

**SUSTAINABLE GROWTH  
ANNUAL REPORT**

**2019**



**DEMO S.A.**  
PHARMACEUTICAL INDUSTRY





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## Top quality in injectable products


More than fifty three years ago, we committed to the development and expansion of our activities with only one goal: to offer the best possible choices in the pharmaceutical industry.

The vision and our strategy focus on the development and production of pharmaceutical products of high quality at competitive prices, promotion of innovative products for the relief of chronic diseases and exports at a global level.

## International Presence

DEMO S.A. has established a dedicated team within our International Sales Division that is charged with participating in **the biggest tenders worldwide** – including those organized by the World Health Organization, the International Committee of the Red Cross, Ministries of Health & statewide agencies located in all five continents.





“Find what you are good at  
and try to be the best”

**Dimitris Demos**

General Manager of DEMO S.A.

*Dear collaborators and friends,*

2019 was a great year for DEMO S.A. with the best ever turnover and profitability and the same is forecasted for the current year of 2020. These excellent results have been achieved through a mix of increased production capacity and capabilities, new product launches and an increase in our global footprint.

In terms of production capacity, our company invested in a new production wing for glass ampoules, which started up in December 2019, tripled its annual production capacity. In the beginning of 2020, we started a new investment for the construction of a new manufacturing wing for injectables in plastic containers, with one blow-fill-seal line for plastic bottles, which will increase our annual capacity up to 40%, one form-fill-seal line, which will give us the capability to produce injectables in soft plastic bags and one electric Blow-Fill-Seal line for plastic ampoules, which will give us the capability to produce monodose ampoules with precision down to 0.25ml. This production wing is expected to be operational in February 2021.

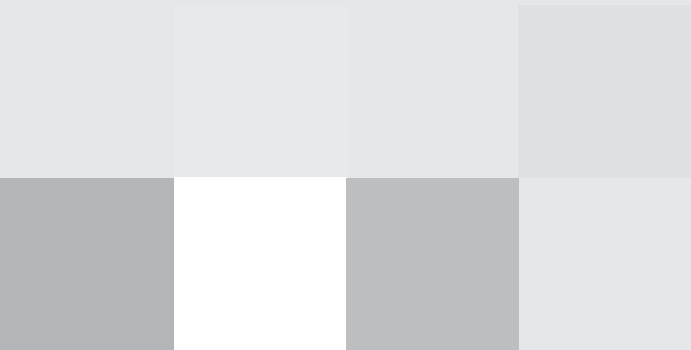
In parallel with the wing for plastic containers, in the beginning of 2020, we have started a new investment for the construction of a new manufacturing wing for injectables in glass vials in liquid and lyophilized form. This new investment will increase our annual capacity in lyophilized products and will establish us as one of the major producers of lyophilized products in Europe. It is worth pointing out that all of our new manufacturing wings are designed according to US cGMP standards, in order to be able to support, in the future, the North American continent. As far as, the development and licensing of new products is concerned, our company has developed 8 new products in its R&D facilities, has obtained 300 licenses in 27 Countries, while we have also started sales in 6 new countries.

From the first months of 2020, the Covid-19 effect has forced us, as never before, to re-evaluate the way we execute our day-to-day operations and to become digitalized as fast as possible. In a very short period the company managed to secure its manufacturing operations by tripling its stock in raw and packaging materials. In parallel, by changing the personnel flows in the different wings, by increasing the entrances into the facilities and by changing the shift working hours, we secured the health of our manufacturing personnel. The Covid-19 situation, even though it causes many serious problems in the global economy, is also providing a lot of opportunities for the future. Today, it has become apparent, more than ever, that the European Union has shortages both in the production of many pharmaceutical products in their final form and in the raw materials needed in their manufacture.

In the middle of 2020, we decided to further expand, with the construction of a new manufacturing campus with 6 new manufacturing facilities, 150 km outside of Athens for the production of APIs and final forms that we currently do not produce internally. It is a manufacturing project of 140 million euros in total investment, over the next 5 years, with the aim to construct a new manufacturing facility every year starting from the beginning of 2021. In parallel, we are constructing our new Technology Center, in Salonica. This new center will have an area of 2,400 m<sup>2</sup> and, with 80 researchers, we will be able to develop 21 new products per year starting from June 2021.

For the time being let us keep our faith that a solution for the Covid-19 is near, that our people will stay safe and healthy and that we will return to our normal lives as soon as possible.

**Stavros Demos**  
Chairman of DEMO SA





# 01

## Company Profile

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# DEMO S.A.

**DEMO S.A. Pharmaceutical Industry is an industrial and commercial organization, active in the development, production and sales of pharmaceutical products.**

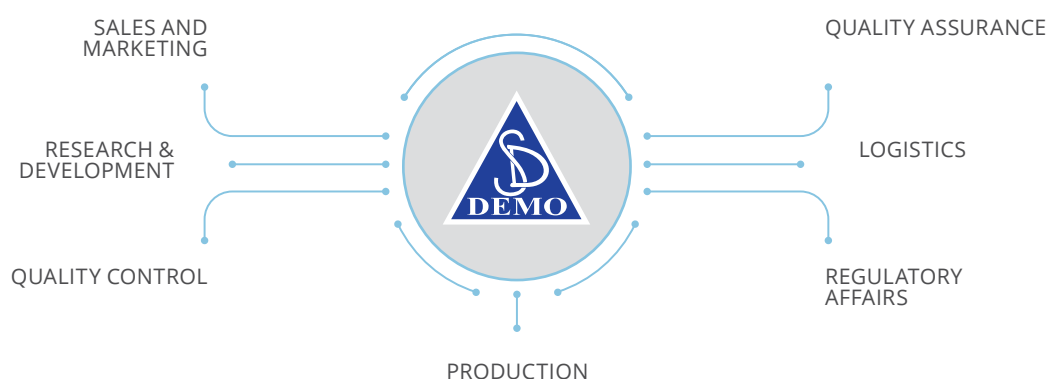
The company's manufacturing plant in Kryoneri of Attica, is the largest in Southeastern Europe and one of the world's largest, with state of the art facilities of 57,000 m<sup>2</sup>, including and a very hi- tech Quality Control Laboratory of 1,600 m<sup>2</sup>.

DEMO S.A. is one of the major pharmaceutical manufacturers in Greece with a very strong presence in the hospital market, ranking first among all the Greek pharmaceutical companies in terms of units sold. The company's product portfolio includes many injectable generic pharmaceutical formulations from several therapeutic categories including: Injectable products of all forms such us Liquid injectables in glass ampoules, vials & bottles, sterile powders and freeze – dried formulations, Lyophilised products, Emulsions, Penems, Penicillins, Cephalosporins, Urology).

DEMO has faithfully served its export orientation over the last years, with its sales network expanding to Europe, Asia, Africa, the Middle East, South America and Oceania. The company exports 82,4% of its annual production and is rapidly expanding its range of products to international markets along with timely and safe delivery. It is internationally recognized as one of the official suppliers of the United Nations, UNICEF, World Health Organization, MSF and the International Red Cross. With 2.300 presentations in 85 countries worldwide and 970 staff, DEMO aims to reliably meet the needs of the market in Greece and internationally.

Our cutting edge production facilities allow us to offer our partners services such as:

- Worldwide distribution opportunities
- Out-licensing services
- Contract manufacturing operations.



## VISION

DEMO S.A. is committed to long-term growth, both in Greece and globally. Our vision is to consistently be one of the best companies in the pharmaceutical market, maintaining our leading position in the Greek Pharma industry, positive growth rate and the preference of our customers and partners based on their trust in our products and our company.

## MISSION

DEMO intends to maintain its leading position in the Greek pharmaceutical industry while further establishing its role as one of the top manufacturing companies worldwide.

Having already achieved rapid growth in the global generics pharmaceutical market, we aim to contribute with innovative, quality products and services, improving the lives of patients worldwide and ensuring the steady confidence of our customers. Our modern and fully equipped manufacturing premises, the advanced technologies that we have adopted, our constant product portfolio

expansion and our international presence are the means to the end. Therefore, we have invested heavily in the creation and sourcing of our state-of-the-art Research & Development laboratory.

DEMO's R&D lab spans more than, 1.600 m<sup>2</sup> is equipped with the latest instruments and is staffed with the top graduates of the University of Athens. Under the supervision of

highly qualified researchers – most of who own PhD degrees from the most acclaimed universities in Europe – our R&D lab represents the company's launching pad for the future!



N° 1

Hospital Sales in Greece  
(in terms of units sold)



N° 1

Exporter of Pharmaceutical Products  
(in terms of own branded units sold)



N° 1

The biggest manufacturing facility  
for injectables in Greece and  
one of the biggest in Europe

Greek Medicines  
with Global Reach

# **DEMO SA CORE VALUES ARE THE GUIDING PRINCIPLES THAT DICTATE OUR BEHAVIOR & ACTIONS**

## **Flexibility**

- Drive Change Actively
- Leverage our knowledge to adapt our strategy to every market
- Work closely with the customers

## **Efficiency**

- Access profitability
- Manage resources in a smart way
- Ensure sustainable business development



## Responsibility

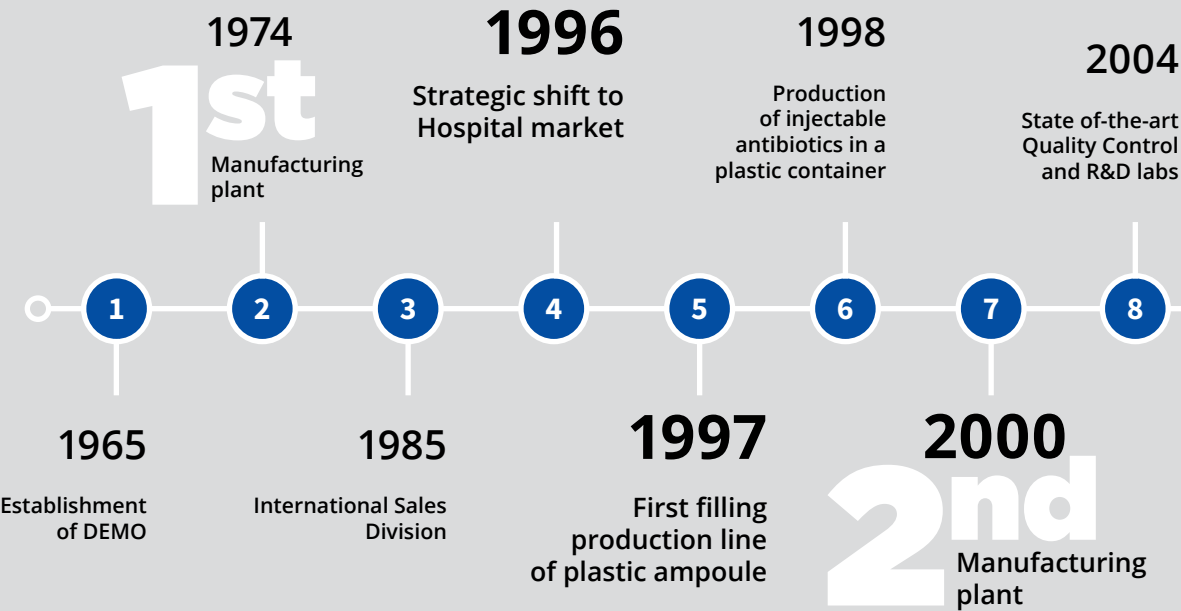
- Think and Act with patients in mind
- Transparency & ethical marketing
- Safety and quality are paramount

