Međunarodne organizacije rada (International Labour Organization – ILO) na početku pandemije – 25 miliona ljudi će ostati bez posla usled posledica pandemije. U međuvremenu, taj broj je u praksi utrostručen, dok je svako drugo od 5 radnih mesta u SAD izgubljeno. Globalna radna snaga, kao i privreda pre svega, duboko su pogođene pandemijom. Zemlje bi trebalo da garantuju barem osnovni nivo socijalne sigurnosti svima i da što pre omoguće odgovarajući nivo zaštite što većem broju ljudi. Priključujući se tim naporima, Hemofarm i STADA Grupa nastoje da sačuvaju svako pojedinačno radno mesto, upravo ističući suštinski značaj cilja 8 u novonastalim okolnostima.

U krizama, najugroženiji, uključujući žene i decu, osobe sa invaliditetom, marginalizovane i raseljene, plaćaju najveću cenu. Doprinos smanjivanju nejednakosti, za koji se zalaže cilj 10, ostaje jedan od zadataka Hemofarma, barem što se tiče zdravlja i prevencije ili izlječenja bolesti – jer je Hemofarm pouzdan partner čija je misija zdravlje ljudi!

Mir, pravda i jake institucije srž su opstanka svakog društva, čemu teži cilj 16. Ovaj cilj je zapravo pronalaženje načina da se osigura da svi žive u mirnom društvu. Generalni sekretar UN hitno je apelovao na trenutni globalni prekid vatre u svim krajevima sveta i na ujedinjene međunarodne napore u borbi protiv pandemije koja hara svetom. „Bes virusa ilustruje glupost rata“, rekao je on na virtualnoj konferenciji za štampu, dodajući da je „vreme da oružani sukob zaustavimo i usredsredimo se na istinsku borbu naših života.“ Podrška Hemofarma lokalnim institucijama, a pre svega unapređenju infrastrukture ustanova javnog zdravlja, predstavlja dobar primer ključnog partnerstva javnog i privatnog sektora u cilju unapređenja uslova i kvaliteta života civilnog društva kroz dostupnije lečenje i unapređenje opšteg zdravlja nacije, što je u skladu i sa misijom Hemofarma i sa suštinskim postulatima za koje se zalaže sam održivi razvoj kao oblast.

According to estimates of the International Labour Organization (ILO) at the beginning of the pandemic - 25 million people will lose their jobs due to the consequences of the pandemic. In the meantime, that number has tripled in practice, while every second out of 5 jobs in the United States has been lost. The global workforce, as well as the economy above all, are deeply affected by the pandemic. Countries should guarantee at least a basic level of social security for all and provide an adequate level of protection to as many people as possible. By joining these efforts, Hemofarm and the STADA Group strive to preserve each individual job, emphasizing the essential importance of the Goal 8 in the new circumstances.

In crises, the most vulnerable, including women and children, people with disabilities, the marginalized and the displaced people, pay the highest price. Contributing to the reduction of inequality, which is what the Goal 10 strives for, remains one of the tasks of Hemofarm, at least in terms of health and prevention or cure of diseases - because Hemofarm is a reliable partner whose mission is the health of people!

Peace, justice and strong institutions are at the heart of the survival of any society, which is what the Goal 16 strives for. This goal is actually about finding a way to ensure that everyone lives in a peaceful society. The UN Secretary General urgently appealed for an immediate global ceasefire in all corners of the world and for uniting international efforts in the fight against the pandemic that is ravaging the world. 'The fury of the virus illustrates the folly of the war,' he said at a virtual press conference, adding that 'it is time to put the armed conflict on lockdown and focus together on the true fight of our lives'. Hemofarm's support to local institutions, and primarily to the improvement of infrastructure of public healthcare institutions is a good example of a key partnership between the public and private sectors in order to improve the conditions and quality of life of civil society through more accessible treatment and improvement of general health of the nation, which is in line with the mission of Hemofarm and the essential postulates of sustainable development itself.



Iako strateški Hemofarm i STADA ostaju posvećeni suštinskoj vezi korporativnih vrednosti i odabranih strateških ciljeva održivog razvoja, u novonastalim okolnostima, dok se svet bori sa pandemijom, kompanija privremeno stavlja svoje vrednosti u funkciju te borbe.

Trenutna usmerenost korporativnih vrednosti na ispunjenje SDG u kontekstu prevencije pandemije koronavirusa

Although Hemofarm and STADA remain strategically committed to the essential link between corporate values and selected strategic sustainable development goals, in the new circumstances, as the world struggles with the pandemic, the company temporarily puts its values at the service of that struggle.

Current focus of corporate values on achievement of SDGs in the context of prevention of coronavirus pandemic

AGILITY

trenutni doprinos postizanju ciljeva 5 i 6,

current contribution to achieving the Goals 5 and 6,

ENTREPRENEURSHIP

trenutni doprinos postizanju ciljeva 8 i 10,

current contribution to achieving the Goals 8 and 10,

INTEGRITY

trenutni doprinos postizanju ciljeva 3 i 4,

current contribution to achieving the Goals 3 and 4,

ONE STADA

trenutni doprinos postizanju ciljeva 3 i 4,

current contribution to achieving the Goals 3 and 4,

To praktično znači da su Hemofarm i STADA sve svoje održive uspehe i kompetencije, kao i svi odgovorni lideri, stavili u funkciju očuvanja globalnog zdravlja. Ciljevi koji su kontinuirano povezani sa korporativnim vrednostima, takođe su privremeno stavljeni u funkciju doprinosa razvoju globalnog društva i sprečavanju širenja pandemije.

Rodna ravnopravnost (Cilj 5), koja se u Hemofarmu ostvaruje kroz jednak tretman žena i muškaraca, kao i smanjenje nejednakosti (Cilj 10), putem kvalitetnih, a dostupnih farmaceutskih proizvoda i kroz brojne CSR aktivnosti, već su uveliko postali neraskidivi deo sveukupnog ponašanja i delovanja u svim poslovnim aktivnostima kompanije. Zato će ovi aspekti biti posredno obrađeni u okviru izveštavanja o napretku u održivom razvoju kroz ostale navedene ciljeve i materijalne teme.

This practically means that Hemofarm and STADA, as all other responsible leaders, have engaged all their sustainable successes and competences in the preservation of the global health. The goals, which remain continuously connected with the corporate values, have also been temporarily put at the service of contribution to the development of the global society and prevention of pandemic spreading.

Gender equality (Goal 5), implemented in Hemofarm through equal treatment of men and woman, as well as Reduced inequalities (Goal 10), pursued by providing quality and affordable pharmaceutical products, and performing numerous CSR activities, have already become, in many ways, an inseparable part of the overall attitude and approach in all business activities of the company. That is why these aspects will be indirectly addressed within the reporting on sustainability progress through other indicated goals and materiality topics.

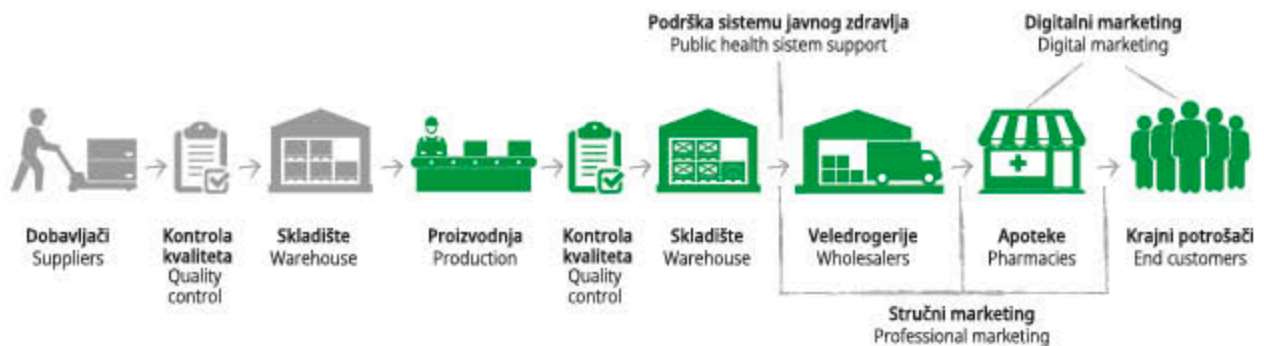






Cilj 3: Dobro zdravlje i blagostanje

Goal 3: Good health and well-being





103-1	103-2	103-3
204-1		
301-1	301-2	301-3
416-1	416-2	
417-1	417-2	417-3

Posvećenost doprinosu ostvarivanja Agende 2030 UN, Hemofarm potvrđuje i kroz vezu svojih korporativnih ključnih vrednosti sa ciljevima održivog razvoja. INTEGRITY pruža osnovu poverenja u sve učesnike određenog dijaloga, bez obzira na temu, a značaj ove vrednosti višestruko raste kada je reč o zdravlju ljudi i prevenciji bolesti. Upravo zato, kao partner od poverenja koji brine o zdravlju ljudi, Hemofarm svesrdno nudi sva svoja znanja, iskustva i kompetentnost u okviru svoje delatnosti kako bi dao pun doprinos ispunjavanju Cilja broj 3 održivog razvoja, tj. ostvarivanju dobrog zdravlja i blagostanja za sve ljude na svetu. Značaj ovakvog doprinosa je suštinski važan zato što su upravo dobro zdravlje i blagostanje među ključnim aspektima opstanka društva i preduslov njegovog daljeg razvoja. Shodno tome, Hemofarm ovom cilju pristupa i mnogo šire nego što to delatnost kompanije podrazumeva.

Posvećenost cilju 3 postao je deo suštinskih napora Hemofarma da doprinese boljem društvu i okruženju. Zato je cilj 3 najvažniji cilj Hemofarma – da kroz svoju primarnu delatnost, razvoj svesti i kvalitetne, a dostupne proizvode potpomogne ostvarivanje dobrog zdravstvenog stanja ljudi, kao i razvoj zdravih životnih stilova i navika, uz blagostanje. Svetske statistike su pokazale razmere pandemije i o konkretnim brojkama nije zahvalno govoriti, jer se one iz sata u sat menjaju. Ipak, podatak od oko 62 miliona obolelih, uz više od 1,5 miliona preminulih u svetu, uz oko 150 hiljada obolelih u Srbiji i više od hiljadu preminuli, najbolje svedoče da jak imunitet i očuvanje zdravlja postaju važniji nego ikada pre!

Hemofarm acknowledges the commitment to achieving the UN 2030 Agenda also through the link between its core corporate values and sustainable development goals. INTEGRITY provides a basis of trust in all the participants of a particular dialogue, regardless of the topic, and the importance of this value grows multiple times when it comes to people's health and disease prevention. Precisely because of that, as a trusted partner caring for people's health, Hemofarm wholeheartedly offers its entire knowledge, experience and competence within the activity it performs to fully contribute to the fulfilment of the Sustainable Development Goal 3, i.e. achievement of good health and well-being for all people in the world. Such a contribution is essential, as the good health and well-being are some of the key aspects of the survival of society and a precondition for its further development. That is why Hemofarm takes a much wider approach to this goal than the company's activity implies.

The commitment to Goal 3 has become a part of Hemofarm's essential efforts to contribute to a better society and environment. That is why Goal 3 is the most important goal of Hemofarm – to help people to attain good health as well as develop healthy life styles and habits along with well-being, through its core activity, raising of awareness and high-quality and affordable products. Global statistics have shown the scale of the pandemic, and we should not mention any specific numbers, because they change from hour to hour. However, the data of around 33 million infected people, with almost a million deaths in the world, with over 33 thousand infected persons in Serbia and almost a thousand deaths, are the best evidence that strong immunity and preserving health are becoming more important than ever before!

Radi sagledavanja performansi sa kojima je kompanija dočekala pandemiju koronavirusa, u širem smislu, u ovom poglavlju će kroz prikaz ostvarenih poslovnih rezultata Hemofarma⁹ biti predstavljene sledeće materijalne teme: Unapređenje i optimizacija portfolija i razvoj i registracija novih proizvoda koji su savremeni, komforni i pouzdani, Ostvarivanje kvaliteta i bezbednosti proizvoda prema farmaceutskim standardima, Pouzdane sirovine od potvrđenih dobavljača i Brzo reagovanje na tržišne promene i izazove.

In order to review the company's performance at the onset of the coronavirus pandemic, in a broader sense, the following materiality topics will be presented in this chapter through an overview of achieved business results of Hemofarm⁹: Portfolio improvement and optimization and development and registration of new products that are contemporary, comfortable and reliable, Achieving product quality and safety in line with pharmaceutical standards, Reliable raw materials from approved suppliers and Agile response to market changes & challenges.

Sadržaj:

- **POUZDANE SIROVINE OD POTVRĐENIH DOBAVLJAČA – OSNOVA KVALITETNE PROIZVODNJE**
- **KVALITET U SVAKOM PROCESNOM KORAKU**
 - Istraživanje i razvoj – stub unapređenja palete proizvoda
 - Sektor razvoja
 - Sektor regulatornih poslova
 - Sektor medicinskih poslova
- **EFIKASNA PROIZVODNJA I SNAŽNE TEHNOLOŠKE KOMPETENCE – PREDUSLOVI BRZOG REAGOVANJA NA DINAMIČNO TRŽIŠTE**

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- **RELIABLE RAW MATERIALS FROM APPROVED SUPPLIERS – THE BASIS OF QUALITY PRODUCTION**
- **QUALITY IN EACH PROCESS STEP**
 - Research & Development – the pillar of product portfolio improvement
 - Development Division
 - Regulatory Affairs Division
 - Medical Affairs Division
- **EFFICIENT PRODUCTION AND STRONG TECHNOLOGICAL COMPETENCIES – PREREQUISITES FOR FAST RESPONDING TO DYNAMIC MARKET**

⁹ Redosled prikaza poglavlja i sadržaja odgovara hronološkom redosledu procesa nastanka i proizvodnje farmaceutskih proizvoda u skladu sa delatnošću kompanije.

⁹ The order of presentation of chapters and contents corresponds to the chronological order of the process of creation and production of pharmaceutical products in accordance with the company activity.

POUZDANE SIROVINE OD POTVRĐENIH DOBAVLJAČA - OSNOVA KVALITETNE PROIZVODNJE

RELIABLE RAW MATERIALS FROM APPROVED SUPPLIERS - THE BASIS OF QUALITY PRODUCTION

Nabavka dobija sve veći značaj u lancu proizvodnje farmaceutskih proizvoda, ne samo zbog brzine i kvaliteta kao ključnih imenitelja, već i zbog limitiranosti dostupnosti sirovina¹⁰, koja će doći do punog izražaja sa pojavom pandemije koronavirusa. Hemofarmove imperativne, uz agilnost, kada je nabavka u pitanju predstavljaju kvalitet i jednake šanse u tretiranju dobavljača, bez obzira na teritorijalnu pripadnost¹¹. Radi osnaživanja domaće ekonomije, Hemofarm uvek nastoji da prvo pronađe dobavljače proizvoda i usluga u Srbiji. Udeo domaćih dobavljača iznosi oko 88%, prvenstveno u domenu pruženih usluga. Ako se uzme u obzir ukupan rast proizvodnje i nabavke, onda se zastupljenost domaćih dobavljača može posmatrati kao jednaka obimu iz 2018. godine.

Purchasing is increasingly gaining in importance in the pharmaceutical supply chain, for the sake of not only responsiveness and quality as the key qualifiers, but also the limited availability of raw materials¹⁰, which has come fully to the fore with the outbreak of the coronavirus pandemic. Along with agility, Hemofarm's imperatives, when it comes to purchasing, are quality and equal chances in the treatment of suppliers, regardless of territorial location¹¹. In order to reinforce the local economy, Hemofarm always strives to find suppliers of products and services primarily in Serbia. The share of local suppliers accounts for approximately 88%, primarily in the field of provided services. If the total growth of production and purchasing is taken into account, then the share of local suppliers can be considered equal to the volume achieved in 2018.

Grupa materijala Group of materials	Domaće tržište (%) (2018) Domestic market (%) (2018)	Ino tržište (%) (2018) Foreign market (%) (2018)	Ukupno učešće (%) (2018) Total share (%) (2018)	Domaće tržište (%) (2019) Domestic market (%) (2019)	Ino tržište (%) (2019) Foreign market (%) (2019)	Ukupno učešće (%) (2019) Total share (%) (2019)
Sirovine Raw materials	4	96	49	4	96	54
Ambalaža Packaging materials	38	62	19	36	64	17
In bulk i GP in-bulk and finished product	2	98	6	2	98	9
Usluge Services	94	6	12	88	12	20

¹⁰ Mali broj pouzdanih dobavljača, geografski skoncentrisanih u određene zone u svetu (uglavnom Daleki istok), uz složene procedure, poput nabavke psihoaktivnih kontrolisanih supstanci sa posebnim protokolima nabavke.

¹⁰ A small number of reliable suppliers, geographically located in certain areas of the world (mostly in the Far East), with complex procedures, such as purchasing of psychoactive controlled substances subject to special purchasing protocols.

¹¹ Opšti uslovi poslovanja i nabavke dostupni su na web-sajtu Hemofarma, a na svakoj porudžbenici je i link ka njima, čime se ostvaruju fer i transparentni poslovni odnosi: <http://www.hemofarm.com/Binary/40471/Opsti-uslovi-poslovanja-Nabavka-robe-i-usluga.pdf>

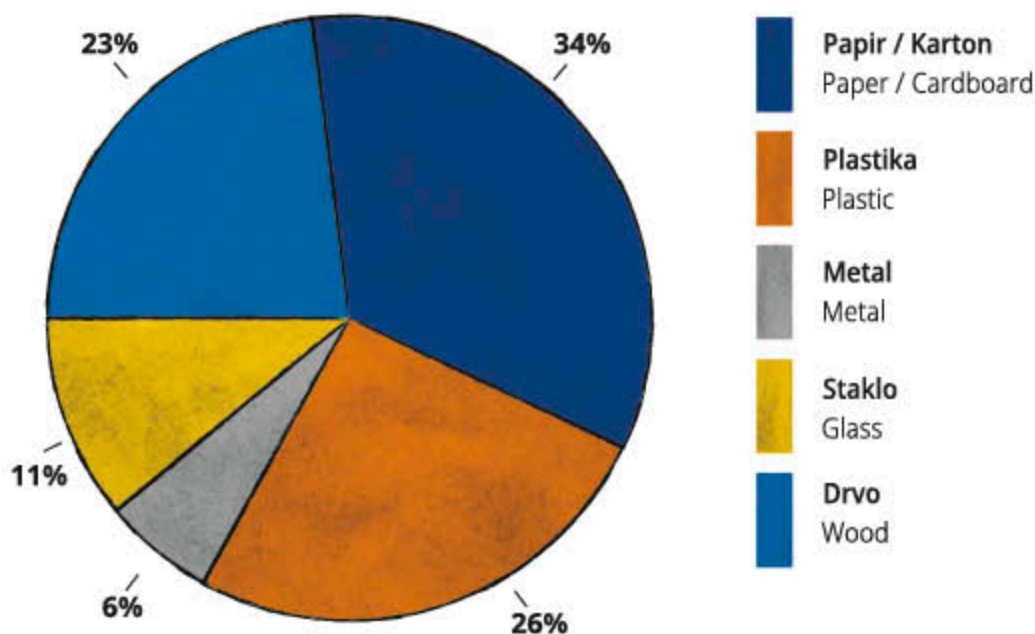
¹¹ General business and purchase terms and conditions are available on Hemofarm's website, and each purchase order contains a link to these terms, which makes business relationships fair and transparent: <http://www.hemofarm.com/Binary/40471/Opsti-uslovi-poslovanja-Nabavka-robe-i-usluga.pdf>

Kada su u pitanju investicije, Hemofarm je u 2019. izdvojio ukupno 26,7 miliona evra mahom za novu proizvodnu opremu i inovativne mašine, kao i dalji razvoj inovativne tehnologije, u cilju dodatnih unapređenja, povećanja i optimizacija procesa proizvodnje. Od akvizicije Hemofarma (2006) do danas, ukupno je investirano oko 296 miliona evra u razvoj poslovanja.

Kada se posmatra nabavka sirovina koja uključuje aktivne (API) i pomoćne (EXC) sirovine, ukupna količina iznosi oko 5,6 hiljada tona (5,5 hiljada tona u 2018). Materijali za pakovanje koji su bili predmet nabavke u 2019. obuhvataju papirnu ambalaža sa oko 3.100 tona, plastičnu ambalažu sa oko 2.500 tona, drvenu ambalažu sa oko 2.000 tona, staklenu ambalažu sa približno 1.000 tona, metalnu ambalažu sa oko 500 tona, što ukupno iznosi oko 9.135 tona.

When it comes to investments, Hemofarm earmarked EUR 26.7 million in total, in 2019, mostly for new production equipment and state-of-the-art machines, as well as further development of innovative technology in order to further improve, increase and optimize the production processes. Since the acquisition of Hemofarm (2006) to date, the total investments in business development have amounted to approximately EUR 296 million.

When the purchase of raw materials including active pharmaceutical ingredients (API) and excipients (EXC) is reviewed, the total quantity amounts to approximately 5.6 thousand tons (5.5 thousand tons in 2018). Packaging materials, which were the subject of purchasing in 2019, include paper packaging materials amounting to approximately 3,100 tons, plastic packaging materials approximately 2,500 tons, wooden packaging materials approximately 2,000 tons, glass packaging materials approximately 1,000 tons, metal packaging materials approximately 500 tons, amounting to approximately 9,135 tons, in total.



Kategorija nabavke u 2019., u % (kg); papir/karton; plastika, metal, staklo, drvo
Purchase categories in 2019, in %, (kg); paper/cardboard; plastic; metal; glass; wood

Od ukupne količine osnovnih kutija za pakovanje gotovih proizvoda učešće recikliranih osnovnih kutija je 82% ili 784,8 tona (80% u 2018). To praktično znači da je oko 230 miliona pakovanja gotovih proizvoda bilo spakovano u recikliranu ambalažu, ili čak 30 miliona više u odnosu na 2018. godinu.

Out of the total quantity of cartons for packaging of finished products, the share of recycled cartons accounted for 82% or 784.8 tons (80% in 2018). It practically means that approximately 230 million of finished product packs were packed in recycled packaging material, or by as many as 30 million more compared to 2018.

Kategorija Category	2017. (%)	2018. (%)	2019. (%)
Sirovine Raw materials	38	38	39
Staklena ambalaža Glass packaging material	7	7	7
Papirna ambalaža Paper packaging material	21	18	18
Drvena ambalaža Wood packaging material	15	14	15
Metalna ambalaža Metal packaging material	4	3	3
Plastična ambalaža Plastic packaging material	15	20	18

Transparentnost je još jedna od ključnih odlika Hemofarmove nabavke, a svim dobavljačima je jasno predočen zahtevani kvalitet u skladu sa farmaceutskim standardima, kao i očekivanje da ponude proizvode i usluge po prihvatljivoj ceni, ispune planirane rokove, pruže adekvatnu podršku, servis i korisne informacije. Odgovorno upravljanje procesom nabavke, osim što omogućava Hemofarmu aktivno učešće u smanjivanju uticaja na okolinu, podrazumeva i evaluaciju i praćenje solventnosti, poslovnosti i poštovanja prava zaposlenih od procesa procene potencijalnih dobavljača¹², pa do započinjanja i održavanja saradnje.

Transparency is another key feature of Hemofarm's purchasing, and the quality requirements in accordance with pharmaceutical standards are clearly communicated to all suppliers, as well as the expectation that they should offer products and services at an affordable price, meet planned deadlines, provide adequate support, service and useful information. In addition to enabling Hemofarm to actively participate in reducing the impact on the environment, responsible purchase process management includes also evaluating and monitoring the financial standing, business efficiency, and respecting the employees' rights from the assessment process of possible suppliers¹² to initiating and maintaining cooperation.

¹² Svi novi dobavljači obavezni su da popune i BSCI (Business Social Compliance Initiative) upitnik, čime se procenjuje društveno-socijalna usaglašenost njihovog poslovanja. Ukoliko dobavljač nije adekvatno usaglasio svoje poslovanje i poslovnu kulturu sa održivim vrednostima, Hemofarm zadržava pravo da prekine saradnju.

¹² All new suppliers are obliged to fill out also BSCI (Business Social Compliance Initiative) questionnaire, which is used for evaluation of the social compliance of their business operations. If a supplier has failed to adequately align its business operations and business culture with sustainable values, Hemofarm reserves the right to terminate the cooperation with the relevant supplier.

Tokom 2019. nastavljena je i kontinuirana optimizacija Sektora nabavke, kroz njenu dalju centralizaciju na nivou STADA Grupe, baziranu na implementaciji globalnih poslovnih modela, digitalizaciji i projektnom menadžmentu¹³. U toku 2019 godine započeta je saradnja i sa dva nova domaća proizvođača kao odobrenim dobavljačima za tamper evident etikete po strogim zahtevima FMD (Falsified Medicines Directive).

Kada su u pitanju CRC zatvarači, nastavljeno je konstantno smanjenje upotrebe plastike kao polazne sirovine za sve zatvarače ove vrste (i do oko 30%), bez narušavanja kvaliteta i bezbednosti proizvoda. Poseban fokus je bio na nastavku studija izvodljivosti i opravdanosti uvođenja ovakvih zatvarača u Thornton & Ross, proizvodni pogon STADA Grupe u Velikoj Britaniji, za brend kućnih dezinficijensa Zoflora, čiji će se proizvodi uskoro naći i na tržištu Srbije.

During 2019, the continuous optimization of Purchasing Division continued, through its further centralization at the level of STADA Group on the basis of the implementation of global business models, digitalization and project management¹³. Cooperation with two new domestic manufacturers as approved suppliers for tamper evident labels in accordance with the strict Falsified Medicines Directive (FMD) requirements began during 2019.

When it comes to CRC closures, an ongoing reduction of the use of plastic as a starting raw material for all closures of this type (up to approximately 30%) has continued, without affecting the quality and safety of products. The special focus was placed on the follow-up studies of feasibility and justifiability of introduction of such closures in Thornton&Ross, a production plant of STADA Group in Great Britain, for Zoflora brand of household disinfectants, which will soon be available in the Serbian market.



¹³ Hemofarm izvozi veći deo svog proizvedenog portfolija i dodatna olakšanja za brz i efikasan transport predstavljaju pojednostavljene carinske procedure zahvaljujući statusu ovlašćenog privrednog subjekta tipa F, koji je dodeljen od strane Uprave carine. Bržim i jednostavnijim procedurama carinjenja ubrzava se plasman proizvoda, povećava konkurentnost i poslovanje čini efikasnijim, a Hemofarm stabilnim spoljnotrgovinskim partnerom.

¹³ Hemofarm exports the majority of its product portfolio, and fast and efficient transportation is additionally facilitated by the simplified customs clearance procedures owing to the status of an authorized economic operator type F, granted by the Customs Administration. Faster and simpler customs clearance procedures speed up the product sales, increase competitiveness, making operations more efficient and Hemofarm a stable foreign trade partner.

KVALITET U SVAKOM PROCESNOM KORAKU

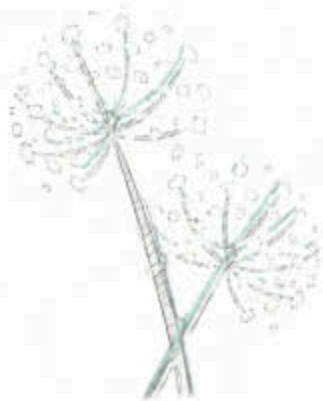
QUALITY IN EACH PROCESS STEP

Korporativna vrednost Integrity ujedno je i jedna od ključnih vrednosti Klastera za Jugoistočnu Evropu (Klaster JIE) koji se iskazuje stalnim usklađivanjem i unapređenjem sistema menadžmenta kvalitetom u skladu sa smernicama Dobre proizvođačke prakse (GMP), zahtevima ISO standarda i smernicama koje se odnose na proizvodnju i promet lekova i medicinskih sredstava. Prioritet zaposlenih jeste rad na unapređivanju zdravlja korisnika proizvoda i poboljšanju njihovog kvaliteta života. Neprestano se traga za novim načinima unapređivanja veština i znanja kako bi se kroz razvoj zaposlenih razvijao i sistem kvaliteta.

U toku 2019. uspostavljena je nova organizaciona struktura, koja je omogućila transparentniju komunikaciju na svim nivoima u okviru Klastera JIE i STADA Grupe, što je povećalo i funkcionalnost celokupnog Sistema. Kvalitet Klastera JIE obuhvata sve aktivnosti obezbeđenja kvaliteta i kontrole kvaliteta. Kvalitet Klastera JIE organizovan je u okviru pet proizvodnih lokacija (Vršac i Dubovac, Centar za pakovanje, Šabac, Banja Luka i Podgorica) i Centralizovanih funkcija kvaliteta, sa organizacionim jedinicama i operativom na nižim nivoima. Uspešna implementacija organizacionih promena je podržana od strane ljudskih resursa, uz organizaciju niza obuka za osnaživanje liderskih osobina ključnih zaposlenih i upravljanje promenama.

The corporate value Integrity is at the same time one of the key values of the Southeast Europe (SEE) Cluster, which is expressed by constant harmonization and improvement of the quality management system in accordance with the guidelines of Good Manufacturing Practice (GMP), requirements of ISO standards and guidelines pertaining to production and sales of medicines and medical devices. The priority of employees is to work on improving the health of product consumers and improving their quality of life. New ways of improving skills and knowledge are constantly being sought in order to develop a quality system through employee development.

During 2019, a new organizational structure was established that enabled more transparent communication at all levels within SEE Cluster and STADA Group, which increased the functionality of the entire System. The SEE Cluster Quality includes all quality assurance and quality control activities. The SEE Cluster Quality is organized within five production sites (Vršac and Dubovac, Packaging Centre, Šabac, Banja Luka and Podgorica) and Centralized Quality Functions, with organizational units and operations at lower levels. Successful implementation of organizational changes is supported by Human Resources by organization of a series of trainings to strengthen the leadership qualities of key employees and change management.



Godinu 2019. obeležile su brojne aktivnosti zaposlenih na različitim poljima, a konstantno se radilo i na podizanju svesti o bezbednosti i zdravlju na radu, obukama i Gemba šetnjama, ali i praćenju korektivnih mera proisteklih iz prijavljenih near miss-eva zaposlenih. Obuka novih zaposlenih i njihova uspešna integracija u sistem kvaliteta, obuke za upotrebu novih tehnika na različitim lokacijama u okviru Klastera Jugoistočne Evrope samo su neke od aktivnosti jačanja timova i primer One STADA vrednosti. Potencijal elektronskih sistema za unapređenje procesa kvaliteta, smanjenje potrebe za papirnom dokumentacijom i manuelnim radom, obezbeđenje transparentnosti i usaglašenosti sa GMP zahtevima prepoznat je od strane STADA Grupe i inicirani su brojni projekti. Članovi tima iz Kvaliteta Klastera JIE dali su značajan doprinos globalnim projektima:

- **Global ePP** (electronic Packaging Process) – aktivno učešće u optimizaciji u delu kontrole izmena grafičkih rešenja za pakovani materijal na nivou STADA Grupe;
- **eQMS** (Electronic Quality Management System) – uspostavljanje i upotreba modula za elektronsko upravljanje odstupanjima, korektivnim i preventivnim merama (CAPA), upravljanje istragama rezultata van specifikacije u laboratoriji, reklamacija kupaca i neusaglašenim materijalima;
- **LIMS** (Laboratory Information Management System) – rešenje LIMS softvera kreirano u Hemofarmu, poslužilo kao nacrt za implementaciju novog sistema za upravljanje procesima u Kvalitetu na nivou cele STADA Grupe. Svodi se na originalnu integraciju više softverskih rešenja u jedan celovit sistem radi agilnog i preciznog praćenja laboratorijskih aktivnosti i ispitivanja.

The year 2019 was marked by numerous activities of employees in various fields, and constant work was done on raising awareness about occupational safety and health, trainings and Gemba walks, but also on monitoring corrective actions arising from reported employees' near miss incidents. Training of new employees and their successful integration into the quality system, training for the use of new techniques in different sites within the SEE Cluster are just some of the activities to strengthen teams and an example of One STADA value. The potential of electronic systems for improvement of the quality process, reduction of the need for paper documentation and manual work, ensuring transparency and compliance with the GMP requirements has been recognized by the STADA group and numerous projects have been initiated. Team members from the SEE Cluster Quality have made significant contributions to global projects:

- **Global ePP** (electronic Packaging Process) - active participation in optimization in the part of change control of artwork for packaging material at the level of STADA Group;
- **eQMS** (electronic Quality Management System) - establishing and using modules for electronic management of deviations, corrective and preventive actions (CAPA), management of investigations of OOS results in the laboratory, customer complaints and non-complying materials;
- **LIMS** (Laboratory Information Management System) - LIMS software solution created at Hemofarm has served as blueprint for implementation of a new system for process management in Quality at the level of entire STADA Group. It is basically an original integration of several software solutions into one complete system for agile and precise monitoring of laboratory activities and testing.

Predstavnici Kvaliteta i Operacija svih Klastera na najbolji način demonstrirali su vrednosti kompanije One STADA i Integrity, uz Agility koja je već deo poslovne DNK ovog Sektora. Definisane su globalne, harmonizovane procedure i definisani parametri i indikatori upravljanja procesa primenjivi u celoj STADA Grupi. Samo neki od rezultata su:

- **Gemini Matrix** – nastavljene su aktivnosti na uvođenju softvera za upravljanje studijama stabilnosti radi optimizacije procesa tokom vođenja studija stabilnosti u čitavom Klasteru. Jednostavnim povlačenjem unetih podataka iz matične baze, dobijaju se automatski generisani izveštaji. Softver omogućava trending za grafički prikaz rezultata, kao i Shelf life prediction za predviđanje roka trajanja proizvoda na osnovu statističke obrade podataka.
- **31** uspešno sprovedena inspekcija od domaćih i stranih regulatornih tela.
- Sprovedena je resertifikacija za ISO 9001 standard i sertifikacija za EU CE znak za medicinsko sredstvo (EN ISO 13485, EU Directive 93/42/EEC) od strane ISO notifikacionih tela. Ovaj projekat otvorio je nove mogućnost za proizvodnju medicinskih sredstava i proširenje palete proizvoda.
- Instaliran i kvalifikovan izolator za Mikrobiološku laboratoriju, što predstavlja state of the art uslove za izvođenje testa sterilnosti u kojima je višestruko smanjena mogućnost radne kontaminacije.
- Odobrena je investicija za nabavku aparata za identifikaciju mikroorganizama baziranog na masenoj spektrometriji. Benefiti su u pravcu veće baze mikroorganizama, unapređenju performansi procesa, pojednostavljenju pripreme uzoraka i skraćanju vremena za dobijanje rezultata, smanjenju troškova identifikacije i troškova za slanje uzoraka u eksternu laboratoriju.
- Uveden je veliki broj metoda za testiranje novih proizvoda u laboratorijama Hemofarma. Transferisani su novi proizvodi i tehnologije (site-to-site transferi kao i transferi iz razvoja Hemofarma), u čemu je Kvalitet imao značajnu ulogu.

Representatives of Quality and Operations of all Clusters demonstrated the company values One STADA and Integrity in the best way, along with Agility, which is already a part of the business DNA of this Division. Global, harmonized procedures have been defined as well as process management parameters and indicators applicable throughout STADA group.

- **Gemini Matrix** - activities on the introduction of stability study management software were continued, in order to optimize the process during the conduct of stability studies throughout the Cluster. By simply retrieving the entered data from the master database, automatically generated reports are obtained. The software enables trending for graphical display of results, as well as Shelf life prediction for predicting the shelf life of products based on statistical data processing.
- **31** successfully conducted inspection by local and international regulatory authorities.
- Recertification for ISO 9001 standard and certification for the EU CE mark for medical device (EN ISO 13485, EU Directive 93/42/EEC) have been carried out by the ISO notification authorities. This project opened up new possibilities for production of medical devices and expanding of product range.
- Isolator was installed and qualified for microbiological laboratory, creating state of the art conditions for performing sterility test with significantly reduced possibility of work contamination.
- The investment for the procurement of a device for the identification of microorganisms based on mass spectrometry has been approved. The benefits include a larger database of microorganisms, improving process performance, simplifying sample preparation and shortening the time to obtain results, reducing the cost of identification and the cost of sending samples to an external laboratory.
- Many methods have been introduced for testing new products in Hemofarm laboratories. New products and technologies were transferred (site to site transfers as well as transfers from the development of Hemofarm), in which Quality played a significant role.

- Implementiran projekat za upravljanje performansama procesa (performance management) koji je rezultirao većom efikasnošću internih QA/QC procesa. Uspostavljena metrika u Kvalitetu Klastera JIE bila je polazna osnova za definisanje Globalne metrike primenjive u STADA Grupi, uz promociju i uspešnu obuku ključnog osoblja Kvaliteta sajtova iz Argentine, Vijetnama, Nemačke i Rusije.
- Uveden je koncept „Quality on the shop floor“ koji podrazumeva konstantno prisustvo specijalista kvaliteta u proizvodnim pogonima i laboratorijama Kontrole kvaliteta. Ovakva organizacija je omogućila bržu detekciju i otklanjanje uzroka odstupanja kao i kontinuiranu obuku zaposlenih. Specijalisti pružaju podršku u pripremama za inspekcije, inicijativama za unapređenja i njihovoj realizaciji.
- U svakodnevnom radu timova primenjuje se proaktivan pristup, analiziraju se procesi i kontinuirano unapređuju kroz ideje zaposlenih. Uvedena su mnoga poboljšanja procesa koja su donela povećanje produktivnosti kroz implementaciju OpEx programa u svim oblastima.
- Project for process performance management has been implemented, which resulted in greater efficiency of internal QA / QC processes. The established metrics in the SEE Cluster Quality were the starting point for defining the Global Metrics applicable in the STADA group, with the promotion and successful training of key Quality staff at the sites in Argentina, Vietnam, Germany and Russia.
- ‘Quality on the shop floor’ concept has been introduced, implying constant presence of quality specialists in production plants and laboratories of Quality Control. Such organization has enabled faster detection and elimination of causes of deviations as well as ongoing employee training. Specialists provide support in preparations for inspections, initiatives for improvement, and their implementation.
- A proactive approach is applied in the daily work of teams, processes are analysed and continuously improved through employee ideas. Many process improvements have been introduced, leading to increased productivity through the implementation of OpEx programs in all areas.

Istraživanje i razvoj – stub unapređenja palete proizvoda

Research & Development – the pillar of product portfolio improvement

Razvoj novih proizvoda predstavlja oslonac napretka i rasta farmaceutske industrije, kroz pomeranje granica u mogućnostima primene postojećih i kreiranje novih farmaceutskih proizvoda. Ove aktivnosti omogućavaju da se tržištu ponudi, u što kraćem roku, kvalitetan, efikasan, bezbedan lek, uz poštovanje i usklađenost sa najstrožim regulatornim i marketinškim zahtevima ciljanih tržišta.

The development of new products is a mainstay for the progress and growth of the pharmaceutical industry, through pushing the boundaries in the possibilities of application of existing and the creation of new pharmaceutical products. These activities enable the market to be offered, as soon as possible, a quality, effective, safe medicine, while respecting and complying with the strictest regulatory and marketing requirements of the target markets.

Cilj razvoja generičkog leka je da se, kao adaptivni odgovor na lekove originatora, završi razvoj i registracija, te brže i efikasnije lansira novi proizvod na tržište, čineći na taj način pacijentima terapiju dostupnijom.

Tokom 2018. godine, Hemofarmov R&D je, radi omogućavanja daljeg rasta poslovanja i intenzivnije integracije u strategiju razvoja matične kompanije, transformisan u Sektor razvoja, Sektor regulatornih poslova i Sektor medicinskih poslova

Sektor razvoja

Development Division

Farmaceutski razvoj predstavlja jedan od ključnih aspekata održavanja tržišne konkurentnosti kompanije kroz srednjoročno i dugoročno planiranje, kao i kontinuiranog osavremenjavanja palete proizvoda. U farmaceutskoj industriji je to posebno kompleksno usled strogih standarda branše, a istovremeno intenzivnih promena životnih stilova ljudi i razvoja novih pristupa u lečenju tegoba i oboljenja.

Razvojna laboratorija Hemofarma osnovana je krajem 1989. godine i tokom 30 godina rada razvijeno je i na tržište pušteno oko 300 proizvoda iz različitih kategorija – lekovi na recept, OTC proizvodi, dodaci hrani, kozmetički proizvodi, medicinska sredstva. Zastupljeni su gotovo svi farmaceutski oblici. U periodu od 2006. godine, nakon što je Hemofarm postao član STADA Grupe, uspešno su realizovana 54 razvojna projekta koji uključuju ukupno 122 nova proizvoda.

The goal of generic drug development is to complete development and registration as an adaptive response to originator drugs, and to launch a new product on the market faster and more efficiently, thus making therapy more accessible to patients.

In 2018, Hemofarm's R&D was transformed into Development Division, Regulatory Affairs Division, and Medical Affairs Division in order to enable further business growth and more intensive integration into the development strategy of the parent company.

Pharmaceutical development is one of the key aspects of maintaining the company's market competitiveness through medium and long-term planning, as well as continuous updating of the product range. In the pharmaceutical industry, this is particularly complex due to the strict standards of the industry, and at the same time intensive changes in people's lifestyles and the development of new approaches in the treatment of ailments and diseases.