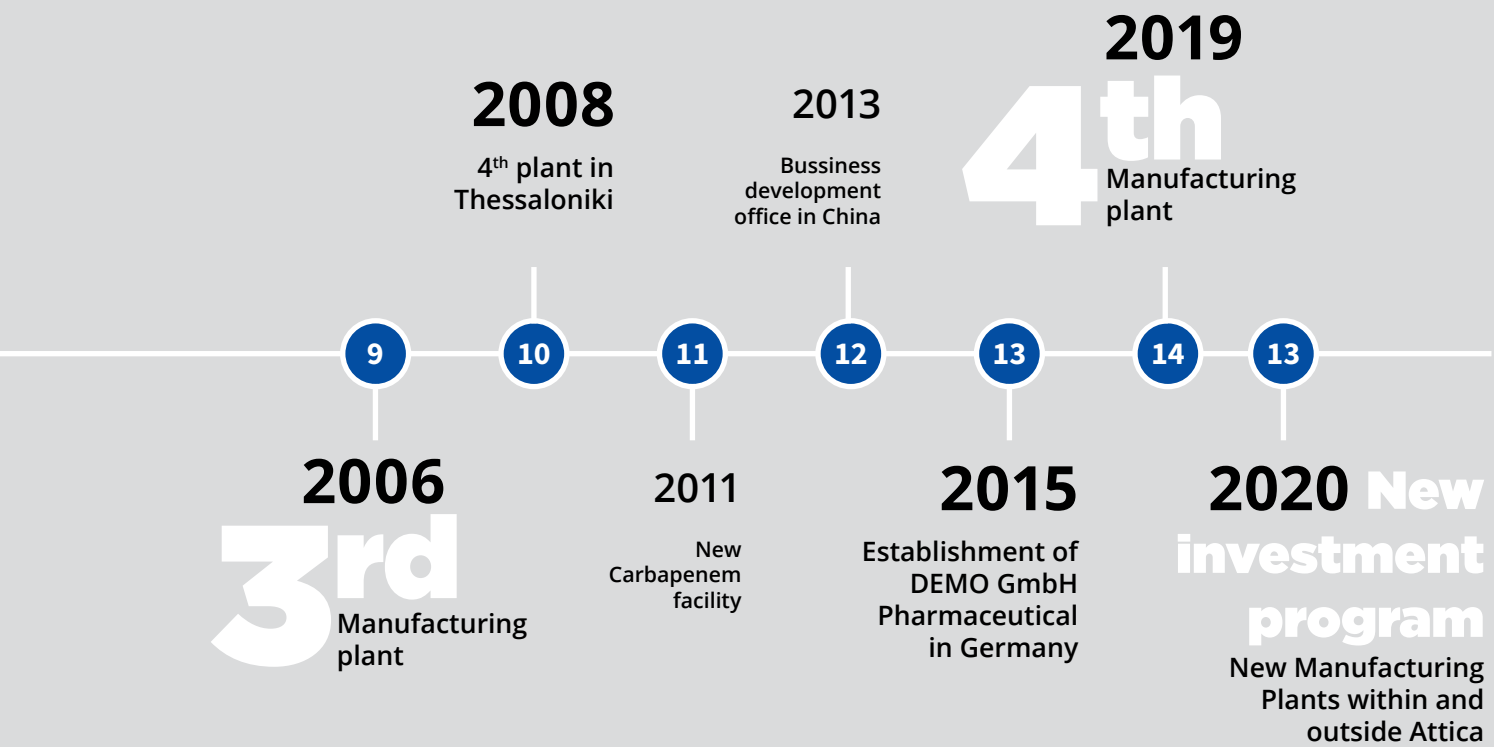
## Trust

- Treat each other like family
- Be honest, do not compromise the truth
- Build long lasting relationships with our partners



# MORE THAN 50 YEARS OF DYNAMIC PRESENCE IN GREECE AND WORLDWIDE





# GLOBAL PRESENCE

## WE SUCCESSFULLY EXPORT IN 85 COUNTRIES

The company's International Sales Division has a long history of successful participation in international tenders procured by the most accredited organizations worldwide.

Hence, DEMO S.A. has established a dedicated team within our International Sales Division that is charged

with **participating in the biggest tenders worldwide**

– including those organized by the World Health Organization, the International Committee of the Red Cross, Ministries of Health & statewide agencies located in all five continents.

## OFFICIAL SUPPLIER OF THE UNITED NATIONS & UNICEF

Our company sees its successes in more than just financial and operational terms. This is the reason we decided to become a registered supplier for numerous international aid organizations, including both **UNICEF, MSF and United Nations.**

We feel honored to be a selected partner of these two organizations and be able to provide them with all the

help needed to succeed in their mission.

In 2007, the **United Nations Relief and Works Agency and Welfare Agency (UNRWA)** designated DEMO as one of its top suppliers, hence strengthening the company's reputation as a leading, truly international pharmaceutical manufacturer.

## LOGISTICS EXPERTISE

Our company's **International Sales Division partners** with the **biggest logistics companies worldwide** to offer its products at any place in the globe.

An **extended network of affiliated agents** allows DEMO to provide best-in-class customer service regardless of the territory in which our partners reside.

## OUR SUCCESS IS BASED ON OUR UNIQUE COMBINATION OF **STRATEGIC ADVANTAGES**:

- Investment in large scale production capacity via state of the art technology.
- Rapid expansion of our product portfolio.
- Continuous & careful investment in human resources.
- Open, honest & timely communication with our partners worldwide.
- On-time distribution and product delivery.
- Immediate supply of any urgent needs in pharmaceutical.
- A clearly defined corporate philosophy based on the principles of quality, growth, professional & flexible management.
- Financially solid company.



**2013:** Moldova, Sierra Leone, Syria, Spain, Vietnam



**2014:** Bahrain, Italy, Liberia, Malawi, Sri Lanka, United Arab Emirates, Zimbabwe



**2015:** Afghanistan, Australia, Bangladesh, Benin, Cambodia, Croatia, Democratic Republic of the Congo, Gambia, Guinea, Kingdom of Saudi Arabia, Laos, Maldives, Mali, Mongolia, East Timor, Ukraine



**2016:** Myanmar, Tasmania



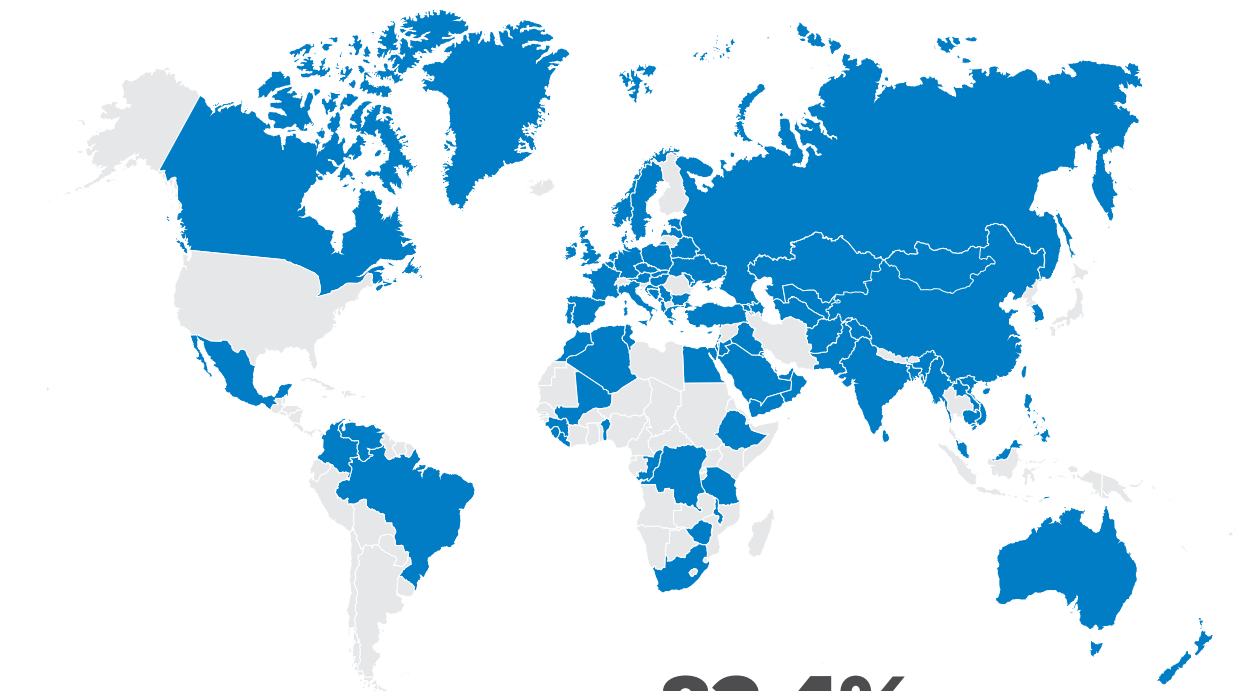
**2017:** Algeria, Czech Republic, Hungary, Slovenia, Oman



**2018:** France, Sweden, Denmark



**New Countries 2019:** Czech Republic, Slovakia, Hungary



**DEMO S.A. Products**   
 (including pending submissions & rest of the countries which are reached via CMO agreements)

**82,4%**

of the company's annual production is exported to international markets



## INTERNATIONALLY RECOGNIZED

### Officially Approved Supplier of:

- United Nations
- UNICEF
- World Health Organization
- Medicines Sans Frontiers
- International Committee of the Red Cross

### Approved by:

- PIC/s countries (Europe, Switzerland, Australia, South-East Asia, Canada)
- Korean-FDA
- Brazilian Drug Agency (ANVISA)
- GCC (Health Minister's Council for Cooperation Council States) – Gulf countries
- Many other health authorities of non-EU countries (Jordan, South Africa MCC, Egypt, Turkey, etc.)

<b>2.330</b>	<b>679</b>	<b>3.009</b>
<b>APPROVED</b>	<b>UNDER APPROVAL</b>	<b>TOTAL</b>



COUNTRIES	APPROVED	UNDER APPROVAL	TOTAL
ALBANIA	44	9	53
ALGERIA	0	1	1
AUSTRIA	89	4	93
AUSTRALIA	7	0	7
AZERBAIJAN	13	0	13
BAHRAIN	4	10	14
BELARUS	1	0	1
BELGIUM	49	6	55
BOSNIA-HERZEGOVINA	4	0	4
BULGARIA	6	0	6
CHINA	1	0	1
CROATIA	1	0	1
CYPRUS	184	57	241
CZECH REPUBLIC	8	20	28
DENMARK	36	14	50
ESTONIA	3	0	3
ETHIOPIA	10	3	13
FRANCE	45	27	72
GERMANY	136	15	151
GEORGIA	9	0	9
GREECE	863	113	976
HONG KONG	12	0	12
HUNGARY	4	7	11
ICELAND	0	19	19
IRAQ	10	11	21
IRELAND	50	39	89
ISRAEL	2	1	3
ITALY	15	10	25
JORDAN	66	9	75
KAZAKHSTAN	10	0	10
KOREA	4	0	4
KOSOVO	23	1	24
KURDISTAN	1	0	1
KUWAIT	3	6	9
KYRGYZSTAN	7	1	8
LEBANON	7	10	17
LUXEMBOURG	32	8	40

COUNTRIES	APPROVED	UNDER APPROVAL	TOTAL
MALAYSIA	16	7	23
MALDIVES	1	0	1
MALTA	27	0	27
MEXICO	2	0	2
MOLDOVA	6	1	7
MONTENEGRO	0	13	13
MOROCCO	2	0	2
NETHERLANDS	45	25	70
NEW ZEALAND	30	2	32
NORWAY	11	12	23
OMAN	7	3	10
PAKISTAN	2	0	2
PALESTINE	1	0	1
PHILIPPINES	5	0	5
POLAND	12	32	44
PORTUGAL	87	27	114
QATAR	1	0	1
SOUTH AFRICA	17	13	30
SERBIA	1	15	16
SLOVAKIA	6	20	26
SLOVENIA	1	0	1
SPAIN	31	0	31
SRI LANKA	1	0	1
SUDAN	16	4	20
SYRIA	0	1	1
SWEDEN	33	15	48
TAJIKISTAN	8	0	8
TUNISIA	4	0	4
TURKEY	20	6	26
TURKMENISTAN	5	1	6
UNITED ARAB EMIRATES	6	5	11
UKRAINE	7	0	7
UNITED KINGDOM	111	44	155
UZBEKISTAN	8	0	8
VIETNAM	28	12	40
YEMEN	13	10	23
ZAMBIA	0	10	10

# OUR FACILITIES

## ATTICA

THE FIRST MANUFACTURING PLANT IN GREECE  
FILLING INJECTABLES IN PLASTIC AMPOULES.  
THE LARGEST PHARMACEUTICAL FACTORY OF  
SOUTHEASTERN EUROPE WITH A GLOBAL REACH.

Our headquarters are located in the industrial zone of Athens and specifically in the northern suburbs. Our four manufacturing plants spanning 57,000 m<sup>2</sup> are located in the company's campus facilities in Athens.

This fact, along with high tech warehousing in both Athens and Thessaloniki provide our company with the

ability to offer our own logistic services to all hospitals countrywide.

In addition to facilities in Attica, the company maintains offices and Logistic Center in Thessaloniki 5.748 m<sup>2</sup>, a subsidiary company in Germany (DEMO GmbH) and offices in China.

# 57.000 m<sup>2</sup>

Facilities

## 4

Manufacturing  
Sub-Units

## 25

Production  
Lines

## 33

Packaging  
Lines





## 2019 4<sup>th</sup> Manufacturing plant



# LOCATION AND PREMISES

## COMPANY'S PREMISES

The Company is headquartered in the industrial area of Athens, on the north outskirts of the Attica region, while holding offices and warehouses in Thessaloniki, in Northern Greece as well. The Athens premises extend to approximately 57,000 square meters and comprise of three buildings housing the production, quality control and the Research & Development Company facilities as well as the warehouses and the offices. The size per building and facility is depicted in the table

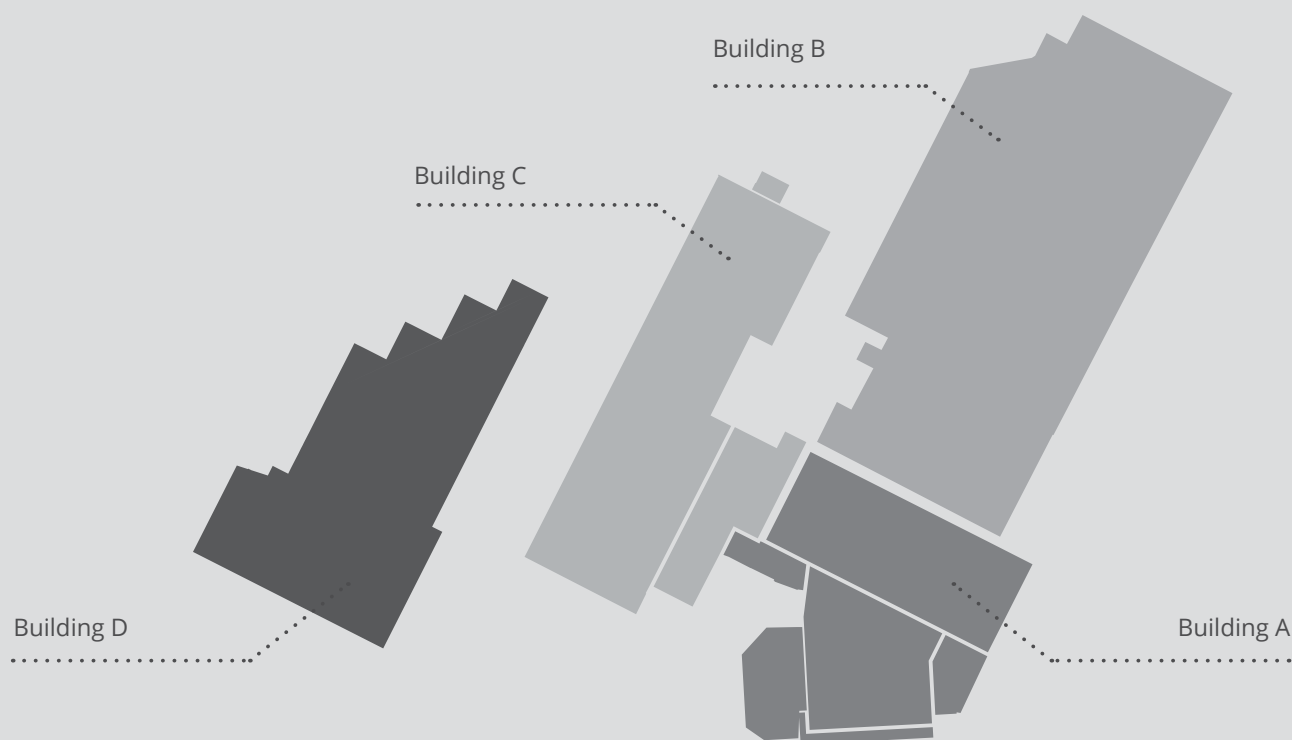
in square meters. The facilities in Athens (buildings and equipment) are under an insurance coverage with an HDI-Gerling contract.

The Company facilities in Thessaloniki cover a total area of approximately 5,750 square meters. The pharmaceutical product warehouses extend to 1,429 square meters. An additional area of buildings and warehouses extends to 1,432 square meters while 2,887 square meters are free and available for future use.

Area (sq.m) per type of use in Athens premises					
TYPE OF SPACE	BUILDING A	BUILDING B	BUILDING C	BUILDING D	ALL BUILDINGS TOTAL
Warehouses	3.300	5.000	8.500	12.000	28.800
Quality Assurance	220				220
Quality Control	720		200		920
R&D	550				550
Regulatory Affairs	200				200
Technical Areas	410	2.000	1.400		3.810
Technical Services		1.000			1.000
Offices & Common Areas	3.800	1.500	1.500		6.800
Production & Packaging	800	10.500	2.800		14.100
<b>Total sq.m</b>	<b>10.000</b>	<b>20.000</b>	<b>14.400</b>	<b>12.000</b>	<b>56.400</b>

Area (sq.m) per type of use in Thessaloniki premises		
TYPE OF SPACE	FLOOR	AREA
Warehouses	Basement	1,429
Reception, office space, warehouses	Ground floor	1,432
Free space	1 <sup>st</sup> Floor	1,444
Free space	2 <sup>st</sup> Floor	1,443
<b>Total sq.m</b>		<b>5,748</b>

## ATHENS BUILDING

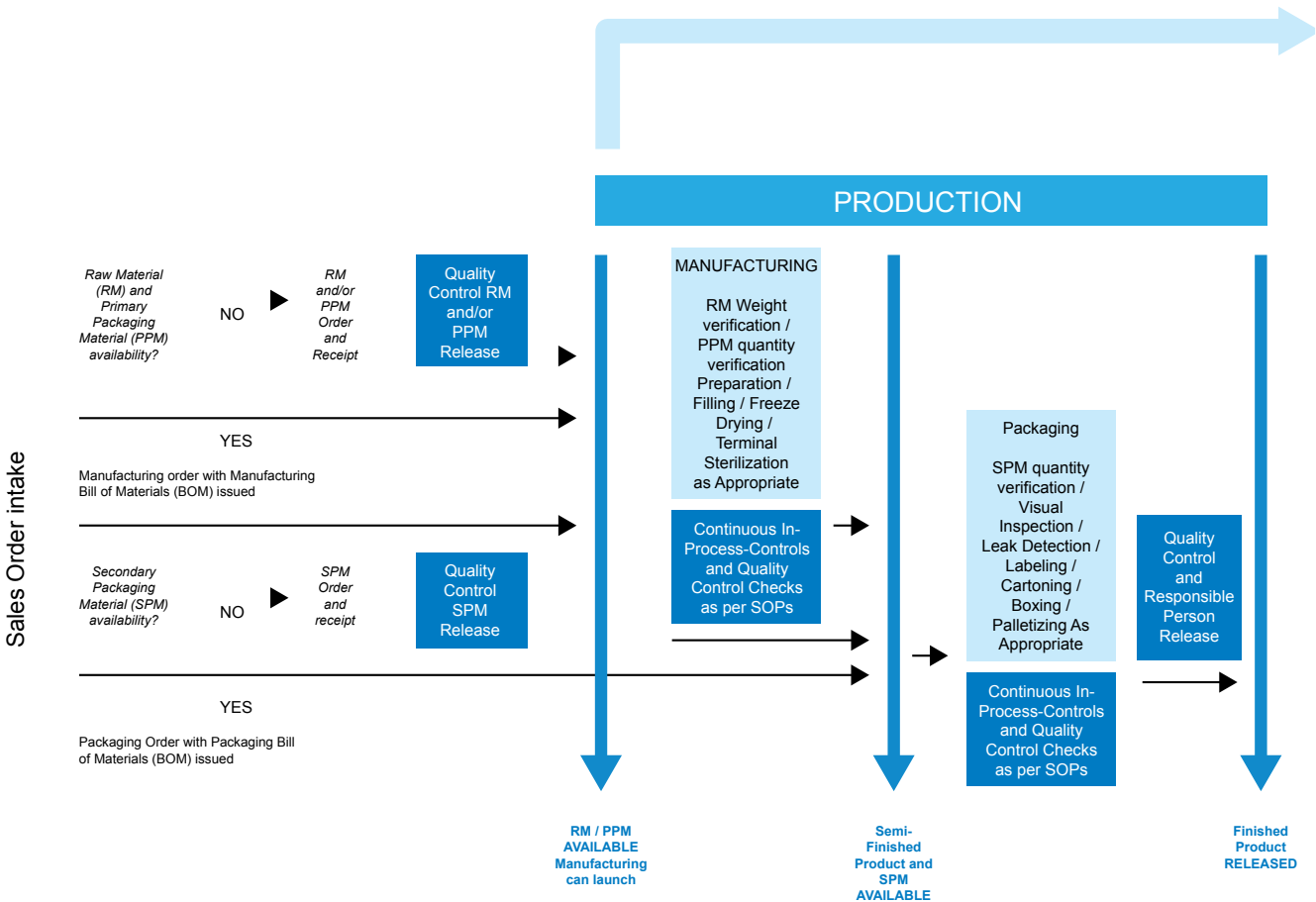


Area (m <sup>2</sup> ) of Buiding D	
Warehouse I	2.721,11 m <sup>2</sup>
Warehouse II	2.421.84 m <sup>2</sup>
<b>Total sq.m</b>	<b>5.142,95 m<sup>2</sup></b>
1 <sup>st</sup> Floor	1.801,77 m <sup>2</sup>
2 <sup>nd</sup> Floor	1.674,30 m <sup>2</sup>
3 <sup>d</sup> Floor	1.640,83 m <sup>2</sup>
<b>Total sq.m</b>	<b>10.259,85 m<sup>2</sup></b>