Development laboratory in Hemofarm was established late in 1989, and in the past 30 years, almost 300 products in various categories – Rx medicines, OTC products, food supplements, cosmetic products, medical devices - have been developed and launched to the market. Almost all pharmaceutical forms are covered. In the period since 2006, after Hemofarm became a member of STADA Group, 54 development projects have been implemented successfully, including a total of 122 new products.

Aktivnosti sektora razvoja usmerene su na:

- Razvoj novih proizvoda za celu STADA Grupu, uključujući zemlje EU, ali i ostala tržišta na kojima je STADA Grupa prisutna: Rusija, CIS, Azija, MENA;
- Transfer novih proizvoda iz razvoja u proizvodnju;
- Uvođenje novih tehnologija i tehnika;
- Kontinuirana edukacija i unapređenje procesa.

U 2019. godini implementiran je projekat unapređenja procesa razvoja novih proizvoda, čime je značajno skraćeno vreme razvoja, smanjeni troškovi, pojednostavljeni procesi i omogućen brži izlazak na tržište. Prepoznata je stručnost i kompetentnost tima, pa je Sektor razvoja Hemofarma odabran kao ekspertska centar za razvoj generičkih proizvoda na nivou STADA Grupe. Tokom 2019. lansirani su na tržište Srbije novi proizvodi iz sopstvenog razvoja – Xepar film tablete, Midol gastrorezistentne film tablete i Thiomucase forte krem, a na tržište EU – Prasugrel, Solifenacin, Amlodipin/Valsartan i Amlodipin/Valsartan/HCT film tablete.

Activities of development division are directed towards:

- development of new products for the entire STADA Group, including the EU countries, as well as other markets in which STADA operates: Russia, CIS, Asia, MENA;
- Transfer of new products from development to production;
- Introduction of new technologies and techniques;
- Continuous education and process improvement;

In 2019, the project for improving the process of new product development was implemented, which resulted in significantly reducing the development time, cutting costs, simplifying processes and enabling shorter time-to-market. Expertise and competences of our team have been recognized, thus Hemofarm Development Division was selected as the expertise centre for development of generic products at the level of STADA Group. During 2019, new products from own development were launched to Serbian market - Xepar film-coated tablets, Midol gastro-resistant film-coated tablets and Thiomucase forte cream, and to the EU market - Prasugrel, Solifenacin, Amlodipine/Valsartan and Amlodipine/Valsartan/HCT film-coated tablets.



Sektor regulatornih poslova

Regulatory Affairs Division

Glavni ciljevi svih aktivnosti ovog sektora su pravovremeni plasman preparata iz STADA Grupe na tržište, očuvanje kontinuiteta plasmana proizvoda i stalna briga o kvalitetu preparata STADA porodice. Hemofarm je vlasnik 1.479 rešenja o registraciji lekova u 22 zemlje, kao i 105 upisa medicinskih sredstava, 196 dodataka ishrani i 22 kozmetička sredstva. Tokom 2019. godine, dobijeno je 66 rešenja o novim registracijama lekova i predato još 78 zahteva za nove registracije.

Aktivnosti sektora regulatornih poslova i u 2019. su obuhvatile:

- Registraciju novih proizvoda na teritorijama Zapadnog Balkana (Srbija, Bosna, Makedonija, Crna Gora, Albanija...), kao i na tržištima gde Hemofarm ima vlastite registracije: Rusija, ZND, Azija, MENA, Rumunija;
- Održavanje postojećih registracija kroz prijave varijacija i obnove na svim navedenim tržištima;
- Održavanje 1.980 registracionih dosijea kako Hemofarmovih, tako i globalnih u STADA Grupe za 59 tržišta;
- Unapređenje regulatornih aktivnosti kroz praćenje aktuelnih EU propisa, kao i sve zahtevnijih nacionalnih/lokalnih propisa van EU, kako za lekove, tako i za medicinska sredstva, dijetetske proizvode i kozmetiku.

The main goals of all activities of this division are timely release of STADA Group products to the market, keeping the continuity of product launches and constant care for the quality of products from the STADA family. Hemofarm is the owner of 1,479 Marketing Authorisations in 22 countries, as well as 105 registrations for medical devices, 196 for food supplements, and 22 for cosmetic products. In 2019, 66 new Marketing Authorisations were obtained and another 78 applications for new marketing authorisations were submitted.

Activities of Regulatory Affairs Division in 2019 included:

- Registration of new products in the territories of Western Balkans (Serbia, Bosnia, Macedonia, Montenegro, Albania,...) and in markets where Hemofarm has its own MAs: Russia, CIS, Asia, MENA, Romania;
- Maintenance of existing registrations through applications for variations and renewals in all indicated markets;
- Maintenance of 1.980 registration dossiers, both Hemofarm's and global ones within STADA Group, dossiers for 59 markets;
- Improvement of regulatory activities through keeping up with the current EU regulations, as well as ever more demanding national/local regulations outside the EU, for medicines as well as medical devices, food supplements, and cosmetics.

Tim za regulatorne operativne poslove u okviru Hemofarma deluje kao deo globalnog tima za regulatorne operativne poslove (RegOps). Kao RIM Business Partner RegOps odgovoran je za: organizovanje i održavanje treninga za RIM aplikacije (Register, FirstDoc i docuBrige), podršku korisnicima u ovim aplikacijama, kao i samo održavanje aplikacija.

The Regulatory Operations Team within Hemofarm functions as a part of the global Regulatory Operations Team (RegOps). As RIM Business Partner, RegOps is responsible for: organizing and holding training in RIM applications (Register, FirstDoc and docuBridge), supporting users in these applications, as well as the actual maintaining of the applications.

Sektor medicinskih poslova

Medical Affairs Division

Sektor medicinskih poslova čini tim stručnjaka posvećenih pripremi medicinske dokumentacije i postmarketinškom praćenju bezbednosti Hemofarmovih proizvoda. Aktivnosti ovog sektora usmerene su na:

- Pripremu medicinske dokumentacije za nove proizvode i kontinuirano ažuriranje dokumentacije za postojeće proizvode;
- Kontinuirano praćenje svih novih saznanja o bezbednosti primene i obrada svih prijave neželjenih reakcija u postmarketinškoj fazi životnog ciklusa Hemofarmovih proizvoda.

Tokom 2019. godine, pripremljena je medicinska dokumentacija za nove proizvode za evropska i druga tržišta od interesa i istovremeno ažurirana medicinska dokumentacija za potrebe obnova dozvola za 140 proizvoda, kao i osnovne informacije o leku sadržane u Sažetku karakteristika i Uputstvu za lek za 165 proizvoda.

Medical Affairs Division comprises a team of experts dedicated to preparation of medical documentation and post-marketing monitoring of safety of Hemofarm's products. Activities of this division include:

- Preparation of medical documentation for new products and continuous updating of documentation for the existing ones;
- Continuous monitoring of all new findings on the safety of use and processing of all reported adverse reactions in the post-marketing phase of Hemofarm products' lifecycle.

During 2019, medical documentation was prepared for new products for the EU and other markets of interest and at the same time medical documentation for renewal of authorisations for 140 products was updated, as well as the basic information on medicinal products contained in the Summary of Medicinal Product Characteristics and Patient Information Leaflet for 165 products.

EFIKASNA PROIZVODNJA I SNAŽNE TEHNOLOŠKE KOMPETENCE - PREDUSLOVI BRZOG REAGOVANJA NA DINAMIČNO TRŽIŠTE

EFFICIENT PRODUCTION AND STRONG TECHNOLOGICAL COMPETENCIES - PREREQUISITES FOR FAST RESPONDING TO DYNAMIC MARKET

Hemofarm iz godine u godinu obara rekorde proizvodnje, postavljajući sam sebi nove izazove. U 2019. taj novi rekord iznosi 279,5 miliona pakovanja (245,3 miliona pakovanja u 2018). Realizacija je za čitavih 14% veća u odnosu na rekordnu proizvodnju u 2018, dok je 2% manja u odnosu na planirani budžet za 2019, čime je potvrđena maksimalna efikasnost svih procesa proizvodnje u Hemofarmu.

Realizovan je ponovo rekordan obim u proizvodnim jedinicama od 6,1 milijardi TPU što je 9% više u odnosu na 2018. godinu (5.592 milijarde TPU u 2018), što se pozitivno odrazilo i na nivou budžeta. Istovremeno, kompleksnost portfolija porasla je za 24% u odnosu na isti period 2018. godine, a realizovano je 3.198 SKU. Ostvarena je i rekordna proizvodnja nesterilnih farmaceutskih oblika tokom 2019. i sa 5,74 milijarde proizvedenih TPU čvrstih formi, što je za oko 10% više u odnosu na prethodnu godinu. Zabeležen je i porast upakovanih blistera od 26% (552 miliona) u 2019. Svi ovi rezultati svedoče o velikom uspehu u upravljanju i efikasnosti lanca snabdevanja, uz agilan odgovor na sve izazove koji su posledica povećane potražnje, ali i problema koji su pogodili globalno tržište sirovina.

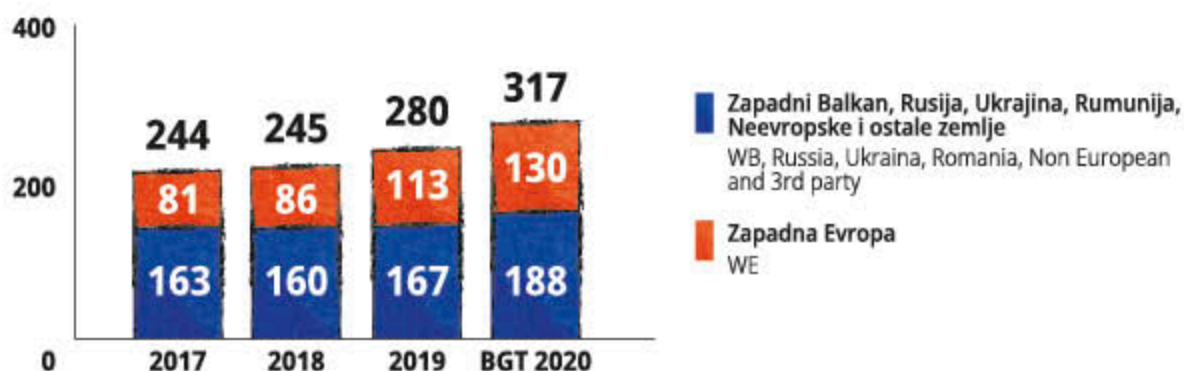
Hemofarm breaks production records year-in year-out, setting itself new challenges. The new record amounted to 279.5 million packs in 2019 (245.3 million packs in 2018). The production output is higher by as much as 14% in relation to the record-breaking production output in 2018, while it is lower by 2% in relation to the planned budget for 2019, which confirmed the maximum efficiency of all production processes in Hemofarm.

A record-breaking production volume amounting to 6.1 billion of production units (TPU) was achieved again, which is a 9% increase compared to 2018 (5.592 billion TPUs in 2018), having a positive effect on the budget level. At the same time, the portfolio complexity increased by 24% compared to the same period in 2018, with the achievement of 3,198 SKUs. A record-breaking production of non-sterile dosage forms with 5.74 billion manufactured solid dosage TPUs was also achieved during 2019, which is an increase of approximately 10% compared to the previous year. There was a 26% increase (552 million) in packaged blisters also recorded in 2019. All these results testify to the great success in the supply chain management and efficiency, with an agile response to all challenges arising from the increased demand as well as problems affecting the global market of raw materials.



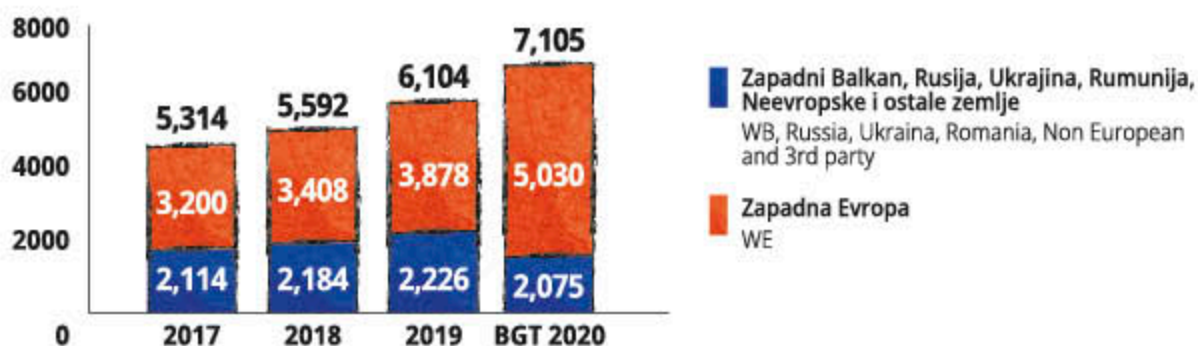
REALIZACIJA U PAKOVANJIMA (izraženo u milionima pakovanja)

OUTPUT IN PACKS (expressed in millions of packs)



REALIZACIJA U JEDINICAMA-TPU (izraženo u milionima jedinica)

OUTPUT IN UNITS - TPU (expressed in millions of units)



Pored rekordne proizvodnje, 2019. je obeležila i uspešno implementirana reorganizacija Tehničkih operacija, što je i omogućilo dalji razvoj proizvodnih procesa i postizanje rekorda. Primenjen je sasvim novi strateški pristup, koji je baziran na matricnoj decentralizaciji i konceptu lokacija. To praktično znači da su svi proizvodni sajtovi zaokružene i jedinstvene lokacije, koje funkcionišu kao manji menadžment sistemi u sklopu zaokružene funkcije proizvodnje u STADA Grupi. Ovo je najveća i najsloženija promena u smislu koncepta koja je ikada implementirana u segmentu Tehničkih operacija u dugoj istoriji Hemofarma. Implementacija ovakvog koncepta lokacija omogućava sve neophodne preduslove za dalje poboljšanje efikasnosti i bolju kontrolu procesa, uz strogu kontrolu ispunjenja tekućih poduhvata. „Transformisati i izvršiti“ je bio ključni moto kojim se Hemofarmov stručni tim vodio tokom cele godine.

In addition to the record-breaking production, the year 2019 was also marked by the successfully implemented reorganization of Technical Operations, which has allowed for the further development of the production processes and achievement of records. A brand new strategic approach has been applied, which is based on matrix decentralization and site concept. It practically means that all production sites are rounded-up and unique sites operating as smaller management systems within the wrapped-up production function in STADA Group. It is the largest and most complex change in terms of concept ever implemented in the segment of Technical Operations in the opulent history of Hemofarm. The implementation of such a site concept provides for all the necessary prerequisites for further improvement of process efficiency and better control thereof with strict control of the fulfilment of ongoing ventures. 'Transform and implement' was the key motto of the Hemofarm's expert team throughout the year.

Hemofarm je nastavio sa jačanjem ključne pozicije, kao jedan od najvažnijih stakeholdera u okviru razvoja sveukupne strategije operativne izvrsnosti (OpEx), čime će biti kreiran jedinstven sistem razumevanja i vrednovanja izvrsnosti poslovnih performansi na svim proizvodnim lokacijama u STADA Grupi. U ovom procesu poseban značaj su dobili namenski resursi za Pakovni centar i čvrste forme, kao prioriteta na proizvodnoj lokaciji u Vršcu, kao i dodatni zaposleni koji će biti kandidati za OpEx u čvrstim formama u Banjaluci i Sterilnim u Vršcu. Pored toga, nastavljeni su programi dalje optimizacije radi ostvarivanja ušteda: od inicijalno identifikovanog potencijala za uštedu od 1,2 miliona evra, ostvareno je 96,4% plana ili finansijski oko 1,18 miliona evra. Od identifikovanih 48 inicijativa, njih 27 (56%) je u potpunosti realizovano u 2019. godini.

Započete su globalne aktivnosti na razvoju godišnjeg plana poboljšanja performanse za svaku lokaciju kroz monitoring ključnih procesa, ostvarenja KPI ili problema koji se ponavljaju, a koje je potrebno poboljšati kako bi se ostvarile najbolje performanse. Praćenje sveukupne efikasnosti opreme (OEE) pomoću modela vremenskog naloga (Time Account) još jedna je potvrda implementacije standarda, harmonizovanog merenja i praćenja performansi svih lokacija.

U 2019. uspešno su realizovane i sve inspekcije nadležnih zdravstvenih organa, i to ukupno 31 inspeksijska provera¹⁴ tokom 91 radnog dana, što je takođe svojevrsan rekord u istoriji Hemofarma. Istovremeno, završena je puna implementacija zahteva Direktive o falsifikovanim lekovima (FMD). Broj proizvedenih validacionih, optimizacionih i probnih šarži iznosi ukupno 70 šarži u nesterilnim formama. Realizovano je ukupno 12 novih proizvoda prema INN, u preko 20 jačina, što je uspešno i transferisano u procese proizvodnje, uz značajan broj site-to-site transfera između proizvodnih lokacija u STADA Grupi.

Hemofarm continued strengthening its key position as one of the most important stakeholders in the development of the overall operational excellence (OpEx) strategy, whereby a unique system of understanding and evaluating the business performance excellence at all production sites within STADA Group will be created. In this process, a special importance was given to dedicated resources for Packaging Centre and Solid Dosage Forms Plant, as priorities at the production site in Vršac, as well as additional employees who will be candidates for OpEx in Solid Dosage Forms Plant in Banja Luka and Sterile Dosage Forms Plant in Vršac. In addition, further optimization programs were continued for the achievement of savings: out of the initially identified savings potential amounting to EUR 1.2 million, 96.4% of the plan was accomplished or in financial terms, savings amounting to approximately EUR 1.18 million were generated. Out of 48 identified initiatives, 27 initiatives (56%) were fully implemented in 2019.

Global activities on the development of the annual performance improvement plan for each site through monitoring the key processes, achievement of KPIs, or management of recurring issues that need to be improved in order to achieve the best performance, have begun. Monitoring the Overall Equipment Effectiveness (OEE) by using the Time Account model is another confirmation of the implementation of standards, harmonized measurement and performance monitoring at all sites.

All inspections, more precisely 31 inspections¹⁴ in total were successfully conducted by relevant health authorities during 91 working days in 2019, which is also a record of its kind in the history of Hemofarm. At the same time, requirements of the Falsified Medicines Directive (FMD) have been fully implemented. The number of manufactured validation, optimization and trial batches amounted to 70 batches of non-sterile dosage forms, in total. There were 12 newly developed products according to INN, in more than 20 strengths, which have been successfully transferred to production processes, with a significant number of site-to-site transfers between production sites in STADA.

¹⁴ Od strane srpskih, crnogorskih, ruskih, ukrajinskih, nemačkih, libijskih regulatornih tela; Hemofarm su posetili i ocenili relevantnost i referentnost Sistema kvaliteta i važni ugovorni partneri: Britannia Pharmaceuticals, Hameln RDS, Fresenius Kabi, Zdravlje Aktavis i Halsia.

¹⁴ By Serbian, Montenegrin, Russian, Ukrainian, German, Libyan regulatory authorities; Hemofarm was also visited by important contractual partners: Britannia Pharmaceuticals, Hameln RDS, Fresenius Kabi, Zdravlje Actavis and Halsia, which assessed the Quality System relevance and reference.

Lansirano je 9 novih proizvoda – Prasugrel HBr, Ibuprofen 2% sirup, Febuksostat, Atomoksetin, Solifenacin, Amlodipin Valsartan, Pregabalin, Mar plus 3% sprej za nos, Amlodipin Valsartan HCT, uz dodatnih devet tekućih transfera započetih u 2019. Takođe, rastvor za infuziju Natrijum hlorid 0,9% za EU tržište uspešno je lansiran u Bugarskoj. Ostvareni prihod od proizvodnje u 2019. iznosi 6,18 miliona evra, što je na nivou najbolje procene, a potpisani su i novi ugovori za uslužnu proizvodnju ampula, antibiotika i tableta za renomirane strane farmaceutske kompanije.

Aspekti optimizacije postaju sve složeniji sa porastom svesti menadžmenta i zaposlenih o značaju dobrih poslovnih performansi i održivosti svih procesa kao efikasnih i pouzdanih. Tako je lista realizovanih inicijativa sve bogatija, a u nju spada, pored nabavke novog čilera, opreme za pakovanje, tablet presa, opreme za oblaganje tableta, i finalizacija projekta koji je omogućio upotrebu neiskorišćene toplote čilera za zagrevanje na lokaciji centralne kotlarnice u proizvodnom kompleksu u Vršcu. Zahvaljujući inicijativama za energetska efikasnost uštede u 2019. iznose oko 330 hiljada evra na lokaciji u Vršcu.

Možda jedan od najvećih uspeha, koji se ne meri brojkama, ali koji definitivno utiče na pozitivne rezultate kao osnova dobrog poslovanja, jeste činjenica da su tokom godine zaposleni u proizvodnji pokazali na delu svoju posvećenost korporativnim ključnim vrednostima STADA Grupe. Kroz agilnost, preduzimljivost, integritet i jedinstven pristup poslu, oni su doprineli jačanju timskog duha i poboljšanju osećaja pripadnosti jednoj organizaciji, a upravo ta motivacija će se pokazati ključnom tokom 2020. i u vreme pandemije koronavirusa.

Nine new products were launched, including Prasugrel HBr, Ibuprofen 2% syrup, Febuxostat, Atomoxetine, Solifenacin, Amlodipin Valsartan, Pregabalin, Mar plus 3% nasal spray, Amlodipin Valsartan HCT, with an additional nine ongoing transfers started in 2019. In addition, Sodium chloride 0.9% solution for infusion for the EU market was successfully launched in Bulgaria. The generated production revenue in 2019 amounted to EUR 6.18 million, which is at the level of the best estimate, and new contracts on service manufacturing of ampoules, antibiotics and tablets have been signed with renowned international pharmaceutical companies.

Optimization aspects are becoming increasingly complex along with raising the awareness of the management and employees about the importance of good business performances and sustainability of all processes as efficient and reliable ones. Thus, the list of implemented initiatives becomes more opulent, and apart from purchasing a new chiller, packaging equipment, tablet presses, tablet coating equipment, it also includes the finalization of a project that enabled the use of waste chiller heat generated in the central boiler room for heating in the production complex in Vršac. Owing to energy efficiency initiatives, the savings amounted to approximately EUR 330 thousand at the Vršac site, in 2019.

One of the biggest successes, which is not measured in figures but definitely contributes to the positive figures resulting from good business operations, is perhaps the fact that employees in production demonstrated their commitment to STADA Group key corporate values over the course of the year. Through agility, entrepreneurship, integrity and a unique approach to work, they contributed to the reinforcement of the team spirit and improvement of the sense of belonging to an organization, and it is precisely such a motivation that will prove to be crucial during 2020 and in the time of the coronavirus pandemic.



Rast proizvodnje se reflektuje na sve oblasti poslovanja, te stoga ne iznenađuje činjenica da Hemofarm kontinuirano nastoji da unapredi svoje operacije u oblasti skladištenja i transporta. Osim rada sa najmodernijom skladišnom opremom prema GMP i GDP regulativama, kompanija kontinuirano primenjuje sve preventivno-korektivne mere, kao i maksimalnu zaštitu na radu i zaštitu životne sredine. Unutrašnji transport je zasnovan na bezbednim i automatizovanim vozilima na električni pogon, poput viljuškara i visokoregalnih dizalica, dok kod izbora eksternih partnera i prevoznika njihova posvećenost vrednostima održivog razvoja ima ključnu ulogu. Sa tim u vezi, u 2019. realizovan je tender za izbor transportnih kompanija, na nivou STADA Grupe uz pomoć onlajn platforme za ugovaranje TINCONTRACT. Novim tenderom je sprovedeno uvođenje onih prevoznika koji su fokusirani na napredno planiranje ruta uz minimum praznih kilometara, a sam transport realizuju najmodernijim vozilima uz manji emisiju CO₂. Pun značaj ovakvog pristupa posebno dolazi do izražaja kada se uzme u obzir ukupan broj od 103.440 isporučenih paleta sa gotovim proizvodima u 2019. (98.174 u 2018).

Production growth is reflected in all areas of business operations, and therefore it is not surprising that Hemofarm continuously strives to improve its operations in the field of storage and transportation. In addition to operating with the cutting-edge storage equipment in compliance with GMP and GDP regulations, the company has been continuously applying all preventive and corrective actions, as well as maximum occupational safety and environmental protection. In-house transportation is based on safe and automated vehicles with electronic power steering, such as fork lift trucks and high-bay warehouse cranes, while the commitment to the sustainable development values plays a key role in the selection of external partners and carriers. In this regard, a tender for the selection of carrier companies was undertaken at the level of STADA Group with the help of the online TINCONTRACT contracting platform in 2019. The new tender allowed for the introduction of such carriers that are focused on advanced route planning with minimum 'idle' kilometres, and the transport itself is conducted by state-of-the-art vehicles with lower CO₂ emissions. The full significance of such an approach is especially evident when the total number of delivered pallets with finished products, which amounted to 103,440 pallets in 2019 (98,174 in 2018) is taken into account.





Evropski grad zdravlja

24.007 ispitanika* Dvanaest zemalja*

Šta Evropa misli o ključnim pitanjima o zdravlju? Kako su Evropljani otvoreni prema inovacijama u budućnosti? Čija se priča? O čemu pričaju i o čemu ne pričaju? Grad zdravlja vam to otkriva.

76% Pojaku se plaši mikroorganizama otpornih na antibiotike.
(Izvor: prilozi 106)

Samo 38% Austrijaca popunjavaju bi ostalo hipotetičko pitanje za sprečavanje nastanka bolesti.
(Izvor: prilozi 106)

36% Britanaca ne zna koje bolesti mogu biti genetski predodređene.
(Izvor: prilozi 106)

85% Finca ima poverenje u kvalitetnu konvencionalnu medicinu.
(Izvor: prilozi 106)

94% Španaca je za obaveznu vakcinaciju.
(Izvor: prilozi 106)

92% Švajcaraca je zadovoljno svojim zdravstvenim sistemom.
(Izvor: prilozi 106)

74% Italijana ima lične odnose sa svojim partnerima čak i ako je partner prehladen.
(Izvor: prilozi 106)

39% Nemaca u potpunosti veruje apotekama za online narudžbine.
(Izvor: prilozi 106)

Samo 42% Šveđana može da zamisli da iskoristi mogućnost aktivne eutanazije.
(Izvor: prilozi 106)

32% Rusa kategorički odbija da govori o smrti.
(Izvor: prilozi 106)

40% Francuza pridaje posebnu važnost ličnom kontaktu sa apotekarskim timom - posebno prilikom naručivanja.
(Izvor: prilozi 106)

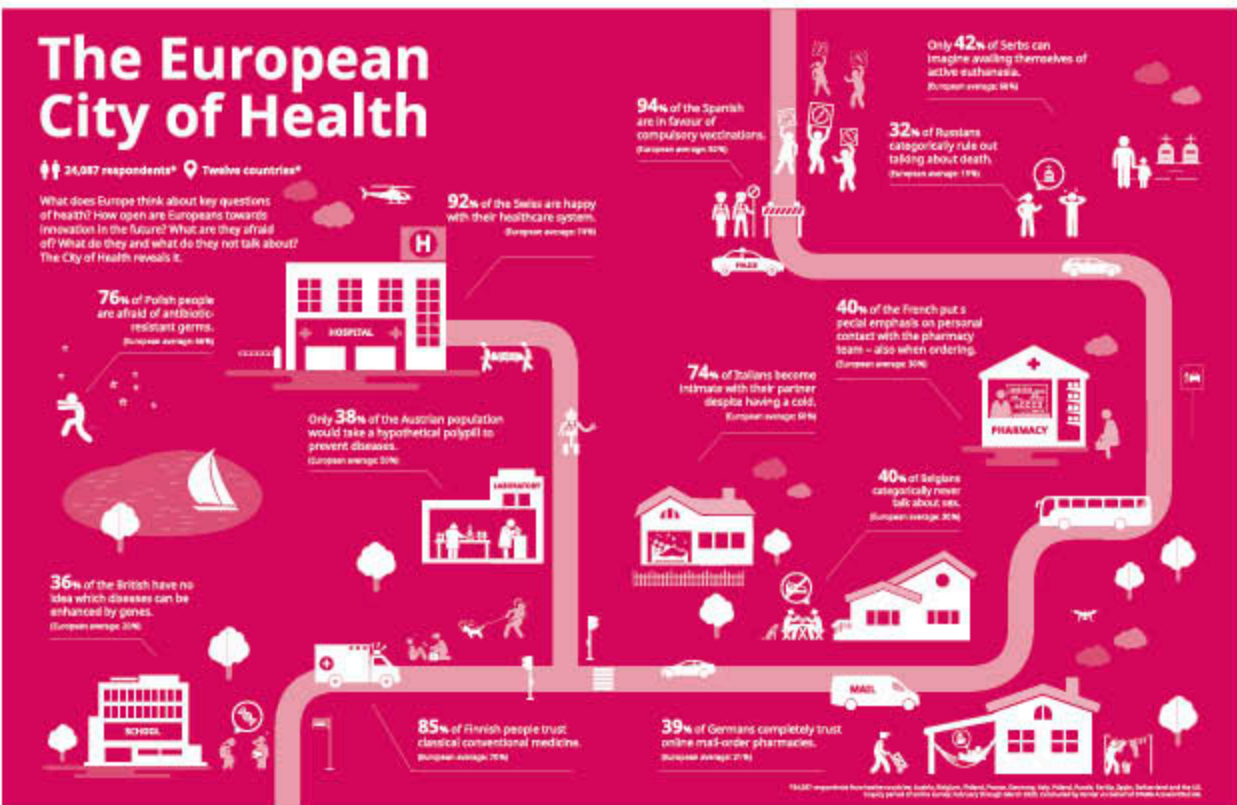
40% Belgijanaca kategorički odbija da ikada govori o seksu.
(Izvor: prilozi 106)

© 2019. Sve informacije su predložene kao opšti trendovi. Sve informacije nisu namenjene za pružanje medicinskih saveta. Sve informacije su predložene kao opšti trendovi. Sve informacije nisu namenjene za pružanje medicinskih saveta.

STADA je pre šest godina pokrenula istraživanje o stavovima ljudi o zdravlju, zdravim navikama i budućnosti prevencije i lečenja. Taj projekat, koji je nazvan STADA Health Report (STADA Zdravstveni izveštaj), uključivao je ispitanike iz Nemačke, sve do 2019. godine, kada je urađeno prvo međunarodno istraživanje u čak devet evropskih zemalja sa ukupno 18.000 učesnika. Pozicionirajući svoju novu krilaticu „Naša misija – vaše zdravlje“, cilj kompanije je bio da baš u tom prvom međunarodnom istraživanju predoči javnosti da pored proizvodnje lekova, želi da podrži ljude da ostanu vitalni i zdravi, a da bi to bilo moguće, najpre je potrebno otkriti šta ih to pokreće i koje su njihove realne potrebe. Velika zainteresovanost ljudi i medija za objavljene rezultate potvrdila je da ova studija značajno doprinosi podizanju svesti i informisanju o tome kako da se ljudi odgovorno odnose prema sopstvenom zdravlju.

U skladu sa tim, menadžment STADA Grupe odlučio je da rezultate istraživanja podeli i sa Svetskom zdravstvenom organizacijom (WHO) kao svojevrsan doprinos ispunjavanju Cilja broj 3 održivog razvoja, posvećenom upravo dobrom zdravlju i blagostanju.

Pandemija COVID-19 zatekla je STADA Grupu usred novog, šestog po redu istraživanja, koje je sprovedeno u dvanaest zemalja sa čak 24.000 ispitanika. Rezultati su, u skladu sa situacijom i težnjom da bezbednost uvek bude na prvom mestu, predstavljeni na međunarodnoj onlajn konferenciji za medije, 17. juna iz STADA TV studija u sedištu kompanije u Bad Vilbelu, uz direktan prenos za javnost i medije putem LinkedIn-a.



STADA started a survey on the attitude of people towards health, healthy lifestyles and the future of prevention and treatment six years ago. The project titled STADA Health Report included the respondents from Germany until 2019, when the first international survey was conducted in as many as nine European countries, involving 18,000 participants. Promoting the new slogan 'Our Mission – Your Health' exactly in that first international survey, STADA tried to present to the public that besides manufacturing pharmaceuticals, it supports people in staying fit and healthy, which starts from discovering what their drivers and needs are. Great interest of people and the media in the published results has confirmed that this survey significantly contributes to raising the awareness and getting informed on how to manage own health responsibly.

Then STADA's top management decided to share the results of the survey also with the World Health Organization (WHO), as a kind of contribution to meeting the Sustainable Development Goal 3, dedicated to good health and well-being.

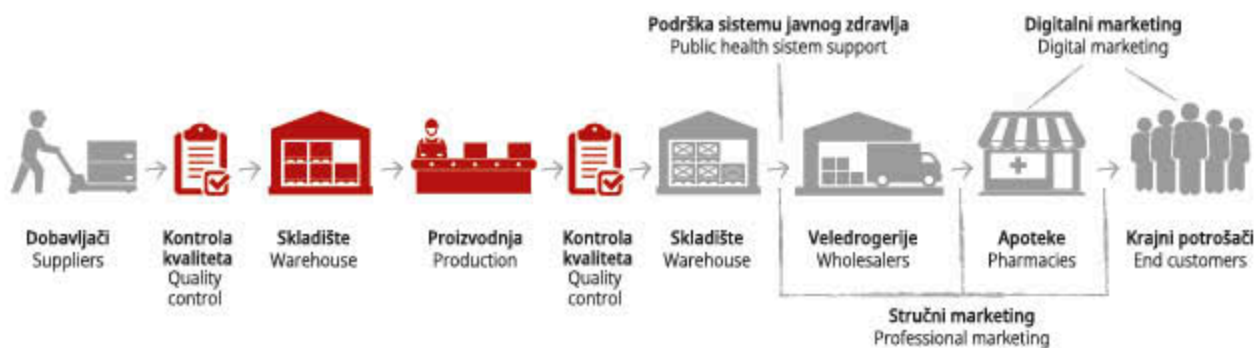
The COVID-19 pandemic caught STADA Group in the midst of a new, sixth in a row survey, which was conducted in 12 countries with as many as 24,000 respondents. The results were presented, in accordance with the situation and the desire to always put people's safety first, at an international online press conference on June 17 from STADA TV studio at the company's headquarters in Bad Vilbel, with a live broadcast for the public and media via LinkedIn.





Cilj 4: Kvalitetno obrazovanje

Goal 4: Quality education





103-1	103-2	103-3
403-5		
404-1	404-2	404-3
410-1		
412-1	412-2	412-3

Povezanost korporativne kulture i vrednosti može da se posmatra i kroz odnos vrednosti INTEGRITY sa Ciljem 4 održivog razvoja, koji se zalaže za kvalitetno obrazovanje. Kada je u pitanju edukacija, u svom najširem smislu, u skladu sa Ciljem 4, prognoze UNESCO-a su da je pandemija ugrozila preko 73% ukupne populacije onih koji nešto uče u ovom trenutku. Da li to znači da će nove generacije, objektivno sprečene da pohađaju programe formalnog i neformalnog obrazovanja, postajati sve manje stručne? Verovatno je odgovor potvrđan, barem dok se ne pronađe prava mera i balans modela onlajn edukacije. Tu sve više dobija na značaju proaktivno uključivanje kompanija poput Hemofarma, koji već ima različite programe podrške obrazovanju – od promocije koncepta dualnog obrazovanja kroz plaćene prakse u Hemofarmu, unapređene studijske programe i modele laboratorija na fakultetima, preko programa stipendija za učenike i studente, do mentorskog programa za najbolje studente i specijalizovanih poseta radi upoznavanja sa državnim, obrazovnim i ekonomskim sistemima vodećih zemalja EU, što se realizuje u saradnji sa Hemofarm fondacijom.

Radi sagledavanja performansi sa kojima je kompanija dočekala pandemiju koronavirusa, u širem smislu, u ovom poglavlju će kroz prikaz ostvarenih poslovnih rezultata Hemofarma biti predstavljena sledeća materijalna tema: Motivacija i edukacija zaposlenih i kontinuirani razvoj korporativne kulture.

The link between corporate culture and values can also be perceived through the relation of the value INTEGRITY with the Sustainable Development Goal 4, advocating quality education. When it comes to education, in its broadest sense, in line with the Goal 4, according to UNESCO the pandemic has threatened over 73% of the total population of those who are learning something at the moment. Does this mean that the new generations, objectively prevented from attending formal and non-formal education programs, will become increasingly less professional? The answer is probably yes, at least until the right measure and balance of the online educational model has been found. Proactive involvement of companies such as Hemofarm is becoming more relevant, as it actually already has various programs to support education - from supporting the concept of dual education through paid internships at Hemofarm, improved study programs and laboratory models at faculties, through scholarship programs for students, to mentorship programs for the best students and special-purpose visits to get acquainted with the state, educational and economic systems of the leading EU countries.

In order to review the company's performance at the onset of the coronavirus pandemic, in a broader sense, the following materiality topic will be presented in this chapter through an overview of achieved business results of Hemofarm: Motivation and education of employees and continuing development of corporate culture.

Sadržaj:

- **KONTINUIRANA EDUKACIJA ZAPOSLENIH KAO STRATEŠKI ULOG ZA BUDUĆNOST**
 - Integritet koji objedinjuje edukaciju i motivaciju zaposlenih
 - Bezbedno radno okruženje počinje adekvatnom edukacijom
- **PROGRAMI STIPENDIJA I PRAKSI HEMOFARM FONDACIJE – PODRŠKA RAZVOJU MLADIH**

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- **CONTINUOUS EDUCATION OF EMPLOYEES AS A STRATEGIC INVESTMENT IN THE FUTURE**
 - Integrity as a unifier of employee education and motivation
 - Safe work environment starts with adequate education
- **SCHOLARSHIP AND INTERNSHIP PROGRAMS OF HEMOFARM FOUNDATION – SUPPORT TO DEVELOPMENT OF YOUNG PEOPLE**

KONTINUIRANA EDUKACIJA ZAPOSLENIH KAO STRATEŠKI ULOG ZA BUDUĆNOST

CONTINUOUS EDUCATION OF EMPLOYEES AS A STRATEGIC INVESTMENT IN THE FUTURE

Tokom 2019. godine, zaposleni su prošli ukupno 8.065 internih i eksternih obuka i treninga (4.338 u 2018). Porast broja obuka za čak 86% najbolje svedoči o strateškoj opredeljenosti kompanije da kontinuirano ulaže u razvoj zaposlenih kao nosilaca razvoja kompanije i promena, ali i kao najbolju kompetitivnu prednost i način brendiranja poslodavca, i to kroz unapređenje znanja i veština, ekspertize, učenje stranih jezika, kao i edukacije iz domena mekih veština (eng. soft skills). Zaposleni su tokom 2019. ostvarili ukupno 16.130 sati obuka, edukacija i usavršavanja (8.676 sati u 2018). Od toga, svaki zaposleni je edukacijama posvetio 25% više vremena u odnosu na 2018. ili ukupno oko 4,6 sati.

In the course of 2019, a total of 8,065 in-house and external education and training courses for employees were organised in Hemofarm (4,338 in 2008). The number of education courses has risen by as much as 86% and it represents the best evidence of the strategic commitment of the company to continually invest in development of employees as bearers of company development and change, but also as the best competitive advantage and way of branding the employer, through the improvement of knowledge and skills, expertise, learning foreign languages, as well as education in the area of soft skills. During 2019, employees achieved a total of 16,130 hours of training, education and additional qualification (8,676 hours in 2018). Out of that, each employee devoted 25% more time to trainings compared to 2018, or a total of about 4.6 hours.

Kada je reč o ekspertizi, 762 zaposlenih bilo je u prilici da čuje evropske i/ili svetske trendove, u zavisnosti od zahteva radnog mesta; 343 osobe je bilo uključeno u soft skills edukacije. Fokus je bio na liderskim veštinama. Kroz specifične razvojne programe ukupno je prošlo 90 ljudi. Na nivou Hemofarm Grupe, za potrebe internih i eksternih edukacija investirano je 65.674 evra, dok na nivou Hemofarma a. d. ta cifra iznosi 560.430 evra (421.027 evra u 2018), što je rast od oko 33%.

Sva unapređenja i inicijative za veću efikasnost ne bi bili mogući bez kontinuiranog razvoja svesti zaposlenih o značaju pristupa poslovanju iz ugla inovativnosti, kao i bez kontinuiranih obuka kadrova. Tako je obuka za PMP (Project Management Professional) po metodologiji Instituta za upravljanje projektima (PMI) nastavljena u Hemofarmu i u 2019. godini.