# APPENDIX: PRODUCT MANUFACTURING FLOWCHART

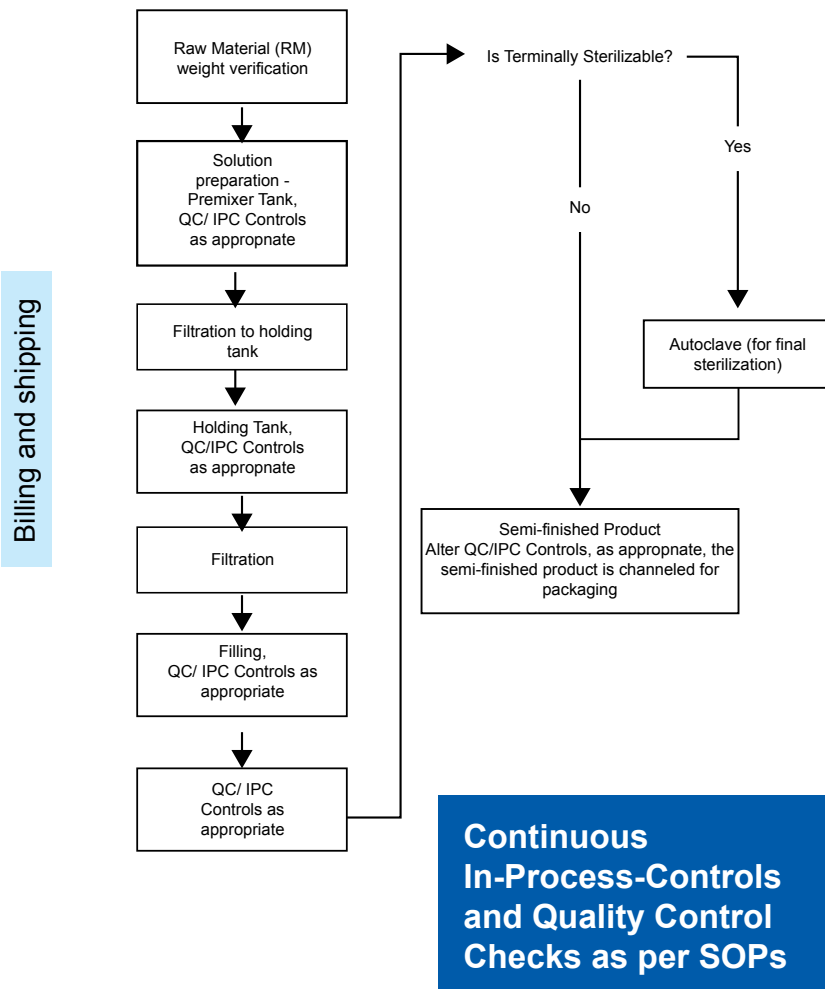
## PRODUCTION FLOWCHART FOR LIQUID INJECTABLE MANUFACTURING

Presented below is an overall production flowchart, as well as flowchart for aseptic and terminally sterilized products preparation.





### Aseptic preparation and terminal sterilization



## INVESTMENTS DEVELOPMENT

The Greek pharmaceutical industry greatly contributes to the development of the national economy. The contribution of the pharmaceutical field to the GDP amounts to €2.8 billion on an annual basis. It is estimated that for every €1,000 spent on purchasing drugs produced in Greece, our country's GDP is increased by €3,420. It is a unique development intensifier, one of the largest in the Greek economy. However, apart from their significant contribution to the economy and the development, the social footprint of the Greek pharmaceutical companies is also noteworthy. The Greek pharmaceutical companies are distinguished for their high level of scientific manpower while their development slows the brain drain. Immediate employments exceed the 11,000 job positions, a size which reflects more than 60% of the total field of employment. However, in a direct and indirect way, relevant fields connected to drug manufacturing in our country support approximately 53,100 employment positions. With the patient being our main focus and under challenging, extraordinary conditions, the Greek pharmaceutical industry met one more goal by ensuring access to quality, effective and safe drugs.

DEMO's investment plan is still in progress and it is expected to be completed within the next 5 years. In particular, we have upgraded and extended all our production lines aiming at multiplying our capacity. **Practically we are expecting to triple our production capacity within one and a half years.**

**In numbers, this means that in the last 10 years the company invested more than 60 million euros (20 million within the last three years) in its production facilities, both in order to increase its production capacity and to automatize its production procedures and controls during production.** In 2019 the construction of the 4<sup>th</sup> unit of the company in Krioneri was completed increasing significantly the warehouses expansion. Finally, out of **€60 million, €10 million were invested in the research and development of new products.**

Within this framework, the company expanded its already expanded hospital portfolio by developing a great number of new injectable pharmaceutical products. Furthermore, it enhanced its presence in the out-of-hospital market with new orally administered treatments in various therapeutic categories, while it is also expanding to the dietary supplements and medicinal equipment category.

**In 2019 DEMO initiated a discussion with ETBA to acquire land of 60 acres in the Industrial Area of Tripoli. The signing of the transfer was conducted in May 2020 and the studies have already been initiated to submit the construction license. Six ultramodern pharmaceutical units for final formulations and four units for APIs are expected to be constructed in this area. At the same time, a smaller land of 16 acres with an existing metal building of 4,000 m<sup>2</sup> was also**

Since 1996 when DEMO decided to focus on the hospital market, the company presented an impressive turnover each year. 18,000,000 euros earned in 2000, an amount that was increased to 90,000,000 euros in 2008 and to 154,5 million euros in 2019. Furthermore, the continuous investment in improving production combined with our ultimately successful presence in the hospital area resulted in an even more impressive development of our profitability.

At the same time, **international sales** comprise an increasingly larger portion of the company's total sales exceeding **40% of the total revenue for 2019.**

It is a reality that relates to our commitment strategy for expanding our presence throughout the world and to the contribution of the global market to the future development of the company.

**acquired to support projects that will be conducted in the main area of 60 acres.**

Also, in 2019 DEMO made an important deal of acquiring three ultramodern production lines which will be placed in the new Campus in Tripoli by the end of 2021. Regarding the premises in Krioneri, the expansion of the line for plastic containers was completed in 2019 with the construction of the area to install the new plastic ampoule machine Rommelag **which increases the productions capacity up to 100.000.000/year in containers of 5 ml and 10 ml.**

A project that was started in 2019 and will be completed in 2020 is the new production line BFS and FFS for plastic containers. It will be placed in building C and it is under FDA specifications. This line will be equipped with one

Blow-Fill-Seal line for plastic bottles, one Form-Fill-Seal line, which will give us the capability to produce injectables in soft plastic bags and one electric Blow-Fill-Seal line for plastic ampoules.

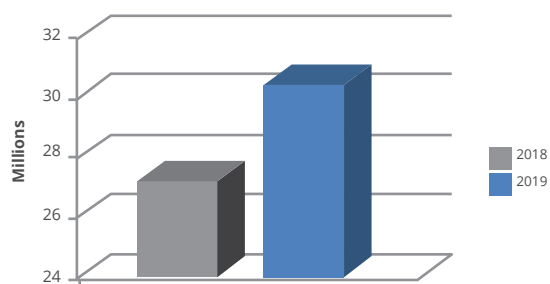
Another major technical project which was started also in 2019, was the construction of a new lyophile line in the new building D. This line will be constructed using the latest FDA specifications.

In order to support this expansions of DEMO production lines at Krioneri premises, the Technical Directory has also designed a multi-faceted program for upgrading the central facilities with important investments and the addition of new electricity substations as well as the expansion of the machinery space by adding two new steam generators. This project is estimated to be completed within 2020.



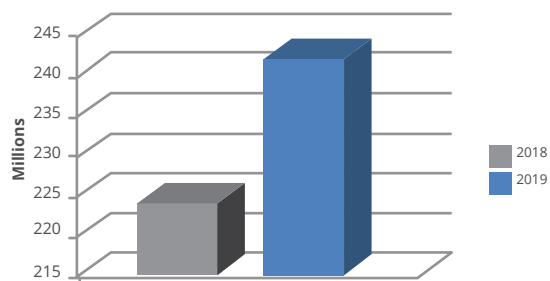
A major project that was initiated in 2019 was the new glass vial and lyophilized manufacturing unit of a capacity of 150 million vials in liquid form and 20 million vials in lyophilized form. This investment will lead DEMO to become one of the tree major lyophilized manufacturers in Europe and it is part of the company's investment plan that amounts to a total of 30 million euros.

### Plastic Bottles



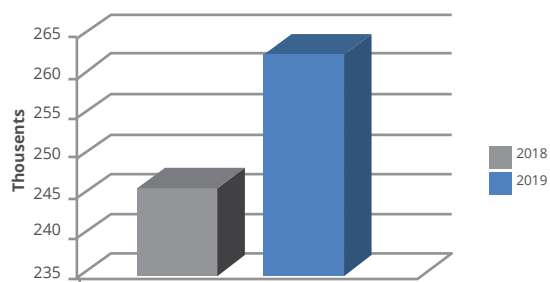
Total quantity delivered (GMEIN)	Quantity	
Category	2018	2019
Injectables in plastic bottles	27.623.400	31.187.432
	<b>27.623.400</b>	<b>31.187.432</b>

### Plastic Ampoules



Total quantity delivered (GMEIN)	Quantity	
Category	2018	2019
Injectables in plastic ampoules	225.741.048	243.822.741
	<b>225.741.048</b>	<b>243.822.741</b>

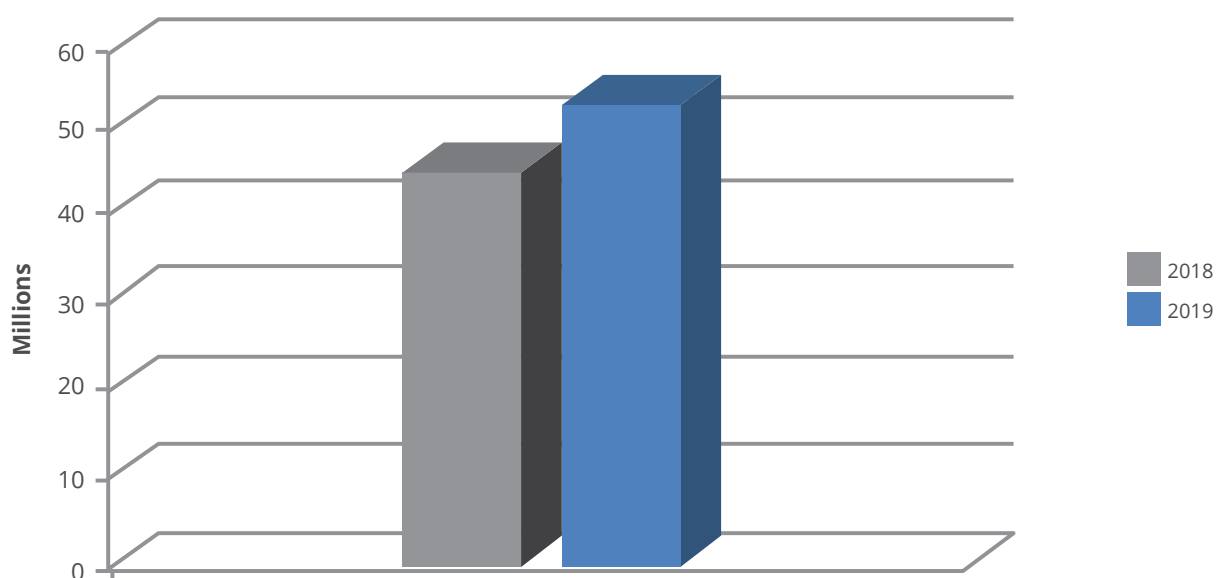
### Plastic Bags



Total quantity delivered (GMEIN)	Quantity	
Category	2018	2019
Injectables in plastic bags	245.556	262.296
	<b>245.556</b>	<b>262.296</b>

Injectables in glass containers		
Category	Quantity	
	2018	2019
Injectables in glass ampoules	23.389.149	36.983.318
Lyo	6.642.966	6.693.323
Cephalosporin sterile powder in glass vials	6.093.156	3.299.552
Carbapenem sterile powder in glass vials	5.689.759	4.526.986
Injectables in glass bottles	674.375	640.242
	<b>42.489.405</b>	<b>52.143.421</b>

### Injectables in glass containers





## LEADING GREEK HOSPITAL MARKET





## PRODUCT PORTFOLIO

DEMO S.A. leveraging its clinical experience of more than 50 years, manufactures and trades high quality products establishing the company to the leading position in the Greek hospital market. The company provides a complete portfolio of pharmaceutical products covering the entire needs of any major hospital.