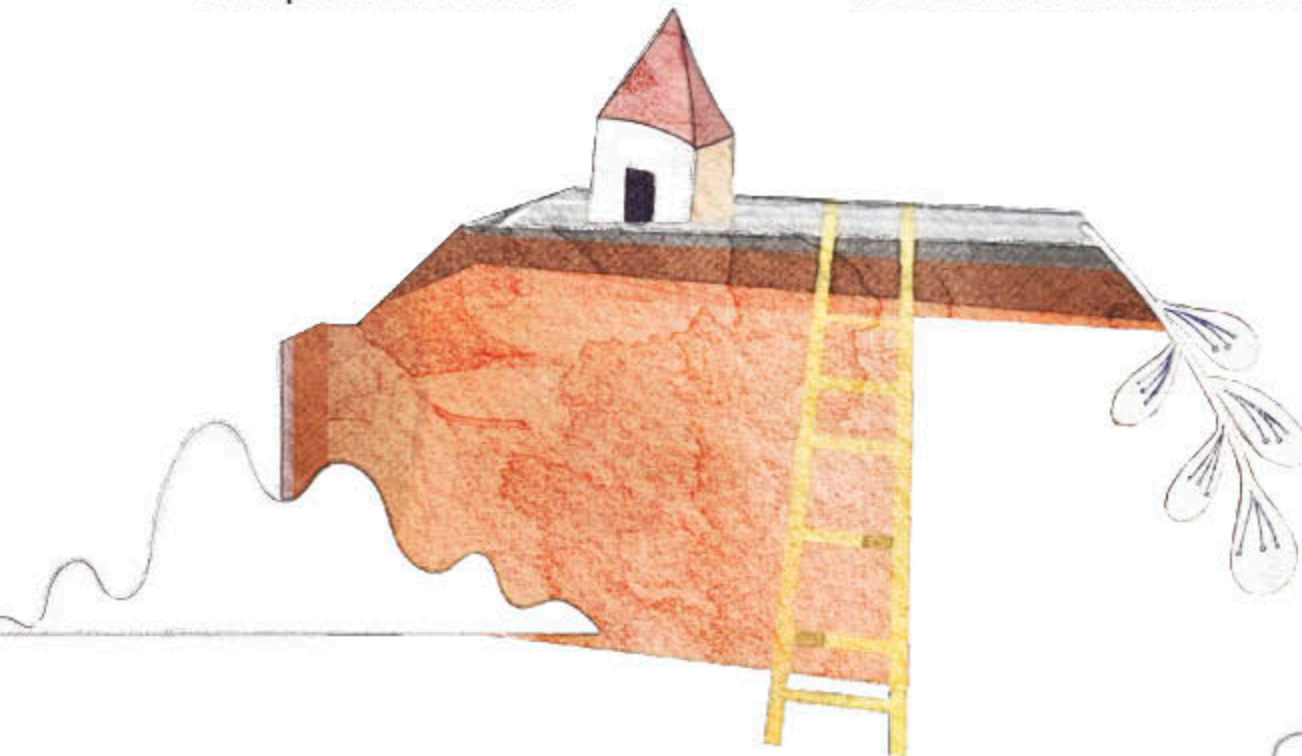
When it comes to expertise, 762 employees had the opportunity to get acquainted with European and / or global trends depending on the job requirements. 343 people were involved in soft skills education. The focus was on leadership skills. A total of 90 people attended specific development programmes. At the level of Hemofarm Group, for the needs of internal and external trainings, 65,674 euros were invested, while at the level of Hemofarm A.D. that figure is 560,430 euros (421,027 euros in 2018), an increase of about 33%.

All these improvements and initiatives for increased efficiency would not be possible without the continuous development of employees' awareness of the importance of approaching business from the innovation point of view, as well as without continuous training of personnel. Thus, the training for PMP (Project Management Professional) according to the methodology of Project Management Institute (PMI) continued in Hemofarm also in 2019.

Vrsta obuke Trainig type	Broj obučenih zaposlenih (2018) Number of trained employees (2018)	Broj obučenih zaposlenih (2019) Number of trained employees (2019)
Standardna PMI obuka Standard PMI trainings	31	29
MS Projekat i Projektni Server MS Project and Project Server	58	17
SOP (standardni operativni postupak) SOP (Standard Operating Procedure)	118	44
Priprema PMI PMP sertifikovanog ispita Preparation for PMI PMP certification exam	12	9
Upravljanje programom, radionica Programme management, workshop	11	/
Ukupno Total	230	90

Počevši od 2011, Hemofarmovi zaposleni se obučavaju na različitim nivoima Lean & Six Sigma znanja za Crni (Black), Zeleni (Green) i Žuti (Yellow) pojas (Belt) koji interno postaju mentori, instruktori, lideri ili učesnici u inicijativama za unapređenje. Od 25 zaposlenih koji su prošli obuku za Zeleni pojas u 2018. godini, tokom perioda 2018/19. ukupno 17 zaposlenih položilo je ispit ASQ (Američkog društva za kvalitet) za Sertifikovanog nosioca Six Sigma Zelenog pojasa (CSSGB), čime je dodatno pojačan Hemofarmov tim eksperata registrovanih na ASQ listi, od kojih su neki već postali deo globalnih operacija u STADA Grupi. U 2019. godini, održano je ukupno 15 radionica za Žuti pojas: 6 u Vršcu, 4 u Šapcu, 3 u Banjaluci i po jedna u Dubovcu i Temišvaru. Ukupno 281 zaposleni obučeni su od strane svojih kolega koji su sertifikovani za Zeleni ili Crni pojas. Uz to, ukupan broj zaposlenih koji su pohađali obuku za Žuti pojas iznosi 1.041, sa najvećim udelom zaposlenih iz oblasti proizvodnje (59%), a zatim upravljanja kvalitetom (QA&QC - 19,6%) i drugih. Takođe, tokom 2019. godine održano je i 5 dvodnevnih obuka iz Osnova statistike i Minitab paketa, sa 17 obučeni zaposlenih, koji će se baviti detaljnom analitikom podataka radi daljih optimizacija procesa u kompaniji. Od 339 vlasnika PMP sertifikata, koliko ih je trenutno registrovano u Srbiji, čak njih 15 dolazi iz Hemofarma, čime je za kratko vreme gotovo 5% ukupno sertifikovanih profesionalaca u ovoj oblasti poteklo iz Hemofarma.

Hemofarm's employees, who internally become mentors, instructors, leaders or participants in improvement initiatives, have been trained on different levels of Lean & Six Sigma knowledge for Black, Green and Yellow Belt since 2011. Out of 25 employees who attended the Green Belt training in 2018, 17 employees in total passed the ASQ (American Society for Quality) exam for the Certified Six Sigma Green Belt Holder (CSSGB) during the period 2018/19, thereby further reinforcing the Hemofarm's team of ASQ-registered experts some of whom have already become a part of global STADA Group operations. There were 15 Yellow Belt workshops in 2019, in total, of which 6 were held in Vršac, 4 in Šabac, 3 in Banja Luka and one in each Dubovac and Timișoara. Totally 281 employees were trained by their colleagues who have been certified for Green or Black Belt. In addition, the total number of employees who attended the Yellow Belt training amounted to 1,041, with the largest share of employees in production (59%), followed by quality management (QA&QC - 19.6%) and others. In addition, over the course of 2019, 5 two-day trainings on the topic of Statistics Fundamentals and Minitab package were held, with 17 trained employees, who will be dealing with detailed analytics of data for further process optimization in the company. Out of 339 PMP Certificate holders currently registered in Serbia, as many as 15 of them are from Hemofarm, which means that 5% of the total number of certified professionals in this field have come from Hemofarm within a short time.





Lean Six Sigma
6S program

Razvijen je i sistematski pristup za 6S Lean Six Sigma program u Šapcu, koji će se koristiti kao standard za implementaciju 6S u STADA Grupi. To praktično znači da se prethodnom 5S konceptu dodaje viši nivo bezbednosti (Safety), čime se maksimizira produktivnost uz bezbednost u svim proizvodnim prostorijama, te doprinosi razvoju održive kulture integrisane efektivnosti i bezbednosti kod zaposlenih.

Pored učešća u navedenim inicijativama i projektima, posebno ohrabruje činjenica da zaposleni Hemofarma sve više uzimaju učešće i u velikom broju globalnih projekata STADA Grupe namenjenih daljim unapređenjima upravljanja kvalitetom, te optimizaciji proizvodnje i sistema ispitivanja u laboratorijama, kao što su „Enterprise quality management systems“ (EQMS), „Laboratory Information Management System“ (LIMS), „Lean Laboratory“ (Lean Lab) i dr.



Lean Six Sigma
6S program

A systematic approach for the 6S Lean Six Sigma program in Šabac has also been developed, which will be used as a standard for the implementation of 6S in STADA. It practically means that a higher level of safety is added to the previous 5S concept, which maximizes productivity with safety in all production premises, thus contributing to the development of a sustainable culture of integrated efficiency and safety among employees.

In addition to participating in the above stated initiatives and projects, the fact that Hemofarm employees are increasingly participating in a large number of global STADA Group projects aimed at further improvements in quality management, and optimization of production and testing systems in laboratories, such as 'Enterprise Quality Management Systems' (EQMS), 'Laboratory Information Management System' (LIMS), 'Lean Laboratory' (Lean Lab), etc., is especially encouraging.

Integritet koji objedinjuje edukaciju i motivaciju zaposlenih

Integrity as a unifier of employee education and motivation

Edukacija i motivacija zaposlenih su preduslovi bez kojih nije moguć potpun razvoj kompanije i poslovanja. Svako ulaganje u razvoj ljudi kao najvrednijeg resursa višestruko rezultira unapređenjima, inovativnošću i optimizacijama radnih i proizvodnih procesa koje osmišljavaju zaposleni u Hemofarmu. Kao i prethodnih godina, dodatnu podršku optimizaciji proizvodnje i unapređenju performansi čitave kompanije omogućavaju inicijative i projekti realizovani u okviru Programa operativne izvrsnosti i Kancelarije za projektni menadžment. Samo neki od njih, koji su pokrenuti ili realizovani u 2019. su:

- Projekat Zduživanje i nabavka ukupnih potreba STADA laboratorija, osim uštede u vremenu i postizanju boljih uslova za globalne poslovne operacije u domenu QC/R&D, doneo je finansijske uštede od oko 548.000 evra, što je značajno premašilo prvobitnu projekciju ušteta od oko 200.000 evra;
- Nadogradnja infrastrukture Novatek u Hemofarmu – sa istekom Microsoft podrške za stare operativne sisteme na Novatek serverima i Novatek radnim stanicama bila je neophodna nadogradnja systemske infrastrukture; da bi sistem bio siguran u budućnosti, uz očuvanje integriteta podataka, u okviru internih resursa uspešno su izvršene neophodne nove instalacije i integracije u virtuelnom okruženju; osim uspostavljanja pune funkcionalnosti, uz maksimalni nivo bezbednosti, omogućena su i dalja agilna ažuriranja i nadogradnje sistema u budućnosti;

Education and motivation of employees are the preconditions required for fully fledged development and operation of a company. Each investment in the development of people as the most valuable asset results in multiple improvements, innovations and optimizations of work and production processes conceived by Hemofarm employees. Similar to previous years, initiatives and projects implemented within the Operational Excellence program and Project Management Office provide additional support to both production optimization and improvement of performance of the overall company. Some of them initiated or implemented over the course of 2019 are the following:

- In addition to time saving and achieving better conditions for global business operations in the field of QC/R&D, the project Purchasing volumes aggregate with STADA labs generated financial savings amounting to approximately EUR 548,000, which significantly exceeded the original saving estimate of approximately EUR 200,000;
- Upgrading the Novatek infrastructure in Hemofarm – when the Microsoft support for obsolete operating systems on Novatek servers and Novatek operating stations expired, it was necessary to upgrade the system infrastructure; in order to ensure the system security in the future, while maintaining the data integrity, required new installations and integrations in the virtual environment have been successfully performed by engaging in-house resources; in addition to establishing full functionality, with the maximum level of security, further agile updates and system upgrades in the future have been enabled;

- Smanjenje ispitivanja sirovina – optimizacijom pristupa obimu testiranja sirovina prema dinamičnoj proceni granice rizika za pojedinačne ili grupe sirovina istog dobavljača omogućeno je smanjenje ispitivanja sa kvantitativnog aspekta i aspekta učestalosti; bez ugrožavanja bezbednosti proizvodnje ili kvaliteta gotovih proizvoda, započete su uštede koje će na godišnjem nivou iznositi i do 140.000 evra;
- „Water spider“ obloga i kompresija – projekat eliminiše dodatno ponderisanje jezgara za tabletiranje pre nego što započne postupak oblaganja filmom; time se smanjuje vreme za pripreme pre i posle postupka oblaganja filmom kako bi se dobio dodatni slobodni kapacitet za povećanje obima proizvodnje; godišnji potencijal ovog projekta je oko 379.000 evra, a za prvih 5 meseci implementacije već su ostvareni potencijali od oko 308.500 evra;
- Projekat uvođenja recikliranih tonera za štampače uspešno je ispunio svoje zadate opšte ciljeve, ali je premašio i svoj glavni cilj – postizanje ušteda i to sa projektovanih 33.000 evra godišnje na ostvarenih 56.000 evra;
- Kroz princip postavljanja zagrada/matrica kod različitih čvrstoća proizvoda za kontinuirano ispitivanje stabilnosti STADA proizvoda planirano je smanjenje broja ispitanih serija za različite jačine istog gotovog proizvoda iz STADA palete koja se proizvodi u Hemofarmu; tako će broj serija biti sveden na što niži nivo koji definišu rezultati procene rizika, a ušteda putem ovog projekta tokom 2019. godine iznosi oko 103.000 evra;
- Poboljšanje stepena iskorišćenja postojećih resursa kroz niz unapređenja praćenih putem Overall Equipment Efficiency (OEE) metrike je projekat čiji je ukupan potencijal 650.000 evra; unapređenje efikasnosti korišćenja opreme i resursa je kontinuirani proces koji objedinjuje više inicijativa fokusiranih na smanjivanje svih neplaniranih vidova zastoja, te racionalizaciju svih planiranih aktivnosti na proizvodnim kapacitetima; tokom 2019. uspešnost ove inicijative sa finansijskog aspekta iznosi 312.000 evra, uz povećanje stepena efikasnosti rada opreme izmereno u jedinicama od dodatnih 5% OEE.
- Reduction in testing of raw materials - by optimizing the approach to the scope of testing of raw materials according to the dynamic assessment of the risk limits for individual or groups of raw materials of the same supplier, the reduction in testing from a quantitative and frequency aspect was enabled; without affecting the production safety or quality of finished products, savings efforts have been initiated that will amount even up to EUR 140,000 at an annual level;
- 'Water spider' coating and compression – the project eliminates additional weighting of cores for tableting before the beginning of the film-coating process; the preparation time before and after the film-coating process is thereby reduced resulting in additional free capacity for increasing the production volume; the project annual savings amount to approximately EUR 379,000, and savings amounting to approximately EUR 308,500 have already been generated in the first 5 months of the implementation;
- The project of introducing recycled toners for printers not only successfully met its set general goals, but also exceeded its main goal – generating savings of EUR 56,000 versus the estimated EUR 33,000 at an annual level;
- Reduction in the number of tested batches for different strengths of the same finished product from STADA product range, manufactured in Hemofarm, has been planned through the principle of placing brackets/matrices for different hardness of products for ongoing stability testing of STADA products; thus, the number of batches will be reduced to the lowest possible level, which is defined by the risk assessment results, and savings generated by means of this project amounted to approximately EUR 103,000 during 2019;
- Improving the utilization level of existing resources through a series of improvements monitored via the Overall Equipment Effectiveness (OEE) metrics is a project with possible savings amounting to EUR 650,000, in total; Improving the effectiveness of the use of equipment and resources is a continuous process integrating several initiatives focused on reducing all unplanned types of downtime, and cost-effectiveness of all planned activities in production facilities; during 2019, the success of this initiative in financial terms amounted to EUR 312,000, with an increase in the level of equipment effectiveness measured in units of an additional 5% of OEE.

Bezbedno radno okruženje počinje adekvatnom edukacijom

Safe work environment starts
with adequate education

Tokom 2019. izvršeno je 2.975 obuka (1.285 u 2018) iz bezbednosti i zaštite zdravlja na radu, zaštite životne sredine, zaštite od požara, prevencije udesa i usklađenosti poslovanja, a svi zaposleni su prošli i testiranje opšteg znanja iz navedenih oblasti¹⁵. Samo u ovom segmentu broj obuka je porastao za preko 130%. Dodatne obuke koje su sprovedene jesu obuke koje se odnose na rad sa aktivnim supstancama koje se ranije nisu koristile u proizvodnji, te merama zaštite pri rukovanju sa tim supstancama. Takođe su izvršene i specifične obuke za upotrebu ličnih zaštitnih sredstava, prvenstveno radi zaštite respiratornih organa.

During 2019, 2,975 training courses in the field of occupational health and safety, environmental protection, fire protection, accident prevention, and corporate compliance were organised (1,285 in 2018). All the employees passed the general knowledge tests in the specified fields¹⁵. The number of training courses in this segment alone saw an increase of over 130%. Additional training sessions conducted were the training sessions related to work with active ingredients which had not been used in manufacturing before, and related to protective actions in handling such substances. Specific training was also organised with regard to use of personal protection equipment, aimed primarily at protection of respiratory system.

¹⁵ Zaposleni su učestvovali i u redovnim vežbama evakuacije u slučaju vanrednih situacija u fabrikama u Vršcu, Šapcu i Dubovcu, u skladu sa internim procedurama kompanije. Takođe, nastavljeno je stručno osposobljavanje za Pružanje prve pomoći (osnovna i napredna obuka), kao i stručno osposobljavanje za bezbedno rukovanje viljuškarcima i ostalim sredstvima unutrašnjeg transporta, stručno osposobljavanje za rad sa sudovima pod pritiskom, kao i stručno osposobljavanje za rad u trafostanicama.

¹⁵ Employees participated in regular evacuation drills in case of emergencies, in the plants in Vršac, Šabac and Dubovac, in line with the in-house company procedures. Professional training for providing first aid also continued (elementary and advanced training), as well as professional training for safe operation of forklifts and other means of internal transport, professional training for work with pressurised tanks, and professional training for work with electrical transformers.

PROGRAMI STIPENDIJA I PRAKSI HEMOFARM FONDACIJE – PODRŠKA RAZVOJU MLADIH

SCHOLARSHIP AND INTERNSHIP PROGRAMS OF HEMOFARM FOUNDATION – SUPPORT TO DEVELOPMENT OF YOUNG PEOPLE

Hemofarm fondacija u 2019. zaokružuje Program za obrazovanje „Možeš i ti“ uvođenjem Internšip programa stručne prakse koji je dizajniran tako da pruži podršku mladima, budućim ekspertima u oblastima za koje se obrazuju da osim formalnog steknu i praktično znanje i radno iskustvo u različitim sektorima unutar kompanije Hemofarm. Internšip program stručne prakse realizovan je u Srbiji i Nemačkoj kroz tronedeljnu stručnu praksu u kompaniji Hemofarm i kroz studijsko putovanje u Nemačku radi upoznavanja stipendista sa zdravstvenim sistemom Nemačke, politikama u oblasti javnog zdravlja, sličnostima i razlikama između zdravstvenih sistema Srbije i Nemačke.

U okviru Programa stipendija, kojim Hemofarm fondacija motiviše najbolje studente da stiču nova znanja i unapređuju svoje veštine, u 2019. godini obezbeđena je podrška za ukupno 60 stipendista, od čega je podržano 50 stipendista dece zaposlenih (Srbija, Crna Gora, Republika Srpska – Bosna i Hercegovina) i 10 studenata medicine, farmacije i tehnologije.

In 2019, Hemofarm Foundation made its Program for Education complete by introducing the Internship Program 'You can do it' designed to support young, future experts in the fields for which they are educated to gain, in addition to theoretical knowledge, practical knowledge and work experience in various sectors within Hemofarm. The Internship Program was implemented in Serbia and Germany, through a three-week internship in the company Hemofarm and a study trip to Germany with the aim of introducing scholarship holders to the German healthcare system, public health policies, similarities and differences between Serbian and German healthcare systems.

Within the Scholarship Program, by which Hemofarm Foundation motivates the best students to acquire new knowledge and improve their skills, in 2019 support was provided for a total of 60 scholarship holders, of which 50 were children of employees (Serbia, Montenegro, Republika Srpska - Bosnia and Herzegovina) and 10 students of medicine, pharmacy and technology.

U 2019. uspešno je realizovan i treći ciklus Mentorskog programa kao vid dodatne podrške mladima u cilju ličnog i profesionalnog razvoja, kao i razmene znanja, iskustava i kontakata između mentora, eksperata kompanije Hemofarm i mentija, stipendista Hemofarm fondacije. Program podrazumeva jačanje kapaciteta budućih stručnjaka iz oblasti medicine, farmacije, tehnologije, hemije i fizičke hemije, kreiranje pozitivnog ambijenta za njihovo zapošljavanje i motivisanje da stečena znanja primenjuju u Srbiji. Predavači na Mentorskom programu su eksperti kompanije Hemofarm, ali i gostujući, domaći i inostrani predavači, eksperti iz različitih oblasti koji studentima prenose svoja znanja iz oblasti komunikacionih veština, uspešnog predstavljanja poslodavcu, liderstva, javnog zdravlja, savremene medicinske prakse, neuronauke, aktivizma u zajednici i dr.

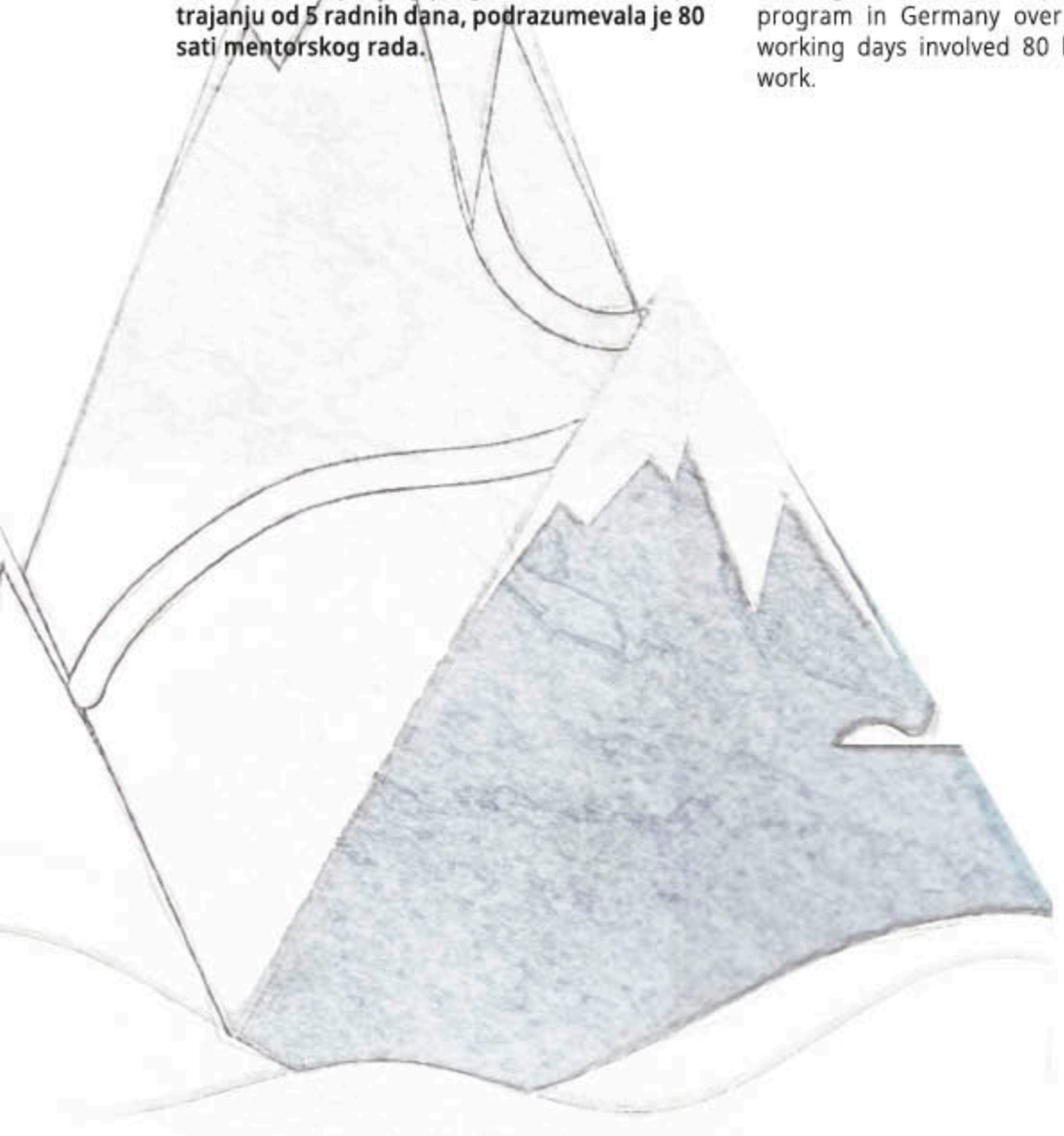
U okviru Mentorskog programa u 2019. godini realizovano je ukupno 11 aktivnosti i to 2 treninga za mentore i mentije i 7 otvorenih predavanja, a pokrivene su sledeće teme i oblasti: „Lični i profesionalni razvoj“, „Zašto je dobra komunikacija važna za uspeh u poslu?“, „Kako se uspešno predstaviti poslodavcu“, „Etika i društvena odgovornost u oblasti zdravlja“, „NeuroLeadership“, „Laboratorija ili udžbenik – različiti načini da se razume nauka“. Organizovana je radionica „Tango put do uspešne komunikacije“, kao i redovan susret stipendista i generalnog direktora Ronalda Seeliger. Hemofarm fondacija i njeni stipendisti u 2019. imali su priliku da se sastanu sa predstavnicima visoke delegacije Evropskog parlamenta koju je predvodio predsednik grupe Evropske narodne partije Manfred Veber sa svojim kolegama.

In 2019, the third cycle of the Mentorship Program was successfully implemented as a form of additional support to young people for personal and professional development as well as exchange of knowledge, experiences and contacts between mentors, Hemofarm experts, and mentees, Hemofarm Foundation scholarship holders. The program implies strengthening the capacity of future experts in the field of medicine, pharmacy, technology, chemistry and physical chemistry, creating a positive environment for their employment and motivating them to apply the acquired knowledge in Serbia. Lecturers in the Mentorship Program are experts from Hemofarm, but also guests, domestic and foreign lecturers, experts from various fields who pass on their knowledge to students in the field of communication skills, successful presentation to the employer, leadership, public health, modern medical practice, neuroscience, community activism, etc.

Within the Mentorship Program in 2019, a total of 11 activities were implemented, 2 trainings for mentors and mentees and 7 open lectures, and the following topics and areas were covered: 'Personal and professional development', 'Why good communication is important for success at work?', 'How to successfully present yourself to the employer', 'Ethics and social responsibility in the field of health', 'NeuroLeadership', 'Laboratory or textbook - different ways to understand science.' A workshop 'Tango path to successful communication' was organized, as well as a regular meeting of scholarship holders and the CEO Ronald Seeliger. In 2019, Hemofarm Foundation and its scholarship holders had the opportunity to meet with representatives of the high delegation of the European Parliament led by the president of the group of the European People's Party, Manfred Weber, and his colleagues.

Mentori, inače vodeći eksperti iz Hemofarma, investirali su u razvoj budućih profesionalaca ukupno 1.874 sata volonterskog rada (786 sati u 2018) u okviru Programa za obrazovanje. To je ekvivalentno 46,85 radnih nedelja, čija je prosečna vrednost 3.451.908,00 dinara odnosno blizu 30.000 evra. U okviru Mentorskog programa u 2019, kolege iz Hemofarma su tokom učešća na treningu za mentore, na 7 predavanja i kroz individualni rad sa mentijima, uložile ukupno 666 sati volonterskog rada. U okviru Internšip programa koji je realizovan tokom 2 nedelje u Poslovnom centru u Beogradu, investirano je ukupno 488 sati pro bono rada, dok je tokom 3 radne nedelje u proizvodnom pogonu u Vršcu, investirano dodatnih 640 sati volonterskog rada. Realizacija ovog programa u Nemačkoj u trajanju od 5 radnih dana, podrazumevala je 80 sati mentorskog rada.

Mentors, the leading Hemofarm experts, have invested a total of 1,874 hours of volunteer work (786 hours in 2018) in the development of future professionals within the Program for Education. This is equivalent to 46.85 working weeks, with the average value of RSD 3,451,908.00, or almost EUR 30,000. Within the Mentorship Program in 2019, the colleagues from Hemofarm invested a total of 666 hours of volunteer work for attending trainings for mentors, 7 lectures, and individual coaching with mentees. Within the Internship Program that was implemented in the Business Centre in Belgrade during a two-week period, a total of 488 hours of pro bono work was invested, with additional 640 hours of volunteer work invested at the manufacturing plant in Vršac during three working weeks. The implementation of this program in Germany over the course of five working days involved 80 hours of mentoring work.

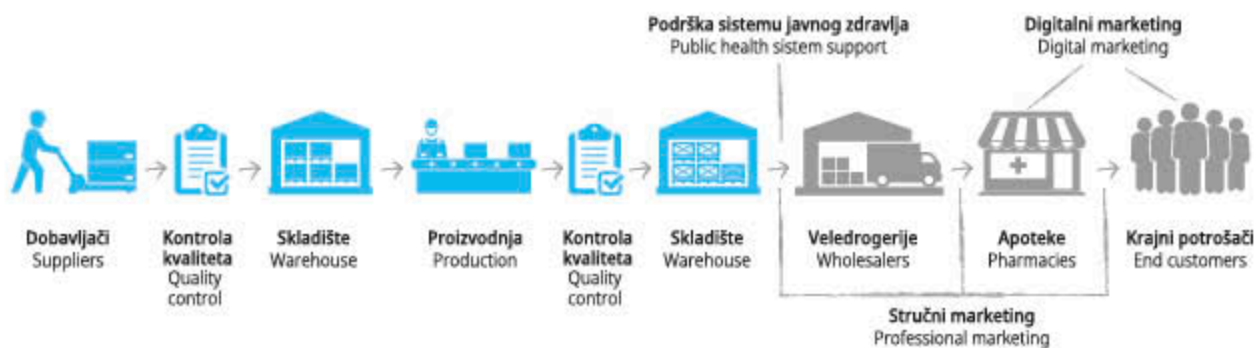






Cilj 6: Čista voda i sanitarni uslovi

Goal 6: Clean water and sanitation

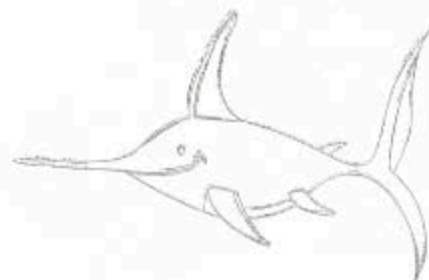




103-1	103-2	103-3			
302-1	302-3	302-4	302-5		
303-1	303-2	303-3	303-4	303-5	
305-1	305-2	305-4	305-5	305-6	305-7
306-1	306-2	306-3	306-4	306-5	

Ključna vrednost AGILITY strateški je povezana sa ciljevima održivog razvoja broj 9 i broj 12. Takvim pristupom se maksimizira nastojanje kompanije da optimizuje sve svoje poslovne i proizvodne procese i postavi ih iz ugla odgovornog korisnika sirovina, koji stvara efikasne a dostupne proizvode, čiji uticaj ne narušava okruženje u bilo kom aspektu.

U kontekstu aktuelne posvećenosti ključnih vrednosti onim ciljevima održivog razvoja koji su od vitalnog značaja za borbu protiv pandemije, kao i zahvaljujući činjenici da su ciljevi 9 i 12 već deo Hemofarmove poslovne DNK, vrednost AGILITY se trenutno fokusira na doprinos ciljevima broj 5 i broj 6. To praktično znači da su STADA i Hemofarm, potpuno svesni značaja rodne ravnopravnost (Cilj 5) i dostupnosti čiste vode i sanitarnih uslova (Cilj 6), rešeni da globalnoj krizi doprinesu kroz maksimalno odgovoran odnos prema jednakosti koleginica i kolega u timu, kao i smanjenju utroška vode kao ključnog resursa, te uspostavljanju svih neophodnih sanitarnih uslova u kompaniji i van nje, a koji će doprineti zaustavljanju pandemije. Hemofarm posredno doprinosi smanjenju utroška vode u svom poslovanju, kako kroz optimizovane proizvodne procese, tako i kroz upotrebu sopstvenih bunara, čime se priključuje trendu očuvanja resursa koje je inače vitalan, a u doba pandemije još više važan.



The key value AGILITY is strategically linked to the Sustainable Development Goals 9 and 12. Such an approach intensifies the company's efforts to optimize all its business and production processes and perceive them from the perspective of a responsible consumer of raw materials, which manufactures effective and affordable products that do not exert a negative impact on the environment in any aspect whatsoever.

In the context of the current commitment of the core values to the sustainable development goals that are vital in the fight against the pandemic, as well as owing to the fact that Goals 9 and 12 have already been a part of Hemofarms business DNA, the value AGILITY is currently focused on the contribution to Goals 5 and 6. It practically means that STADA and Hemofarm are fully aware of the importance of gender equality (Goal 5) and availability of clean water and sanitation (Goal 6), and are determined to contribute to the global crisis management through the most responsible attitude to equality of female and male colleagues in the team, as well as reducing the consumption of water as a key resource, and establishing all necessary sanitation conditions inside and outside the company, which will in turn contribute to curbing the pandemic. Hemofarm indirectly contributes to reducing water consumption in its operations through both optimized production processes and use of water from its own wells, thus joining the trend of preserving the resource which is vital, and even more important at the time of the pandemic.

Hemofarm je već potvrdio svoju suštinsku posvećenost ostvarivanju rodne ravnopravnosti u kompaniji i društvu, što pokazuju i rezultati prezentovani u ovom izveštaju, zbog čega će fokus biti stavljen na potrošnju vode i upravljanje ostalim resursima, te zbrinjavanju generisanog otpada, a sve to u cilju očuvanja prirodnog okruženja, bez kojeg budućnost nije izvesna.

Radi sagledavanja performansi sa kojima je kompanija dočekala pandemiju koronavirusa, u širem smislu, u ovom poglavlju će kroz prikaz ostvarenih poslovnih rezultata Hemofarma biti predstavljene sledeće materijalne teme: Odgovorno upravljanje potrošnjom vode i ostvarivanje vodene neutralnosti i Prevencija i smanjivanje rizika i upravljanje kriznim situacijama.

Sadržaj:

- UPRAVLJANJE POTROŠNJOM VODE
- UPRAVLJANJE ENERGIJOM I EMISIJE GASOVA
 - Upotreba električne energije
 - Upotreba prirodnog gasa
 - Emisije gasova
- UPRAVLJANJE OTPADOM – ŠANSA ZA POZITIVAN UTICAJ NA OKRUŽENJE

Table of contents:

- WATER CONSUMPTION MANAGEMENT
- ENERGY MANAGEMENT AND GAS EMISSIONS
 - Electric power consumption
 - Natural gas consumption
 - Gas emissions
- WASTE MANAGEMENT – CHANCE FOR POSITIVE IMPACT ON ENVIRONMENT

Hemofarm has already acknowledged its essential commitment to achieving gender equality in the company and in the society, which is also evidenced by the results presented in this report, due to which the focus will be placed on water consumption and other resources management, and the disposal of generated waste, aimed at the protection of the environment, without which the future is uncertain.

In order to review the company's performance at the onset of the coronavirus pandemic, in a broader sense, the following materiality topics will be presented in this chapter through an overview of achieved business results of Hemofarm: Responsible water consumption management and achieving water neutrality and Risk prevention and mitigation and crisis situations management.



UPRAVLJANJE POTROŠNOM VODE

WATER CONSUMPTION MANAGEMENT



Odgovorno upravljanje vodom danas predstavlja jedan od najvažnijih faktora održivosti, jer je voda istovremeno svima i najdragocijeni resurs, ali i dalje nedostupna za čak tri milijarde ljudi u svetu, koji bi svakog dana trebalo da imaju pristup čistoj vodi za osnovne potrebe i održavanje higijene. Hemofarm globalnom očuvanju vode kao resursa doprinosi posredno, kroz visookoptimizovane proizvodne procese, a jedan od ciljeva kompanije u perspektivi je ostvarivanje neutralnosti u potrošnji ovog resursa. Tome u prilog svedoči i činjenica da je uprkos porastu proizvodnje za 14%, smanjena ukupna količina utrošene vode za oko 1%¹⁶.

Hemofarm za svoje potrebe koristi vodu iz javnog vodovoda i reni bunara. Gradska voda troši se u tehnološkim postupcima i za proizvodnju prečišćene vode (PW), vode za injekcije (WFI) i čiste pare. Takođe, voda se koristi i za proizvodnju tehničke pare i tople vode, kao i za funkcionisanje sistema za hlađenje (rashladna voda) i sanitarne potrebe. Ukupna zahvaćena količina vode iz javnog vodovoda povećana je za 7,3% i iznosi 380.970 kubnih metara u 2019. (354.947 kubnih metara u 2018). Ukupna količina zahvaćene vode iz reni bunara smanjena je za 35,6%, odnosno sa 81.416 kubnih metara u 2018. godini na 52.156 kubnih metara u 2019. godini¹⁷. Hemofarm svojim zahvatanjem vode ne ugrožava nijedan od resursa vodozahvata.

Responsible water management is one of the most important factors of sustainability nowadays, since water represents the most valuable resource for everyone, but at the same time, it is still hardly attainable to as many as three billion people on this planet who should have daily access to clean water for their essential needs and hygiene. Hemofarm contributes to the global conservation of water as a resource indirectly, through highly-optimised manufacturing processes. One of the company's future goals is to achieve neutrality in consumption of this resource. This is also corroborated by the fact that the total consumption of water was reduced by about 1%¹⁶ in spite of the 14% increase in production.

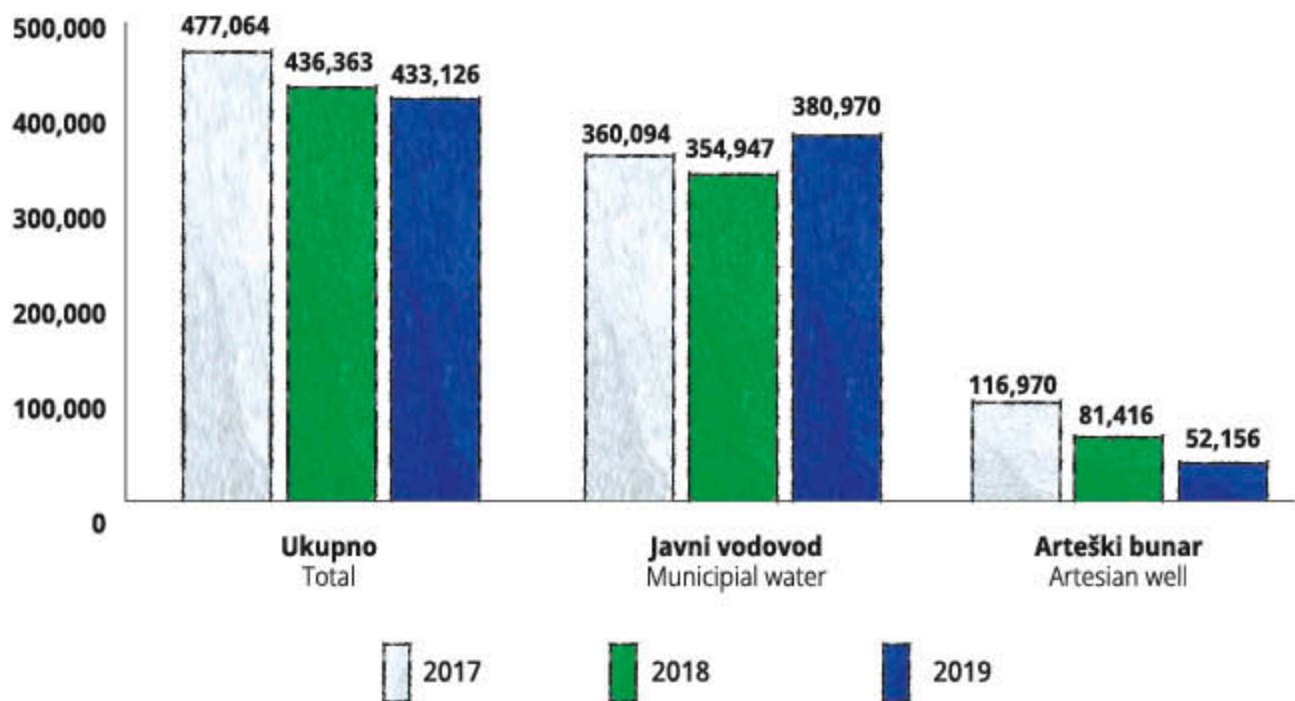
For its own use, Hemofarm uses municipal water and water from a Ranney well. Municipal water is used in technological processes and for producing purified water (PW), water for injections (WFI) and clean steam. Water is also used for producing technical steam and hot water, as well as for the operation of the cooling system (cooling water) and for sanitary purposes. The total quantity of withdrawn municipal water was increased by 7.3% and it amounted to 380,970 cubic metres in 2019 (354,947 cubic metres in 2018). The total quantity of water withdrawn from the Ranney well was reduced by 35.6%, namely from 81,416 cubic metres in 2018 to 52,156 cubic metres in 2019¹⁷. Hemofarm does not jeopardise any of the water withdrawal resources by its withdrawal of water.

¹⁶U odgovorno upravljanje potrošnjom vode spada i rekuperacija i ponovna upotreba tehničke pare. Para u Hemofarmu nigde nema kontakt sa proizvodom, te se u procesu proizvodnje tehničke pare sav kondenzat vraća u kotlarnicu na ponovnu upotrebu, čime se voda u proizvodnji kontinualno rekuperira. Takođe, toplotna energija otpadne vode parnih kotlova, koja bi se inače odbacivala kao rezultat procesa desalinacije i uklanjanja taloga iz parnog kotla, koristi se kao izvor toplote za sanitarnu toplu vodu u Pogonu sterilnih proizvoda.