## HOSPITAL MARKET

### Anti-infectives

- Non-beta lactams
- Cephalosporins
- Carbapenems
- Penicillins

### Standard solutions

### Anesthesia/analgesia

### Oncology

### Critical care

### Parenteral nutrition

### Gastric ulcers & gord

### Hematology

### Respiratory

### Central nervous system (cns)

### Medical Devices/ Infusion Pumps



## PRIVATE MARKET

### RX Products

- GPs
- Cardiology
- Oncology
- Respiratory
- Gastroenterology
- Urology

### Medical Devices

- Solutions for contact lenses
- Solutions for Eye care
- Cleaning nozzles for nose and ears

### Food Supplements

- For the Urinary System
- Liver Health



## RENAL CARE

DEMO S.A. started producing its first dialysis products in 1996 via a complete range of haemodialysis solutions. In 1997 our company started distributing the products of a major manufacturer of medical devices for haemodialysis. We concluded an agreement to exclusively distribute their products in Greece, including, but not limited to, haemodialysis machines, haemodialysis filters, fistula needles, catheters, haemostatic pressure bandages & blood lines. During 2005, our company completed the registration and started manufacturing three haemodiafiltration solutions. The above activities have placed DEMO S.A. as one of the biggest players in the area of renal services in Greece.

# PRODUCTION CAPABILITIES

Sterile solutions in plastic (PE or PP) blow-fill-seal (BFS) ampoules (0.5ml to 20ml)

Sterile solutions in plastic bags (50ml to 5.000ml, flexible or semi-rigid bags)

Sterile solutions in plastic (PE or PP) blow – fill-seal bottles (50ml to 1.000ml)

Sterile solutions in glass ampoules (1ml to 20ml)

Sterile solutions in glass vials (5ml to 50ml)

Sterile solutions in glass bottles (50ml to 250ml)

Cephalosporin sterile powder filling in glass vials (10ml/20ml/30ml/50ml vials)

Carbapenem sterile powder filling in glass vials (20ml/30ml vials)

Freeze-dried lyophilized formulations (2R to 50R)

Ophthalmics (in multi-dose or mono-dose containers)

External Solutions

External Solutions



## Plastic bottles for infusion (Eurocap)

- Filling volume: 100mL, 200mL, 250mL, 300mL, 500mL, 1000mL  
Material: PP
- Filling volume: 100mL, 250mL, 500mL, 1000mL  
Material: PE-LD



## Plastic ampoules for infusion Dilution for luer-lock and luer-slip syringes

- Filling volume: 3mL, 5mL, 10mL, 20mL / 1mL, 2mL, 3mL, 5mL, 15mL  
Material: PP / PE-LD



## Plastic vials (Eye drops)

- Filling volume: 5mL, 10mL, 15mL  
Material: PE-LD
- Filling volume: 8mL, 10mL, filled in 10mL  
Material: PP



## Glass ampoules Open and closed type

- Filling volume: 1mL, 2mL, 3mL, 5mL, 10mL



**Plastic bottles for infusion  
(Twin port)**

- Filling volume: 100mL, 250mL, 500mL, 1000mL  
Material: PP, PE-LD



**Plastic bottles for irrigation  
(Screw Head)**

- Filling volume: 100mL, 250mL, 500mL, 1000mL  
Material: PE-LD



**Plastic bottles for irrigation  
(Twist-off)**

- Filling volume: 1000mL  
Material: PE-LD



**Plastic flask**

- Filling volume: 100mL, 240mL, 1000mL  
Material: PE-LD



**Plastic ampoules for Medical  
Devices**

- Filling volume: 5mL, 10mL  
Material: PE-LD, PP



**Plastic ampoules monodose**

- Filling volume: 0.5mL Material:  
PE-LD



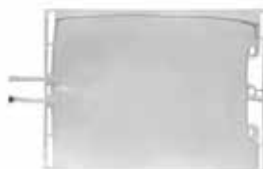
**Nebules for inhalation**

- Filling volume: 2.0mL, 2.5mL  
Material: PE-LD



**Plastic bag - Rigid bag**

- Filling volume: 50mL, 100mL, 200mL, 250mL  
Material: PP



**Plastic bag - Soft bag**

- Filling volume: 300mL, 4000mL  
Material: PP / PVC



**Plastic bag  
Three-compartment soft bag**

- Filling volume: 1000mL, 1500mL, 2000mL, 2500mL  
Material: PP



**Pecanister**

- Filling volume: 1000mL, 5000mL, 6000mL  
Material: PE-LD



**Glass vials - products lyophilized**

- Filling volume: 1mL, 2mL, 3mL, 4mL, 5mL, 10mL, 12mL, 12,5mL



**Glass vials - Dry injectable**

- Cephalosporins  
Filling volume: 250mg, 750mg, 1g, 1.5g, 2g filled in 15mL, 20mL, 30mL, 50mL
- Penem  
Filling volume: 0.5mL, 1g, filled in 20mL, 30mL



**Glass bottles**

- Filling volume: 50mL, 100mL, 200mL filled in 250mL

# RESEARCH & DEVELOPMENT

## INVESTING IN INNOVATION

Over 50 years of operation, our product portfolio has grown significantly providing the basis for the company's success. To sustain this in the future, the Board of Directors has committed to develop 8 to 10 new products per year and launch them in the global market as soon as they go off-patent. Furthermore, a number of new research projects are under progress that will allow DEMO to experience a dynamic growth in the future. For this reason, we have invested in the establishment

of our modern and high tech Research & Development laboratory. DEMO's R&D lab spans more than 1,600 m<sup>2</sup>, is equipped with the latest instruments and is staffed with top scientists. Under the supervision of highly qualified researchers – most of whom hold PhD degrees from the most acclaimed universities in Europe – our R&D lab represents the company's launching pad for the following decades.

## DEDICATED DEPARTMENT OF REGULATORY AFFAIRS

Hence, in 2005 we reorganised our Regulatory Affairs Department staffed with 21 full time regulatory officers responsible for the preparation of files for submission and approval to the appropriate regulatory authorities worldwide. Our products' registration files are all in CTD (Common Technical Document) format, which allows us to quickly and efficiently proceed with submissions in EU and non EU countries.

Our participation in national, mutual (MRP) and decentralized (DCP) registration processes have deemed our regulatory affairs department as one of the most competent. Lastly, we have dedicated regulatory officers that constantly monitor local & regional regulatory conditions, providing immediate response in case there are any changes in local requirements.

## COMMITTED TO QUALITY

Since the company's establishment, the quality of our products has consistently been our top concern. For this reason, throughout the company's history, we have heavily invested in the modernization and improvement of our production premises as well as our Quality Control Department.

This resulted in the use of production processes with a high degree of automation, while the technological certifications of our production units are also the top:

- cGMP certification (current Good Manufacturing Practices, current good manufacturing practices)
- ISO 9001

Additionally, our new Quality Control Laboratory has an area of more than 1,600 m<sup>2</sup>, it has been distinguished as one of the best in Europe and is fully equipped with state-of-the-art technology. Moreover, our long - standing cooperation with the Chemistry and Chemical Divisions of Athens University offers us an unlimited source of talented people for staffing our laboratories with leading scientists.



# QUALITY ASSURANCE



## QUALITY COMES FIRST

The core objective of the Quality Assurance Department is to create production processes that ensure the accuracy and repeatability of the result at every production stage within the framework of the legislation and in compliance with the applicable standards (GMPs, GDPs, ISO 9001:2008, ISO 13485:2003, DY8/1348/04).

The activities of the department include the detailed design of new production areas and the inspection of critical partners and suppliers of the company, in order to ensure constantly high quality products. The Department is staffed with experienced scientists of various specialties and 4 independent groups, one for each wing of our production.

The Quality Assurance Department has managed to combine the requirements of different pharmaceutical regulations which are different in each country of the planet and integrate them smoothly into its quality system. This has led to the successful audit of our company by strict Legislative Authorities from around the world and has established the high quality of our products. Our qualification & calibration team maintains a list of all critical instrumentation and ensures correct calibration (both initial and periodic, based on a schedule dependent on Instrument criticality), ensuring the accuracy of all measurement and process data.

The international recognition of these efforts led DEMO S.A. to provide consulting services to other companies worldwide as for them to design and upgrade their productive and quality operations.

## INSPECTIONS RECEIVED BY THE COMPANY BETWEEN 2016 - 2019

Year	Customers	Authorities
2016	7	6
2017	8	8
2018	9	6
2019	10	6

**100%**  
Success Rate



# The Human Capital



Our leading position in the market is due to our ability to attract and retain the most competent employees according to our principles and values. We strive to provide a working environment that is both safe and motivates the workers and also the people are treated with respect and given equal opportunities for the development of their skills and evolution.

We base the relations with our workers in the principle of equal treatment. Both the integration and the progress of each employee within the Group are judged on the basis of his qualifications, performance and ambitions, without any discrimination.

## **HUMAN RIGHTS EQUAL CHANCES POLICY**

The Group monitors the relevant labor law (national & European), including reports on child labor, respect for human rights and working conditions and is in full compliance with collective and relevant international conventions.

## TAKING CARE OF OUR PEOPLE

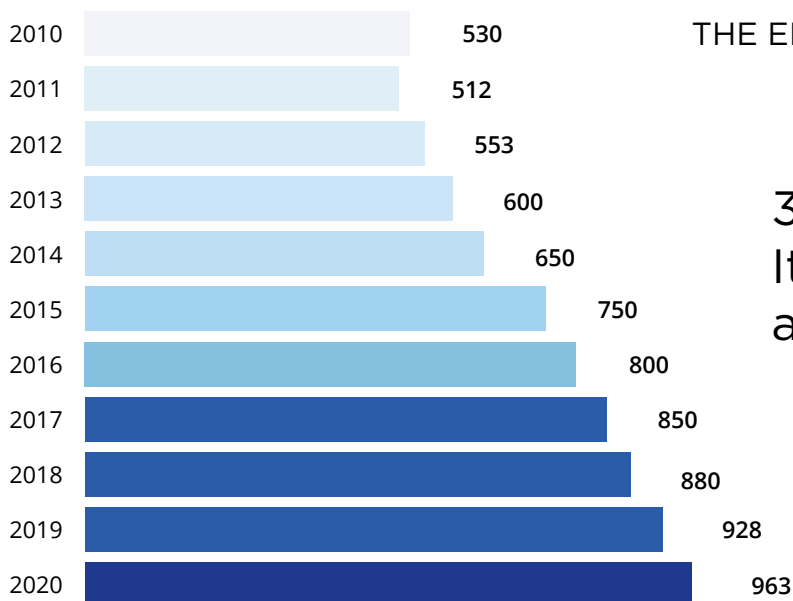
DEMO SA, using its clinical experience for more than 50 years, produces and trades high quality injectable pharmaceutical formulations, holding a leading position in the Greek hospital market, in the number of sold items.

The company offers an extensive pharmaceutical product portfolio covering the total needs of every big hospital and the private market.

### INCREASE IN EMPLOYMENT POSTS

Each year, DEMO is steadily developing and increasing its employment posts. Since 2015, DEMO has created 214 new employment posts raising its number of staff from 752 to 963. Out of these posts, 96 were created from early 2019 and this number is expected to be further

increased. The company's developing course contributes to the decrease of unemployment, the boosting of the economy and the local community and the brain-drain limitation.