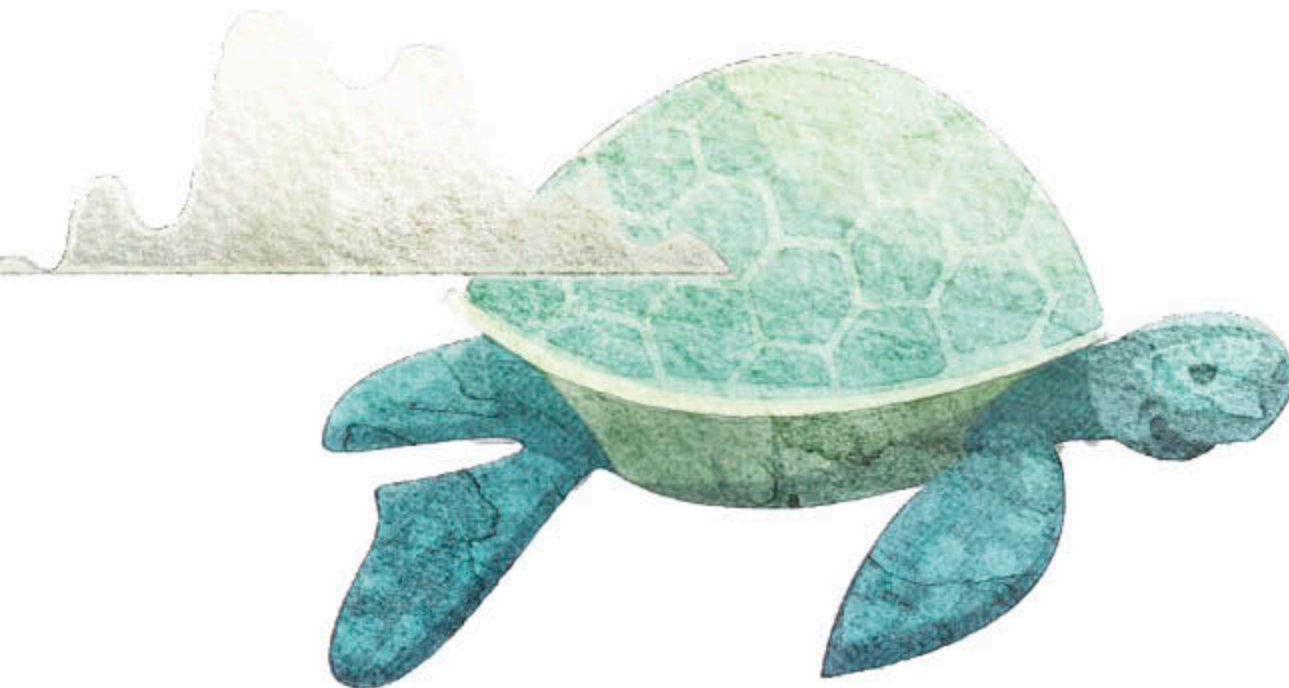
¹⁶An example of responsible water management is recuperation and reuse of technical steam. The steam has no contact with the product in Hemofarm, so all the condensate collected in the process of technical steam manufacturing returns to the boiler room for reuse, by which the water is continuously recuperated in the manufacturing process. In addition, the heating energy of the waste water from steam boilers, which would otherwise be discarded as a result of processes of distillation and removal of precipitate from the steam boiler, gets reused as a source of heat for sanitary hot water in the Sterile Products Plant.

¹⁷Smanjenje utroška vode iz reni bunara direktna je posledica promene kvaliteta i performansi te vode, usled čega je konsekvntno povećano korišćenje vode iz javnog vodovoda.

¹⁷The reduction of water consumption from Ranney well is a direct consequence of the change in the quality and performance of this water, due to which the use of municipal water was consequently increased.



Pregled količina ukupno zahvaćene vode (u kubnim metrima), po izvoru
 Overview of total quantities of withdrawn water (in cubic metres), per source



UPRAVLJANJE ENERGIJOM I EMISIJE GASOVA

ENERGY MANAGEMENT AND GAS EMISSIONS



Odgovorno i efikasno upravljanje energijom za Hemofarm je imperativ i dokaz stepena održivog razvoja. Kompanija nastoji da, pored kratkoročnih aktivnosti, inicijativa i projekata, pomeri fokus na srednjoročne i dugoročne investicione projekte, radi još veća stabilnost i održivosti poslovanja, a samo neki od primera energetske efikasnosti na kojima se trenutno radi su:

- zamena fluo cevi LED osvetljenjem – jedna od najpopularnijih mera poboljšanja energetske efikasnosti u 2019. obuhvatila je montažu 1980 novih LED sijalica;
- smanjenje toplotnih gubitaka na cevovodima tehničke pare i kondenzata – tokom 2019. nastavljene su aktivnosti na ugradnji izolacionih „jakni“¹⁸ na sistemima za distribuciju tehničke pare i kondenzata; fokus je bio na pogon u Šapcu, gde je oko 70% ventila pokriveno izolacionim „jaknama“;
- korišćenje „otpadne toplote“ za grejanje objekata – u proizvodnom kompleksu u Vršcu tokom 2018. pušten je u rad prvi Total Heat Recovery¹⁹ (THR) modul, dok je drugi THR modul u funkciji od novembra 2019; merenja su pokazala da je na prvom THR-u u 2019. ostvarena ušteda od 76.640 evra, dok na drugom ušteda iznosi oko 28.870 evra; ukupna jednogodišnja ušteda ova dva postrojenja (pri cenama energenata iz decembra 2019) procenjena je na 133.960 evra;

Responsible and efficient energy management is an imperative for Hemofarm and a proof of the sustainable development degree. In addition to the short-term activities, initiatives and projects, the company endeavours to shift the focus to mid-term and long-term investment projects in order to ensure an even higher stability and sustainability of business operations. Some of the examples of energy efficiency we are currently working on include the following:

- Replacement of fluorescent tubes by LED lights – one of the most popular measures of improvement of energy efficiency in 2019 included the installation of 1,980 of new LED bulbs.
- Reduction of heat loss on technical steam and condensate pipelines – the fitting of ‘insulation jackets’¹⁸ on the systems for distribution of technical steam and condensate continued in 2019; the focus was on the Šabac Plant, where about 70% of valves were covered with ‘insulation jackets’.
- Utilisation of the ‘waste heat’ for heating facilities – the first Total Heat Recovery¹⁹ (THR) module was put into operation in the manufacturing complex in Vršac during 2018, while the second THR module has been operational since November 2019; the conducted measurements have shown that the savings of EUR 76,640 were achieved on the first THR in 2019, while the savings of around EUR 28,870 were achieved on the second module; the total annual savings achieved on these two plants (at the prices of energy sources effective in December 2019) were estimated at EUR 133,960.

¹⁸Montažno-demontažni elementi koji doprinose umanjuju toplotnih gubitaka usled zračenja na ventilima koji rade na visokoj temperaturi, po preporuci IFC (International Finance Corporation), članice Grupe Svetske banke (World Bank Group). Očekuje se da će se ova investicija isplatiti u roku manjem od jedne godine, uz smanjivanje toplotnih gubitaka na ovako izolovanim ventilima na svega 11-20% u odnosu na one neizolovane.

¹⁹The removable elements which contribute to reducing heat losses due to the radiation on the valves which operate at high temperature, recommended by IFC (International Finance Corporation), a member of the World Bank Group. This investment is expected to pay off in less than a year, with reduction of heat losses to only 11-20% at the valves insulated in such a manner, compared to the non-insulated valves.

¹⁸Čiler primarno proizvodi rashladnu energiju i u tom procesu iz radnog fluida odvodi se toplota. Ta odvedena toplotna energija („otpadna toplota“), kroz THR modul čilera, umesto da se izbacuje u atmosferu, koristi se za isporučivanje toplotne energije u vrednosti i do 130% od rashladnog kapaciteta čilera.

¹⁹The chiller primarily produces cooling energy and the heat is released from the working fluid in the process. Instead of being discharged into the atmosphere, the heat released in such a manner (‘waste heat’), through the THR module of the chiller, is used for heat supply which can reach up to 130% of the cooling capacity of the chiller.

- **rekonstrukcija sistema za pripremu tople sanitarne vode Pogona čvrstih formi (PČF) u Vršcu – marta 2018. dovršena je rekonstrukcija sistema za pripremu tople sanitarne vode PČF; umesto starog i dotrajalog rezervoara, sada se zagrevanje sanitarne vode vrši korišćenjem „otpadne toplote“, nusproizvoda regularnog rada sistema prikupljanja kondenzata; umesto uobičajenog ispuštanja u atmosferu, otparak kondenzata se sada koristi kao grejni medijum; u 2019. ostvarena je ušteda od 20.380 evra.**
- **rekonstrukcija sistema grejanja Visokoregalnog skladišta (VRS) – novi toplovod je znatno unapredio energetska efikasnost sistema grejanja VRS i to maksimizovanjem potencijala korišćenja prirodnog gasa putem visokoefikasnih kondenzacionih toplovodnih kotlova Hoval UltraGas umesto dosadašnjih parnih kotlova; minimizirani su toplotni gubici: otparavanje u rezervoaru kondenzata (flash steam), gubici usled zračenja na cevovodu (temperatura tople vode je za ~130 oC niža od temperature tehničke pare pritiska 8 bara), kao i gubici prilikom prelaza toplote na VRS izmenjivaču para/voda; finansijska ušteda u 2019. je oko 21.450 evra, a realna godišnja ušteda (pri cenama energenata iz decembra 2019) procenjena je na 30.650 evra.**
- **Reconstruction of system for preparation of warm sanitary water at the Solid Dosage Forms Plant (PČF) in Vršac – the reconstruction of the system for preparation of warm sanitary water in the Solid Dosage Forms Plant was completed in March 2018; instead of the old and worn-out tank, sanitary water is now heated by utilising 'waste heat', a by-product of the regular operation of the condensate collection system; instead of the usual discharge into the atmosphere, the condensate residue is now used as a heating medium; the savings of EUR 20,380 were achieved in 2019.**
- **Reconstruction of heating system at High-Bay Warehouse (HBW) – a new heating pipeline has considerably improved the energy efficiency of the High-Bay Warehouse heating system by maximizing the potential of natural gas utilization through highly-efficient condensing hot water boilers Hoval UltraGas in place of the formerly used steam boilers; heat losses were reduced to minimum: evaporation in the condensate tank (flash steam), losses due to radiation on pipeline (the hot water temperature is lower by ~130oC than the temperature of technical steam at the pressure of 8 bar), as well as the losses on heat exchange at HBW steam/water exchanger; the savings in 2019 amounted to around EUR 21,450, and the actual annual savings (at the prices of energy sources effective in December 2019) were estimated at EUR 30,650.**



Upotreba električne energije

Electric power consumption

Prirodni gas i električna energija predstavljaju osnovne izvore energije u Hemofarmu. Električna energija se koristi u proizvodnim procesima, za rad vazдушnih kompresora, čilera i HVAC, a najveći potrošači jesu upravo vazdušni kompresori i čileri. Proizvodnja komprimovanog vazduha i vode za hlađenje i dalje obuhvata 1/3 ukupne potrošnje električne energije za centralni proizvodni kompleks u Vršcu.

Natural gas and electricity are used as primary energy sources in Hemofarm. Electricity is used in manufacturing processes, for operation of air compressors, chillers and HVAC. In effect, the largest consumers are air compressors and chillers. The production of compressed air and cooling water still makes for 1/3 of the total consumption of electricity at the central manufacturing complex in Vršac.

Godina Year	Električna energija, KWh Electricity, KWh	Električna energija, GJ Electricity, GJ
2017.	47,278,126	170,201.25
2018.	45,615,616	164,216.22
2019.	48,362,251	174,104.10

Prikaz potrošnje električne energije (pogoni u Vršcu i Šapcu)
Overview of consumption of electricity (Vršac and Šabac plants)

Potrošnja električne energije u 2019. je uvećana za 6% u odnosu na prethodnu godinu usled smanjenog obima planskog stajanja proizvodnje radi remonta u avgustu u odnosu na 2018, kao i značajnog uvećanja obima proizvodnje. Obim rasta proizvodnje neminovno povlači i rast utroška energenata, bez obzira na primenu svih mera optimizacije, s tim da je konačni utrošak energenata po jedinici gotovog proizvoda u Hemofarmu smanjen, što svedoči o opravdanosti rasta utroška električne energije i prirodnog gasa.²⁰

The consumption of electricity increased by 6% in 2019 compared to the previous year, due to the reduced scope of scheduled production downtime designated for maintenance in August, in relation to 2018, as well as due to the significant increase in production volumes. The increase in production volumes inevitably entails an increase in energy consumption, regardless of implementation of all optimisation measures. The final consumption of energy per finished product unit was nevertheless reduced in Hemofarm, which further justifies the increase in consumption of electricity and natural gas.²⁰

²⁰ Detaljan prikaz odnosa utroška po jedinici gotovog proizvoda dat je u poglavlju Komparativna analiza održivog razvoja Hemofarma u 2019

²⁰ The detailed overview of the consumption ratio per finished product unit is given in Chapter: Comparative Analysis of Sustainable Development in Hemofarm in 2019.

Upotreba prirodnog gasa

Natural gas consumption

Kada je u pitanju prirodni gas kao energent, najviše se troši u odeljenjima za hemijsku pripremu vode – 34,2% proizvedene toplotne energije potrebno je za proizvodnju prečišćene vode, vode za injekcije i čiste pare u Vršcu. Ostali veći segmenti potrošnje prirodnog gasa su grejanje prostora i drugi tehnološki procesi.

As a source of energy, natural gas is predominantly consumed at the departments for chemical treatment of water – 34.2% of produced thermal energy is needed for the production of purified water, water for injections, and clean steam in Vršac. Among other large segments of natural gas consumption are heating of premises and other technological processes.

Godina Year	Gas m ³ Gas m ³
2017.	6,830,641
2018.	6,452,489
2019.	6,669,004

Prikaz potrošnje gasa
Overview of gas consumption

Uvećanje utroška gasa u 2019. u odnosu na 2018. za 3,4% rezultat je manjeg obima planskog stajanja proizvodnje radi remonta u avgustu, uvećanja obima proizvodnje, ali i uvećanih zahteva za kontrolom relativne vlage u letnjem periodu. Mere optimizacije utroška prirodnog gasa rezultirale su sprečavanjem još većeg porasta koji bi bez tih mera bio znatan.

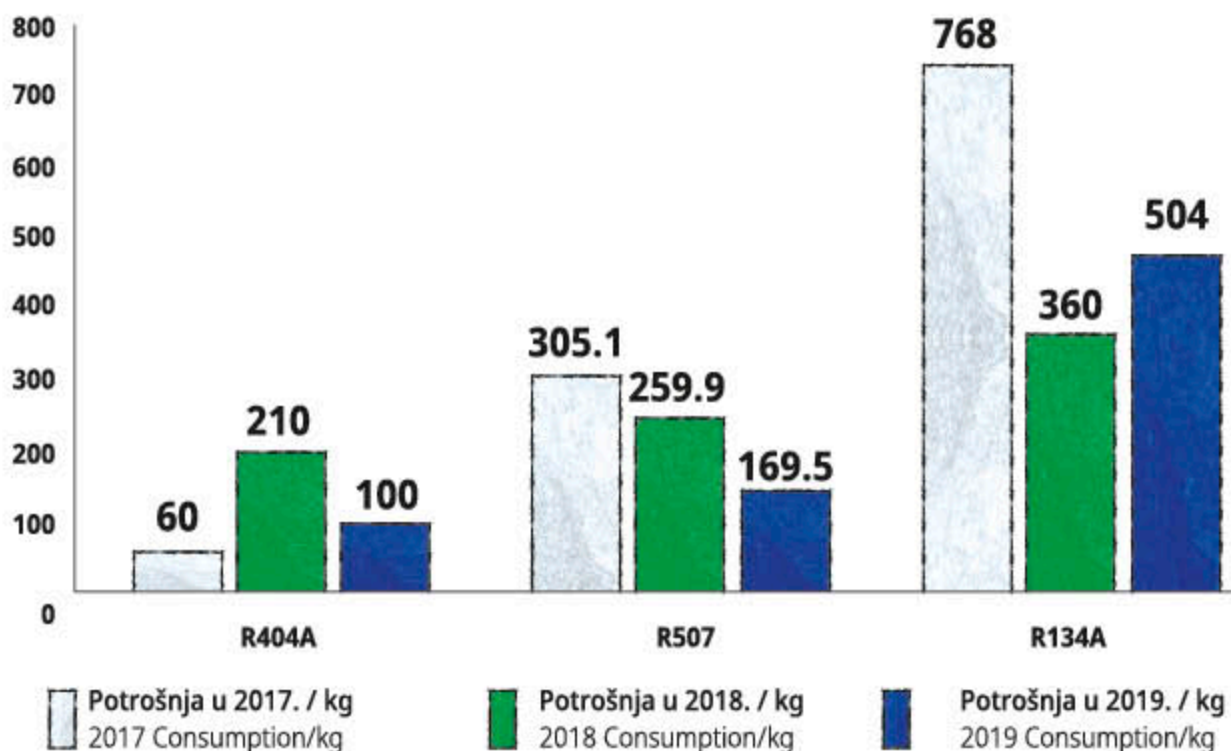
The increase of 3.4% in gas consumption in 2019 in relation to 2018, is a result of the reduced scope of scheduled production downtime dedicated for maintenance in August, increase of production, as well as the increased requirements for relative air humidity control in the summer period. The measures of optimisation of consumption of natural gas resulted in avoiding an even higher increase, which would have been significant without these measures.

Emisije gasova

Gas emissions

Iako farmaceutska industrija spada u one grane koje nisu zagađivači u procesu proizvodnje, Hemofarm stavlja akcenat na minimiziranje svakog potencijalnog posredno i neposredno štetnog uticaja na životnu sredinu i okruženje, gde spada i upravljanje emisijom gasova. Nastavljen je trend daljeg smanjenja potrošnje „ozone friendly“ freona za rashladnu tehniku, i u toku 2019. godine Hemofarmu je isporučeno ukupno 774,3 kg ovog freona, što je za oko 7% manje u odnosu na 2018. godinu. Ako se uzme u obzir činjenica da je zabeležen rast proizvodnje, onda je ovo dokaz maksimalne efikasnosti uspostavljenih radnih i proizvodnih procesa u kompaniji.

Although pharmaceutical industry belongs to non-polluting industries in the manufacturing process, Hemofarm puts a particular accent on minimising each potential direct or indirect harmful effect on the environment, which also involves gas emission management. The trend of further decrease of use of 'ozone-friendly' Freon in cooling equipment continued in 2019, in the course of which Hemofarm received a total of 774.3kg of this type of Freon, which is approximately 7 % less compared to 2018. Taking into account the fact that the increase in manufacturing was recorded, this is a proof of maximum efficacy of the established work and manufacturing processes in the company.



Prikaz upotrebe „ozone-friendly“ freona u 2019.
Overview of 'ozone-friendly' Freon consumption in 2019

UPRAVLJANJE OTPADOM – ŠANSA ZA POZITIVAN UTICAJ NA OKRUŽENJE

WASTE MANAGEMENT – CHANCE FOR POSITIVE IMPACT ON ENVIRONMENT

Hemofarm je velika kompanija, ali nije veliki zagađivač zato što farmaceutska industrija spada u „bele” industrijske grane. One niti su veliki zagađivači, niti obimni generatori otpada kao nužne posledice obavljanja proizvodne delatnosti. Takođe, proizvodni procesi u kompaniji maksimalno su efikasni i optimizovani ka što manjem generisanju otpada koji nastaje kako u samom procesu proizvodnje, tako i u čitavom životnom ciklusu farmaceutskog proizvoda. Otpad koji se generiše u okviru delatnosti Hemofarma moguće je klasifikovati u:

- otpad nastao izvan proizvodnih lokacija kompanije i
- industrijski otpad, koji je nastao u okviru proizvodno-poslovnih kompleksa kompanije.

Hemofarm nije u direktnom kontaktu sa krajnjim korisnicima proizvoda, u skladu sa zakonom, te zato nije u mogućnosti da prikuplja otpadnu ambalažu od svojih proizvoda sa završenim životnim ciklusom. Zato kompanija svoje obaveze ispunjava posredno, u skladu sa nacionalnim Planom smanjenja ambalažnog otpada.²¹ Hemofarm, prema tom Planu, saraduje sa ovlašćenim operaterima, koji preuzimaju na sebe obavezu da se pomenuta ambalaža zbrine na pravilan način.²²

Hemofarm is a large company, yet it is not a large polluter because pharmaceutical business falls under ‘white-collar industries’. They are neither large polluters nor large generators of waste, as an unavoidable by-product of manufacturing activities. Furthermore, the manufacturing processes in the company are maximally efficient and optimised towards generating minimal amounts of waste, which is either generated in the manufacturing process itself or over the entire life-cycle of a pharmaceutical product. The waste generated as part of activities of Hemofarm can be classified as:

- Waste generated outside the manufacturing sites of the company; and
- Industrial waste, generated within the manufacturing and business facilities of the company

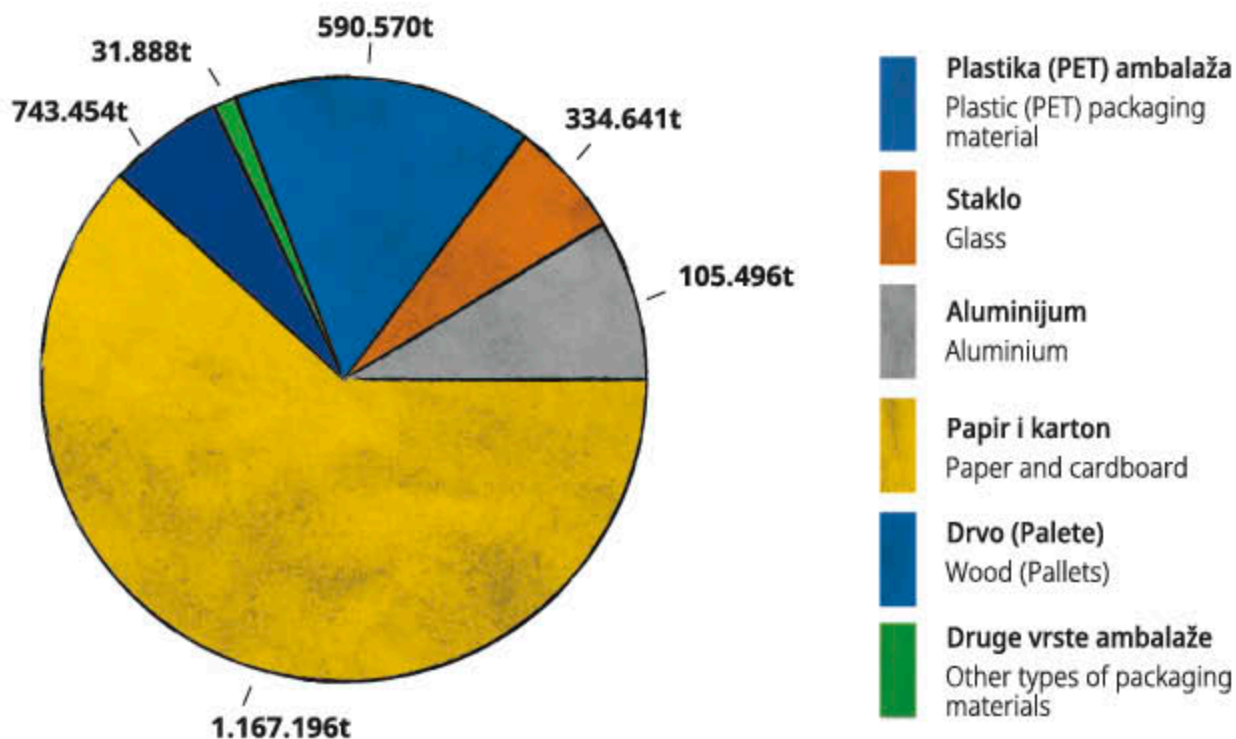
In accordance with the law, Hemofarm is not in direct contact with end users of products, and consequently it cannot collect the waste packaging materials of its products the life cycle of which has expired. Therefore, the company fulfils its obligations indirectly, in line with the national Plan for Reducing Packaging Material Waste.²¹ According to the Plan, Hemofarm cooperates with authorised operators that undertake the obligation to dispose of the subject packaging material in a proper manner.²²

²¹ Njime su utvrđeni opšti ciljevi u pogledu ponovnog iskorišćenja i reciklaže ambalažnog otpada, kao i specifični ciljevi za reciklažu papira/kartona, plastike, stakla, metala, drveta iz ambalažnog otpada.

²¹ It determines the general goals in view of reuse and recycling of packaging material waste, as well as the specific goals for recycling paper/cardboard, plastic, glass, metal, and wood from packaging material waste.

²² Od materijala koji mogu biti predmet recikliranja tu uglavnom spadaju pakovanja i transportna ambalaža, te uputstva o farmaceutskom proizvodu.

²² The materials that can be subject of recycling mainly include packs, transportation packaging material and patient information leaflets.



Količina ambalaže za koju je obaveza upravljanja preneti na operatera
 Quantities of packaging materials with management liability transferred to operator

Pregled kretanja industrijskog otpada po vrsti (opasan/neopasan), kao i po upotrebnoj vrednosti (ima/nema upotrebnu vrednost) u tonama za 2019. godinu prikazan je u tabeli i grafiku na sledećim stranama.

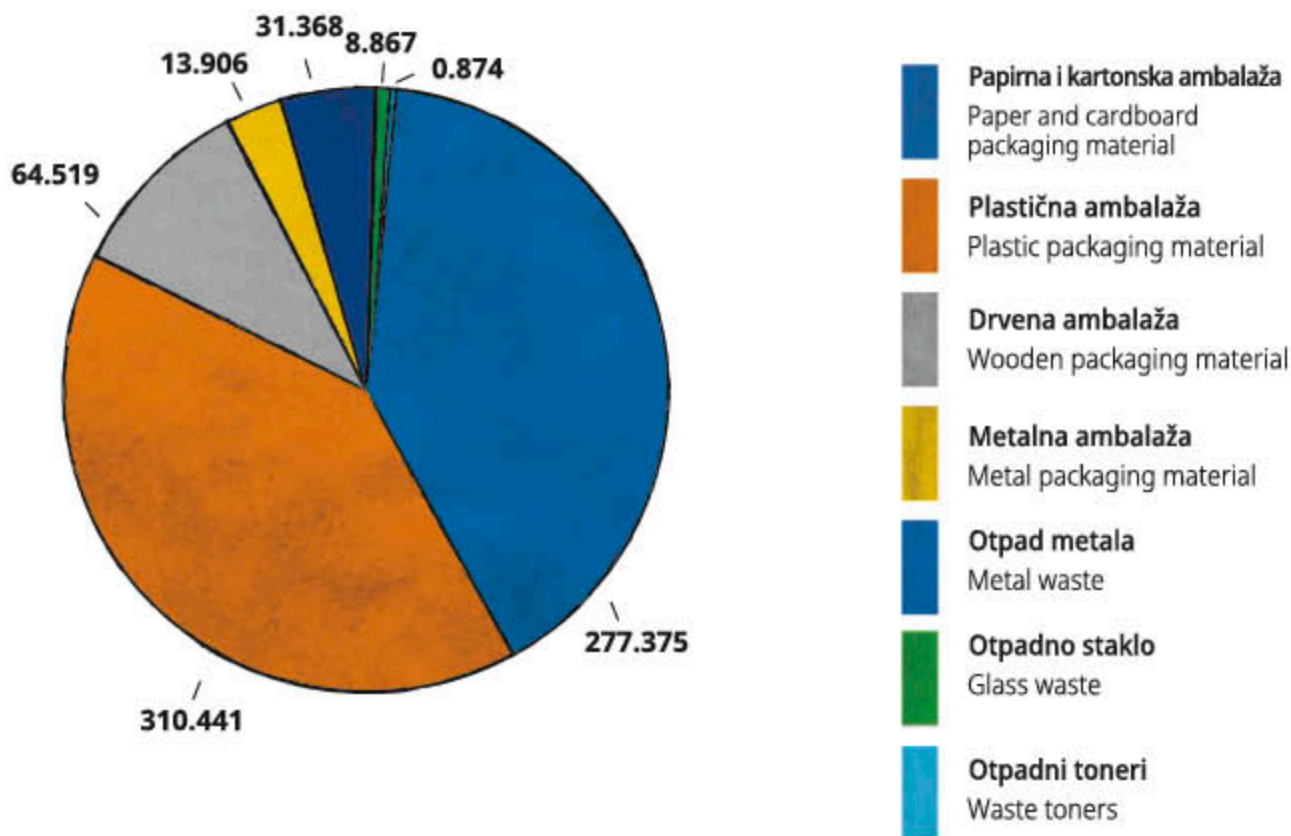
Overview of industrial waste trend, according to type (hazardous/non-hazardous) and usage value (with/without usage value) in tonnes for the year 2019 is presented in the table and the graph on the following pages.



2019 Godina Year 2019.	Generisano Generated	Predato Consigned
Ukupan neopasan otpad Total non-hazardous waste	772,560	773,137
Neopasan otpad koji ima upotrebnu vrednost (predat ovlaštenim operaterima na moguću reciklažu) Non-hazardous waste with usage value (consigned to authorised operators for possible recycling)	706,476	706,476
Neopasan otpad koji nema upotrebnu vrednost (predat ovlaštenim operaterima na deponovanje) Non-hazardous waste without usage value (consigned to authorised operators for disposal)	42,024	42,601
Ukupan opasan otpad Total hazardous waste	118,575	82,101
Opasan otpad koji ima upotrebnu vrednost (predat ovlaštenim operaterima na moguću reciklažu) Hazardous waste with usage value (consigned to authorised operators for possible recycling)	4,175	6,833
Opasan otpad koji nema upotrebnu vrednost Hazardous waste without usage value	114	78,268
Samostalno izvezen Exported individually		51,86
Predat operaterima Consigned to operators		26,408
Ukupno (opasan i neopasan) TOTAL (hazardous and non-hazardous)	891,135	855,238

Hemofarm je u 2019. godini generisao ukupno 891,135 tona industrijskog otpada, od čega 118,575 tona opasnog otpada. Od ukupne količine opasnog otpada koji nema upotrebnu vrednost Hemofarm je samostalno izvezao 51,86 tona (68%), nakon obnavljanja dozvole za samostalni izvoz od nadležnog ministarstva. Neopasan otpad koji ima upotrebnu vrednost i koji se može reciklirati (706.476 t) predat je operaterima na dalju obradu.

In the year 2019, Hemofarm generated a total of 891,135 tonnes of industrial waste, 118,575 tonnes of which was hazardous waste. Out of the total quantity of hazardous waste which does not have usage value, Hemofarm individually exported 51,86 t (68%), having renewed the licence for individual export with the responsible ministry. The non-hazardous waste which has usage value and which can be recycled (706,476 t) was consigned to operators for further processing.



Količine reciklabilnog neopasnog otpada predate operaterima
Quantities of recyclable non-hazardous waste consigned to operators

Uprkos porastu proizvodnje za 14%, Hemofarm je u 2019. generisao više otpada u odnosu na prethodnu godinu za 12,3%, i to:

- 32% manje opasnog otpada i
- 19,8% više neopasnog otpada.

Uprkos porastu generisanog otpada, veći je rast obima proizvodnje za oko 2%, što najbolje potvrđuje najviši nivo svesti menadžmenta kompanije o značaju smanjivanja neminovnih pratećih činilaca proizvodnje koja je u funkciji ostvarivanja dobrog zdravlja svih korisnika Hemofarmovih proizvoda.

Notwithstanding the increase in production by 14%, Hemofarm generated 12.3% more waste in 2019 in relation to the previous year, specifically:

- 32% less hazardous waste; and
- 19.8% more non-hazardous waste.

In spite of the increase in generated waste, the production volume was increased by about 2%, which best confirms the highest level of awareness of the company management of the importance of reducing the unavoidable accompanying by-products of manufacturing the function of which is the achievement of good health of all consumers of Hemofarm products.

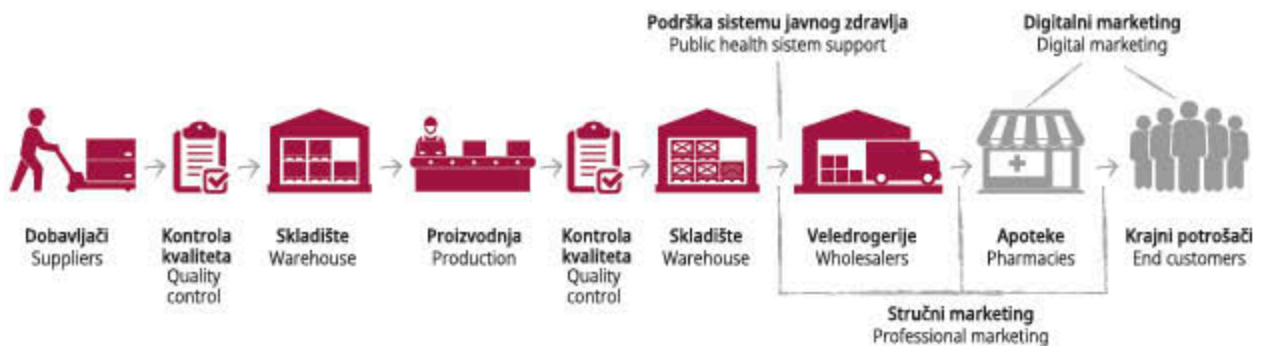






Cilj 8: Dostojanstven rad i ekonomski rast

Goal 8:
Decent work and economic growth





103-1	103-2	103-3								
201-1	201-3									
202-1	202-2									
203-2										
401-1	401-2	401-3								
402-1										
403-1	403-2	403-3	403-4	403-5	403-6	403-7	403-8	403-9	403-10	
404-1	404-2	404-3								
410-1										

Strateška povezanost ključne vrednosti **ENTREPRENEURSHIP** sa ciljevima održivog razvoja broj 8 i broj 12 (dostojanstven rad i ekonomski rast i održiva potrošnja i proizvodnja), i u susret pandemiji koronavirusa ostaje suštinski posvećen ostvarivanju održivog rasta kroz uslove rada koji su dostojni adekvatnog uvažavanja svih prava zaposlenih, kao i smanjivanja nejednakosti ljudi. Tako fokus ostaje na Cilju broj 8, uz kontinuirano nastojanje da se smanjene nejednakosti krozi Cilj 10, čemu Hemofarm doprinosi kroz kvalitetne a dostupne farmaceutske proizvode, podršku razvoju sistema javnog zdravlja i osnaživanju zdravstvenog sistema, kao i kroz fer i jednak odnos prema svim zainteresovanim stranama, bilo da je reč o internim ili eksternim javnostima sa kojima kompanija ostvaruje saradnju.

Strategic link between the key value **ENTREPRENEURSHIP** and the Sustainable Development Goals 8 and 12 (Decent work and economic growth and Responsible consumption and production), in anticipation of the coronavirus pandemic, remains essentially devoted to achieving sustainable growth through work conditions worthy of adequate respect of all the rights of employees, as well as reducing inequalities among people. Thus, the focus remains on Goal 8, with continuing efforts to reduce inequalities through Goal 10, to which Hemofarm has been contributing through quality and affordable pharmaceutical products, support to the development of public healthcare system and strengthening the healthcare system in general, as well as through fair and equal treatment of all stakeholders, belonging to either internal or external public, with which the company cooperates.

Radi sagledavanja performansi sa kojima je kompanija dočekala pandemiju koronavirusa, u širem smislu, u ovom poglavlju će kroz prikaz ostvarenih poslovnih rezultata Hemofarma biti predstavljene sledeće materijalne teme: Motivacija i edukacija zaposlenih i kontinuirani razvoj korporativne kulture, Ostvarivanje i unapređenje bezbednosti i zdravlja na radu, Poštovanje ljudskih prava i sprečavanje prinudnog rada i bilo kakvih zloupotreba, Razvoj organizacione efikasnosti i rast poslovanja uz unapređenje tržišnih pozicija i Prevencija i smanjivanje rizika i upravljanje kriznim situacijama.

In order to review the company's performance at the onset of the coronavirus pandemic, in a broader sense, the following materiality topics will be presented in this chapter through an overview of achieved business results of Hemofarm: Motivation and education of employees and continuing development of corporate culture, Achieving and improving occupational safety and health, Respecting human rights and preventing forced labour and any abuse, Development of organizational efficiency & business operations growth with the improvement of market positions, and Risk prevention and mitigation and crisis situations management.

Sadržaj:

- **MOTIVISANI ZAPOSLENI KAO FORMULA USPEHA I NAPRETKA**
- **BEZBEDAN I ZDRAV TIM KAO GLAVNI OSLOKAC HEMOFARMA**
- **POKAZATELJI ODRŽIVOG RASTA POSLOVANJA**

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- **MOTIVATED EMPLOYEES AS THE FORMULA FOR SUCCESS AND PROGRESS**
- **SAFE AND HEALTHY TEAM AS A MAISTAY OF HEMOFARM**
- **SUSTAINABLE OPERATION GROWTH INDICATORS**

MOTIVISANI ZAPOSLENI KAO FORMULA USPEHA I NAPRETKA

MOTIVATED EMPLOYEES AS THE FORMULA FOR SUCCESS AND PROGRESS

Uspešnost kompanije nije samo odraz pozitivnih finansijskih bilansa i atraktivnog portfolija, već i odnosa prema zaposlenima. Isto kao i u odnosu društva prema ljudima, zaposleni bi za kompaniju trebalo da budu najvredniji resurs. Upravo to Hemofarm potvrđuje iz godine u godinu, nastojeći da istu tu brižnost podeli i kroz svoj lanac dobavljača.

Hemofarmov tim u 2019. činilo je 2.865 zaposlenih (2.342 u 2018), što je porast za oko 22% u odnosu na prethodnu godinu. Uprkos porastu broja zaposlenih, Hemofarm je postao bezbednije mesto za rad, te je broj povreda na radu značajno smanjen. I dalje većinu u kompaniji predstavljaju žene, koje čine više od 53% ukupnog broja zaposlenih i većinski su zastupljene i u menadžmentu kompanije. Tokom godine, u kompaniji je ukupno bila 151 porodilja, a na kraju godine njih 99. Sve koleginice su se posle porodiljskog odsustva vratile na istu poslovnu poziciju.

Čitav kolektiv Hemofarma, a posebno Sektor ljudskih resursa posebnu pažnju posvećuje pružanju jednakih šansi svima u cilju smanjivanja nejednakosti (Cilj 10 održivog razvoja). To se posebno odnosi i na kandidate koji su zainteresovani za otvorene poslovne pozicije u kompaniji ili za rad u Hemofarmu uopšte. Zato ne iznenađuje činjenica da broj testiranih kandidata, koji su aplicirali na neki od konkursa, iz godine u godinu raste, a baza potencijalnih kadrova postaje sve bogatija. Pored toga, kompanija sve više intenzivira i nastup na specijalizovanim sajmovima zapošljavanja, kao i promociju otvorenih pozicija na društvenim mrežama – upravo tamo gde su mladi, uz značajno viši stepen brendiranja poslodavca (employer branding).

Successfulness of a company is not just a reflection of positive financial statements and attractive portfolio, but also of the attitude towards employees. Analogous to the attitude of society towards people, employees should be the most valuable resource of a company. Hemofarm has been proving this year after year, endeavouring to share the same care throughout its supplier chain as well.

Hemofarm team consisted of 2,865 employees in the year 2019 (2,342 in 2018), which is an increase of 22% compared to the previous year. Notwithstanding the increase in the headcount, Hemofarm has become a safer place for work, since the number of work-related injuries has dropped significantly. Women still represent the majority of company employees, with a share in the total number of employees exceeding 53%; they also represent majority in the company management. Throughout the year, there were 151 women on maternity leave, with 99 of them on maternity leave at the end of the year. All the female colleagues resumed the same work post after their maternity leave.

The entire staff of Hemofarm, and especially the Human Resources Division pays special attention to offering equal chances to everyone in order to contribute to reducing inequality (Goal 10 of sustainable development). It relates in particular to all candidates interested in the vacancies at the company or in working for Hemofarm in general. It therefore does not come as a surprise that the number of tested candidates, who have applied for one of the job vacancies, has been increasing year after year, while the pool of potential candidates is becoming richer. In addition, the company has been intensifying its appearance at specialized job fairs, as well as the promotion of vacant posts on social networks – exactly where you can find young people, coupled with a significantly higher degree of employer branding.