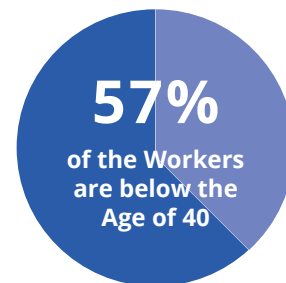
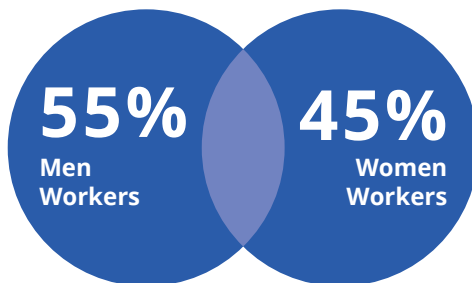
### THE EMPLOYEES

38 years  
It is the average  
age of employees

## EMPLOYMENT DETAILS

The mean age of employees is 38 years, 57% of which is under 40 years and their mean time of employment is 6.6 years. 55% of them are male and 45% are female. 100% of our staff is employed by virtue of full-time contracts. The company monitors the working times of all employees, maintains the time limits of employment, defines the times for breaks and rest and it grants all the provided leaves.

The minimum wage for employees is 46% higher than the respective legal minimum wage



## INTRODUCTION OF NEW EMPLOYEES

The company implements a fully structured system of introducing and training new employees in which:

- 1 Employees are fully informed about the company, the structure and the products
- 2 They are trained in matters of Hygiene and Safety
- 3 They are trained in the rules of Good Manufacturing Practice
- 4 They are informed on the procedures and the rules of organization and operation
- 5 They take their Job Description and a training plan on the procedures that are linked to their job
- 6 They are informed on benefits for the personnel, company actions towards the personnel and matters of company responsibility
- 7 They take their contracts and all legal documents immediately before they start working
- 8 They immediately receive the Means of Personal Protection and the special clothing they need
- 9 They are guided in the premises of the company

EDUCATION & TRAINING

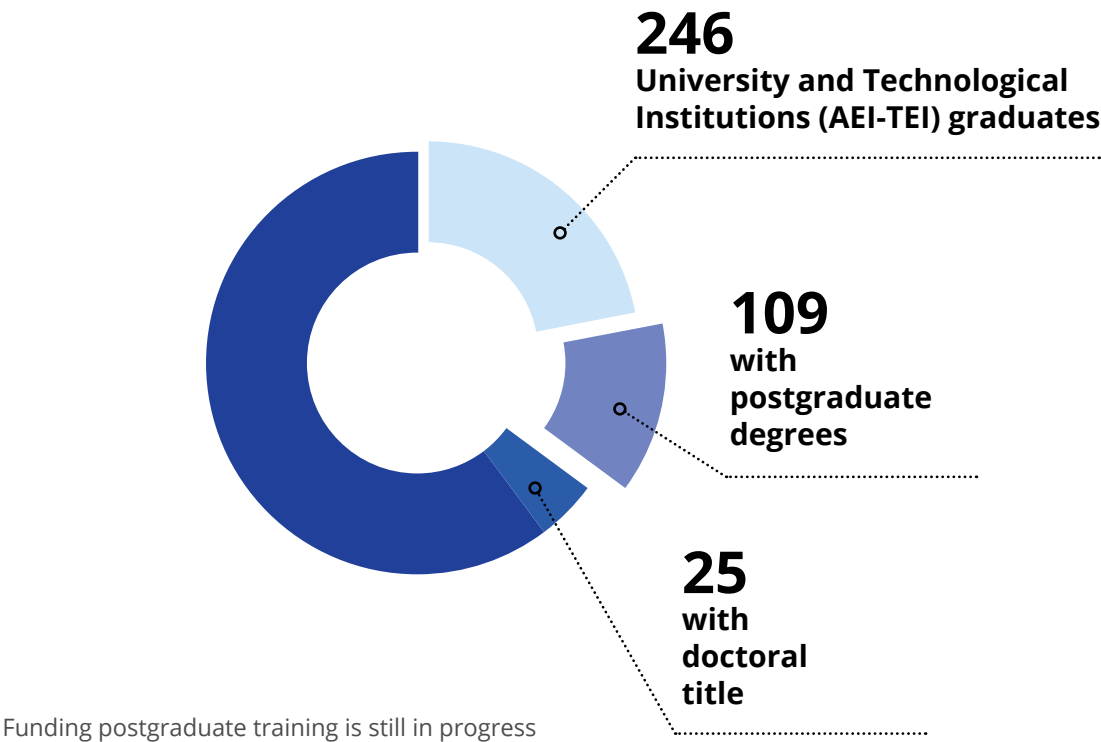
DEMO has highly trained human resources and focuses particularly on the education, training and development of its employees.

Today DEMO employs **25 people with Doctorate title, 109 Post-graduate degree holders and 246 graduates of University and Technical Schools. Every year, the company finances Post-graduate programs for its employees investing in their development in the future.**

In **2019** DEMO employees participated in a total of **33 education programs** organized by specialized institutions in Greece and abroad on a wide range of topics such as Production, Drug Storage and Distribution Techniques, Drug Production, Storing and Distribution

Techniques, Management, Organization and Leadership, IT Skills, Legal amendments and developments, Quality Requirements etc. At the same time, it maintains a strong internal education program in operation and production procedures within the framework of which more than 870 internal trainings took place in 2019 and almost all employees took part.

The company kept investing in the team of internal trainers, promoting and upgrading the employees in the Production department.



Funding postgraduate training is still in progress



## ADDITIONAL BENEFITS

In recognition of the role of its employees, DEMO offers a series of additional benefits, apart from its legal obligations, to support them.

In particular:

- We offer a health insurance program to all employees with an open-ended employment program.
- We offer a life and accident insurance program to all employees with an open-ended employment program.
- We are granting training programs and Post-graduate studies.
- We offer performance bonuses based on measurable goals.
- We offer special prices to affiliates, such as gymnasiums, mobile telecommunications, high-tech stores, private insurance plans etc.
- We have a fully equipped infirmary and we are offering free of charge gynecological tests to female employees and the wives of its employees.
- We are organizing events for employees and their children.
- We maintain a Blood Bank.
- We are supporting volunteering actions and teams, such as football team, Marathon team, theatrical team, etc.
- We offer a bus for transportation to and from the company.

## HEALTH & SAFETY

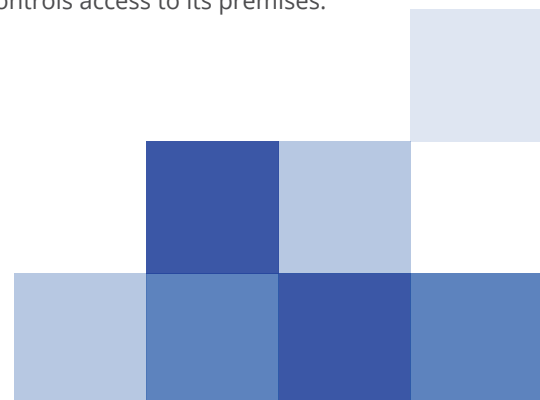
DEMO makes important investments in the Health and Safety of its Employees. It controls in detail and systematically enhances safety of the areas and the working conditions.


It offers its staff a fully equipped general infirmary with a doctor and a nurse, and furthermore in its effort to support female employees and the wives of its employees, has established a collaboration with a gynecologist and offers OB practice services.

The company offers insurance coverage for life, accidents and health to the employees and advantageous insurance plans for their families.

The company provides annual medical exams and also specialized tests, such as an audiogram or spirometry, as required to its personnel. The air quality and sound levels in the facilities are systematically measured.

It has established partnership with freelance specialists in matters of security and it conducts inspections and checks. It strictly controls access to its premises.





# Start your Journey

Ξεκίνα το Ταξίδι σου  
στην Οικογένεια της DEMO  
Πρόγραμμα Υποτροφιών  
& Πρακτικής Άσκησης.

3<sup>ος</sup> Χρόνος

## EFFICIENCY AND TALENT MANAGEMENT

The recruitment of talents, the maintenance, development and professional progress of our people is an important priority.

We work closely with the Academic community and Secondary education institutions giving talented students the opportunity of internship through their faculties and of future employment. Many of our employees started their career as interns and they moved on and became high-ranking officers of our company.

At the level of talent recruitment, we took part in career days and organized visits of new students and graduates in our company.

In 2018, DEMO invested in the development of a new "Start Your Journey" program of Scholarships and Internships. This program aims at

students with honors under 29, Chemists, Chemical Engineers, Pharmacists, Biologists, Mechanical Engineers and Electric Engineers and Automation Engineers in order to support them in the beginning of their career. 11 Scholarships and 4 Internships were granted in 2019. This way, DEMO is standing by the new Scientists of our country in an active way. At the same time, in 2018 we started the implementation of a new management system with regards to the company employees' efficiency, that was expanded within 2019 and an assessment and rewarding system for the human resources was developed and implemented.

Our goal is to help employees progress, develop new skills and keep their career in DEMO. Together we have developed a strong link: the DEMO "Family"!

# **DEMO S.A.**

## **The best employer brand in Greece, in «pharma» sector**

research «Randstad Employer Brand (REBR) 2019»,  
Randstad

### **150 largest companies in a number of staff**

The interviews involved 4,329 people, including Greek students, workers and unemployed aged 18 to 65. The interviews took place online between 6 December 2018 and 21 January 2019.







Growth Awards  
ΑΝΑΠΤΥΞΗ • ΑΝΤΑΓΩΝΙΣΤΙΚΟΤΗΤΑ

Υπάρχει ένα ελληνικό  
σκεύασμα που θεραπεύει  
ανθρώπους σε 85 χώρες

DEMO S.A.  
Growth Awards 2018



## AWARDS

The successful performance of the Greek pharmaceutical company **DEMO S.A.** in the business arena set it apart from the rest of the field, **having won 22 major business enterprise**, gold awards and praises for its entrepreneurial path and prospect in 2015 - 2020.



### Best in Pharmacy Awards 2019

2 Gold Awards, for NAFLIVER

### Healthcare Business Awards 2019

Bronze Award, "Social Responsibility"

### Healthcare Business Awards 2018

Gold Award, "Investments"

Gold Award, "Employment"

### Diamonds of the Greek Economy, 2016, 2017, 2018, 2019, 2020

### Salus Index, 2015, 2016, 2017, 2018, 2019

### Made in Greece 2017

Praise for exports excellence

Praise for industrial excellence

### Healthcare Business Awards 2017

Gold Award, "Exports"

Gold Award, "Social Responsibility"

### Entrepreneurship Club Kouros 2015

Dimitris Demos, International Performance in Business Sector

### Made in Greece 2015

Praise for exports excellence

### Greek Exports Awards 2015 Top Industrial Company

Gold

## CORPORATE GOVERNANCE SOCIAL RESPONSIBILITY

At DEMO S.A., based on the principles, values, strategy, activities, market, and community, every year we determine who are the stakeholders that are affecting or affected significantly by our business activities.

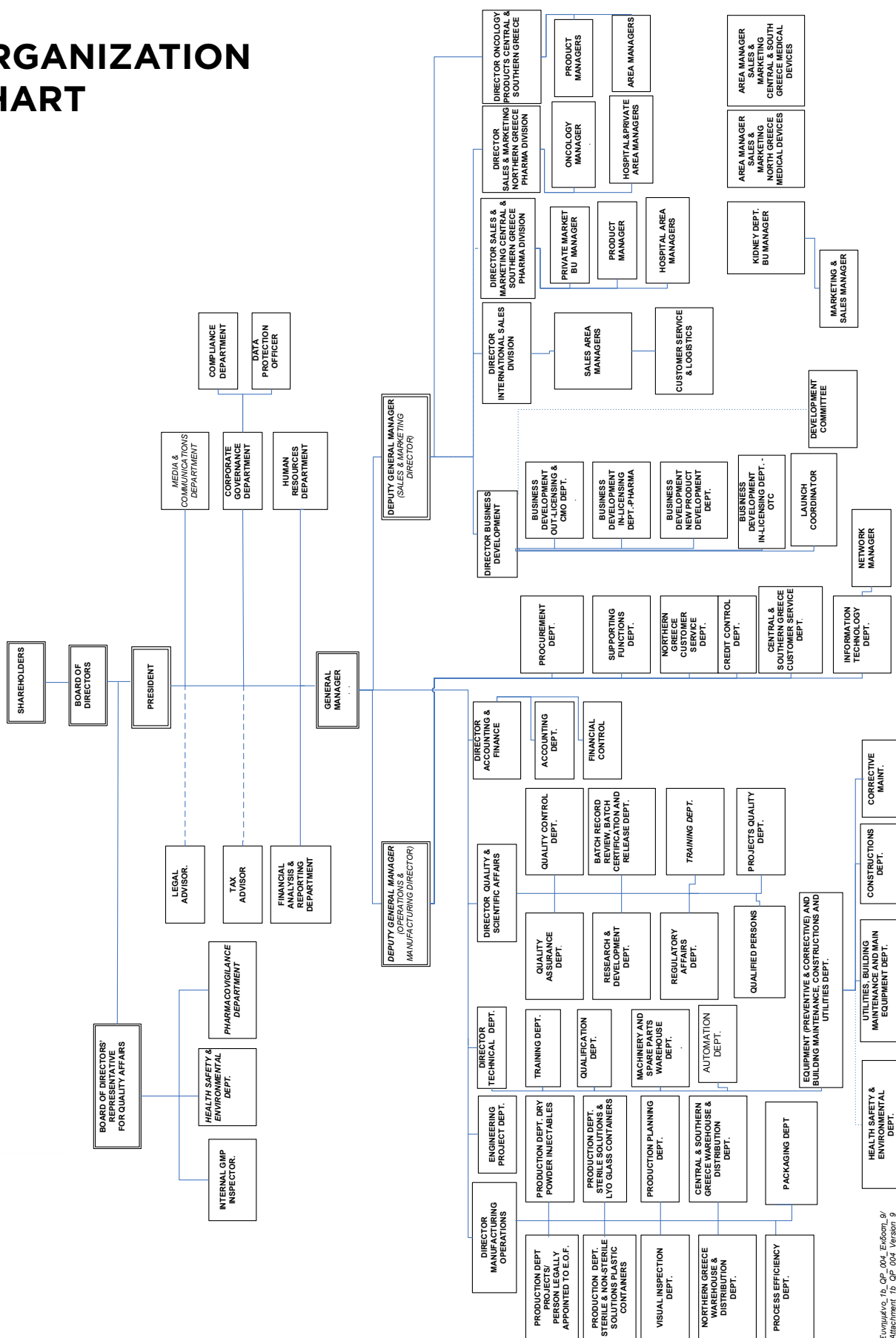
This way we aim to establish relationships with these interested parties, so that the industry can react to their needs, minimize the risks for its reputation and operation and take advantage of the competitive advantages created by these synergies.

## 02

## Corporate Governance

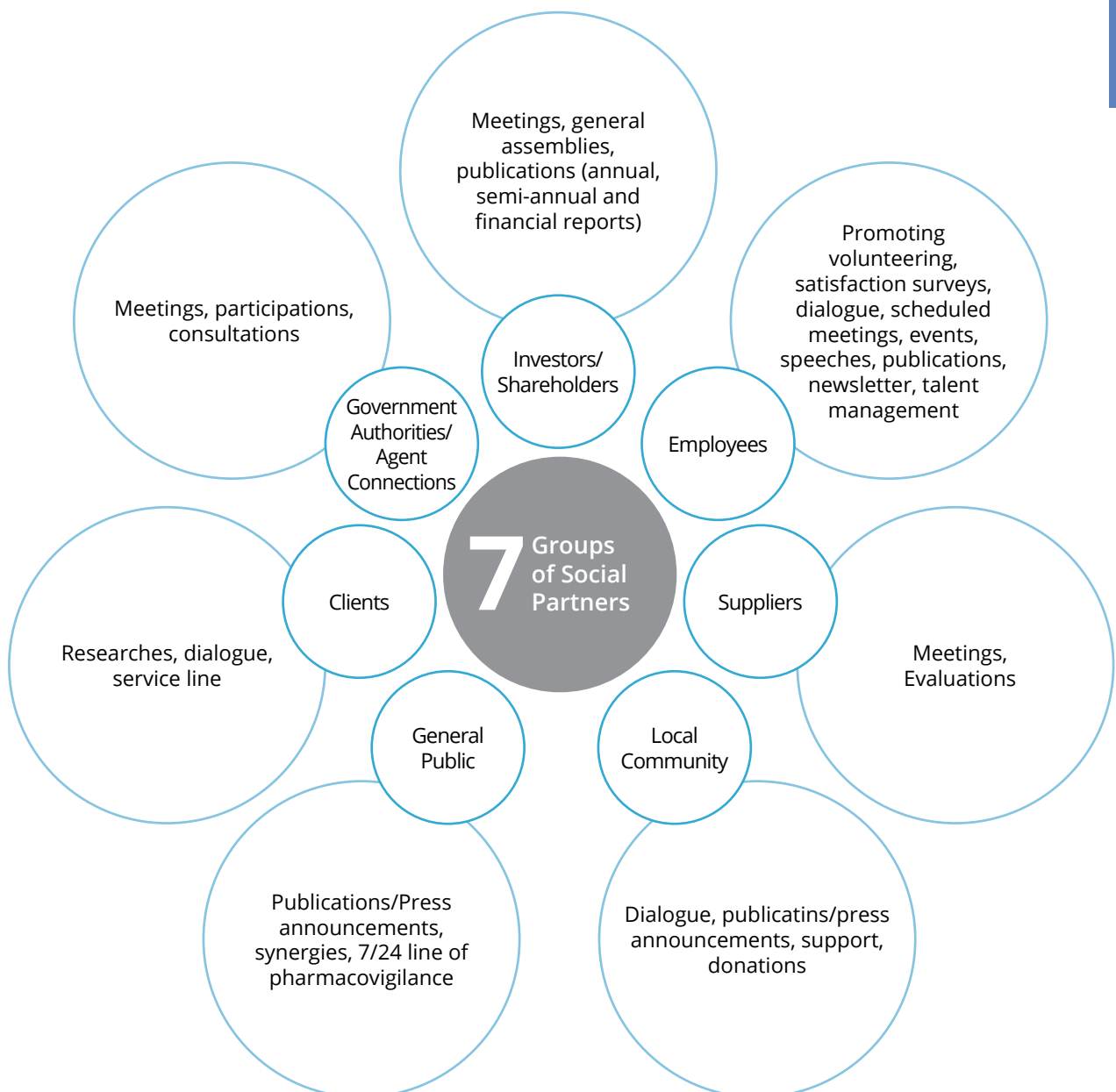
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## ORGANIZATION CHART



## SOCIAL PARTNERS

Our commitment to take into account the expectations and the needs of the Social Partners- which interact with our activities within and outside the boundaries of our facilities- is illustrated in the following diagram.



# CORPORATE GOVERNANCE

The Corporate Governance system manages all the company's tasks that are not directly related to the quality of its products.

The effective and qualified management of the everyday company operation on behalf of all its employees, the organization and protection against an ever-changing environment as well as ensuring quality of company data are among the main objectives of Corporate Governance. The Corporate Governance System consists of of a

series of Policies and Procedures that are increasing as the company is progressing and which are upgraded at regular times. In cases where work affects the safety of the product, the Quality System is the first to handle it. In all other cases, the first to handle a case is the Corporate Governance System. The Quality Assurance department is responsible for the total management of the Quality System while, for the Corporate Governance System, the Corporate Governance & Internal Control Directory has been established.

## COMPANY POLICIES

Company policies define the framework and the principles underlying the company's procedures in order to ensure smooth function and achieving its objectives as

well as setting its rules. By their very nature, all policies are considered necessary to be implemented.

## PROCEDURES

Procedures depict the sequence of the main actions and decisions as well as their related input and output in order to achieve the defined result. At the same time, they present the different cases of the procedure flow and show the possible dangers in order to deal with them in an efficient manner. They are also the foundation for implementing policies on a practical level, during the execution of everyday activities. They

mainly address questions such as "who does something", "what they have to do" and "when they have to do it". They outline the decision-making process as well as the management and use of the company's records. All the company's employees have the opportunity to submit recommendations for new procedures to the Corporate Governance Directory.

## PILLARS OF CORPORATE GOVERNANCE

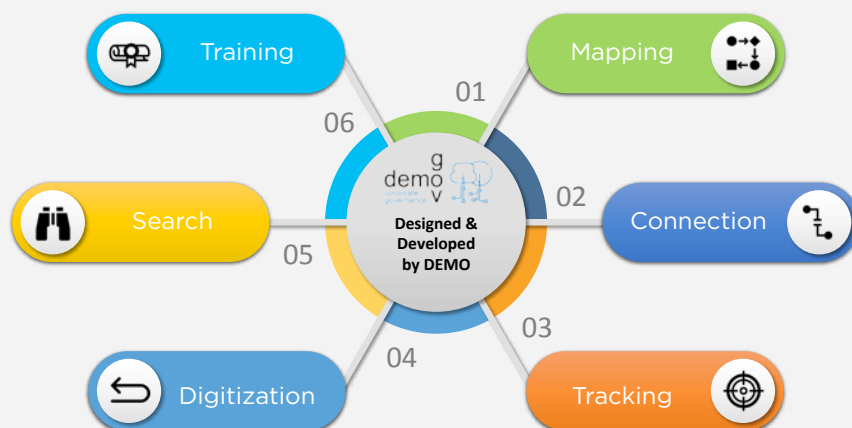


## DEMOGOV: CORPORATE GOVERNANCE DIGITAL SYSTEM

Aim of the Corporate Governance System is transparency, accuracy, productivity and efficiency of all the company's procedures. Through a clear and transparent duties and obligations net, through the detailed description of actions that must be executed, the role of each employee is enhanced so that they can assess themselves and evaluate their own contribution. At the same time, a better environment is created for each employee and their colleagues, a fairer evaluation system is established and a clear future is built for their career in the company. Within this framework, at the end of 2019 the Corporate

Governance System was launched DEMOGOV is designed, developed and implemented wholly by our company. The DEMOGOV Digital Platform is a pioneering, innovating environment for recording and organizing corporate procedures and optimizing interdepartmental operations as well as a useful tool of corporate training. The DEMOGOV platform has contributed to the rapid display of company procedures and also saved hundreds of labor-hours from the departments involved that would be required just for displaying procedures.

## PLATFORM OPERATIONS DEMOGOV



## MAIN PLATFORM OBJECTIVES DEMOGOV:

1. To present corporate procedures and policies in a useful way
2. To clearly define the roles per procedure
3. To become a reference point for executing a procedure
4. To become an analysis, improvement and revision tool for company procedures
5. To collect all the company's tools and records in one place
6. To present the decision criteria for every procedure
7. To present issues and challenges in the departments involved
8. To track possible dangers and present ways of preventing them
9. To contribute to assurance and better control of complying with procedures and policies
10. To become a modern education tool for new employees or employees undertaking new roles

## myDEMO: SMART COMPANY COLLABORATION

Along with the development of the digital Corporate Governance System, the digital platform myDEMO for company collaboration and management activities and projects was initiated.