POLNA STRUKTURA GENDER STRUCTURE	Muškarci Male	Žene Female	Ukupno Total
Hemofarm a.d. Vršac	1.352	1.513	2.865
Hemofarm a.d. Vršac	47.19%	52.81%	100%

KVALIFIKACIONA STRUKTURA QUALIFICATION STRUCTURE	Ukupno Sum of HC	Ukupno (%) Sum of HC (%)
Srednja stručna sprema Secondary school degree	1.654	57.73%
Viša stručna sprema Two-year post-secondary school degree	171	5.97%
Visoka stručna sprema University degree	692	24.15%
Master, Specijalizacija Master degree, specialization	293	10.23%
Doktorat PHD	10	0.35%
Ukupno Total	2.865	100%

STAROSNA STRUKTURA AGE STRUCTURE	Ukupno Sum of HC	Ukupno (%) Sum of HC (%)
<20	12	0.42%
20-29	546	19.06%
30-39	808	28.20%
40-49	912	31.83%
50-59	513	17.91%
60-69	74	2.58%
Ukupno Total	2.865	100%

Rodna ravnopravnost je jedan od suštinskih principa sa kojim Hemofarm pristupa svim segmentima poslovanja. U skladu sa tim, vrednosti koje promovise i za koje se zalaže Cilj broj 5, koji propagira rodnu ravnopravnost, već su uveliko neraskidivi deo Hemofarmove strategije i poslovne prakse. Osim što žene predstavljaju većinu u kompaniji, Hemofarm sa ponosom ističe da su žene i muškarci jednako plaćeni za iste poslove koje obavljaju, te da se uspeh u poslu ne meri rodnim odrednicama, već upravo ekspertizom i pokazanim rezultatima. Upravo takav tretman svojih zaposlenih kompanija sa ponosom ističe među svojim partnerima, nastojeći da isti pristup i uverenja prenese i na sopstveni lanac dobavljača, ostavljajući tako pozitivan otisak na društvo i u širem kontekstu, koji višestruko utiče i na motivaciju zaposlenih i ljudi uopšte. Takođe, pored toga što se nude jednaki uslovi rada i benefiti svim zaposlenima, bez obzira na njihov status zaposlenja u Hemofarmu, kompanija je obezbedila i zarade koje su iznad republičkog proseka. Najniža bruto zarada u Srbiji u decembru 2019. godine iznosila je 36.808,56 dinara, dok je u istom period najniža bruto zarada u Hemofarmu bila 41.522,36 dinara.

Gender equality is one of the essential principles with which Hemofarm approaches all business segments. In line with that, the values promoted and advocated by Goal 5, which promotes gender equality, are already a largely inseparable part of Hemofarm's strategy and business practices. Apart from the fact that women represent the majority in the company, Hemofarm is proud to point out that women and men are equally paid for the same jobs they perform, and that professional success is not measured by gender, but by expertise and demonstrated results. The company proudly emphasizes such treatment of its employees among its partners, striving to transfer the same approach and beliefs to its own suppliers chain, thus making a positive footprint on society also in a broader context that widely impacts the motivation of employees and people in general. Also, in addition to offering equal working conditions and benefits to all employees, regardless of their employment status in Hemofarm, the company also provided salaries above the national average. The lowest gross salary in Serbia in December 2019 amounted to RSD 36,808.56, while in the same period the lowest gross salary in Hemofarm was RSD 41,522.36.



Rad Sektora ljudskih resursa u 2019. upotpunio je važan globalni projekat – HERO, sa ciljem automatizacije i olakšavanja zaposlenima da upravljaju svojim poslovnim profilima onlajn (elektronski platni listići, godišnji odmori i odsustva, performanse zaposlenih, e-learning platforma, itd.), Početak primene ove HR platforme nam je omogućio velike uštede u vremenu zaposlenih, potrošnji papira, ali možda najvažnije, poboljšanje efikasnosti samih procesa.

The work of Human Resources Division in 2019 was wrapped up by an important global project – HERO, aimed at automation and facilitating employees to self-manage their business profiles online (electronic pay slips, annual leave and absence, employee performance, e-learning platform, etc.). The launch of this HR platform has enabled us to make large savings in terms of men-hours, paper consumption, but perhaps most importantly, in terms of improving efficacy of the processes.

BEZBEDAN I ZDRAV TIM KAO GLAVNI OSOLONAC HEMOFARMA

SAFE AND HEALTHY TEAM AS A MAISTAY OF HEMOFARM

Bezbednost i zaštita zdravlja na radu (BZR ili engleski HSE) sve više dobijaju na značaju, kako u poslovnoj javnosti, tako i u široj društvenoj zajednici. Tako i na nivou STADA Grupe ova tema postaje jedna od prioritetnih na svim lokacijama na kojima grupacija posluje. Hemofarm, kao odgovorna kompanija i stabilan partner,²³ nastoji da ukaže kako svojim zaposlenima, tako i dobavljačima da bezbedno i zdravo radno okruženje predstavljaju jedan od stubova opstanka i kompanija, i društva.

Prevenција je ključna reč za bezbednost i zaštitu zdravlja na radu u Hemofarmu i niz sinhronizovanih i povezanih aktivnosti, baziranih na najsavremenijim tehnologijama, usmeren je prvenstveno na edukaciju i sprečavanje bilo kakvog nebezbednog ponašanja ili situacije. Bezbednost zaposlenih, poslovnih partnera, dobavljača, resursa i okruženja, kompanija ostvaruje putem sistema video-nadzora, sopstvene službe fizičko-tehničkog obezbeđenja,²⁴ javljača požara²⁵ i sopstvene profesionalne vatrogasne jedinice.²⁶ Hemofarm je izvršio sertifikaciju u pogonima u Vršcu, Šapcu i Dubovcu za integrisani sistem upravljanja zaštitom životne sredine (ISO 14001) i sistem upravljanja bezbednošću i zdravljem na radu (ISO 45001),²⁷ uz brojne benefite, kao što su:

Occupational health and safety (HSE) are increasingly gaining in importance in both the business and wider social community. Accordingly, this topic is becoming one of priority topics on the level of the STADA Group, at all sites where the Group operates. As a responsible company and a stable partner,²³ Hemofarm endeavours to point out not only to its employees but also to its suppliers, that safe and healthy working environment represents one of the pillars of survival of both companies and society.

Prevention is the key word for occupational health and safety in Hemofarm. A number of synchronised and related activities, based on state-of-the-art technologies, are primarily focused on education and preventing any kind of unsafe behaviour or situation. The company achieves the safety of its employees, business partners, suppliers, resources and the environment through video surveillance systems, its own physical and technical security service,²⁴ fire detectors²⁵ and its own professional fire brigade.²⁶ In its plants in Vršac, Šabac, and Dubovac, Hemofarm has provided certification for the integrated environmental protection management system (ISO 14001) and the occupational health and safety management system (ISO 45001),²⁷ with numerous benefits, such as:

²³ Povodom Svetskog i Nacionalnog dana bezbednosti i zdravlja na radu, 28. aprila, kompanija je više puta nagrađivana za bezbednost i zdravlje na radu.

²⁴ On the occasion of marking 28th April – The World and National Occupational Safety and Health Day, the company has been repeatedly awarded in the domain of occupational health and safety.

²⁵ Svaki član ove službe, po zapošljavanju u Hemofarmu, prolazi obaveznu obuku za poštovanje ljudskih prava, uz kontinuirane ponovne obuke i provere znanja.

²⁶ Upon the employment in Hemofarm, each member of this Service passes a mandatory training on the observing of human rights, with continuous re-training and knowledge tests.

²⁷ Sve prostorije u Hemofarmu opremljene su sistemima za dojavu, detekciju i gašenje požara, protivpožarnim klapnama, panik rasvetom i sl.

²⁸ All premises in Hemofarm are equipped with fire signalling, detecting and extinguishing systems and equipment, fire flaps, panic lighting, etc.

²⁹ Vatrogasna jedinica je na raspolaganju u Hemofarmu, i hitnim potrebama vršačke opštine i okolnih naselja.

³⁰ The fire brigade unit is available to both Hemofarm and Vršac municipality and surrounding villages in emergency situations.

³¹ ISO 45001 je međunarodno priznat standard za zdravlje i bezbednost na radu i on je zamenio OHSAS 18001, čime je Hemofarm izvršio sertifikaciju po najnovijem standardu za sve vitalne lokacije.

³² ISO 45001 is an internationally recognised standard for occupational health and safety and it has replaced OHSAS 18001, by which Hemofarm has completed certification for all vital locations in accordance with the latest standard.

- bolja efikasnost i manji broj povreda na radu,
 - puna posvećenost zaštiti zaposlenih, imovine i postrojenja,
 - puno poštovanje zakona i unapređen kredibilitet, uz odnos sa partnerima baziran na sigurnosti i zaštiti osoblja, kupaca i dobavljača,
 - unapređen sistem upravljanja rizicima, uz uštedu troškova kroz spremnost na reagovanje u vanrednim situacijama.
- Better efficacy and lower number of injuries at work;
 - Full commitment to protection of employees, property and plants;
 - Full compliance with the law and improved credibility, with relationship towards partners based on safety and protection of personnel, customers and suppliers;
 - Improved risk management system, with cost saving through the readiness to react in emergency situations.

Prilikom priprema za prelazak na novi standard izvršene su neophodne obuke zaposlenih, kao i čitavog menadžmenta.

During the preparations for the new standard, the employees as well as the entire management received the necessary training.

Info-semafori koji prikazuju broj povreda na radu na konkretnoj lokaciji u tekućoj godini, broj dana bez povreda i datum poslednje povrede,²⁸ jedan su od najboljih kanala za razvoj svesti zaposlenih i svih posetilaca Hemofarma o značaju bezbednosti na radu. Postavljeni su na udarnim pozicijama u sklopu proizvodnih krugova i njihova višegodišnja primena rezultirala je unapređenjem preventivnih mera i shvatanjem važnosti prijavljivanja svake situacije ili događaja koji mogu biti nebezbedni („near miss“²⁹). Hemofarmov Odbor za bezbednost³⁰ ima važnu ulogu u definisanju i sprovođenju niza aktivnosti za bezbedno i sigurno svako radno mesto. Pored toga, kao najbolja veza između menadžmenta i zaposlenih, učestvuje i u istragama potencijalnih incidenata, i u davanju predloga i sugestija za unapređenje sistema.

The Info Scoreboards showing the number of occupational injuries at a particular site in the current year, number of days without injury and the date of the last injury²⁸ are one of the best channels for raising the awareness of the employees and of all visitors of Hemofarm on the importance of occupational safety. The scoreboards are installed on hot spots at manufacturing sites and their long-term use has resulted in the improvement of preventive actions and emphasised the importance of reporting each situation or event which can be unsafe („near miss“²⁹). Hemofarm Safety Committee³⁰ plays an important role in defining and implementing a number of activities for each workplace to be safe and secure. In addition, as the best link between the management and employees, it also participates in the investigation of possible incidents and giving proposals and suggestions for system improvement.

²⁸ U Hemofarmu je postavljena adekvatna horizontalna i vertikalna signalizacija, uz naznačene putanje kretanja pešaka i vozila, kao i brzinomer za kontrolu kretanja.

²⁹ Adequate horizontal and vertical signalisation with indicated lanes for movement of pedestrians and vehicles, as well as a speed radar for movement control have been installed in Hemofarm.

²⁹ Događaji ili situacije koje nisu dovele do povrede/štete, ali su mogle da ih izazovu. Zaposleni su ohrabreni da prijave svaki nebezbedan događaj ili situaciju i tako spreče povrede ili oštećenja.

²⁹ Events or situations that have not led to injury/damage, but could have caused them. Employees are encouraged to report any unsafe event or situation and thus prevent injuries or damages.

³⁰ U skladu sa zakonskom regulativom i Pojedinačnim kolektivnim ugovorom o bezbednosti i zdravlju na radu.

³⁰ In accordance with legal regulations and Individual Collective Bargaining Agreement on Occupational Safety and Health.

Rad Odbora dopunjuju i HSE grupe formirane za svaku lokaciju čiji su članovi zaposleni iz svih organizacionih jedinica, kako bi se na pravi način reprezentovala cela struktura kompanije i čitav kolektiv aktivno uključio u HSE prevenciju. Koleginice i kolege koji su članovi HSE grupa predstavljaju svojevrsne „HSE ambasadore“ i dodatne edukatore u Hemofarmu. Tokom 2019. godine, u sklopu preventivnih mera, izvršeni su pregledi i ispitivanja opreme za rad i ličnu zaštitu, električnih instalacija i uslova radne sredine, kao i bezbednost upravljanja hemikalijama, koja je regulisana internim procedurama i zakonskom regulativom.³¹ Edukacija svih zaposlenih predstavlja jednu od najvažnijih preventivnih mera u Hemofarmu jer osposobljava za prepoznavanje potencijalnih opasnosti i primenu mera za zaštitu od njih.

Hemofarm BZR vrednosti u koje veruje i koje primenjuje u svom poslovanju prenosi i na svoje dobavljače. U okviru redovnih provera, utvrđuje se i solventnost poslovnih partnera, ispunjenost zakonskih uslova rada, kao i stepen uvažavanja mera bezbednosti i zdravlja na radu. Zato svaki dobavljač pre otpočinjanja saradnje prilaže potvrde o plaćenom porezu, izjave o poštovanju ljudskih prava i prava zaposlenih, zatim dokaze da su radnici prijavljeni, uz popunjavanje Kvalifikacionog i BSCI upitnika³². Tek nakon pozitivno ocenjenih upitnika, potpisuje se obavezujući Aneks o bezbednosti i zdravlju na radu, zaštiti životne sredine i zaštiti od požara.

Activities of the Committee are complemented by HSE groups, established for each site, whose members are employees from all organisational units, in order to represent the complete company structure in the proper manner and in order to have all the employees actively participating in HSE prevention. The colleagues who are members of HSE groups are 'HSE ambassadors' of a kind and they serve as additional educators in Hemofarm. Inspections and tests of equipment for work and personal protection, electrical installations, and environmental working conditions as well as safety management of chemicals, which is regulated by in-house procedures and legal regulations³¹, were carried out within preventive actions in the course of 2019. Education of all employees is one of the most important preventive actions in Hemofarm, because it enables them to identify possible hazards and apply protective actions against them.

Hemofarm transfers the HSE values it believes in and implements in its operations to its suppliers as well. The solvency of business partners, fulfilment of legal conditions for work, as well as the degree of compliance with occupational health and safety requirements are determined in the course of regular audits. Therefore, prior to the beginning of cooperation, each supplier submits certificates of paid tax, statements on the observing human rights and employees' rights, evidence that the workers have been registered, and fills out the Qualification and BSCI questionnaire³². Only after questionnaires have been positively assessed, the binding Annex on Occupational Health and Safety, Environmental Protection and Fire Protection is executed.

³¹ Na Intranetu se nalazi baza hemikalija sa uputstvima za bezbedno rukovanje i ponašanje u eventualnim opasnim situacijama, dostupna svim korisnicima.

³² A database of chemicals with instructions for safe handling and behaviour in possible hazardous situations, is available to all users on the Intranet.

³³ Ove upitnike popunjavaju svi novi dobavljači koji su bili potencijalni poslovni partneri Hemofarma u 2019. godini. Pored toga, u skladu sa specifičnim potrebama, potencijalni izvođači radova dužni su da dostave i potvrde o obukama za bezbedan i zdrav rad, lekarska uverenja, polise osiguranja, stručne nalaze, elaborate, procedure, pravilnike...

³⁴ These questionnaires were filled out by all new suppliers who were potential business partners to Hemofarm in 2019. In addition, in accordance with the specific needs, potential contractors are also required to submit safe and healthy work training certificates, medical certificates, insurance policies, expert findings, elaborated studies, procedures, rule books...

Tokom 2019. u Hemofarmu je svakodnevno bio prisutan veliki broj izvođača radova, a njihova bezbednost i zaštita zdravlja bile su na prvom mestu:

- u centralnom fabričkom kompleksu u Vršcu, boravilo je 150 firmi koje su izvodile neku vrstu radova sa oko 11.300 zaposlenih, dok je
- u šabačkom kompleksu taj broj iznosio oko 34 firme sa oko 1.250 zaposlenih.

Najveću nagradu za sav uloženi trud, kao i potvrdu da su složene procedure neophodne, predstavlja činjenica da nije bilo povreda na radu nijednog od radnika izvođača radova.

U toku 2018. godine započelo je izveštavanje sa drugačijim indikatorima performansi procesa. Svrha izračunavanja stopa je dobijanje uniformnih rezultata koji se računaju na 200.000 radnih sati i prosečan broj radnih dana u mesecu (18,5), a dobijeni rezultati su uporedivi za sve lokacije STADA Grupe.

During 2019, a large number of contractors were present in Hemofarm on a daily basis, and their safety and health protection were the top priority:

- there were 150 companies with about 11,300 employees who performed some type of works in the central factory complex in Vršac, while
- that number amounted to approximately 34 companies with about 1,250 employees in the Šabac complex.

The fact that none of contractors' workers suffered any injury at work represents the greatest recognition for all invested efforts, as well as a confirmation that the complex procedures are necessary.

Reporting with different process performance indicators was initiated in the course of 2018. The purpose of calculating rates is obtaining uniform results which are calculated per 200,000 workhours and the average number of workdays in a month (18.5), and the obtained results are comparable for all STADA Group sites.

	2016	2017	2018	2019
BROJ ZAPOSLENIH U HEMOFARMU HEADCOUNT IN HEMOFARM				
Broj zaposlenih sa punim radnim vremenom Full-time employees	2.323	2.184	2.341	Izvođači radova: Contractors: 216
Broj zaposlenih sa pola radnog vremena Part-time employees	0	0	1	2.865 0 114
AKCIDENTI NEAR MISS				
Broj akcidenata sa fatalnim ishodom ili veoma teškim posledicam (gubitak ekstremiteta na radu) Number of accidents resulting in a fatality or major injury (amputation) at work during the observed period	0	0	0	0
Ukupan broj povreda sa izgubljenim radnim danima (ne računaju se povrede na radu prilikom dolaska i odlaska sa posla) Total number of injuries at work with lost time (accidents while commuting to work are excluded)	21	19	14	0
Ukupan broj povreda bez izgubljenog vremena (sitne povrede koje su sanire pružanjem prve pomoći i dolazak hitne pomoći - zaposleni nastavljaju sa radom posle zdravstvene intervencije) Total number of accidents without lost time (minor injuries remedied by providing first aid and emergency service - employees continue to work after a medical intervention)	0	0	6	0
Ukupan broj near miss (uključujući near miss, nebezbedno stanje nebezbedan događaj, nebezbedno ponašanje) Total number near miss reports (including near miss, unsafe situation, unsafe event or unsafe behaviour)	20	30	67	0
Ukupan broj izgubljenih radnih dana usled povreda na radu (ne računaju se povrede na radu prilikom dolaska i odlaska sa posla) Total number of lost working days resulting from injuries at work (lost working days due to accidents while commuting to work are excluded)	567	603	445	0
Ukupan broj radnih sati za sve zaposlene Total number of working hours for all employees	4,125,648	3,878,784	4,158,504	5,088,240

Prema priloženoj tabeli, jasno se vidi značajan razvoj svesti zaposlenih o suštinskom značaju preventivnog delovanja svakog pojedinca unutar kompanije:

- ukupan broj povreda u 2019. u Hemofarmu (Vršac, Šabac i Dubovac) jeste 12 (14 u 2018); uprkos smanjenju povreda za 14.3%, zabeležena je jedna smrtna povreda u Šapcu;
- ukupno prijavljeno near miss događaja je 920; u 2018. ukupno ih je prijavljeno 67, čime je broj registrovanih nebezbednih događaja povećan za 1273,1% - što nije posledica manje bezbednosti u Hemofarmu, već upravo višeg nivoa svesti zaposlenih, zahvaljujući edukaciji o ovoj važnoj temi, što je presudan aspekt prevencije.
- broj izgubljenih radnih dana usled povreda na radu u 2019. je 265, što je značajno smanjenje u odnosu na prethodnu godinu – čak 180 dana manje ili pad od 40% (445 dana u 2018).

Uz prikazane indikatore performansi procesa u cilju podizanja svesti o značaju bezbednih i zdravih uslova rada kao i učešća svih zaposlenih, uvedena je i kao redovna aktivnost – stalni obilazak svake lokacije sa aspekta HSE uz učešće menadžmenta.

The development of awareness of employees on the essential importance of preventive actions of each individual in the company is clearly indicative in the table above:

- The total number of injuries in Hemofarm (Vršac, Šabac and Dubovac) was 12 in 2019 (14 in 2018); despite the reduction of injuries by 14.3%, an injury with fatal outcome was recorded in Šabac;
- The total number of reported near miss events was 920; the total number of near miss events in 2018 was 67, which means an increase of 1273.1% in the number of registered unsafe events. This is not a consequence of lower degree of safety in Hemofarm. On the contrary, it is a consequence of a higher degree of awareness of employees, owing to the education received on this important topic, which represents a crucial aspect of prevention.
- The total number of lost workdays resulting from injuries at work was 265 in 2019, which is a considerable reduction in relation to the previous year – as many as 180 days less, or a decrease of 40% (445 days in 2018).

In addition to the presented process performance indicators, another activity has been established as a regular activity with the aim of raising awareness on the importance of safe and healthy working conditions as well as the participation of all the employees – regular HSE walk-throughs of each location, with the participation of the management.



Pored svih preduzetih preventivnih mera u toku 2019, u Hemofarmu se, na veliku žalost menadžmenta i svih koleginja i kolega, dogodila jedna povreda sa fatalnim ishodom, što je prvi ovakav slučaj u istoriji kompanije. Zaposlena je, krećući se saobraćajnicom od svog radnog mesta prema izlazu iz fabrike, podlegla povredama zadobijenim u saobraćajnoj nesreći unutar fabričkog kruga u Šapcu. Nakon ovog nemilog incidenta izvršena je detaljna istraga sa ciljem da se preduzmu sve preventivne mere kako bi se bezbednost i zaštita zdravlja zaposlenih podigli na još viši nivo. Iako je ljudski život nenadoknadiv, a sećanje na koleginicu ostaje večno, Hemofarmov HSE tim, zajedno sa top menadžmentom kompanije, razvio je dodatna pravila i mehanizme smanjivanja rizika na najmanju moguću meru, koji uključuju i potpunu obustavu saobraćaja u više termina tokom dana, u vreme kada je smena zaposlenih u proizvodnji (između prve i druge, druge i treće i treće i prve smene). Tada čitav spoljašnji saobraćaj prestaje, bez izuzetka, dokle god pešaci ne prođu ka objektima u kojima rade ili izlazu iz fabričkog kruga. Takođe, izvršeno je i dopunsko horizontalno i vertikalno obeležavanje zona kretanja vozila i pešaka u svim fabričkim krugovima, uz apsolutnu neophodnost najstrožeg pridržavanja putanja i znakova kretanja, te stalnu kontrolu nadležnih HSE koleginja i kolega. U znak večnog sećanja na nastradalu koleginicu, u dogovoru sa članovima porodice, u fabričkom krugu u Šapcu postavljena je memorijalna klupa



In spite of all the implemented preventive actions, an accident with fatal outcome occurred in Hemofarm in the course of 2019, to the great dismay of the management and of all the colleagues. This was the first fatality in the history of the company. On the premises of Šabac Plant, a colleague lost her life from injuries sustained in a traffic accident while walking along the road from her workplace towards the exit from the plant complex. A thorough investigation was conducted after this sad event with the aim of undertaking all the preventive actions in order to raise the health and safety protection of the employees to an even higher level. Although human life is irreplaceable and the memory of our colleague shall remain forever, Hemofarm HSE Team, together with the company top management, developed additional rules and mechanisms of reducing the risk to the lowest possible level, which among other include the total suspension of traffic in a number of time intervals during the day – at the time of rotation of the employees in Production (between the first and the second, the second and the third, and the third and the first shifts). In these time intervals, the complete outside traffic stops without exception, until pedestrians have reached the facilities in which they work or alternatively the exit from the premises of the factory area. Moreover, additional horizontal and vertical signalisation of the zones of movement of vehicles and pedestrians has been installed in all factory areas, with zero-tolerance with regard to the strict adherence to the specified routes and signalisation, and permanent control by the responsible HSE colleagues. With the consent of her family members, a bench was installed on the premises of the Šabac Plant in memory of the deceased colleague.



U okviru Hemofarma dostupni su i stručni saradnici za pružanje psihosocijalne podrške zaposlenima i njihovim porodicama, kako bi na najkvalitetniji način izbalansirali svoju karijeru sa porodičnim životom i tako se potpunije ostvarili na oba polja. Kompanija, pored direktnih ulaganja³³, brinući o unapređenju zdravlja svojih zaposlenih, nudi i niz dodatnih beneficija: osiguranje od posledica nesrećnog slučaja (svih 24 sata, i na radu, i van rada, uključujući nastanak invaliditeta ili gubitak života), dobrovoljni penzioni fond³⁴ (zarad dobrih uslova života i po odlasku u penziju), dobrovoljno zdravstveno osiguranje (namenjeno svim zaposlenima, a pokriva troškove lekova, specijalističkih pregleda, lečenja, operacija i sl.), kao i Fond solidarnosti (finansiranje rada sportskih sekcija i rekreacije zaposlenih; pomoć zbog bolesti i bolovanja dužeg od 6 meseci; pomoć zaposlenom za rođenje i usvojenje deteta, pomoć samohranim roditeljima, pomoć zaposlenom prilikom smrti člana uže porodice...). U Hemofarmu, u okviru Fonda solidarnosti, već godinama funkcioniše i dobro poznata Sekcija dobrovoljnih davalaca krvi, u okviru koje je u svakom trenutku aktivno preko 500 davalaca. Pored toga i Samostalni sindikat raspolaže sredstvima za organizovanje rekreacija, sportskih sekcija i sportskih susreta zaposlenih, pružanje pomoći u kriznim situacijama, kao i za kontinuirano održavanje i unapređenje prava radnika uopšte.

There are also expert associates available within Hemofarm for providing psychosocial support to employees and their families in order to balance their career and family life in the best possible manner and thus achieve full potential in both the fields. In addition to direct investments³³, taking care of improving the health of its employees, the company also offers a number of additional benefits: insurance against consequences of an accident (24/7, both at work and out of work, including the occurrence of disability or loss of life), voluntary pension fund³⁴ (for good living conditions upon retirement, too), voluntary health insurance (intended to all employees, covering costs of medicines, specialist examinations, treatment, surgical interventions, etc.), as well as Solidarity Fund (financing the work of sports sections and recreation of employees, financial aid for illness and sick leave longer than 6 months, financial aid to an employee for birth and adoption of a child, assistance to single parents, assistance to an employee in case of death of a close family member...). The well-known Blood Donor Section, with over 500 blood donors available at any moment, has been active for years within the Hemofarm Solidarity Fund. Furthermore, the Autonomous Trade Union also has available funds for organising recreational events, sports sections, and sports gatherings of employees, providing assistance in crisis situations, as well as continuous upkeep and improvement of the employees' rights, in general.



³³ Ona obuhvataju: periodične lekarske preglede za određene poslovne pozicije, redovne sanitarne i oftalmološke preglede, saradnju sa medicinom rada, osposobljavanje za pružanje prve pomoći, ispitivanje uslova radne sredine, opreme za rad i sredstava i opreme lične zaštite itd.

³³ These include: periodic medical examinations for certain business positions, regular sanitary and ophthalmological examinations, cooperation with occupational medicine, first aid training, testing the working environment conditions, equipment for work and personal protection means and equipment, etc.

³⁴ Kompanija uplaćuje 2.000 dinara mesečno zaposlenima koji su u neprekidnom radnom odnosu duže od tri godine, a koji iz svojih sredstava uplaćuju najmanje 1.000 dinara u ovaj fond.

³⁴ The company pays in RSD 2,000 dinars per month to the employees who have been employed for longer than three years without interruptions, and who pay a minimum RSD 1,000 of their funds to this fund.

POKAZATELJI ODRŽIVOG RASTA POSLOVANJA

SUSTAINABLE OPERATION GROWTH INDICATORS



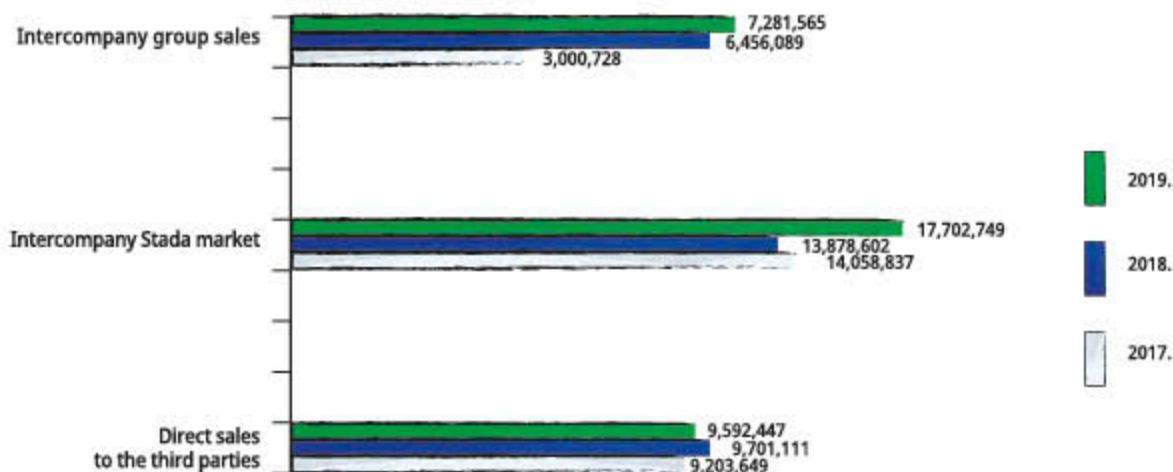
Uspeh nisu samo brojke, posebno u industriji u kojoj posluje Hemofarm. Glavni uspeh je svaki izlečeni pacijent ili sprečen razvoj bolesti. Jednostavno, svaki spašen ljudski život je suštinsko merilo uspeha. Za Hemofarm se taj uspeh ogleda kako u odnosu prema zaposlenima, tako i kroz lanac dobavljača, sve do krajnjih korisnika proizvoda. Suštinska posvećenost zdravlju, oličena kroz kvalitetne a dostupne farmaceutske proizvode, glavni je razlog poverenja koje zdravstveni sistem i pacijenti imaju u Hemofarm. Zato se, uzimajući u obzir svu odgovornost i brižnost koju kompanija posvećuje društvu i okruženju, o poslovnim uspesima može govoriti kao krajnje održivim i zasnovanim na punoj primeni principa održivog razvoja u celokupnom poslovanju.

Hemofarm beleži rast prihoda od prodaje u 2019. godini za 15,12% u odnosu na 2018. godinu.

Success is not only measured by figures, particularly in the industry Hemofarm is engaged in. The main success is every cured patient or prevented development of a disease. To put it simply, every saved human life is an essential indicator of success. For Hemofarm, that success is reflected in the attitude towards employees, across the entire supply chain, all the way to end consumers of products. The essential commitment to health, demonstrated through quality and affordable pharmaceutical products, is the main reason for the trust Hemofarm enjoys with the healthcare system and patients. Therefore, taking into account all the responsibility and care that the company devotes to society and the environment, business success can be considered ultimately sustainable and based on the full application of sustainable development principles on the entire business operations.

In 2019, Hemofarm AD recorded growth in income from sales by 15.12% compared to 2018.

u 000 RSD in 000 RSD	31.12.2017.	31.12.2018.	31.12.2019.
Prihodi od prodaje Income from sales	26,409,722	26,263,215	34,576,761



STRUKTURA PROMETA Izraženo u hiljadama dinara
TURNOVER STRUCTURE Stated in thousands of dinars

Tokom 2019. godine značajan rast je zabeležen na interkompanijskim tržištima na nivou STADA Grupe (+27,55%). Primetan je rast prodaje i na interkompanijskim tržištima Hemofarm grupe (+12,79%), dok do blagog pada prihoda dolazi u direktnoj prodaji ka trećim licima u zemlji i inostranstvu (-1,12%).

Direktno generisana vrednost nastavlja svoj rast. U odnosu na 2018. beleži povećanje od 15,61%, zahvaljujući značajnom porastu prihoda od prodaje u 2019. godini.

Distribuirana ekonomska vrednost u 2019. godini takođe beleži značajan rast za 15,12% u odnosu na 2018. godinu.

In the course of the year 2019, significant growth was recorded in the intercompany markets at the STADA Group level (+27.55%). Growth of sales was also notable in the intercompany markets of Hemofarm Group (+12.79%), while the income from direct sales to third parties on the local market and abroad recorded a slight fall (-1.12%).

Directly generated value continued growing. Compared to 2018, the increase of 15.61% was recorded, owing to the significant increase in income from sales in 2019.

Distributed economic value in 2019 also recorded a significant growth of 15.12% compared to 2018.

u 000 RSD in 000 RSD	2018.	2019.
Direktno generisana vrednost Directly generated value	30,304,008	35,033,680
Distribuirana ekonomska vrednost Economic value distributed	26,823,637	30,879,204
Operativni troškovi Operating costs	20,758,424	24,267,323
Zarade zaposlenih i ostale nadoknade Employees' salaries and fringe benefits	5,356,559	6,000,354
Kamate za primljene kredite Interest for loans received	167,369	145,986
Porezi Taxes	481,251	368,080
Investicije u zajednicu Investments in community	60,034	97,461
Uvećanje ekonomske vrednosti kompanije Increase in company economic value	3,480,371	4,154,476

PODACI IZ REVIDIRANIH IZVEŠTAJA NA DAN 31.12.2019.
DATA FROM AUDITED STATEMENTS ON 31/12/2019

Kompanija u 2019. godini beleži značajno povećanje ekonomske vrednosti za 19,37%, pre svega zahvaljujući rastu direktno generisane vrednosti, kao i poreskim uštedama.

U 2014. Hemofarm je započeo implementaciju korišćenja desetogodišnjeg poreskog podsticaja, koja će imati za posledicu značajne uštede Kompanije u narednom periodu. U 2019. godini, poreska ušteta iznosi 3,56 miliona evra (2,31 milion evra u 2018).

In the year 2019, the company recorded a significant increase in the economic value of 19.37%, primarily owing to the growth of directly generated value, as well as owing to tax savings.

Hemofarm AD started implementing a ten-year tax incentive in 2014, which will result in significant savings for the company in the upcoming period. In 2019, tax savings amounted to EUR 3.56 million (EUR 2.31 million 2018).

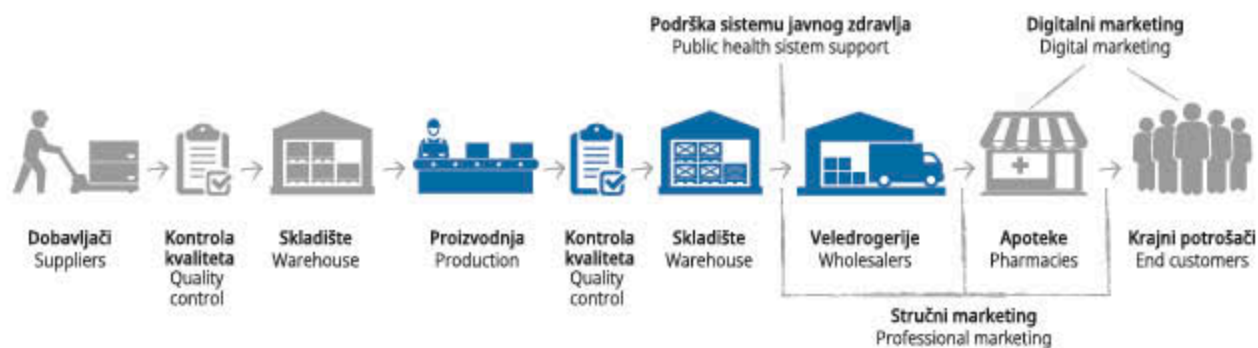






Cilj 16: Mir, pravda i jake institucije

Goal 16:
Peace, justice and strong institutions





103-1	103-2	103-3
203-1		
413-1	413-2	
417-1	417-2	417-3

U predstojeća tri Izveštaja o održivom razvoju (2019-2021), korporativna ključna vrednost ONE STADA, kao i principi koje promovise, biće usmereni na doprinos ispunjavanju Cilja broj 16 - Mir, pravda i jake institucije. Agenda UN koja ovim ciljem promovise jake, efikasne, odgovorne i inkluzivne institucije, u Srbiji dobija posebno na značaju kada je reč o očuvanju, osnaživanju i razvoju institucija koje funkcionišu u sistemu javnog zdravlja. Hemofarm i Hemofarm fondacija, svesni neophodnosti rasterećivanja domaćeg zdravstvenog sistema, kako bi se on unapredio, svesrdno nastoje da pruže suštinsku podršku jačanju zdravstvenih ustanova i čitavog sistema javnog zdravlja u Srbiji. Tako se, putem osnaživanja domaćeg sistema javnog zdravlja, doprinosi jačanju zdravlja ljudi u Srbiji uopšte, na sistematičan, zaokružen i holistički način.

In the forthcoming three Sustainable Development Reports (2019-2021), the core corporate value ONE STADA, as well as the principles it promotes, will focus on contributing to the achievement of Goal 16 - Peace, justice and strong institutions. The UN Agenda, promoting strong, efficient, responsible and inclusive institutions by this goal, gains particularly in importance in Serbia when it comes to preserving, strengthening and developing institutions that function within the public healthcare system. Being aware of the need to relieve the burden on the domestic healthcare system in order to improve it, Hemofarm and Hemofarm Foundation wholeheartedly strive to provide substantial support in strengthening the health care institutions and the entire public healthcare system in Serbia. Thus, the strengthening of the national public healthcare system contributes to the strengthening of the health of people in Serbia in general, in a systematic, rounded-up and holistic way.

Sadržaj:

- **POUZDANOST KROZ ODGOVORAN MARKETING I TRANSPARENTNE KOMUNIKACIJE**
- **BRIGA O LJUDIMA KAO SUŠTINA DALJEG RAZVOJA DRUŠTVA**
- **USAGLAŠENOST POSLOVANJA JE PUT U SIGURNU BUDUĆNOST**
- **BEZBEDNOST KORISNIKA PROIZVODA I ZDRAVSTVENOG SISTEMA**

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- **RELIABILITY ACHIEVED THROUGH RESPONSIBLE MARKETING AND TRANSPARENT COMMUNICATIONS**
- **CARING FOR PEOPLE'S HEALTH AS THE ESSENCE OF ONGOING DEVELOPMENT OF SOCIETY**
- **COMPLIANCE AS THE WAY TO A CERTAIN FUTURE**
SAFETY OF PRODUCT USERS AND HEALTHCARE SYSTEM



POUZDANOST KROZ ODGOVORAN MARKETING I TRANSPARENTNE KOMUNIKACIJE

RELIABILITY ACHIEVED THROUGH RESPONSIBLE MARKETING AND TRANSPARENT COMMUNICATIONS

Dobro zdravlje i blagostanje, za koje se zalaže Cilj broj 3 održivog razvoja, predstavljaju suštinu sveukupnog delovanja Hemofarma, koji na mnogobrojne načine teži da upravo ove vitalne aspekte života svakog pojedinca postavi među najviše prioritete čovečanstva. U vezi sa tim, Hemofarm pomera fokus sa lečenja na prevenciju kroz edukaciju opšte i stručne javnosti i razvoj zdravih životnih stilova. Tako omogućava svakom pojedincu da postane menadžer sopstvenog zdravlja, te da kroz ličnu i kolektivnu zdravstvenu odgovornost sistem javnog zdravlja bude rasterećen i fokusiran na podršku najugroženijim pacijentima. Farmaceutski marketing za Hemofarm predstavlja visoko etičku kategoriju i svaka informacija u vezi sa proizvodima iz Hemofarmovog portfolija osim što je usklađena sa zakonskim okvirima, proverena je, potvrđena i podržana odgovarajućim naučnim referencama, kao i internim proverama sektora pravnih poslova i usklađenosti poslovanja. Kruna ovakvog pristupa potvrđena je i kroz korporativni slogan Grupe: Naša misija – Vaše zdravlje.

Hemofarm, u skladu sa zakonom, predstavlja terapijske prednosti, pogodne namene i pravila upotrebe farmaceutskih proizvoda, kroz aktivan dijalog za svim zainteresovanim stranama, a posebno lekarima i farmaceutima, uz fokus na odgovorno konzumiranje terapije bazirano isključivo na stručnom autoritetu. Istovremeno, kompanija podstiče javnost na prijavu apsolutno svih, pa i najmanjih, potencijalnih sumnji na neželjeno dejstvo leka.

Good health and well-being, which are promoted by Sustainable Development Goal 3, represent the essence of the overall activities of Hemofarm, striving in many ways to place precisely these vital aspects of the life of each individual among the highest priorities of the mankind. In that regard, Hemofarm shifts the focus from treatment to prevention through the education of general and professional public and the development of healthy lifestyles. In this way, it enables each individual to become his/her own health manager, and disburden, through personal and collective responsibility to health, the public healthcare system, enabling it to place focus on the support to most-in-need patients. Pharmaceutical marketing for Hemofarm is a highly ethical category of marketing and any information communicated regarding products from Hemofarm's portfolio, in addition to complying with legal framework, is verified, validated and supported by appropriate scientific references, as well as by internal controls of Legal Affairs and Compliance Division. This approach has been crowned by the corporate slogan of STADA Group: Our Mission - Your Health.

In accordance with legal regulations, Hemofarm presents therapeutic advantages, corresponding indications and routes of administration of pharmaceutical products through active dialogue with all stakeholders, and particularly with doctors and pharmacists, focusing on responsible consumption of therapy exclusively based on the professional authority. At the same time, the company encourages the public to report each and every potential suspicion of adverse drug reaction, even the smallest one.

Hemofarm vidi veliku šansu u većoj upotrebi digitalnih platformi i alata, tj. digitalizaciji uopšte, usmerenoj ka bližem upoznavanju pacijenata sa pravilnom upotrebom lekova, podsećanju da na vreme uzmu lek, ali i pružanju zdravih saveta, te dvosmernog komuniciranja sa lekarima i farmaceutima. Sve to zajedno, značajno može da unapredi delotvornost lekova, u čijoj osnovi se nalazi ispravna i pravovremena konzumacija propisane terapije.

Primarna delatnost Hemofarma je proizvodnja kvalitetnih, efikasnih, bezbednih i dostupnih farmaceutskih proizvoda, koji su namenjeni brizi o zdravlju ljudi i omogućavaju razvoj zdravih životnih stilova. Jedna od najvažnijih uloga u tome pripada savremenoj, pouzdanoj i širokoj paleti proizvoda, koju kompanija neprekidno optimizuje. Hemofarm je lider na domaćem farmaceutskom tržištu sa učešćem od 25,6% naturalno, tj. 11,2% vrednosno.

Hemofarm sees a great chance in increased use of digital platforms and tools, i.e. digitalization in general, aimed at familiarizing patients with the proper use of medicines, reminding them to take the medicine on time, but also providing healthy advice, and two-way communication with doctors and pharmacists. All this together can significantly improve the efficacy of medicinal products, which is based on the correct and timely consumption of prescribed therapy.

The primary activity of Hemofarm is production of quality, effective, safe and affordable pharmaceutical products, which are created for caring for people's health and enable development of healthy lifestyles. One of the most important roles in this belongs to the modern, reliable and wide range of products, which the company continuously optimizes. Hemofarm is the leader on the domestic pharmaceutical market with a share of 25.6% in packs, and 11.2% in value.

13

PROMETUJEMO PREPARATE U 13 (OD 14) FARMAKOTERAPIJSKIH GRUPA PO ATC KLASIFIKACIJI

WE SELL PRODUCTS IN 13 (OUT OF 14) PHARMACOTHERAPEUTIC GROUPS BY ATC CLASSIFICATION



U PORTFOLIJU IMA 389 PROIZVODA RAZLIČITIH FORMI I DOZA

THE PORTFOLIO CONTAINS 389 PRODUCTS IN DIFFERENT FORMS AND DOSAGES



PORTFOLIO FOKUSIRAN NA NAJBITNIJE FARMAKOTERAPIJSKE GRUPE, POPUT PREPARATA ZA KARDIOVASKULARNE BOLESTI, ANTIBIOTIKE I NEURO-PSIHIJATRIJSKE PREPARATE

PORTFOLIO FOCUSED ON THE MOST IMPORTANT PHARMACOTHERAPEUTIC GROUPS, SUCH AS DRUGS FOR CARDIOVASCULAR DISEASES, ANTIBIOTICS AND NEURO-PSYCHIATRIC MEDICINES



PREPARATI KOJI SE IZDAJU BEZ LEKARSKOG RECEPTA (OTC) ZAUZIMAJU LIDERSKU POZICIJU NA FARMACEUTSKOM TRŽIŠTU SRBIJE, SA UDELOM OD 14.5% VREDNOSNO

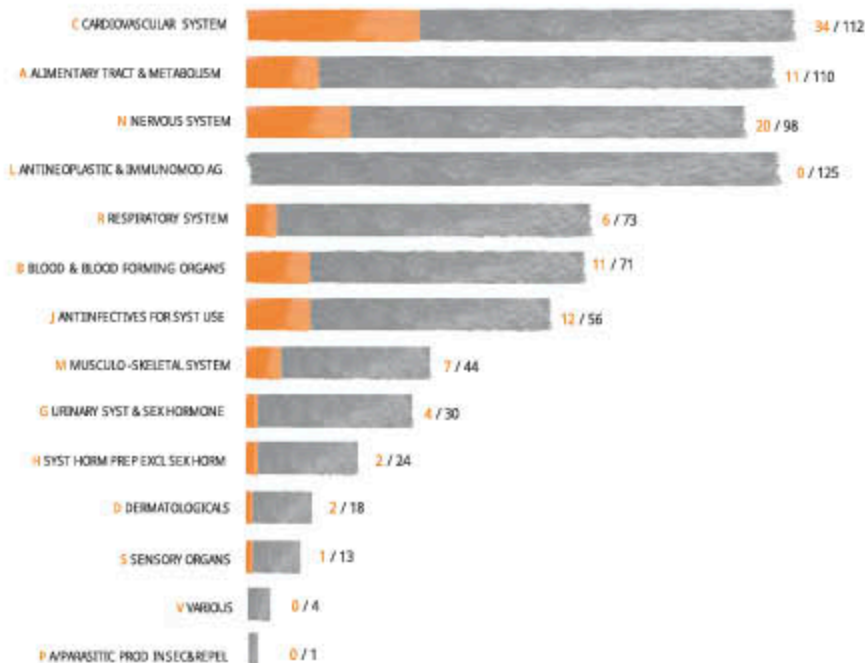
OTC MEDICINES ARE IN THE LEADING POSITION IN THE SERBIAN PHARMA MARKET, WITH A SHARE OF 14.5% IN VALUE TERMS

Hemofarm svoju podršku zdravstvenom sistemu iskazuje i kroz bogat portfolio farmaceutskih proizvoda koji odgovaraju upravo kliničkoj slici Srbije, odnosno potrebama stanovništva i pacijenata u zemlji i regionu.

Hemofarm also expresses its support to the healthcare system through a rich portfolio of pharmaceutical products that correspond to the clinical image of Serbia, i.e. the needs of the population and patients in the country and region-wide.

**PREPARATI HEMOFARMA U ODNOSU NA OSTALE
PROIZVOĐAČE (U MLN EUR)*:**

HEMOFARM PRODUCTS COMPARED TO OTHER
MANUFACTURERS (IN EUR MIO)*:



*Izvor: IMS baza za 2019.

**VODEĆI PREPARATI NA TRŽIŠTU
SRBIJE KOJI SE IZDAJU NA
RECEPT (Rx, PO INN-u)* SU:**

LEADING Rx PRODUCTS (BY INN)
IN THE SERBIAN MARKET ARE:

- BROMAZEPAM
- METFORMIN
- DICLOFENAC
- LORAZEPAM
- SODIUM CHLORIDE
- BISOPROPOL
- AMOXICILLIN,
CALVULANIC ACID
- METOPROLOL
- METHYLPREDNISOLONE
- PROPAFENONE

**VODEĆI OTC PREPARATI NA TRŽIŠTU SRBIJE SU:
LEADING OTC PRODUCTS IN THE SERBIAN MARKET ARE:**



*Izvor: QVIAI podaci za 2019.

Promotivno-edukativne kampanje u službi razvoja zdravih životnih stilova. koje je Sektor marketinga realizovao u 2019. godini, obuhvataju sledeće proizvode: Imunocink za decu i odrasle, Probiotic forte, Snup, Magnetrans, Hepatrombin, Thiomucase, Ladival, Probiotic i ProbioKid immuno.

Za Hemofarm je posebno važan segment razvoja svesti stanovništva o prevenciji i razvoju zdravih životnih navika. Sa tim u vezi, realizovana je i PR kampanja „Ne budu crven kao rak“, čiji je cilj bio da predoči štetnost sunčevog zračenja. Istovremeno, predočene su prednosti redovne upotrebe Ladival palete, bez parabena i emulgatora, za pravilnu zaštitu kože od sunca. U 2019. unapređena je i komunikacija sa korisnicima proizvoda na digital-u. Lansirani su novi mikrosajtovi za proizvode:

- S boluradi Bulacol,
- probiotike,
- Hedrin,
- Magnetrans,
- Midol i Snup su predati ALIMIS-u na odobrenje i očekuje se i njihovo skoro lansiranje.

Marketing je podržao i različite ustanove i institucije u cilju daljeg razvoja zdravih navika i životnih stilova, među kojima i:

- Vaterpolo savez Srbije,
- Aktivnija Srbija,
- projekat Sport u školama Mini Mini,
- Fruškogorski maraton,
- škole trčanja BRC i Bussine run,
- sponzorstvo filma „Kako postati šampion“ u cilju motivacije mladih da se ugledaju na uspešne srpske sportiste koji su učestvovali na Olimpijskim igrama.

Čitav pravni sektor, a posebno menadžer za usaglašenost poslovanja, aktivno je uključen u sve aktivnosti vezane za marketing Hemofarma. Na taj način kompanija štiti i sopstvene interese, ali ravnopravno i interese svih uključenih strana – od stručne javnosti do krajnjih potrošača i pacijenata.

Promotional-educational campaigns in service of the development of healthy lifestyles implemented by Marketing Division in 2019 encompass the following products: Imunocink for children and adults, Probiotic forte, Snup, Magnetrans, Hepatrombin, Thiomucase, Ladival, Probiotic and ProbioKid immuno.

The development of public awareness of prevention and development of healthy life habits is a particularly important segment for Hemofarm. In this regard, the PR campaign "Don't be Red as a Lobster" was implemented, targeted at showing the harmfulness of solar radiation. At the same time, the advantages were presented of regular use of Ladival product range, free from parabens and emulsifiers, for proper sun protection of the skin. In 2019, digital communication with product users was also improved. New microsites have been launched for the following products:

- S boluradi Bulacol
- Probiotics
- Hedrin
- Magnetrans
- Midol and Snup were submitted to ALIMIS for approval and their launch is expected soon

Marketing has also supported various institutions in order to further develop healthy habits and lifestyles, including:

- Serbian Water Polo Federation
- More active Serbia (Aktivnija Srbija)
- Project of sports in schools Mini Mini
- Fruska Gora Trail (Fruškogorski maraton)
- Schools of running BRC and Business run
- Sponsorship of the film "How to become a champion" in order to motivate young people to look up to successful Serbian athletes who participated in the Olympic Games

The entire Legal Division, and especially the compliance manager, is actively involved in all activities related to Hemofarm's marketing. In this way, the company protects its own interests, but equally the interests of all stakeholders – from professional public to end consumers and patients.

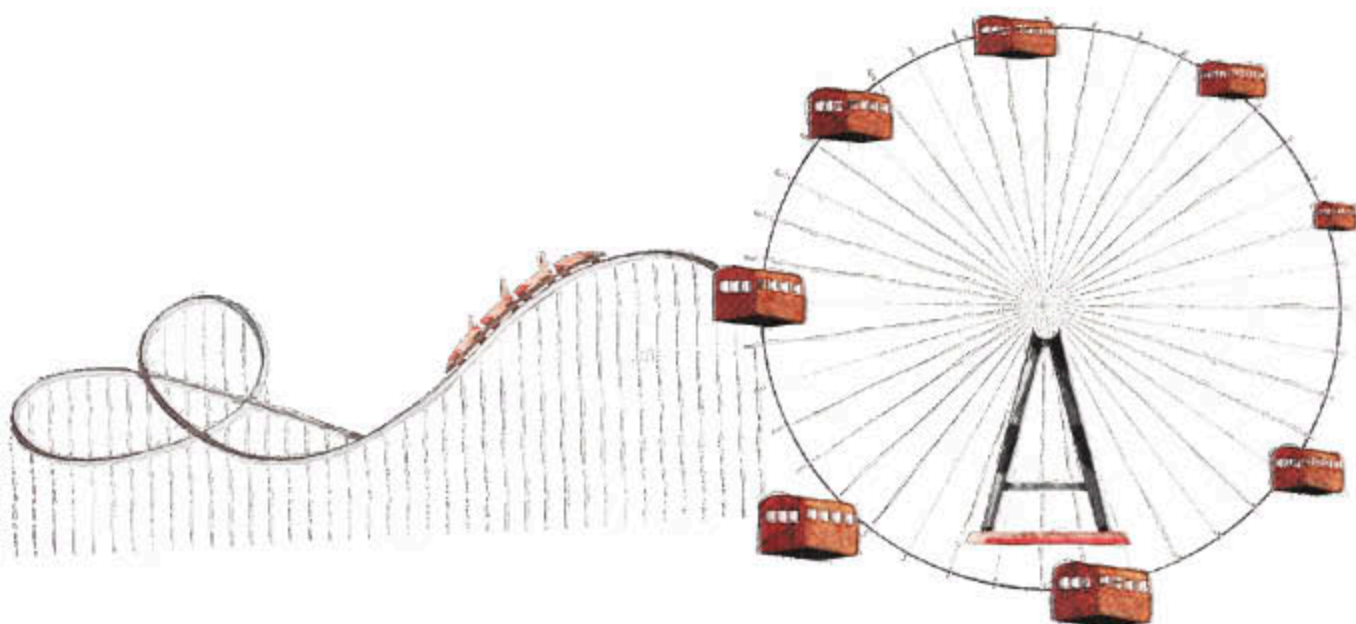


Agilnost, pouzdanost, transparentnost i spremnost da se sasluša i razume svaka zainteresovana strana, glavni su imperativi u komunikaciji Hemofarma u svim aspektima poslovanja i životnog ciklusa farmaceutskih proizvoda. Za kompaniju je izuzetno važna reputacija domaćeg farmaceutskog tržišnog lidera, koja je pažljivo razvijana čitavih 60 godina i koja se bazira prvenstveno na kvalitetu Hemofarmovih proizvoda. Zato Sektor za korporativne poslove i komunikacije jednako uvažava potrebe za informacijama kako interne, tako i eksterne javnosti, jer upravo kvalitetna, pravovremena i tačna informacija predstavljaju jedan od ključnih stubova zdravlja. Takođe, podrška medijima u vidu relevantnih stručnih informacija predstavlja dodatni vid osnaživanja domaćeg zdravstvenog sistema.

Hemofarm je uvek spreman za dijalog sa svim zainteresovanim stranama, putem javno dostupnih kontakata: info-linije u Vršcu – 013/803100 i Beogradu – 011/3811200, internet-sajta na adresi www.hemofarm.com, imejla svakodobro@hemofarm.com, kao i „Svako dobro Hemofarm“ profila na društvenim mrežama Fejsbuk, Instagram, Tviter i Jutjub. Pored toga što su svi zaposleni obučeni za potencijalni prijem informacija o neželjenom dejstvu lekova, radi suštinske i strateške preventive i minimiziranja bilo kakvih rizika primene, zaposleni u sektoru komunikacija agilno odgovaraju na sve upite u vezi sa Hemofarmovim proizvodima i njihovom ispravnom primenom.

Agility, reliability, transparency and willingness to hear and understand each and every stakeholder are the main imperatives of Hemofarm's communication in all aspects of operations and the life cycle of pharmaceutical products. Reputation of the local pharmaceutical market leader, carefully developed over the entire period of 60 years and based primarily on the quality of Hemofarm products, is extremely important for the company. Corporate Affairs and Communications Division therefore equally responds to the information requests of both internal and external public, as good-quality, timely and accurate information is one of the key pillars of health. Likewise, support to the media in the form of relevant professional information is another way of strengthening the local healthcare system.

Hemofarm is always available for dialogue with all stakeholders, through publicly available contacts: info lines in Vršac – 013/803100 and Belgrade – 011/3811200, website www.hemofarm.com, e-mail svakodobro@hemofarm.com, as well as 'svako dobro Hemofarm' profile on social networks Facebook, Instagram, Twitter, and YouTube. Apart from the fact that all employees are trained for possible receiving of the information on adverse drug reactions, in order to essentially and strategically prevent and reduce any risks of use to a minimum, employees in communications division respond with agility to all inquiries related to Hemofarm's products and their proper administration.



BRIGA O LJUDIMA KAO SUŠTINA DALJEG RAZVOJA DRUŠTVA

CARING FOR PEOPLE'S HEALTH AS THE ESSENCE OF ONGOING DEVELOPMENT OF SOCIETY

U cilju 16 održivog razvoja UN, ističe se neophodnost obezbeđivanja pristupa pravdi za sve i izgradnje efikasnih, odgovornih i inkluzivnih institucija na svim nivoima. Tome se priključuje i Hemofarm fondacija koja se zalaže za brigu o zdravlju ljudi, podršku zdravstvenom sistemu Srbije i podizanje kvaliteta života. Takođe, prateći globalne trendove, Hemofarm fondacija teži da u svom radu deli vrednosti Hemofarma i Grupe, kako bi odnos prema zaposlenima, ključnim stejkholderima, pacijentima, ali i prema celokupnom okruženju učinila što boljim.

Hemofarm fondacija realizovala je tokom 2019. godine ukupno 102 aktivnosti, što je za 15% više u odnosu na broj sprovedenih aktivnosti tokom 2018. godine. Cilj ovih aktivnosti Fondacije bio je unapređenje zdravlja pojedinaca, podrška zdravstvenom sistemu Srbije i podizanje kvaliteta života u zajednici. Utrošena sredstva na ove aktivnosti za 2019. godinu iznose 495.444,73 evra, što je uvećanje od 1.06% u odnosu na prethodnu godinu.

Najveći broj aktivnosti, njih 42, realizovan je u kroz Program za zdravlje, što predstavlja 62,38% od ukupno utrošenog budžeta za Programe društvene odgovornosti. U okviru Programa za obrazovanje, koji podržava najbolje studente medicine, farmacije, tehnologije, fizičke hemije i hemije realizovano je ukupno 26 aktivnosti, dok je u 2019. godini kroz Program za kulturu Hemofarm Fondacija realizovala 5 aktivnosti. Sve sprovedene aktivnosti su u vezi sa fokusom Hemofarm Fondacije na unapređenje opšteg fizičkog i mentalnog zdravlja, pa bi se tako moglo reći da je gotovo celokupan budžet utrošen na glavnu aktivnost Hemofarm fondacije i njenog osnivača – brigu o zdravlju i dobrobiti ljudi.

The UN sustainable development goal 16 points out the necessity of providing access to justice for all and building efficient, responsible and inclusive institutions at all levels. Hemofarm Foundation joins in, advocating the care for people's health, the support to the healthcare system of Serbia and raising the quality of life. Following global trends, Hemofarm Foundation also strives to share the values of Hemofarm and STADA Group in its work, in order to make the relationship with employees, key stakeholders, patients, and the attitude towards the entire environment as good as possible.

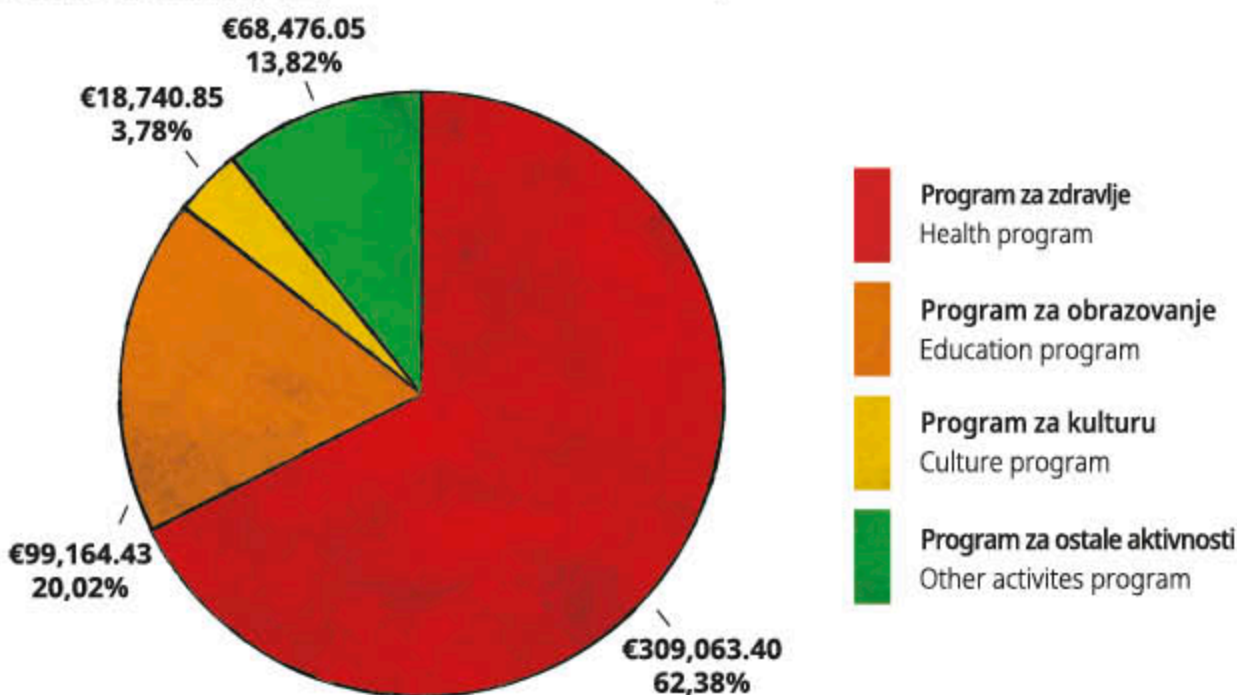
In 2019, Hemofarm Foundation implemented a total of 102 activities, which is 15% more than the number of activities carried out in 2018. These activities of the Foundation were aimed at improving the health of individuals, supporting the healthcare system of Serbia and raising the quality of life in the community. The funds spent on these activities for 2019 amount to EUR 495,444.73, which is an increase by 1.06% compared to the previous year.

Most of the activities, 42 of them, were implemented through the Program for Health, which accounts for 62.38% of the total budget spent on Social Responsibility Programs. Within the Program for Education, which supports the best students of medicine, pharmacy, technology, physical chemistry and chemistry, a total of 26 activities were implemented, while in 2019, through the Program for Culture, Hemofarm Foundation implemented 5 activities. All implemented activities are related to the focus of Hemofarm Foundation in order to improve general physical and mental health, so it could be said that almost the entire budget was spent on the core activity of Hemofarm Foundation and its founder - caring for people's health and well-being.



U 2019. godini ostvarena su ukupno 173 partnerstva sa stejkholderima – institucijama sistema, međunarodnom zajednicom, civilnim sektorom, medijima i uglednim pojedincima. Prvi put su uspostavljena partnerstva sa zdravstvenim, obrazovnim institucijama i organizacijama u Nemačkoj, i to pre svega sa kancelarijom kancelarke Angele Merkel, Ministarstvom zdravlja Nemačke, Bundestagom, Nemačkom akademijom nauka – Leopoldina, Gete univerzitetom i Buhman institutom za molekularnu nauku u Frankfurtu, Muzejom istorije medicine Charite u Berlinu, Konrad Adenauer fondacijom i Nemačkom organizacijom za međunarodnu saradnju GIZ.

In 2019, a total of 173 partnerships were established with stakeholders - system institutions, the international community, the civil sector, the media and prominent individuals. For the first time, partnerships were established with healthcare, educational institutions and organizations in Germany, primarily with the Chancellor Angela Merkel's office, the German Ministry of Health, the Bundestag, the German National Academy of Sciences - Leopoldina, Goethe University and the Buchmann Institute for Molecular Life Sciences in Frankfurt, Berlin Museum of Medical History of the Charité, the Konrad Adenauer Foundation and the German Corporation for International Cooperation GmbH, GIZ.



Investicije u 2019
Investments in 2019

Kroz članstvo u Savetu za filantropiju pri kabinetu premijerke Ane Brnabić tokom 2019. godine Hemofarm fondacija radila je na unapređenju javnih politika i stvaranju podsticajnog okruženja za davanje u Srbiji. Prvi rezultati rada Saveta u 2019. godini ogledaju se u povećanju neoporezivog dela učeničkih i studentskih stipendija sa sadašnjih 11.741 na 30.000 dinara, što će značajno doprineti podizanju kvaliteta života najboljih studenata tokom školovanja.

Through its membership in the Philanthropy Council with the Office of Prime Minister Ana Brnabić, Hemofarm Foundation worked on the improvement of public policies and the creation of a stimulating environment for giving in Serbia in 2019. The first results of the work of the Council in 2019 are reflected in the increase of the non-taxable part of student scholarships from the current 11,741 to 30,000 dinars, which will significantly contribute to raising the quality of life of the best students during their schooling.

Hemofarm fondacija je član i Savetodavnog odbora Nacionalne alijanse za lokalni ekonomski razvoj – NALED i Upravnog odbora Srpskog filantropskog foruma, kroz koji je ove godine realizovan Nacionalni dan davanja, u kojem je učestvovalo više od 40 donatora, uključujući kompanije, međunarodne organizacije, nevladine organizacije i pojedince koji su zajedno prikupili 8,2 miliona dinara. Sredstva su iskorišćena za nabavku 120 inovativnih učila za 10.000 osnovaca u 30 gradova širom Srbije.

U 2019. godini u okviru Akademije Hemofarm fondacije održano je 129 programa kontinuirane medicinske edukacije na teme koje su od značaja za unapređenje rada zdravstvenih radnika i zdravstvenog sistema Srbije. Programe je pohađalo 16.782 zdravstvena radnika, čime je nastavljena kontinuirana podrška jačanju kapaciteta zdravstvenih radnika i zdravstvenog sistema u Srbiji.

Nastavljena je kampanja promocije doniranja organa, koja je u 2019. godini dobila naziv „I ja sam donor. Jer navijam za Srbiju.“ Protagonisti ove kampanje su najuticajniji sportisti i reprezentativci Srbije, a njen cilj je povećanje broja donora i spasavanje života više od 2.000 ljudi koji čekaju na transplantaciju organa u našoj zemlji. Promoteri kampanje bili su naši istaknuti sportisti – Ivana Španović, Saša Đorđević, Dejan Savić, Dejan Stanković, Maja Ognjenović, Dragan Škrbić, Nenad Zimonjić i mnogi drugi. Fudbaleri većitih rivala Crvene Zvezde i Partizana priključili su se kampanji i otpočeli čuveni derbi u majicama „I ja sam donor. Jer navijam za Srbiju.“ Osim sportista, u kampanji su učestvovali lekari aktivni u oblasti transplantacije i doniranja organa, osam pacijenata, koji su prošli kroz proces transplantacije ili čekaju na transplantaciju, kao i istaknuti pojedinci. U okviru kampanje, a povodom Evropskog dana donora 12. 10. 2019, odigrana je predstava „Zajedno za novi život – život je najlepše i najveće čudo koje nam se u životu događa“ udruženja „Zajedno za novi život“ u Narodnom pozorištu u Beogradu i na Festivalu zdravlja u Beogradu. Za implementaciju svih aktivnosti kampanje „I ja sam donor. Jer navijam za Srbiju.“ u 2019. utrošeno je ukupno 96.908,61 evra.

Hemofarm Foundation is also a member of the Advisory Board of the National Alliance for Local Economic Development - NALED and the Management Board of the Serbian Philanthropic Forum, through which the National Giving Day was marked this year, with more than 40 donors including companies, international organizations, NGOs and individuals. Together they raised 8.2 million dinars. The funds were used to purchase 120 innovative teaching aids for 10,000 primary school children in 30 towns across Serbia.

In 2019, within the Hemofarm Foundation Academy, 129 programs of continuous medical education were held on topics that are important for improving the work of healthcare workers and the healthcare system of Serbia. The programs were attended by 16,782 healthcare workers, which continued the continuous support to strengthen the capacity of healthcare workers and the healthcare system in Serbia.

The campaign for promoting organ donation continued also in 2019 under the title 'I am a donor, too. Because I support Serbia.'. The protagonists of this campaign are the most influential athletes, national team players of Serbia and Europe, with the goal of increasing the number of donors and saving the lives of more than 2,000 people who are waiting for an organ transplant in our country. The promoters of the campaign were our prominent athletes - Ivana Španović, Saša Đorđević, Dejan Savić, Dejan Stanković, Maja Ognjenović, Dragan Škrbić, Nenad Zimonjić, and many others. The football players of the eternal rivals of Red Star and Partizan joined the campaign and started the famous derby wearing T-shirts 'I am a donor, too. Because I support Serbia.' In addition to athletes, the doctors active in the field of transplantation and organ donation, eight patients who have gone through the process of transplantation or are waiting for a transplant, as well as prominent individuals joined the campaign. As part of the campaign, and on the occasion of the European Donor Day on 12 October 2019, the play 'Together for a new life - life is the most beautiful and greatest miracle that happens in our lives' was performed by the association 'Together for a new life' at the National Theatre in Belgrade and at the Health Festival in Belgrade. A total of EUR 96,908.61 was spent on the implementation of all activities of the campaign 'I am a donor, too. Because I support Serbia' in 2019.



Zahvaljujući edukativnoj kampanji „I ja sam donor.“ i partnerstvu sa Ministarstvom zdravlja Srbije i medijima, u 2019. godini, 15 porodica dalo je saglasnost za transplantaciju organa njihovih najmilijih i tako je spaseno 37 života.

Tokom 2019. godine pokrenut je projekat pod nazivom „Na kafi sa psihologom“. Održana je serija od 10 tribina na različite teme, a sve u cilju ukazivanja na važnost očuvanja mentalnog zdravlja i ohrabivanja pojedinca da potraži pomoć stručnjaka. Tema pojedinačnih tribina bile su: depresija, stres na poslu, balans karijere i porodice, kako se izboriti sa bolešću, kako se pomiriti sa činjenicom da ne možete da ostanete u drugom stanju, razvod, zavisnosti, kako ograničiti deci upotrebu elektronskih uređaja, burnout sindrom i fenomen praznične euforije i depresije. Projekat „Na kafi sa psihologom“ prevazišao je sva očekivanja Hemofarm fondacije, tribine realizovane u periodu april–maj i novembar–decembar 2019. bile su izuzetno posećene, a sesija na temu „Depresija“ na Jutjub kanalu fondacije ima više od 195.000 pregleda.

Ulaganjem u programe iz oblasti kulture i umetnosti Hemofarm fondacija ulaže u ljude i njihove ideje koje predstavljaju motor razvoja savremenog društva. Tokom 2019. godine za ovu programsku celinu utrošeno je 18.740,85 evra za ukupno 5 aktivnosti. Hemofarm fondacija je i u 2019. bila partner 16. Beogradskom festivalu igre, za čiju podršku je izdvojeno ukupno 9.346,14 evra. Podržani su i: Udruženje KULTUROCIKLIN, za realizaciju pozorišne predstave „Kad je Niče plakao“ po romanu Irvina Jaloma, a u režiji Gorana Jevtića; projekat Centra za kulturnu dekontaminaciju „Autentična tumačenja 68.“ zasnovanog na autorskom projektu Ane Miljanić, a koji je nastavak prošlogodišnjeg projekta „AUTENTIČNO TUMAČENJE 1968.“; X Mikser festival u organizaciji Udruženja MIKSER, Beograd, pod nazivom „CIRKULIŠI“, posvećen fenomenu održivosti kao najnovijoj kulturi života i poslovanja.

Thanks to the educational campaign 'I am a donor, too' and the partnership with the Ministry of Health of Serbia and the media, 15 families gave their consent for transplantation of organs of their loved ones, and thus 37 lives were saved in 2019.

During 2019, a project called 'A Cup of Coffee with a Psychologist' was launched. A series of 10 panel discussions on various topics was held, all with the aim of pointing out the importance of preserving mental health and encouraging the public to seek for professional help. The topics of some panel discussions were: depression, stress at work, career and family balance, how to cope with the disease, how to come to terms with the fact that you cannot stay pregnant, divorce, addiction, how to limit children's use of electronic devices, burnout syndrome and the phenomenon of holiday euphoria or depression. The project 'A Cup of Coffee with a Psychologist' exceeded all expectations of Hemofarm Foundation, the panel discussions that took place in the period April - May and November - December 2019 were extremely well attended and the session on 'Depression' on the YouTube channel of the Foundation has more than 195,000 views.

By investing in programs in the field of culture and art, Hemofarm Foundation invests in people and their ideas, which represent the engine of development of modern society. During 2019, 18,740.85 euros were spent for this program unit for a total of 5 activities. In 2019, Hemofarm Foundation was a partner of the 16th Belgrade Dance Festival, for the support of which a total of 9,346.14 euros was allocated. Also supported were: Association KULTUROCIKLIN, for staging the theatre play 'When Nietzsche cried' based on the novel by Irvin Jalom, directed by Goran Jevtić; the project of the Center for Cultural Decontamination DOO Belgrade 'Authentic Interpretations of 68' based on the author's project of Ana Miljanić, which is a continuation of last year's project 'AUTHENTIC INTERPRETATION OF 1968'; X Mixer Festival organized by the MIXER Association, Belgrade, entitled 'CIRCULATE' dedicated to the phenomenon of sustainability as the latest culture of life and business.



Hemofarm fondacija je 2018. godine ustanovila Nagradu za izuzetnost koju svake godine dodeljuje pojedincima, institucijama ili organizacijama za izuzetan doprinos u oblasti zdravlja, obrazovanja i kulture. Dobitnica druge Nagrade za izuzetnost Hemofarm fondacije je prof. dr Elka Stefanova, neurolog i osnivač Centra za poremećaje pamćenja i demencije pri Kliničkom centru Srbije, koja je nagrađena za svoj izuzetan doprinos izučavanju neurodegenerativnih bolesti, naučnoistraživačkom i kliničkom radu sa ljudima obolelim od demencije. Nagradu za izuzetnost, uz statu u obliku ždrala kao simbola istrajnosti i dugovečnosti, rad umetnika Aleksandra Vaca, čini i novčani deo u protivvrednosti od 10 hiljada evra. Svečana dodela Nagrade za izuzetnost organizovana je 21. maja 2019. u Muzeju savremene umetnosti u Beogradu.

In 2018, Hemofarm Foundation established the Excellence Award, which it awards every year to individuals, institutions or organizations for exceptional contribution in the field of health, education and culture. The winner of the second Excellence Award of Hemofarm Foundation is prof. Elka Stefanova, PhD, neurologist and founder of the Center for Memory Disorders and Dementia at the Clinical Center of Serbia, who was awarded for her outstanding contribution to the study of neurodegenerative diseases, scientific research and clinical work with people with dementia. The excellence award, along with the statue in the shape of a crane as a symbol of perseverance and longevity - the work of the artist Aleksandar Vac - also includes a monetary part in the equivalent of 10 thousand euros. The excellence award ceremony was organized at the Museum of Contemporary Art in Belgrade on 21 May 2019.

USAGLAŠENOST POSLOVANJA JE PUT U SIGURNU BUDUĆNOST

COMPLIANCE AS THE WAY TO A CERTAIN FUTURE

Pravna usklađenost i usaglašenost poslovanja predstavljaju jedne od vitalnih aspekata koji omogućavaju Hemofarmu da bude lider u svojoj delatnosti. To je poseban izazov zato što kompanija obavlja svoju matičnu delatnost u više država, uz poslovne operacije na 3 kontinenta i prisutnost na više desetina tržišta, kao i pripadnost multinacionalnoj farmaceutskoj grupaciji. Kompleksnost pravne usklađenosti uslovljava i sama farmaceutska industrija, kao strogo regulisana branša sa veoma zahtevnim standardima. Svi Hemofarmovi uspesi ne bi bili održivi da kompanija ne neguje visoke etičke i stroge korporativne standarde, gde su zakonski okviri tek nužan početak, a opredeljenost kompanije na transparentan i fer odnos u svakom aspektu poslovanja suštinski imperativ.

Legal compliance and business compliance are some of the vital aspects that enable Hemofarm to be the leader in its business activity. It is especially challenging because the company is performing its main activity in several countries, with business operations on 3 continents and a presence in dozens of markets, as well as belonging to a multinational pharmaceutical group. The complexity of legal compliance is conditioned also by the pharmaceutical industry, as the strictly regulated branch with highly demanding standards. All Hemofarm's successes would not be sustainable hadn't there been for the company cherishing high ethical and strict corporate standards, where the legal framework is only the necessary beginning and the company's dedication to a transparent and fair attitude in every aspect of business is absolutely a must.



Kontinuirano podizanje svesti o sprečavanju koruptivnog delovanja i poštovanju ljudskih prava ostaju u fokusu kompanije, te postaju deo obavezne obuke prilikom uključivanja novozaposlenih u redovne poslovne aktivnosti.

Pravni sektor kontroliše sve poslovne operacije Hemofarma u cilju sprečavanja bilo kakve greške i zakonske neusklađenosti. Poseban značaj u tom procesu ima e-portal sa bazom ugovora, ali i predefinisanih obrazaca i šablona za kreiranje novih ugovora, pod simboličnim nazivom „E-sekretarica“. Ovo jedinstveno softversko rešenje je u 2019. bilo u punoj primeni, uz obavezu da svaki pojedinačni ugovor prođe evaluaciju i validaciju kroz ovaj sistem. U protivnom, nijedan ugovor nije moguće zaključiti. Na ovakav način vrši se proaktivna prevencija i smanjivanje pravnih rizika na najmanju moguću meru.

Deo Pravnog sektora je i specijalizovani menadžer za usaglašenost poslovanja (Compliance Manager), koji pruža dodatni fokus na ovu oblast, prati i usaglašava poslovne operacije sa pravilima STADA Grupe i važećim propisima, priprema interna pravila i uputstva, te promovise integritet u poslovanju. Takođe, organizovane su i brojne obuke o usklađenosti i usaglašenosti poslovanja, i to uglavnom kroz praktične radionice, kojima je prisustvovalo više stotina zaposlenih – od visokog i srednjeg menadžmenta, preko predstavnika regionalnih prodajnih timova na terenu, pa sve do zaposlenih u proizvodnji. Osim toga, radi razmene iskustava i znanja iz ove oblasti na nivou STADA Grupe, u Hemofarmu je održana dvodnevna regionalna radionica sa koordinatorima za usklađenost poslovanja iz STADA kompanija CEE klastera.

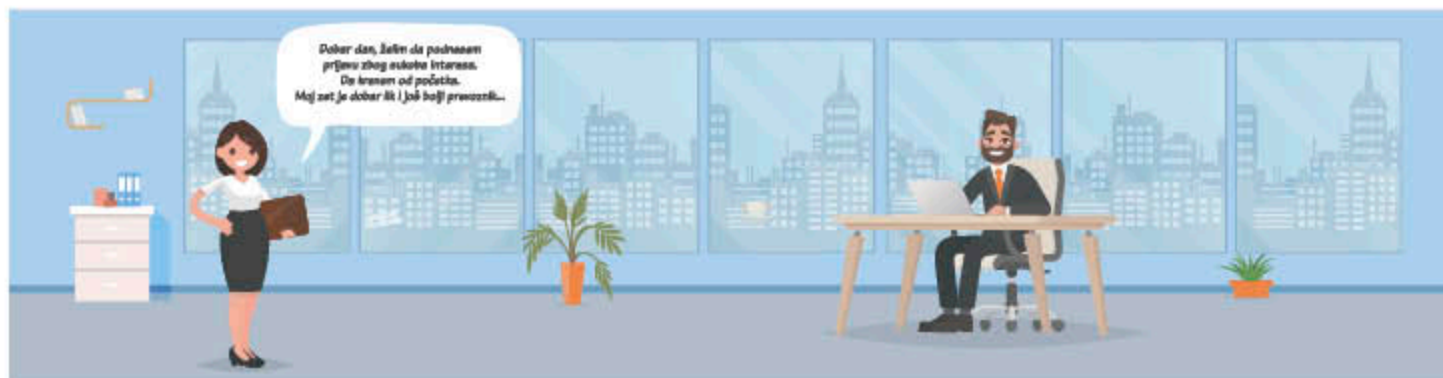
U pogledu komunikacijske strategije za ovu oblast, pored navedenih obuka i opštih informacija o novim politikama koje se dele preko intranet portala, nastavljeno je i sa idejom edukativnog stripa koji na neobavezan i prijemčiv način približava kompleksne teme usklađenosti kolegama – u 2019. godini tema stripa je bilo pitanje sprečavanja sukoba interesa u poslovanju. Takođe, usklađenost poslovanja je dobila i poseban odeljak na korporativnom sajtu u delu Odgovornost, kako bi se na najbolji način ukazalo na sam značaj ove oblasti i njenog punog poštovanja u kompaniji i kroz lanac dobavljača.

Continuous raising of the awareness about the prevention of corruptive actions and respecting human rights remain the focus of the company, and become a part of the mandatory training when involving the newly employed in the regular business activities.

Legal Affairs Division controls all business operations of Hemofarm aimed at preventing any errors and legal incompliances. E-portal with the contracts database, as well as pre-defined templates for creation of new contracts, symbolically named 'E-secretary', is especially important in such a process. This unique software solution achieved its full implementation in 2019, with obligation that each individual contract should be evaluated and validated through this system. Otherwise, it is not possible to conclude any contract. Legal risks are thus proactively prevented and reduced as much as possible.

Part of the Legal Affairs Division is a specialized Compliance Manager who provides additional focus on this area, monitors and harmonizes business operations with the rules of STADA Group and applicable regulations, prepares internal rules and instructions, and promotes business integrity. Also, numerous trainings on compliance and harmonization of business were organized, mainly through practical workshops, which were attended by hundreds of employees - from senior and middle management, through representatives of regional sales teams in the field, to employees in production. In addition, in order to exchange experiences and knowledge in this area at the level of STADA Group, a two-day regional workshop was held at Hemofarm with business compliance coordinators from STADA companies of the Cluster SEE.

In terms of communication strategy for this area, in addition to the above training and general information on new policies shared through the intranet portal, the idea of educational comics continued, which in a non-binding and acceptable way brings complex topics of compliance closer to colleagues – in 2019 the comic dealt with the issue of preventing conflicts of interest in business. Also, business compliance was given a special section on the corporate website in the Responsibility section, in order to best point out the importance of this area and its full compliance in the company and through the supply chain.

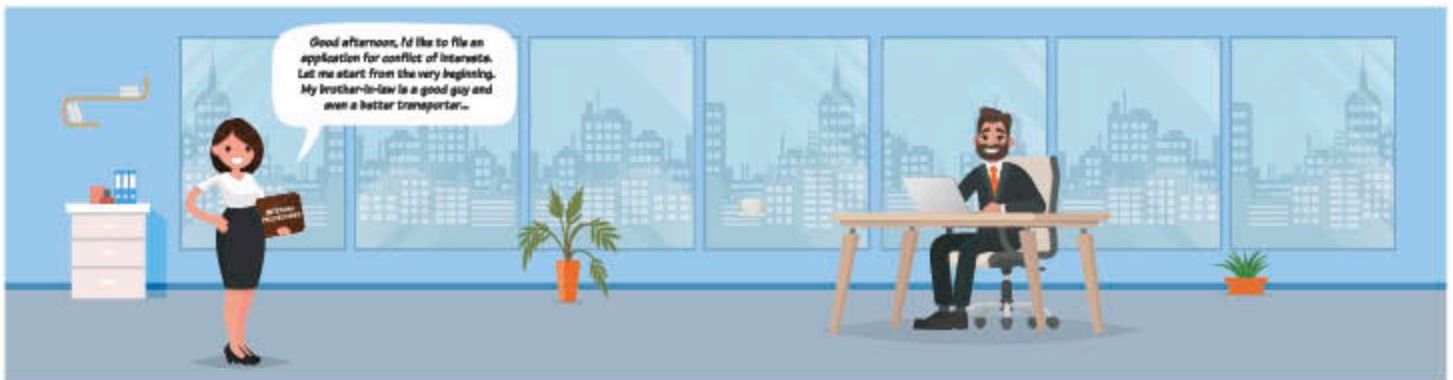


ZAPOSLANI MORAJU STRIKTNO DA ODVAJAJU SVOJE PRIVATNE I POSLOVNE INTERESE. ZABRANJENO JE KORISTITI SVOJ POLOŽAJ ILI OVLAŠĆENJE U KOMPAJNIJI ZA PRIBAVLJANJE BILO KAKVE KORISTI ILI SPREČAVANJE ŠTETE ZA BLISKA LICA (SRODNIKE, PARTNERE ITD.) ILI ZA POVEZANA PRAVNA LICA.

OBAVEZNO PRIJAVITE SUKOB INTERESA!

ZA VIŠE INFORMACIJA MOLIMO VAS DA POSETITE STRANICE O USKLAĐENOSTI POSLOVANJA NA INTRANET PORTALU ILI KONTAKTIRATE MENADŽERA ZA USAGLAŠENOST POSLOVANJA NA COMPLIANCE@HEMOFARM.COM ILI LOKAL 1464.

HIF Hemofarm
STARA ŠKOLA



EMPLOYEES HAVE TO STRICTLY SEPARATE THEIR PRIVATE AND BUSINESS INTERESTS. IT IS FORBIDDEN TO USE YOUR POSITION AND AUTHORITY IN THE COMPANY TO OBTAIN ANY BENEFITS OR TO PREVENT ANY LOSS OF PEOPLE CLOSE TO YOU (RELATIVES, PARTNERS, ETC.) AND RELATED PARTIES.

BE SURE TO REPORT CONFLICT OF INTEREST!



FOR MORE INFORMATION, PLEASE VISIT THE PAGES ON CORPORATE COMPLIANCE ON THE INTRANET PORTAL OR CONTACT THE COMPLIANCE MANAGER AT COMPLIANCE@HEMOFARM.COM OR EXTENSION 1464

BEZBEDNOST KORISNIKA PROIZVODA I ZDRAVSTVENOG SISTEMA

SAFETY OF PRODUCT USERS AND HEALTHCARE SYSTEM

Uvažavanje potreba korisnika proizvoda i njihovo zadovoljstvo, uz proaktivan odnos prema reklamacijama, spadaju u najvažnije aspekte brige o zdravlju. Farmaceutski proizvođači i nosioci dozvola za stavljanje leka u promet, uz čitav sistem javnog zdravlja, u obavezi su da kontinuirano prate, otkrivaju, analiziraju, razumeju i sprečavaju neželjena dejstva i reakcije na lekove. Ovaj važan segment rada zdravstvenog sistema i farmaceutske industrije reguliše oblast farmakovigilance. Ona deluje globalno, na svetskom nivou, kako bi se sva relevantna otkrića i bitne informacije na vreme podelile u cilju sprečavanja negativnog delovanja lekova na pacijente. Farmakovigilanca u Hemofarmu analizira prijave neželjenih dejstava lekova³⁵ koje mogu pristići direktno od zdravstvenih radnika, doktora i farmaceuta, regulatornih tela, pacijenata, potrošača, stručnih časopisa, medija i zaposlenih u kompaniji. Svi zaposleni u Hemofarmu adekvatno su obučeni, u skladu sa procedurama i operativnim postupcima, za prijem prijava neželjenih dejstava. Prijavu je moguće uputiti kroz lični kontakt sa nekom od navedenih instanci, putem e-formulara na korporativnom sajtu, putem imejlova svakodobro@hemofarm.com i nezeljena.dejstva@hemofarm.com, kao i na sve dostupne brojeve telefona. Pored toga, predstavnici Sektora marketinga i Sektora prodaje, budući da su najaktivniji u komunikaciji sa doktorima i farmaceutima, dodatno su na raspolaganju za sve prijave neželjenih dejstava.

Respecting the needs and satisfaction of product users with a proactive attitude towards complaints are some of the most important aspects of health care. Pharmaceutical manufacturers and marketing authorization holders, along with the entire public healthcare system, are obliged to continuously monitor, detect, analyse, understand and prevent adverse effects and reactions to drugs. This important segment of work of the healthcare system and the pharmaceutical industry is regulated by pharmacovigilance. It operates globally, all around the world, in order to share all relevant findings and important information in a timely manner in order to prevent the adverse effects of drugs on patients. Pharmacovigilance at Hemofarm analyses reports of adverse drug reactions that may come directly from healthcare professionals, doctors and pharmacists, regulatory bodies, patients, consumers, professional journals, the media and company employees. All employees of Hemofarm are adequately trained, in accordance with the operating procedures, to receive reports of adverse reactions. The report can be sent through personal contact with any of the above instances, via the e-form available on the corporate website, via e-mail to svakodobro@hemofarm.com and nezeljena.dejstva@hemofarm.com, as well as to all available telephone numbers. In addition, representatives of the Marketing Division and Sales Division are additionally available for all reports of adverse reactions, as they are the most active in communication with doctors and pharmacists.

³⁵Jedna prijava predstavlja pojedinačni slučaj koji se odnosi na jednog pacijenta i može da sadrži više neželjenih dejstava ili sumnju na uticaj lekova koji su doveli do ispoljavanja neželjenih dejstava. Samim tim, ukupan broj zabeleženih prijava manji je od ukupnog broja zabeleženih neželjenih dejstava, kao i lekova pod sumnjom.

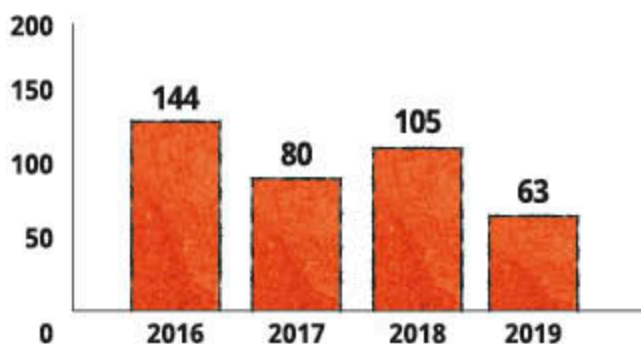
³⁶One report is a single case involving one patient and may contain multiple side effects or suspected effect of a medicinal product that has led to side effects. Therefore, the total number of recorded reports is less than the total number of recorded side effects, as well as suspected drugs.

Farmakovigilanca za Hemofarm ima mnogo širi značaj i kontekst od matične države u kojoj kompanija posluje, budući da se preko 70% proizvodnog programa izvozi. Samim tim, u slučaju identifikovanja neželjenog dejstva leka, Hemofarm postupa u skladu sa lokalnom regulativom države u kojoj se lek prometuje i standardnim operativnim procedurama za procenjivanje profila bezbednosti registrovanih preparata. U slučaju prepoznavanja potencijalnog rizika kompanija inicira evaluaciju svih raspoloživih podataka u odnosu na bezbednu primenu leka i preduzima adekvatne mere – prosleđivanje pisma zdravstvenim radnicima, povlačenje serije leka sa tržišta, izmenu uputstava za primenu leka, edukaciju kroz stručni materijal za zdravstvene radnike i pacijente, itd.

Tokom 2019. godine, sa svih tržišta na kojima je Hemofarm ili lokalni partner nosilac dozvole za stavljanje leka u promet, primljeno je od zdravstvenih radnika i pacijenata 63 prijave/slučaja neželjenih dejstava (NDL). Od toga, 12 slučajeva je klasifikovano u kategoriju „ozbiljno“, a 51 slučaj ne ispunjava kriterijume ozbiljnosti.³⁶ U 2019. godini prijavljene su i dve reklamacije sa elementima neželjenih dejstava. Ove prijave su stigle sa teritorije Srbije i odnosile su se na preparate: Metadon i Pancillin. Dok je u 2018. zabeležen rast prijava, u 2019. se beleži pad u broju prijavljenih slučajeva NDL za 40% u odnosu na broj slučajeva zabeležen u 2018. godini:

Pharmacovigilance for Hemofarm has a much broader significance and context than the home country in which the company operates, as over 70% of the product range is exported. Therefore, in case of identifying an adverse drug reaction, Hemofarm proceeds in accordance with the local regulations of the country in which the drug is marketed and standard operating procedures for assessing the safety profile of registered products. In case of recognizing a potential risk, the company initiates evaluation of all available data in relation to the safe use of the medicinal product and takes adequate measures - forwarding letters to healthcare professionals, recalling a batch of the drug from the market, changing instructions for drug use, education through professional publications for healthcare professionals and patients, etc.

During 2019, from all markets in which Hemofarm or a local partner is the marketing authorization holder, 63 reports / cases of adverse drug reactions (ADR) were received from healthcare professionals and patients. Of these, 12 cases were classified as "serious" and 51 as "non-serious"³⁶. In 2019, two complaints were reported with elements of side effects. These reports came from the territory of Serbia and referred to the products: Metadon and Pancillin. While in 2018 there was an increase in reports, in 2019 there was a decrease in the number of reported cases of ADR by 40% compared to the number of cases recorded in 2018:



³⁶Kada u prijavi postoje i neželjena dejstva i reklamacija na kvalitet leka – Odeljenje farmakovigilance saraduje sa Odeljenjem usaglašenosti proizvoda / QA. U slučaju istovremeno prijavljenih: medicinskog pitanja i neželjenog dejstva – Marketing je nadležan za medicinsko pitanje, a Odeljenje farmakovigilance za neželjena dejstva.

³⁶When there are both adverse reactions and complaints about the quality of the drug in the report - the Pharmacovigilance Department cooperates with the Product Compliance Department/QA. In case of simultaneously reported: medical issue and adverse reaction - Marketing is responsible for the medical issue and the Pharmacovigilance Department for adverse reactions.

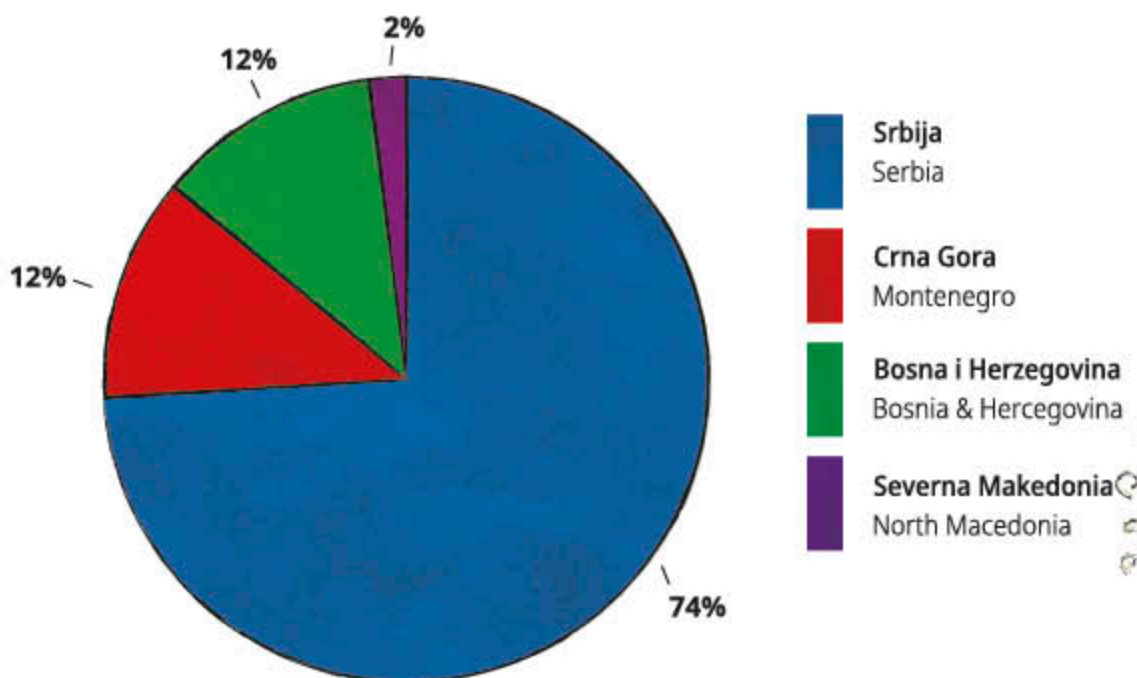
Najveći broj prijava i u 2019. pristigao je od lekara, zatim korisnika leka / pacijenta, te farmaceuta i ostalih zdravstvenih radnika:

The largest number of reports in 2019 came from doctors, then medicinal product users/patients, and pharmacists and other health professionals:

Izveštač Reporting party	Broj prijava NDL No. of ADR reports	Ozbiljna NDL Serious NDL	NDL koja ne spadaju u kategoriju ozbiljnih Non-serious ADR
Lekari Doctors	36	9	27
Farmaceuti Pharmacists	9	1	8
Pacijenti Patients	17	2	15
Zdravstveni radnici Healthcare professionals	1	0	1
Ukupno Total	63	12	51

Žene su sklonije prijavljivanju neželjenih dejstava od muškaraca, a kada su u pitanju pacijenti broj prijavljenih slučajeva bio je najveći u starosnim grupama 61–70 godina, 51–60 godina i 71–80 godina. Najviše prijava je pristiglo iz Srbije, koja je i najveće lokalno tržište Hemofarma:

Women are more likely to report side effects than men, and when it comes to patients, the number of reported cases was the highest in the age groups of 61-70 years, 51-60 years and 71-80 years. Most reports came from Serbia, which is also the largest local market of Hemofarm:







KOMPARATIVNA ANALIZA ODRŽIVOG RAZVOJA I UTICAJA HEMOFARMA U 2019.

COMPARATIVE ANALYSIS OF HEMOFARM'S SUSTAINABLE DEVELOPMENT AND IMPACT IN 2019

Tokom 2019. godine Hemofarm je oborio novi proizvodni rekord – 279,5 miliona pakovanja gotovih proizvoda, što je za 14% više nego prethodne godine. Uprkos rastu proizvodnje, utrošak svih ključnih resursa po jedinici gotovog proizvoda je smanjen, čime kompanija pokazuje najviši nivo svesti i odgovornosti kada je u pitanju upravljanje održivim razvojem i potrošnjom energenata. Ovi podaci istovremeno svedoče o visokom nivou optimizacije svih proizvodnih i operativnih procesa, što je rezultiralo i nastavkom budžetskih ušteda u odnosu na planirane troškove. Ovakvi rezultati potvrđuju da je Hemofarm stabilan stub proizvodnje u STADA Grupi i oslonac za dalji razvoj čitave grupacije.

During 2019, Hemofarm broke a new production record – 279.5 million packs of finished products, recording a 14% increase compared to the previous year. In spite of production growth, the consumption of all key resources per finished product unit was reduced, by which the company demonstrates the highest level of awareness and responsibility when it comes to sustainable development and energy consumption management. At the same time, these figures evidence a high level of optimization of all production and operational processes, which resulted in continued budget savings versus the budgeted costs. Such results confirm that Hemofarm is a stable production pillar in STADA Group and the mainstay for further development of the entire group.

Utrošak resursa Resources consumption	2017.	2018.	2019.	Razlika Difference	
Potrošnja el. energije (kWh) Electricity consumption (kWh)	47,278,126	45,615,616	48,362,251	+6%	obim proizvodnje je porastao više od utroška el. energije i gasa, te se ukupna potrošnja oba energenta u skladu sa tim smatra uštedom
Potrošnja gasa (m ³) Gas consumption (m ³)	6,830,641	6,452,489	6,669,004	+3,4%	the volume of production increased more than the consumption of el. energy and gas, so the total consumption of both energy sources is accordingly considered as decreased.
Voda iz javnog vodovoda (m ³) Public water supply syst. (m ³)	360.094	354.947	380.970	+7,3%	smanjenje utroška vode iz reni bunara posledica je promene kvaliteta te vode, usled čega je povećano korišćenje vode iz javnog vodovoda; optimizacija proizvodnje ipak je omogućila pad ukupnog utroška vode
Voda iz reni bunara (m ³) Artesian wells (m ³)	116.970	81.416	52.156	-35,6%	the reduction of water consumption from reni wells is a consequence of the change in the quality of that water, as a result of which the use of water from public water supply has increased; production optimization, however, enabled a drop in total water consumption.
Ukupna potrošnja vode Total water consumption	477.064	436.363	433.126	-1%	



Potrošnja energenata po pakovanju gotovog proizvoda Consumption of energy sources per finished product pack	2017.	2018.	2019.
Električna energija (kwh/pak) Electricity (kwh/pack)	0.16	0.15	0.15 ↓
Prirodni gas (m ³ /pak) Natural gas (m ³ /pack)	0.2	0.2	0.2 ↓
Napomena: Utrošak oba energenta ostao je na nivou proizvodnje iz 2018, iako je njen obim porastao za 14% u 2019, čime njihov utrošak predstavlja značajno smanjenje. Note: Consumption of both energy sources remained at the level of production in 2018, although its volume increased by 14% in 2019, whereby their consumption recorded a significant reduction.			

Poizvodnja i prodaja Production & sales	2017.	2018.	2019.
Proizvodnja (u milionima pakovanja) Production (in millions of packs)	244	245	279.5 ↑
Napomena: Proizvodnja je porasla ukupno 1% (po obimu) u odnosu na 2017. Note: Production grew by a total of 1% (in volume) compared to 2017.			
Prodaja (u milionima dinara) Sales (in millions of RSD)	26.263	30.036	34.577 ↑
Napomena: Hemofarm AD beleži rast prihoda od prodaje u 2018. godini za 14,36% u odnosu na 2017. godinu. U odnosu na 2017. godinu, rast beleži prodaja ka trećim licima u zemlji i inostranstvu. Na interkompanijskim tržištima na nivou STADA Grupe dolazi do blagog pada, dok je na interkompanijskim tržištima Hemofarm grupe došlo do porasta prihoda. Note: Hemofarm AD recorded increase in income from sales by 14.36% in 2018 compared to 2017. Sales to third parties in the country and abroad recorded growth compared to 2017. There was a slight decline in intercompany markets at the STADA Group level, while increase in revenues was recorded in Hemofarm Group intercompany markets.			

Emisije gasova sa efektom staklene bašte (Freoni) GHG emissions (Freons) / (tCO ₂ e)	2017.	2018.	2019.
FREON R404A	60	210	100
FREON R134A	768	360	504.8
FREON R507	305.1	259.9	169.5
EMISIJA PO PAKOVANJU GOTOVOG PROIZVODA EMISSION PER FINISHED PRODUCT PACK	0.0000046	0.0000034	0.0000028
Napomena: Uprkos povećanju proizvodnje za oko 1%, emisije gasova sa efektom staklene bašte po pakovanju gotovog proizvoda su manje za čak 5%. Note: Despite the increase in production by approximately 1%, greenhouse gas emissions per pack of finished product were lower by as much as 5%			

SCOPE 1

1 Izvor: prirodni gas Source: natural gas	CO ₂	CH ₄	NOX
Emisija, t_gas Emission, t_gas	12.472,78	0,22	0,02
Emisija, t_CO ₂ eq Emission, t_CO ₂ eq	12.472,78	6,23	5,89
Emisija, t_CO ₂ eq – Ukupno 1 Emission, t_CO ₂ eq – Total 1	12.484,90 (85%)		
2 Izvor: rashladni fluidi Source: refrigerants	R404a	R134a	R507
Emisija, t_gas Emission, t_gas	394,28	656,24	671,47
Emisija, t_CO ₂ eq – Ukupno 2 Emission, t_CO ₂ eq – Total 2	1.721,99 (12%)		
3 Izvor: goriva, vozni park Source: fuels, mobile combustion	CO ₂	CH ₄	NOX
Emisija, t_gas Emission, t_gas	636,57	0,04	0,04
Emisija, t_CO ₂ eq Emission, t_CO ₂ eq	636,57	1,04	11,61
Emisija, t_CO ₂ eq – Ukupno 3 Emission, t_CO ₂ eq – Total 3	515,05 (3%)		
TOTAL SCOPE 1, tCO₂eq (Total 1+2+3)	14.721,94 (-2%)		

SCOPE 2

emisije od kupljene električne energije CO ₂ [tona CO ₂ eq.] (2019) emissions from purchased electricity CO ₂ [tons CO ₂ eq.] (2019)	Vršac	Šabac
	42,293.06 (+3%)	10,902.44 (+11%)
TOTAL SCOPE 2, tCO₂eq: 53,195.50 (+4,6%)		
Povećanje obima proizvodnje je veće od povećanja Scope 2 The increase of production volume is bigger than the increase of Scope 2		

Upravljanje otpadom Waste management	(t)generisano / zbrinuto generated / disposed of	2017.	2018.	2019.
OPASAN HAZARDOUS		181.73/ 200.19	173.39/ 192.50	118.57(↓) / 82.10*
NEOPASAN NONHAZARDOUS		627,76/ 629.05	619.81/ 616.58	772.56(↑) / 773,14**
*Navedena količina je zbrinuta u 2019, a preostale količine će biti zbrinute prema definisanom planu i dinamici zbrinjavanja *The stated quantity was disposed of in 2019, while remaining quantities would be disposed according to defined plan and the dynamics of waste management.				
**Deo količina neopasnog otpada iz 2018. zbrinut je u 2019. **Remaining quantities of generated non-hazardous waste from 2018 were disposed in 2019.				
Napomena: Uprkos porastu proizvodnje, Hemofarm je u 2019. generisao manje otpada u odnosu na ukupan procenat rasta proizvodnje Note: In spite of the increase in production, Hemofarm generated less waste in 2019 compared to the overall % of production increase.				

Kretanje broja zaposlenih Headcount trend	2017.	2018.	2019.
ŽENE FEMALE	1.160	1.235	1.513 (↑)
MUŠKARCI MALE	1.024	1.107	1.352 (↑)
UKUPNO TOTAL	2.184	2.342	2.865 (↑)
BROJ POVREDA NA RADU NUMBER OF INJURIES AT WORK	19	14	11 (↓)
PREMA BROJU ZAPOSLENIH (%) COMPARED TO NUMBER OF EMPLOYEES (%)	0.85	0.60	0.38 (↓)

REZULTATI UPOTREBE RECIKLIRANOG KARTONA ZA PAKOVANJE PROIZVODA RESULTS OF USE OF RECYCLED CARDBOARD FOR PRODUCT PACKAGING					
	1t	2017 (931,5 t)	2018(1.024,7t)	2019 (784,8 t)	2012-2019.
UŠTEDA ELEKTRIČNE ENERGIJE (MW) ELECTRICITY SAVINGS (MW)	4.200 kW	3.912 MW ili oko 40 dana or about 40 days	4.304 MW ili oko 44 dana or about 44 days	3.296 MW ili oko 34 dana or about 34 days	Ukupno: oko 372 dana Total: about 372 days
potrošnje el. energije u Hemofarmu / of electric power consumption in Hemofarm					
UŠTEDA VODE (m³) WATER SAVINGS (m³)	32.000 m³	29.808.000 ili oko 34 dana or about 34 days	32.790.400 ili oko 37 dana or about 37days	25.113.600 ili oko 26 dana or about 26 days	Ukupno: oko 314 dana Total: about 314 days
potrošnje vode u Hemofarmu / of water consumption in Hemofarm					
SAČUVANA STABLA (kom.) Preserved trees (pcs.)	17	15.835	17.420	13.342	147.644 (ili oko 157 hektara šuma) što je 200 fudbalskih terena 147.644 (or about 157 hectares of woods) wich is about 200 football fields
Za 74% se manje zagađuje vazduh Air pollution reduced by 74%					
Novčana ušteda je do 11% Financial savings of up to 11%					
Napomena: Prosečna mesečna potrošnja (za 30 dana) električne energije je oko 2,97 mil kWh ili oko 24 hiljade m3 gradske vode (ne računajući reni bunar) odnosno 26.296 m3 vode (računajući oba izvora). Note: Average monthly consumption (for 30 days) of electric power is about 2.97 Mio. kWh or approximately 24 thousand m3 of tap water (excluding Ranney well), i.e. 26,296 m3 of water (including both sources).					



O IZVEŠTAJU I PRINCIPIMA IZVEŠTAVANJA

ABOUT REPORT AND REPORTING PRINCIPLES

102-48	102-49	102-50	102-51	102-52	102-53	102-54	102-56
201-2	201-4						
205-1	205-2	205-3					
206-1							
304-1	304-2	304-3	304-4				
307-1							
308-1	308-2						
406-1							
407-1							
408-1							
409-1							
411-1							
414-1	414-2						
415-1							
418-1							
419-1							

Pod terminom „lokalno“ u kontekstu Hemofarma i ovog izveštaja, podrazumeva se teritorija Republike Srbije.

Pod pojmovima „menadžment“ i „upravljanje“ u ovom izveštaju se podrazumeva niži, srednji i viši menadžment kompanije, uključujući i najviša upravljačka tela – generalnog direktora i SMT (senior menadžment tim), koji vrši ulogu u okviru upravljanja jednaku Upravnom odboru.

Celokupno poslovanje Hemofarma a. d. u 2019. bilo je u potpunosti usaglašeno sa važećom zakonskom regulativom. Sa tim u vezi, nije zabeležen nijedan slučaj pritužbe ili kazne vezane za proizvode kompanije.

Hemofarm a. d. nema nikakva ograničenja na izveštavanje niti unutar organizacije, niti izvan nje. Takođe, u odnosu na podatke prezentovane u prethodnom ciklusu izveštavanja (za 2018), nije bilo nikakvih naknadnih korekcija prethodno iznetih cifara.

The term 'local' in the context of Hemofarm and this report means the territory of the Republic of Serbia.

The terms 'management' and 'governance' in this Report mean junior, middle and senior management of the company, including also the top-level management bodies – Chief Executive Officer and SMT (Senior Management Team), which plays the management role equal to the Board of Directors.

Overall business operations of Hemofarm A.D. in 2019 were completely aligned with applicable legislation. Accordingly, not a single case of complaints or fines related to company products was recorded.

Hemofarm A.D. has no reporting limitations, neither within the organization nor outside of it. Also, with regard to the data presented in the previous reporting cycle (for 2018), there were no subsequent adjustments of the previously stated figures.

Tokom 2019. godine, kao u i prethodnim ciklusima izveštavanja, Hemofarm a. d. nije primio, niti pružio bilo koju vrstu materijalnih ili finansijskih donacija političkim partijama, politički aktivnim licima ili političkim i državnim ustanovama.

Tokom 2019. godine nije bilo žalbi, niti je pokrenut nijedan postupak protiv kompanije po osnovu polne, nacionalne, verske ili nekog drugog vida diskriminacije ili povrede ljudskih prava. Kompanija do sada nije imala slučajeve radnog angažovanja maloletnih radnika, niti slučajeve povrede radnih prava svojih zaposlenih, po bilo kom osnovu.

Hemofarm a. d. u 2019. nije imao nijedan zabeležen incident usled korupcije niti monopolskog ponašanja. Takođe, kompanija nije imala nijedan slučaj neusaglašenosti niti protivrečnosti sa zakonskim propisima.

Tokom dosadašnje poluvekovne istorije kompanije nije zabeležen nijedan slučaj rizične ili krizne situacije koji je naneo štetu kompaniji ili okruženju, niti imao posredno negativan uticaj na lokalne zajednice. Klimatske promene ne utiču u značajnoj meri na poslovanje kompanije, niti kompanija obavljanjem svoje delatnosti doprinosi klimatskim promenama.

Tokom 2019. godine, kao i u prethodnih sedam ciklusa izveštavanja, Hemofarm a. d. nije imao nikakve zvanične primedbe, kazne ili restrikcije po pitanju pakovanja i/ili obeležavanja svojih proizvoda, prometa zabranjenih proizvoda, marketinških komunikacija, kao ni povrede privatnosti i gubitka podataka potrošača.

Poslovanje Hemofarma a. d. nema negativan uticaj na životnu sredinu niti biodiverzitet u okruženju proizvodnih pogona ni poslovnih prostorija kompanije, u kojima se obavlja primarna delatnost. Sa tim u vezi, na lokalitetima na kojima posluje Hemofarm a. d. nema zaštićenih staništa niti ugroženih biljnih i životinjskih vrsta koje su pod posebnom zaštitom.

In 2019, similarly to the previous reporting cycles, Hemofarm A.D. did not receive or grant any kind of donations, either in kind or in money, to political parties, politically active persons, or political and state institutions.

In 2019, there were neither complaints filed nor proceedings instituted against the company on the grounds of gender, national, religious or any other type of discrimination or violation of human rights. The company has not had either cases of work engagement of minors, or cases of violation of labour rights of its employees, on any grounds whatsoever, so far.

Hemofarm A.D. did not record a single corruption or monopoly-related incident or non-compliance or conflict with legal regulations in 2019.

Not a single case of a risky or crisis situation, which inflicted damage to the company or the environment, or indirectly negatively affected local communities, was recorded over the course of half-a-century long history of the company. Climate changes do not significantly affect the company's operations, nor does the company contribute to climate changes by performing its activities.

In 2019, as in the previous seven reporting cycles, there were no official remarks, fines or restrictions imposed on Hemofarm A.D. as regards packaging and/or labelling of its products, sales of banned products, marketing communication, or violation of privacy, and loss of consumer data.

Business operations of Hemofarm A.D. do not exert negative impact either on the environment or biodiversity in the environment of manufacturing plants and business premises of the company in which core activity is carried out. In that regard, there are no protected habitats or endangered animal and plant species, which are under special protection, at the sites at which Hemofarm A.D. operates.

Tokom 2019, kao i u periodu od 2012. kada je kompanija započela izveštavanje o održivom razvoju, nije zabeležen nijedan slučaj izlivanja otpadnih voda iz postrojenja u Hemofarmu a. d.

Iako Hemofarm a. d. nema negativan uticaj na životnu sredinu, kompanija kontinuirano nastoji da unapređuje svoje poslovanje. Jedan od takvih primera jeste inicijativa za smanjenje organskih rastvarača u procesu proizvodnje.

Tokom 2019. godine, kao i u prethodnim ciklusima izveštavanja, Hemofarm a. d. nije imao nikakve žalbe i pritužbe, kao ni kazne za negativan uticaj na životnu sredinu i lokalnu zajednicu. Hemofarm a. d. nema negativan uticaj na starosedelačko stanovništvo u sredinama u kojima obavlja svoju delatnost.

Tokom 2019. godine nije zabeležena nijedna neusaglašenost proizvoda Hemofarma a. d. sa aspektima bezbednosti i zaštite zdravlja u skladu sa zakonom. Profesionalnih oboljenja i bolesti u vezi sa radom u Hemofarmu nije bilo ni u 2019. godini.

Sveobuhvatan pristup upravljanju rizicima i preventivnom delovanju Hemofarm potvrđuje i kroz aktivnu brigu o svom okruženju. U periodu od 2009. do danas, kompanija je uradila više od 10 referentnih procena i studija uticaja na životnu sredinu, poput studija uticaja na životnu sredinu u slučaju akcidentnih i drugih neželjenih situacija, studija uticaja na životnu sredinu za primarne prečišćivače otpadnih voda i dr. Sve one potvrđuju da Hemofarm a. d. ni iz jednog svog proizvodnog ili poslovnog objekta, ni na koji način, nema štetan uticaj na okruženje.

Svaku potencijalnu promenu koja je vezana za radno mesto i poslovnu poziciju, Hemofarm nudi zaposlenom u pisanoj formi, uz zakonom zagarantovan rok od 8 dana, u okviru koga ima pravo da se izjasni – prihvati ili ne prihvati dati predlog za promenu.

Not a single case of wastewater discharge from Hemofarm A.D. facilities was recorded neither over the course of 2019, nor in the period from 2012, when the company started reporting on sustainable development, to date.

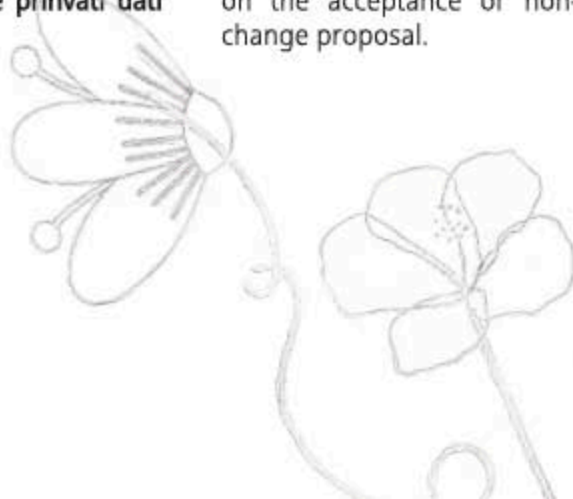
Although Hemofarm A.D. does not exert negative impact on the environment, the company has been continuously striving to improve its business operations. One of such examples is the initiative for reducing organic solvents in manufacturing process.

Hemofarm A.D. neither received any complaints or protests, nor had any fine imposed for negative impact on the environment and local community over the course of 2019 or during the previous reporting cycles. Hemofarm A.D. does not exert negative impact on the indigenous population in the communities in which it performs its activity.

There was not any recorded non-compliance of Hemofarm A.D. products with the law in terms of safety and health protection over the course of 2019. Occupational diseases or work-related diseases in Hemofarm were not recorded in 2019.

Hemofarm confirms a comprehensive approach to risk management and preventive action also through active care for the environment. In the period from 2009 to date, the company has made more than 10 reference assessments and environmental impact studies, such as the environmental impact study in case of accidents and other adverse situations, environmental impact study for primary wastewater treatment plants, etc. All of them confirm that Hemofarm A.D. has no adverse environmental impact from any of its manufacturing or business premises, in any way.

Hemofarm offers to its employees any potential job and position related change, in writing, within the legally guaranteed 8-day deadline, during which they have the right to make their statement on the acceptance or non-acceptance of the change proposal.



Svaki zaposleni dobija povratnu informaciju o svom učinku i stepenu zadovoljenja poslovnih očekivanja u vidu godišnje evaluacije, u okviru čega se postavljaju i ciljevi i prioriteta za dalji rad, a u okviru odgovornosti i poslovnih dužnosti definisanih Ugovorom o radu, te usklađenih sa pravima i obavezama propisanim Kolektivnim ugovorom koji važi za sve zaposlene.

U skladu sa vrstom delatnosti koju obavlja Hemofarm, svi njegovi proizvodi i usluge podložni su konstantnoj proveru i potvrdi uticaja na zdravlje ljudi, prema farmaceutskim standardima i zakonskom okviru. Sa tim u vezi, Hemofarmovi sektori R&D, QA i QC imaju posebnu odgovornost u potvrđivanju ispravnosti svakog proizvoda i odsustvu svakog potencijalnog negativnog uticaja.

Godišnji Izveštaj o održivom razvoju Hemofarma a. d. pruža svim zainteresovanim stranama informacije o napretku koji kompanija kontinuirano ostvaruje prateći svetske trendove, nastojeći da ostane pouzdan partner u svim odnosima i stabilan oslonac domaćeg zdravstvenog sistema.

U pripremi i izradi ovog godišnjeg Izveštaja o održivom razvoju kompanije Hemofarm a. d., koji obuhvata period od 1. januara do 31. decembra 2019. godine, kao osnova, korišćena su metodološka pravila i principi GRI (Global Reporting Initiative) standarda.

Prethodno publikovani Izveštaj odnosi se na 2018. godinu i izdat je u julu 2018. Ovaj izveštaj ne obuhvata Hemomont, Hemofarm d. o. o. Banja Luka, STADA Hemofarm S.R.L., Velexfarm, kao ni druga zavisna društva u zemlji i inostranstvu.

Global Reporting Initiative neprofitna je organizacija koja se zalaže za uspostavljanje održive globalne ekonomije, postavljajući smernice za sastavljanje Izveštaja o održivom razvoju. Navedene smernice priznate su širom sveta i prihvatile su ih sve vodeće kompanije.

Each employee receives feedback on their performance and level of meeting business expectations in the form of an annual evaluation, within which the objectives and priorities for further work are set, all within responsibilities and duties defined by the labour contract, and in accordance with the rights and obligations stipulated by the collective bargaining agreement, which is applicable to all employees

In accordance with the type of activity performed by Hemofarm, all its products and services are subject to constant inspection and verification of the effects on human health, according to pharmaceutical standards and legal framework. In this regard, Hemofarm R&D, QA and QC divisions have a special responsibility in verifying the compliance of each product and absence of any possible negative impact.

Annual Sustainable Development Report of Hemofarm A.D. provides all stakeholders with information on the progress that the company continuously achieves following the global trends, trying to remain a reliable partner in all relationships and a stable support to the national healthcare system.

The methodology-related rules and principles of the GRI (Global Reporting Initiative) standards have been used as the basis for the development and preparation of this Annual Sustainable Development Report of Hemofarm A.D. which covers the period from 1 January to 31 December 2019.

The previously published Report relates to the year 2018, and was released in July 2018. This Report does not include Hemomont, Hemofarm d.o.o. Banja Luka, STADA Hemofarm S.R.L., Velexfarm, as well as other subsidiaries in Serbia and abroad.

The Global Reporting Initiative is a non-profit organization that advocates for the establishment of a sustainable global economy, setting out guidelines for the preparation of Sustainable Development Report. The specified guidelines are acknowledged worldwide, and accepted by all leading companies.

MATRICA MATERIJALNOSTI

Polazna osnova za pripremu ovog Izveštaja je Hemofarmova Matrica materijalnosti (prezentovana na početku Izveštaja), koja predstavlja uporedni pregled najvažnijih tema za poslovanje iz ugla kompanije, s jedne, i ključnih zainteresovanih strana, s druge strane. Teme su rangirane prema uticaju i značaju iz ugla kompanije (horizontalna osa) i pozicionirane prema ocenama dobijenim od zainteresovanih strana (na vertikalnoj osi).

Analizom GRI indikatora povezani su indikatori i teme, čime Matrica materijalnosti daje osnov za buduće izveštavanje, ali i unapređenje poslovanja. Osim toga, kompanija je obradila i teme koje nisu bile najviše rangirane, a smatraju se bitnim za ukupni razvoj lokalnih zajednica u kojima Hemofarm posluje, što prevazilazi zahteve osnovnog nivoa izveštavanja po GRI standardu.

S obzirom na to da Izveštaj o održivom razvoju obuhvata teme koje su od značaja za kompaniju i zainteresovane strane, Izveštaj može predstavljati osnov za procenu i odluke organa upravljanja i zainteresovanih strana. Primena GRI smernica omogućava kompaniji da transparentno izvesti o učinku u četiri ključne oblasti održivog poslovanja – ekonomskoj, ekološkoj, socijalnoj i upravljačkoj. Pored profila kompanije, kao i broja indikatora, temelj izveštaja zasniva se na principima koji slede.

MATERIALITY MATRIX

The starting point for the preparation of this Report is the Hemofarm Materiality Matrix (presented at the beginning of the Report), which represents a comparative overview of the most important business topics from the perspective of the company, on one part, and key stakeholders, on the other part. Topics are ranked according to the impact and significance from company's standpoint (horizontal axis) and positioned according to assessments obtained from stakeholders (vertical axis).

Indicators and topics are connected by the analysis of GRI indicators, whereby the Materiality Matrix gives the basis for future reporting as well as business improvement. In addition, the company processed also topics that were not among the top-ranked ones, but are considered essential for the overall development of local communities in which Hemofarm operates, which exceeds the requirements of the basic reporting level according to the GRI standard.

Given that the Sustainable Development Report encompasses topics of relevance to the company and stakeholders, the Report can be the basis for the estimates and decisions of the management bodies and stakeholders. The application of GRI guidelines enables the company to transparently report on the performance in four key areas of sustainable operations: economic, environmental, social, and management. In addition to the company profile, as well as the number of indicators, the report is grounded on the following principles.



MATERIJALNOST

Izveštaj obuhvata sve one teme koje su važne zainteresovanim stranama. U Izveštaj su uključene sve teme koje se odnose na ekonomiju, ekologiju, na socijalne i upravljačke aktivnosti, ali i na aktivnosti koje su imale uticaja na kompaniju, odnosno na aktivnosti koje bi potencijalno uticale na mišljenje zainteresovanih strana.

Proces određivanja prioriteta tema u Izveštaju za 2019. godinu podrazumevao je aktivan dijalog sa ključnim zainteresovanim stranama putem radionica i onlajn anketa, kreirajući Matricu materijalnosti, u skladu sa GRI smernicama, potrebama i interesima svih zainteresovanih strana, kao i strateškim prioritetima kompanije.

INKLUZIVNOST

Jedan od ciljeva Hemofarma i izveštavanja o održivom razvoju jeste da se, stvaranjem uslova za efikasan dijalog sa svim zainteresovanim stranama, unaprede međusobni odnosi i podigne opšti nivo zadovoljstva poslovanjem kompanije. Izveštaj, osim dijaloga sa ključnim zainteresovanim stranama, obuhvata i interna istraživanja stavova zaposlenih, potom godišnja istraživanja stručne javnosti – lekara i farmaceuta, veletrgovlja i privatnih apoteka i istraživanja tržišta, što sve zajedno pokazuje na koji način poslovanje kompanije utiče na okolinu.

U kompaniji se rado očekuju sve povratne informacije koje će čitateljke i čitaoci ovog izveštaja imati u vezi sa njegovim kvalitetom i sadržajem, jer u Hemofarmu postoji spremnost da se razmotre sve povratne informacije, kako bi budući izveštaji bili kvalitetniji. Imejl za sugestije, utiske i sve povratne informacije je svakodobro@hemofarm.com.

MATERIALITY

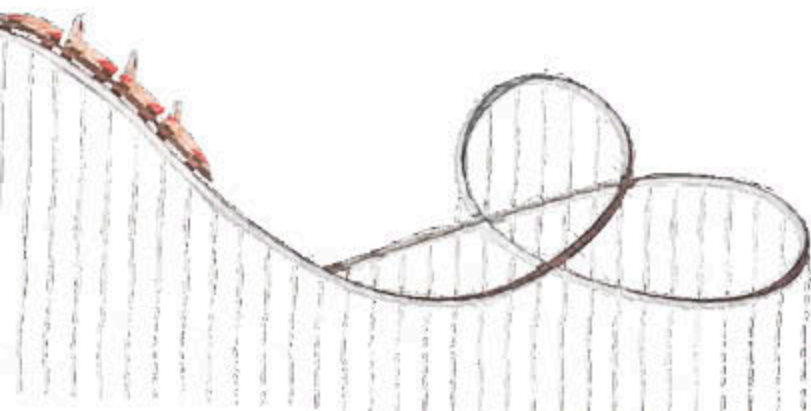
The Report encompasses all the topics which are relevant for the stakeholders. The Report includes all economic, environmental, social and management-related topics and activities, as well as the activities which had influence on the company, that is, activities which would have a possible effect on the opinion of stakeholders.

The process of prioritizing the topics in 2019 Report involved an active dialogue with key stakeholders through workshops and online surveys, creating the Materiality Matrix in accordance with GRI guidelines, needs and interests of all stakeholders, as well as strategic priorities of the company.

INCLUSIVITY

One of Hemofarm's and sustainability reporting goals is to improve mutual relations and raise the general level of satisfaction with company operations by creating conditions for an efficient dialogue with all stakeholders. Apart from the dialogue with key stakeholders, the Report also includes internal survey on employees' attitudes, annual survey among the expert public - physicians and pharmacists, wholesalers, and private pharmacies, and market research, jointly showing in which way the company operations have an impact on the environment.

The company is looking forward to receiving any feedback from the readers of this Report concerning its quality and content, because Hemofarm is ready to review any feedback so that the quality of future reports would be enhanced. The e-mail address for sending suggestions, impressions, and any feedback is svakodobro@hemofarm.com.



ODRŽIVOST

Princip održivosti poslovanja predstavlja način na koji kompanija posmatra svoj dugoročni uticaj na okruženje i prezentuje svoje aktivnosti na nacionalnom, regionalnom i globalnom nivou.

POTPUNOST

U Izveštaju su izložene informacije i podaci zaključno sa 31. decembrom 2019. godine. Prikazani su i uporedni podaci, gde god je to bilo moguće, za prethodne godine. Finansijski i ekonomski pokazatelji preuzeti su iz finansijskog izveštaja za Hemofarm a. d. za 2019. godinu, a odnose se na aktivnosti kompanije u Srbiji, izuzimajući povezana pravna lica u Crnoj Gori, Bosni i Hercegovini i Rumuniji.

URAVNOTEŽENOST

Uravnoteženost zahteva predavljanje kako pozitivnih, tako i negativnih aspekata i uticaja kompanije na održivost, čime se pruža nepristrasna i objektivna slika njenog učinka. Objektivna slika učinka kompanije tokom 2019. godine, kada je reč o ekonomskoj, ekološkoj i društvenoj dimenziji, zasniva se na odgovorima na 36 opštih i 86 specifičnih indikatora GRI metodologije, koji prezentuju sve informacije od značaja, bez obzira na njihove karakteristike.

UPOREDIVOST

Uporedivost znači prikazivanje podataka na dosledan i kontinuiran način, kako bi se pružila mogućnost poređenja sa GRI standardima i drugim kompanijama. Budući da je reč o osmom Izveštaju o održivom razvoju koji publikuje Hemofarm a. d. moguće je poređenje sa prethodnih sedam izveštaja.

SUSTAINABILITY

The principle of operation sustainability represents the way in which the company perceives its long-term environmental impact, and presents its activities at the national, regional and global level.

COMPLETENESS

The Report provides information and data until 31 December 2019, inclusive. Comparative data from previous years were also shown, wherever possible. Financial and economic indicators are taken over from Hemofarm A.D. 2019 Financial Statements, pertaining to the company activities in Serbia, excluding related legal entities in Montenegro, Bosnia and Herzegovina, and Romania.

BALANCE

Balance requires the presentation of both positive and negative aspects and effects of the company on sustainability, thus providing impartial and objective presentation of its results. Objective presentation of the company results in 2019, in economic, environmental and social segment, is based on responses to 36 general and 86 specific indicators of GRI methodology, which present all relevant information, regardless of their characteristics.

COMPARABILITY

Comparability means presenting data in a consistent and continuous manner, so as to provide an option of comparison with GRI standards and other companies. Since this is the eighth Sustainable Development Report published by Hemofarm A.D., it is possible to compare it with the previous seven reports.

TAČNOST

Tačnost podrazumeva pružanje adekvatnih kvalitativnih i kvantitativnih informacija, kao i stalno unapređivanje sistema za prikupljanje i analizu podataka. Gde nije bilo moguće prikupiti izvorne podatke, vršene su kalkulacije uz objašnjenje metodologije obračuna.

BLAGOVREMENOST

Blagovremenost označava doslednost u učestalosti izveštavanja i dužini perioda izveštavanja, čime se osigurava redovna dostupnost informacija i mogućnost donošenja adekvatnih i pravovremenih odluka u vezi sa kompanijom i njenim poslovanjem.

JASNOĆA

Jasnoća predstavlja prezentovanje informacija na pregledan, jednostavan i jasan način, čime se osigurava pristupačnost informacijama. Dostupnost i razumljivost svim zainteresovanim stranama bili su glavni orijentiri kojima se težilo prilikom izrade Izveštaja za 2019. godinu.

POUZDANOST

Pouzdanost podrazumeva prikupljanje, beleženje, sastavljanje, analiziranje i objavljivanje informacija na način koji se može podvrgnuti proveru i koji potkrepljuje kvalitet i materijalnost informacije.

Oslanjajući se na standarde i zahteve GRI metodologije, priznate u svetu, verifikaciju ovog izveštaja sprovela je revizorska kuća Ernst & Young d. o. o. Beograd.

ACCURACY

Accuracy implies providing information of appropriate quality and quantity, while constantly improving the system of data collection and analysis. Where source data could not be collected, calculations were performed with explanations regarding the calculation methodology.

TIMELINESS

Timeliness means consistency in reporting frequency and length of reporting period in order to secure availability of information on regular basis, and possibility to make adequate and timely decisions regarding the company and its operations.

CLARITY

Clarity is actually presenting information in a transparent, simple and clear manner, thus ensuring the accessibility to information. Availability and intelligibility of information on the part of all stakeholders were the major landmarks which were strived to be reached during the preparation of the 2019 Report.

RELIABILITY

Reliability means collecting, recording, compiling, analysing, and publishing information in a way which can be subjected to inspection and which can substantiate quality and materiality of information.

Relying on standards and requirements of the globally recognized GRI methodology, this Report was verified by the auditing company Ernst & Young d.o.o. Beograd.

GRI INDEKS / GRI INDEX

102-55

GRI Standardi GRI Standard	Teme Disclosure	Broj strane / Page number(s) and/or URL(s)
GRI 101: Osnova 2016 / Opšta obelodanjivanja GRI 101: Foundation 2016 / General Disclosures		
GRI 102: Opšta obelodanjivanja 2016 GRI 102: General Disclosures 2016	Profil kompanije / Organizational profile	
	102-1	Naziv organizacije Name of the organization 23
	102-2	Aktivnosti, brendovi, proizvodi i usluge Activities, brands, products, and services 23
	102-3	Lokacija sedišta Location of headquarters 23
	102-4	Lokacija na kojoj kompanija posluje Location of operations 23
	102-5	Vlasništvo i pravna forma Ownership and legal form 23
	102-6	Tržišta na kojima kompanija posluje Markets served 23
	102-7	Veličina organizacije Scale of the organization 23
	102-8	Informacije o zaposlenima i ostalim radnicima Information on employees and other workers 23
	102-9	Lanac nabavke Supply chain 23
	102-10	Značajne izmene organizacije i lanca nabavke Significant changes to the organization and its supply chain 23
	102-11	Princip ili pristup predostrožnosti Precautionary Principle or approach 23
	102-12	Eksterne inicijative External initiatives 23
	102-13	Članstvo u udruženjima Membership of associations 23
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	102-14	Izjava višeg donosioca odluka Statement from senior decision-maker 02
	Etika i integritet / Ethics and integrity	
102-16	Vrednosti, principi, standardi i norme ponašanja Values, principles, standards, and norms of behavior 26	
102-17	Princip ili pristup predostrožnosti Mehanizmi davanja saveta i izražavanje brige vezano za etiku 23	

GRI 102: Opšta obelodanjivanja 2016
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102-31	Revidiranje ekonomskih, ekoloških i društvenih tema Review of economic, environmental, and social topics	20
102-32	Uloga najvišeg upravljačkog tela u izveštavanju o održivom razvoju Highest governance body's role in sustainability reporting	23
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102-41	Kolektivni ugovori Location of operations	23
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102-43	Pristup uključivanju zainteresovanih strana Approach to stakeholder engagement	17
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102-49	Izmene u izveštavanju Changes in reporting	130
102-50	Period izveštavanja Reporting period	130
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102-52	Ciklus izveštavanja Reporting cycle	130
102-53	Kontakt osoba za pitanja vezano za izveštaj Contact point for questions regarding the report	130
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	103-2	Pristup menadžmenta The management approach and its components	36, 60, 74, 90, 108
	103-3	Evalucija pristupa menadžmenta Evaluation of the management approach	36, 60, 74, 90, 108
GRI Standardi GRI Standard		Obelodanjivanje materijalnih tema Material Topics Disclosure	
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GRI 201: Ekonomske performanse 2016 GRI 201: Economic Performance 2016	201-1	Generisana i distribuirana direktna ekonomska vrednost Direct economic value generated and distributed	90
	201-2	Finansijske implikacije i ostali rizici i mogućnosti nastali usled klimatskih promena Financial implications and other risks and opportunities due to climate change	130
	201-3	Definisan plan beneficija i drugi penzijski planovi Location of headquarters	90
	201-4	Finansijska pomoć vlade Financial assistance received from government	130
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GRI 202: Prisutnost na tržištu 2016 GRI 202: Market Presence 2016	202-1	Odnos standarde početne zarade po polu sa lokalnom minimalnom zaradom Ratios of standard entry level wage by gender compared to local minimum wage	90
	202-2	Udeo višeg rukovodstva koje je angažovano iz lokalne zajednice Proportion of senior management hired from the local community	90
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GRI 205: Borba protiv korupcije 2016 GRI 205: Borba protiv korupcije 2016	205-1	Procena rizika poslovnih operacija vezano za korupciju Operations assessed for risks related to corruption	130
	205-2	Komunikacija i obuka vezano za politike i postupke borbe protiv korupcije Communication and training about anti-corruption policies and procedures	130
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GRI 206: Antikonkurentsko ponašanje 2016 GRI 206: Anti-competitive Behavior 2016	206-1	Zakonske mere za antikonkurentsko ponašanje, antitrustovske i monopolske prakse Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	130
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GRI 301: Materijali 2016 GRI 301: Materials 2016	301-1	Generisana i distribuirana direktna ekonomska vrednost Materials used by weight or volume	36
	301-2	Korišćeni reciklirani ulazni materijali Recycled input materials used	36
	301-3	Reciklirani proizvodi i njihova ambalaža Reclaimed products and their packaging materials	36
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GRI 302: Energija 2016 GRI 302: Energy 2016	302-1	Potrošnja energije unutar organizacije Energy consumption within the organization	74
	302-3	Snaga energije Energy intensity	74
	302-4	Smanjenje potrošnje energije Reduction of energy consumption	74
	302-5	Smanjenje energetske potrebe proizvoda i usluga Reductions in energy requirements of products and services	74
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GRI 303: Vode i otpadne vode 2018 GRI 303: Water and Effluents 2018	303-1	Interakcije sa vodom kao zajedničkim resursom Interactions with water as a shared resource	74
	303-2	Upravljanje ispuštanjem vode - povezani uticaji Management of water discharge-related impacts	74
	303-3	Povlačenje vode Water withdrawal	74

	303-4	Ispuštanje vode Water discharge	74
	303-5	Trošenje vode Water consumption	74
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GRI 304: Biološka raznolikost 2016 GRI 304: Biodiversity 2016	304-1	Operativne lokacije koje su u vlasništvu, iznajmljene, kojima se upravlja ili su u blizini zaštićenih područja i područja visoke vrednosti biološke raznovrsnosti izvan zaštićenih područja Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	130
	304-2	Značajan uticaj aktivnosti, proizvoda i usluga na biološku raznovrsnost Significant impacts of activities, products, and services on biodiversity	130
	304-3	Zaštićena ili obnovljena staništa Habitats protected or restored	130
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GRI 305: Emisije 2016 GRI 305: Emissions 2016	305-1	Direktne (Opseg 1) emisije gasova staklene bašte Direct (Scope 1) GHG emissions	74
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	306-2	Otpad po vrsti i načinu uklanjanja Waste by type and disposal method	74
	306-3	Značajna izlivanja Significant spills	74

	306-4	Transport opasnog otpada Transport of hazardous waste	74
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GRI 308: Procena dobavljača u odnosu na životnu sredinu 2016 GRI 308: Supplier Environmental Assessment 2016	308-1	Skrining novih dobavljača upotrebom kriterijuma zaštite životne sredine New suppliers that were screened using environmental criteria	130
	308-2	Negativni uticaj lanca snabdevanja i preduzetih mera na životnu sredinu Negative environmental impacts in the supply chain and actions taken	130
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GRI 401: Zaposlenje 2016 GRI 401: Employment 2016	401-1	Broj novozaposlenih i fluktuacija zaposlenih New employee hires and employee turnover	90
	401-2	Beneficije za stalno zaposlene koje se ne dodeljuju privremeno zaposlenima ili zaposlenima sa pola radnog vremena Benefits provided to full-time employees that are not provided to temporary or part-time employees	90
	401-3	Roditeljsko odsustvo Parental leave	90
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GRI 402: Radni/upravljački odnosi 2016 GRI 402: Labor/Management Relations 2016	402-1	Minimalni otkazni rok u pogledu operativnih promena Minimum notice periods regarding operational changes	90

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GRI 403: Zdravlje i bezbednost na radu 2018

GRI 403: Occupational Health and Safety 2018

403-1	Sistem upravljanja zdravljem i bezbednošću na radu Occupational health and safety management system	90
403-2	Utvrđivanje opasnosti, procena rizika i istraga incidenta Hazard identification, risk assessment, and incident investigation	90
403-3	Usluge zaštite zdravlja na radu Occupational health services	90
403-4	Učestvovanje, konsultovanje i komunikacija sa radnicima vezano za zdravlje i bezbednost na radu Worker participation, consultation, and communication on occupational health and safety	90
403-5	Obuka radnika vezano za zdravlje i bezbednost na radu Worker training on occupational health and safety	90
403-6	Unapređenje zdravlja radnika Promotion of worker health	90
403-7	Prevenција i ublažavanje uticaja zdravlja i bezbednosti na radu koji su direktno povezani sa poslovnim odnosima Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	90
403-8	Radnici obuhvaćeni sistemom upravljanja zdravljem i bezbednošću na radu Workers covered by an occupational health and safety management system	90
403-9	Povrede vezano za rad Work-related injuries	90
403-10	Loše zdravlje vezano za rad Work-related ill health	90

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GRI 404: Training and Education 2016

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GRI 405: Raznovrsnost i jednake mogućnosti 2016

GRI 405: Diversity and Equal Opportunity 2016

405-1	Raznovrsnost upravljačkih tela i zaposlenih Diversity of governance bodies and employees	23
405-2	Odnos osnovne zarade i naknade žena i muškaraca Ratio of basic salary and remuneration of women to men	23

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GRI 406: Nediskriminacija 2016 GRI 406: Non-discrimination 2016	406-1	Sistem upravljanja zdravljem i bezbednošću na radu Occupational health and safety management system	130
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GRI 407: Sloboda udruživanja i kolektivno pregovaranje 2016 GRI 407: Freedom of Association and Collective Bargaining 2016	407-1	Poslovanje i dobavljači kod kojih može biti ugroženo pravo na slobodu udruživanja i kolektivno pregovaranje Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	130
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GRI 408: Dečiji rad 2016 GRI 408: Child Labor 2016	408-1	Značajan rizik dečijeg rada u poslovanju i kod dobavljača Operations and suppliers at significant risk for incidents of child labor	130
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GRI 409: Prinudni ili obavezni rad 2016 GRI 409: Forced or Compulsory Labor 2016	409-1	Značajan rizik od prisilnog ili prinudnog rada u poslovanju i kod dobavljača Operations and suppliers at significant risk for incidents of forced or compulsory labor	130
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GRI 410: Sigurnosne prakse 2016 GRI 410: Security Practices 2016	410-1	Osoblje obezbeđenja koje je obučeno u pogledu politika ljudskih prava ili procedura Security personnel trained in human rights policies or procedures	60, 90
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GRI 411: Prava autohtonih naroda 2016 GRI 411: Rights of Indigenous Peoples 2016	411-1	Slučajevi kršenja prava autohtonih naroda Incidents of violations involving rights of indigenous peoples	130

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GRI 412: Procene ljudskih prava 2016 GRI 412: Human Rights Assessment 2016	412-1	Poslovanje koje je predmet pregleda ljudskih prava ili procene uticaja Operations that have been subject to human rights reviews or impact assessments	60
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	412-3	Značajni sporazumi i ugovori o investiranju koji uključuju odredbe vezano za ljudska prava ili koji su prošli skrining vezano za ljudska prava Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	60

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GRI 413: Lokalne zajednice 2016 GRI 413: Local Communities 2016	413-1	Angažovanje lokalne zajednice, procena uticaja i razvojni programi Operations with local community engagement, impact assessments, and development programs	108
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GRI 414: Procena dobavljača u pogledu uticaja na društvo 2016 GRI 414: Supplier Social Assessment 2016	414-1	Novi dobavljači na kojima je izvršen skrining koristeći društvene kriterijume New suppliers that were screened using social criteria	130
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GRI 415: Javna politika 2016 GRI 415: Public Policy 2016	415-1	Politički doprinosi Political contributions	130
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Zdravlje i bezbednost kupaca / Customer Health and Safety

GRI 416: Zdravlje i bezbednost kupaca 2016 GRI 416: Customer Health and Safety 2016	416-1	Procena uticaja kategorija proizvoda i usluga na zdravlje i bezbednost Assessment of the health and safety impacts of product and service categories	36
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Marketing i obeležavanje / Marketing and Labeling**GRI 417: Marketing i obeležavanje 2016**

GRI 417: Marketing and Labeling 2016

417-1

Zahtevi vezano za informacije i obeležavanje proizvoda i usluga

Requirements for product and service information and labeling

36, 108

417-2

Slučajevi neusaglašenosti vezano za informacije i obeležavanje proizvoda i usluga

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Slučajevi neusaglašenosti vezano za marketinško komuniciranje

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36, 108

Privatnost korisnika / Customer Privacy**GRI 418: Privatnost korisnika 2016**

GRI 418: Customer Privacy 2016

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Substantiated complaints concerning breaches of customer privacy and losses of customer data

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Socioekonomska usaglašenost / Socioeconomic Compliance**GRI 419: Socioekonomska usaglašenost 2016**

GRI 419: Socioeconomic Compliance 2016

419-1

Neusaglašenost sa zakonima i propisima u društvenoj i ekonomskoj oblasti

Non-compliance with laws and regulations in the social and economic area

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MIŠLJENJE NEZAVISNOG REVIZORA

INDEPENDENT AUDITOR'S OPINION



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NEZAVISNI IZVEŠTAJ O OGRANIČENOM PREGLEDU

RUKOVODSTVU HEMOFARMA A.D. VRŠAC

Izveštaj o održivom razvoju za 2019. godinu (u daljem tekstu: „Izveštaj“) društva Hemofarm a.d. Vršac (u daljem tekstu: „Društvo“) je pripremljen od strane rukovodstva Društva koje je odgovorno za prikupljanje i prezentaciju informacija koje su u njemu sadržane. Naša odgovornost zasniva se na sprovođenju ograničenog uveravanja posebnog obima na Izveštaj koji je pripremljen u skladu sa osnovnim nivoom izveštavanja u skladu sa Smernicama izveštavanja o održivosti Inicijative o globalnom izveštavanju (u daljem tekstu: „GRI“). Naša odgovornost u obavljanju našeg angažovanja uveravanja je isključivo prema rukovodstvu Društva i u skladu je sa projektim zadatkom koji smo dogovorili. Ne prihvatamo niti preuzimamo odgovornost i za bilo koju drugu svrhu prema bilo kom drugom licu ili organizaciji. Svako pozivanje bilo kojeg trećeg lica na ovaj Izveštaj je na sopstveni rizik i odgovornost.

Rukovodstvo Društva je odgovorno za pripremu Izveštaja u skladu sa GRI. Dodatno, rukovodstvo Društva je odgovorno za interne kontrole koje su dizajnirane i implementirane kako bi sprečile da Izveštaj sadrži materijalno pogrešne iskaze. Pored toga, rukovodstvo Društva je odgovorno da obezbedi da je dokumentacija koja nam je dostavljena potpuna i tačna. Rukovodstvo Društva je takođe odgovorno za održavanje sistema internih kontrola koji u razumnoj meri obezbeđuje da gore navedena dokumentacija ne sadrži materijalno značajne pogrešne iskaze nastale usled prevarne radnje ili greške.

OBIM ANGAŽOVANJA I KRITERIJUMI

Angažovanje uveravanja planirano je i izvršeno u skladu sa Međunarodnim standardom za angažovanja uveravanja osim revizije i pregleda istorijskih finansijskih informacija (u daljem tekstu „ISAE 3000-revidiran“) sa ciljem sticanja ograničenog uveravanja na:

1. Tačnost i kompletnost kvantitativnih podataka i verodostojnost kvalitativnih informacija koje se odnose na GRI Opšte standardne podatke, zahtevane prema osnovnom nivou izveštavanja.
2. Tačnost i kompletnost kvantitativnih podataka (indikatora performansi) i verodostojnosti izjava (GRI Podaci o pristupu upravljanju- GRI „DMA“) koji se odnose na GRI Specifične standardne podatke, a koji odgovaraju aspektima koji su materijalni u najvećoj meri kao što je to prikazano u analizi materijalnosti Društva.
3. Usklađenost Izveštaja koji je pripremljen u skladu sa osnovnim nivoom izveštavanja sa odgovarajućim zahtevima GRI smernica izveštavanja o održivosti.

OBAVLJENI POSTUPCI

U cilju formiranja zaključaka, naše procedure bile su zasnovane (ali nisu ograničene), na sledećem:

- Sprovedenim razgovorima sa predstavnicima rukovodstva Društva kako bismo stekli razumevanje procesa, politika i aktivnosti u oblasti korporativne odgovornosti tokom izveštajnog perioda.
- Pregledu informacija kako bismo potkrepili podatke i iskaze u vezi sa održivim poslovanjem Društva tokom 2019. godine, predstavljenih u Izveštaju.
- Pregledu procesa u Društvu kako bi utvrdili materijalna pitanja koja treba uključiti u Izveštaj, zastupljenost ovih materijalnih pitanja u okviru Izveštaja kao i materijalnih pitanja koja su zastupljena u medijima i izveštajima o održivosti odabrane konkurencije.
- Razgovorima sa stručnjacima koji su odgovorni za upravljanje, upoređivanje i pregled podataka koja se odnose na GRI Opšte i Specifične standardne podatke u okviru našeg angažovanja, a za potrebe internog i javnog izveštavanja.
- Pregledu relevantne dokumentacije i sistema izveštavanja, uključujući alate za upoređivanje, korišćene modele i smernice.
- Pregledu Izveštaja u smislu adekvatnog obelodanjivanja GRI Opštih i Specifičnih standardnih podataka u okviru našeg angažovanja koji uključuje diskusiju o ograničenjima i pretpostavkama koje se odnose na način na koji su podaci predstavljeni.
- Pregled GRI Sadržaja Indeksa kao i navedenih referenci i njihovu usklađenost sa zahtevima osnovnog nivoa izveštavanja.

NIVO UVERAVANJA

Naše procedure su kreirane sa ciljem dobijanja ograničenog uveravanja (kao što se navodi u ISAE 3000-revidiran) na osnovu kojeg smo formirali naše zaključke. Obim ovih procedura je manji od onih čiji je cilj dobijanje razumnog nivoa uveravanja i iz tog razloga, pribavljen je niži nivo uveravanja.

OGRAIČENJA NAŠEG PREGLEDA

- ▶ Naš pregled je bio ograničen na verziju Izveštaja na srpskom jezku. U slučaju nekonzistentnosti u prevodu između srpske i engleske verzije Izveštaja, kada su u pitanju naši zaključci, verzija na srpskom jeziku biće merodavna.
- ▶ Ne iskazujemo uverenje koje se odnosi na buduće informacije kao što su procene, očekivanja ili ciljevi kao ni njihova ostvarljivost.
- ▶ Obim našeg angažovanja nije uključivao pregled aktivnosti ili učinke trećih lica niti prisustvovanje aktivnostima angažovanja zainteresovanih strana.
- ▶ Naš pregled nije uključivao testiranje informacionih sistema Društva koji su korišćeni ili na kojima se zasnivalo prikupljanje i grupisanje podataka.

ZAKLJUČCI

Na osnovu našeg pregleda i u skladu sa projektnim zadatkom i ograničenjima našeg angažovanja, iznosimo sledeće zaključke. Naši zaključci su zasnovani na adekvatnoj primeni odabranih kriterijuma i potrebno ih je tumačiti zajedno sa datim paragrafom „Objavljeni postupci“.

1. Koliko su kompletni i tačni kvantitativni podaci i koliko su verodostojne kvalitativne informacije koje se odnose na GRI Opšte standardne podatke koji su u okviru našeg obima angažovanja?
 - Nismo došli do saznanja koja bi ukazivala da Društvo, prema postavljenim granicama i u periodu izveštavanja na koji se Izveštaj odnosi, nije uključilo kvantitativne podatke u Izveštaj koji se odnose na GRI Opšti standardni podaci, a koji su u okviru našeg obima angažovanja.
 - Nismo došli do saznanja koja bi ukazivala da postoje greške ili nepravilnosti u upoređivanju kvantitativnih podataka koji se odnose na GRI Opšte standardne podatke koji su u okviru našeg obima angažovanja ili u prenošenju ovih podataka u Izveštaj, koji bi imali materijalni uticaj na način na koji su predstavljeni.
 - Pregledali smo informacije i objašnjenja izabranih iskaza rukovodstva (kvalitativne informacije) koje se odnose na GRI Opšte standardne podatke, kao što su predstavljene u Izveštaju, i za iste nismo imali saznanja o materijalnim nepravilnostima.
 - Nismo došli do saznanja koja bi nas navela da zaključimo da je analiza materijalnosti nepravilno prikazana na osnovu sprovedenih procedura Društva.
2. U kojom meri su kompletni i tačni kvantitativni podaci (indikator performansi) i koliko su verodostojni iskazi (GRI Podaci o pristupu upravljanju) koji se odnose na GRI Specifične standardne podatke koji su u okviru našeg obima angažovanja?
 - Nismo došli do saznanja koja bi ukazivala da Društvo, u skladu sa definisanim granicama za svako materijalno pitanje i u izveštajnom periodu na koji se Izveštaj odnosi, nije uključilo kvantitativne podatke (indikator performansi) u Izveštaj koji je u skladu sa GRI Specifičnim standardnim podacima koji su u okviru našeg angažovanja.
 - Nismo došli do saznanja koja bi ukazivala da postoje greške ili nepravilnosti u upoređivanju kvantitativnih podataka koji se odnose na GRI Specifične standardne podatke koji su u okviru našeg angažovanja ili u prenošenju ovih podataka u Izveštaj, koji bi imali materijalni uticaj na način na koji su predstavljeni.
 - Pregledali smo informacije i objašnjenja izabranih iskaza rukovodstva (GRI Podaci o pristupu upravljanju) koje se odnose na GRI Specifične standardne podatke predstavljenih u Izveštaju, i za iste nismo imali saznanja o materijalnim netačnostima.
3. Da li Izveštaj ispunjava zahteve osnovnog nivoa izveštavanja u skladu sa smernicama GRI?
 - Na osnovu našeg pregleda, nismo došli do saznanja koja bi ukazivala da Izveštaj ne ispunjava zahteve osnovnog nivoa izveštavanja u skladu sa smernicama GRI.

NEZAVISNOST

Sproveli smo angažovanje uveravanja u skladu sa Međunarodnim standardima za angažovanja, posebno u skladu sa „ISAE 3000-revidiran“. Ovi standardi zahtevaju usklađenost sa etičkim standardima kao i planiranje i sprovođenje angažovanje uveravanja kako bismo dobili ograničeno uveravanje o predmetu navedenom iznad.

Primenjujemo Međunarodni standard za kontrolu kvaliteta 1 (ISQC 1) i shodno tome, održavamo robustan sistem kontrole kvaliteta uključujući politike i procedure kojima dokumentujemo usaglašenost sa relevantnim etičkim i profesionalnim standardima i zahtevima zakona i regulative.

Usklađeni smo sa zahtevima za nezavisnošću i drugim etičkim zahtevima IFAC Etičkog kodeksa za profesionalne računovođe koji utvrđuje osnovne principe integriteta, objektivnosti, profesionalne kompetentnosti i dužne pažnje, poverljivosti i profesionalnog ponašanja.

Beograd, 11. decembar 2020. godine



Danijela Mirković
Ovlašćeni revizor
Ernst & Young d.o.o. Beograd



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INDEPENDENT ASSURANCE STATEMENT

TO THE MANAGEMENT OF HEMOFARM A.D. VRŠAC

The 2019 Corporate Responsibility Report ("the Report") of Hemofarm a.d. Vršac ("the Company") has been prepared by the Company's management which is responsible for the collection and presentation of the information contained therein. Our responsibility is limited in carrying out a limited assurance engagement on specific scope on the Report, which is prepared in accordance with the "In accordance - Core" option level of the GRI Sustainability Reporting Guidelines ("GRI"). Our responsibility in performing our assurance engagement is solely to the management of the Company and in accordance with the terms of reference agreed between us. We neither accept nor we assume any responsibility and for any other purpose to any other person or organization. Any reliance any third party may place on the Report is entirely at its own risk and responsibility.

The Company's management is responsible for the preparation of the Report in accordance with the GRI. In particular, the Company's management is responsible for internal controls being designed and implemented to prevent the Report from being materially misstated. In addition, the Company's management is responsible for ensuring that the documentation provided to us is complete and accurate. The Company's management is also responsible for maintaining the internal control system that reasonably ensures that the documentation described above is free from material misstatements, whether due to fraud or error.

WORK SCOPE AND CRITERIA

The assurance engagement has been planned and performed in accordance with the International Standard on Assurance Engagements Other Than Audits or Reviews of Historical Financial Information ("ISAE3000" revised), in order to provide a limited level assurance opinion on:

1. The accuracy and completeness of quantitative data and the plausibility of qualitative information related to the GRI General Standard Disclosures, required for the "In accordance - Core" option.
2. The accuracy and completeness of quantitative data (performance indicators) and plausibility of statements (GRI Disclosures on Management Approach) related to the GRI Specific Standard Disclosures, which correspond to the most material issues, as presented in the Company's materiality analysis.
3. The Report's "In accordance - Core" adherence against the related GRI requirements.

WHAT WE DID TO FORM OUR CONCLUSIONS

In order to form our conclusions we performed (but were not limited to) the steps outlined below:

- Performed interviews with Management executives in order to understand the Company's corporate responsibility processes, policies and activities during the reporting period.
- Reviewed information in order to substantiate data and statements regarding the Company's sustainability performance in 2019, as these are presented in the Report.
- Reviewed the Company's processes for determining material issues to be included in the Report, as well as the coverage of these material issues within the Report, material issues covered by media, and sustainability reports of selected peers.
- Interviewed specialists responsible for managing, collating and reviewing data related to the GRI General and Specific Disclosures under the scope of our engagement, for internal and public reporting purposes.
- Reviewed relevant documentation and reporting systems, including collation tools, templates used, and guidance documents.
- Reviewed the Report for the appropriate presentation of the GRI General and Specific Standard Disclosures under the scope of our engagement, which included discussions of limitations and assumptions relating to the way data are presented.
- Reviewed the GRI Content Index and the references included therein, against the GRI Standards' requirements for the "In accordance - Core" option.

LEVEL OF ASSURANCE

Our procedures were designed in order to obtain a limited level of assurance (as set out in ISAE 3000-revised) on which we formed our conclusions. The extent of these procedures is less than those designed to obtain a reasonable level of assurance and therefore a lower level of assurance is obtained.

LIMITATIONS OF OUR REVIEW

- ▶ Our review was limited to the Serbian version of the Report. In the event of any inconsistency in translation between the English and Serbian versions, as far as our conclusions are concerned, the Serbian version of the Report prevails.
- ▶ We do not provide any assurance relating to future information such as estimates, expectations or targets, or their achievability.
- ▶ The scope of our work did not include any review of third party activities or performance, nor attending any stakeholder engagement activities.
- ▶ Our review did not include testing of the Information Technology systems used or upon which the collection and aggregation of data was based by the Company.

CONCLUSIONS

Based on our review and according to the terms of reference and the limitations of our work, we report the following conclusions. Our conclusions are based on the appropriate application of the selected criteria and should be read in conjunction with the "What we did to form our conclusions" section above.

1. How complete and accurate are the quantitative data and how plausible is the qualitative information related to the GRI General Standard Disclosures under the scope of our engagement?
 - Nothing has come to our attention that causes us to believe that any reporting unit, according to the set boundary and time period stated in the Report, is not included in the quantitative data of the Report related to the GRI General Standard Disclosures under the scope of our engagement.
 - Nothing has come to our attention that causes us to believe that errors or inaccuracies exist in the collation of the qualitative data related to the GRI General Standard Disclosures under the scope of our engagement, or in the transposition of these data to the Report, that would materially affect the way they are presented.
 - We have reviewed information and explanations on selected Management statements (qualitative information) related to the GRI General Standard Disclosures, as these are presented in the Report and no material misstatements came to our attention.
 - Nothing has come to our attention that causes us to believe that materiality analysis is inaccurately presented based on the procedures followed by the Company.
2. How complete and accurate are the quantitative data (performance indicators) and how plausible are the statements (GRI Disclosures on Management Approach) related to the GRI Specific Standard Disclosures under the scope of our engagement?
 - Nothing has come to our attention that causes us to believe that any reporting, according to the set boundary per material issue and the time period stated in the Report, is not included into the quantitative data (performance indicators) of the Report related to the GRI Specific Standard Disclosures under the scope of our engagement.
 - Nothing has come to our attention that causes us to believe that errors or inaccuracies exist in the collation of the data related to the GRI Specific Standard Disclosures under the scope of our engagement, or in the transposition of these data to the Report that would materially affect the way they are presented.
 - We have reviewed information and explanations on selected Management statements (GRI Disclosures on Management Approach) related to the GRI Specific Standard Disclosures, as presented in the Report and no material misstatements came to our attention.
3. Does the Report meet the GRI requirements of the "In accordance - Core" option?
 - Based on our review, nothing has come to our attention that causes us to believe that the Report does not meet the requirements of the "In accordance - Core" option, as presented in the GRI Content Index.

INDEPENDENCE

We conducted our assurance engagement in accordance with International Assurance Standards, particularly ISAE 3000 (revised). These regulations require that we comply with ethical standards and plan and perform our assurance engagement to obtain limited assurance about the specific scope explained above.

We apply International Standard on Quality Control 1 (ISQC 1), and accordingly, we maintain a robust system of quality control, including policies and procedures documenting compliance with relevant ethical and professional standards and requirements in law or regulation.

We comply with the independence and other ethical requirements of the IFAC Code of Ethics for Professional Accountants, which establishes the fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behavior.

Belgrade, 11 December 2020

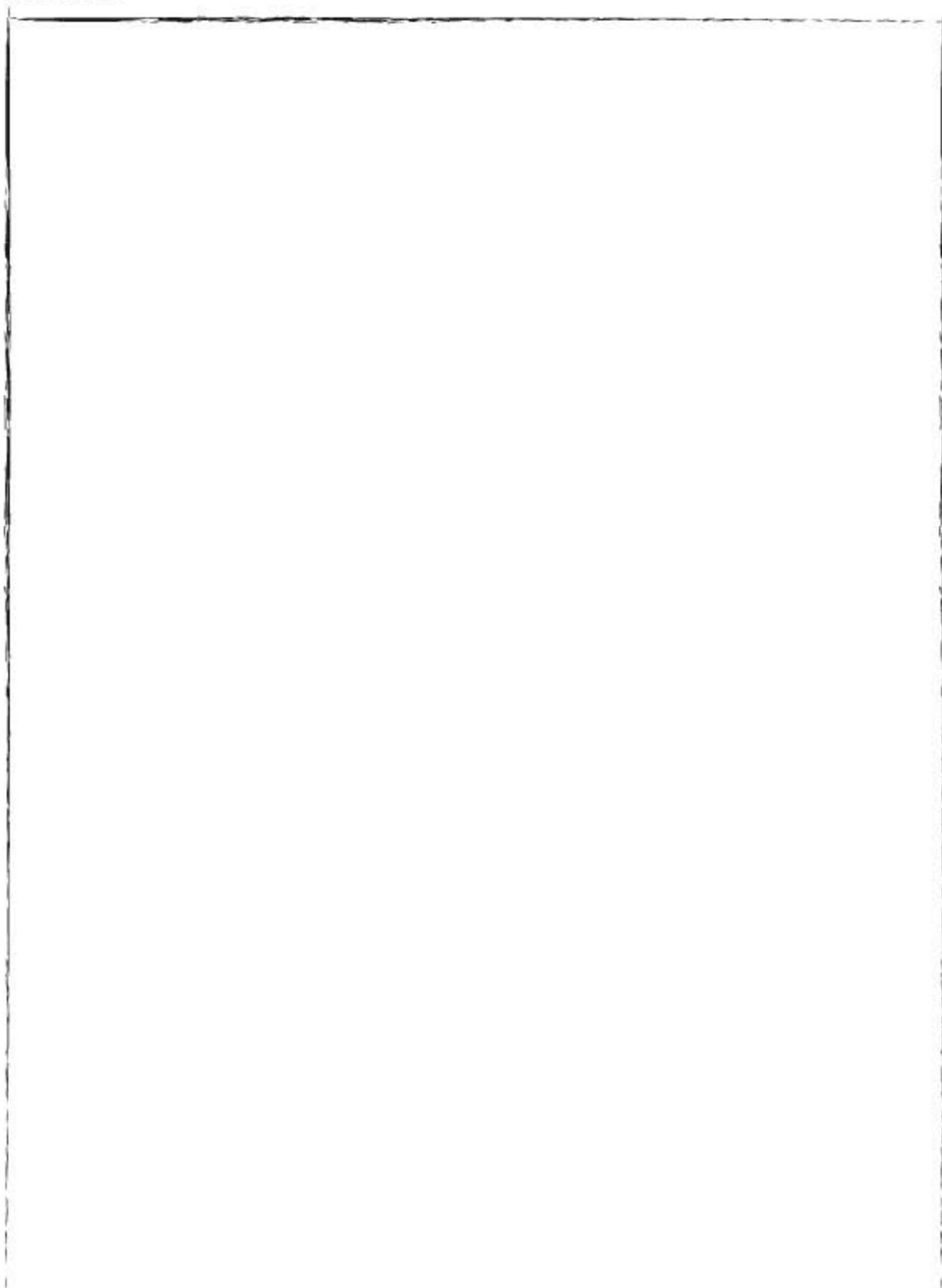


Danijela Mirković
Authorized Auditor
Ernst & Young d.o.o. Beograd



BELEŠKE

NOTES



BELEŠKE
NOTES

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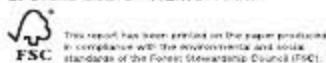
Prilikom izrade ovog Izveštaja o održivom razvoju nije proizveden nikakav opasan otpad.*

* Štamparija Vizartis d.o.o. u procesu proizvodnje, umesto hemijskih razvijanja, koristi napretek sertifikovane materijale, usled čega ne generišu opasan otpad.

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No hazardous waste has been generated during the preparation of this Sustainability Report.*

* In place of chemical developers, Vizartis d.o.o. printing step uses advanced certified materials in the production process as a result of which no hazardous waste is generated.