### WHAT IS myDEMO?

It is a modern digital environment that allows, among other things, integrated connection of the following operations:

1. Task & Project Management
2. Intradepartmental and Interdepartmental Communication & Collaboration Platform
3. Meeting Agenda and Action Plan
4. External Partner Management (Extranet)
5. Corporate Process Automation
6. E-Learning Platform
7. Interactive Knowledge Sharing Platform
8. Corporate News, Social Activities and Events (Company - Internal Microsite)

Each user has their own profile with their picture, CV, interests, tasks, the working groups they are participating in as well as the projects they are involved in. At the same time, they have the opportunity to communicate in a structured manner, with any employee and connect their communications and files with specific tasks and projects.





## WHAT ARE THE AIMS OF USING **myDEMO**;

1. To radically eliminate purposeless email exchange
2. To accelerate intradepartmental and interdepartmental communication and response
3. To contribute to improvement of project scheduling and daily tasks of the departments
4. To become the main tool for organizing and enhancing the meeting efficiency
5. To contribute to the structured information collection and its conversion to knowledge that can be used
6. To automate complicated corporate procedures
7. To ensure compliance of agreed deadlines
8. To define the responsible person, as well as the absolutely necessary participants, for each project and task in and out of the department
9. To strengthen collaboration between departments
10. To improve daily life

## REAL TIME COMMUNICATION

### Instant Messenger

Notifications & instant messages The messages are saved as history and can be traced via search The latest messages appear at the top of the list.

### Group Chat

Group Discussions to instantly solve project-related issues Threads can be named and saved in the conversations history of the users & the working group.

### Voice and Video Calls

MyDEMO becomes a great replacement of external services (viber, whatsapp) by giving us the opportunity for voice and video calls.

### HD Video Conferencing & Screen Sharing

Participation in video conferences for groups up to 4 people. It can be accessed via a computer, tablet or smartphone By using the desktop application, we have the opportunity of screen sharing and participation of up to 24 people.



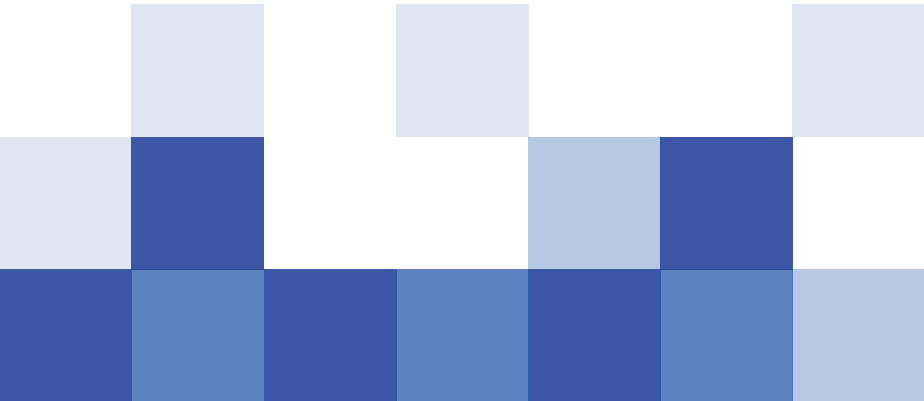
## DATA ENGINEERING

Data produced from different sources, in different formats and under different conditions require special and coordinated efforts in order to become components that can be used during the corporate decision making process. Therefore, a significant data processing pilot project of more than 15,000,000 data has just been launched.

The main project stages can be found below:

1. Identifying the need
2. Understanding data and procedures
3. Collecting data from different sources
4. Controlling data
5. Collecting and integrating data in one place
6. Developing action plans for ensuring data quality
7. Data analysis
8. Using the latest technology to facilitate decision making

Following the completion of the said project and evaluation of its results, Corporate Governance will proceed to implement relevant projects throughout the company, as long as relevant needs are located.





# BUSINESS ASSOCIATES

## MARKET

### WE ARE PROMOTING AND PROTECTING THE PRINCIPLES SET OUT BY THE UNIVERSAL DECLARATION

The UNO Universal Agreement is a politics platform and also a practical framework for the companies that have engaged to sustainability and responsible corporate practices. The initiative of the leaders with participation of many members is to align corporate activities and

strategies with 10 worldwide accepted principles in the fields of human rights, employment, environment and anti-corruption and to promote actions supporting the wider objectives of the United Nations Organization.

#### 10 Principles of Worldwide Agreement with UNO are developed and provide for these fields

- Human Rights
- Working Conditions
- Environment
- Fighting Corruption



## RISK MANAGEMENT IN DEMO

Risk management is a core element of strategy management of every company, and so it DEMO's. We aim at adding the greatest sustainable value to all company activities. We put in order the comprehension of possible benefits (upside) and threats (downside) of all the parameters that could affect us. We increase the chances of success and we reduce both the chance of failure and the uncertainty about achieving all the goals of the company. DEMO's risk management is a constant and developing process, which runs through the strategy of our company and the implementation of this strategy.

There is a methodic approach to all risks surrounding past, current and particularly future company activities. It is integrated in the company's mentality with an effective policy and a plan with the top administration leading, while translating strategy to tactical and operational objectives, by setting responsibilities at every level of the organization with every administration official and employee being responsible for risk management as part of his job description. It supports responsibility, effectiveness measurement and rewards, in order to promote operational effectiveness at all levels.

## MEMBER OF ASSOCIATIONS AND BODIES

DEMO S.A. is a member of the Hellenic Association of Pharmaceutical Industry (PEF) and also a member of the Hellenic Association of Pharmaceutical Companies (SFEE). The Vice-President of DEMO S.A., Mr Dimitris Demos was re-elected in 2018 as Vice-President of PEF. This Industry is also a member of the Athens Chamber of Commerce & Industry (ACCI) and the initiative "Hellenic Production" (Industrial Roundtable for Growth).

# BUSINESS ASSOCIATES

## GREECE DEPARTMENT OF PUBLIC TENDERS & BIDS

2019 was a particularly successful year for the company's tender department as three Framework-Agreements (01/2019\_ΕΠΥ1\_2014, 03/2019\_ΕΠΥ2\_2014, 02/2019\_ΕΠΥ3\_2014) were signed with the National Central Authority of Health Procurement about the supply of pharmaceutical formulations to the Public Hospital Market for two years. These deals adhere to the model of three tenders and they were signed under particularly demanding tender procedures, which our company successfully completed. Another milestone of the previous years concerning public tenders was launching the artificial kidney machine SURDIAL X by NIPRO CORPORATION in the Greek public hospital market. This is a cutting-edge machine that amounts to more than 7,000 installations in Europe. SURDIAL X was offered for the first time to a medical equipment tender of the General Hospital of Lamia. The tender department, aiming to obtain specialized knowledge and skills in the field of public contracts, launched the training program "Implementing Tenders and Contract Management" in November 2019 that was co-implemented by the "Lifelong Learning Program of the University of the Aegean" with the "International Forum Training".

Our company participates in tenders taking place for procuring medical products (artificial kidney machines, solutions for haemodialysis, artificial kidney filters, etc), services (artificial kidney machinery maintenance) and pharmaceutical formulations.

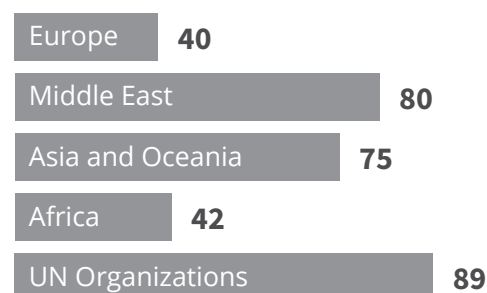
## INTERNATIONAL TENDERS 2019

DEMO has been successfully participating in Drug Procurement International Tenders since the establishment of its International Sales Department up till today. These tenders are taking place for large quantities of pharmaceutical formulations and concern all of the products our company produces and trades. The tenders are performed either by the National Health Services where our company is already or is expected to be present, or by United Nations Organizations such as the World Health Organization (WHO), UNICEF, Médecins Sans Frontières (MSF) and others.

These are high-status and demanding International Tenders that adhere to strict international specifications.

For a successful participation, the participation papers must be complete, namely, must have sufficient certifications and proof of the high quality of the products offered. **During 2019, DEMO SA participated in a total of 326 International Tenders with a success rate of more than 50%.** The success concerns the major and most significant tenders that were performed for a wide range of drugs.

MORE SPECIFICALLY, THE NUMBER OF INTERNATIONAL TENDERS WE PARTICIPATED TO LAST YEAR IS AS FOLLOWS:



# BUSINESS ASSOCIATES

## SUPPLIERS

DEMO S.A. has a large and complex list of suppliers with more than 900 active suppliers, mainly Greek companies, for the purchase of materials and equipment or the rental of services, which is renewed in the context of the development of a sustainable supply chain.

Our suppliers and associates are selected and evaluated to improve our overall performance in terms of quality, cost and sustainable development.

## FOR A SUSTAINABLE GROWTH SUPPLY CHAIN



**BOXES**

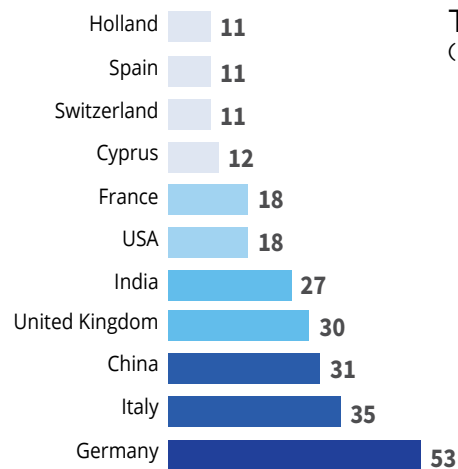
CODE NUMBERS	NUMBER OF RECYCLED CODES	PERCENTAGE OF RECYCLED	QUANTITY OF RECEIVED ITEMS 2019 (TOTAL)	QUANTITY OF RECEIVED ITEMS 2019 (RECYCLED)	PERCENTAGE OF RECEIVED RECYCLED
533	174	31,46%	19.044.613	5.364.233	28,17%

**CARTON BOXES SEMI**

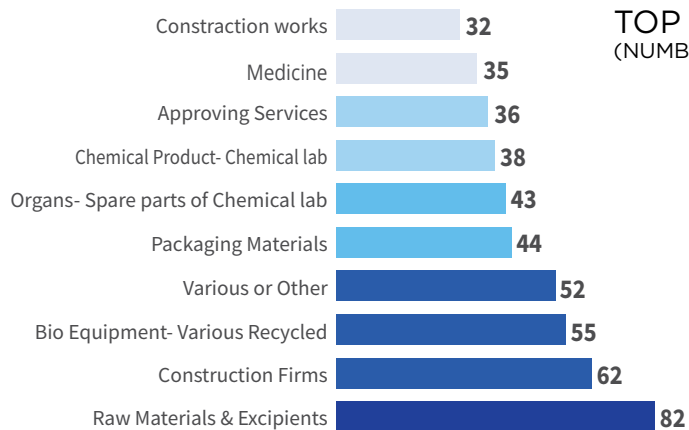
CODE NUMBERS	NUMBER OF RECYCLED CODES	PERCENTAGE OF RECYCLED	QUANTITY OF RECEIVED ITEMS 2019 (TOTAL)	QUANTITY OF RECEIVED ITEMS 2019 (RECYCLED)	PERCENTAGE OF RECEIVED RECYCLED
7	7	100%	647.141	647.141	100%

**CARTON BOXES FULL**

CODE NUMBERS	NUMBER OF RECYCLED CODES	PERCENTAGE OF RECYCLED	QUANTITY OF RECEIVED ITEMS 2019 (TOTAL)	QUANTITY OF RECEIVED ITEMS 2019 (RECYCLED)	PERCENTAGE OF RECEIVED RECYCLED
75	75	100%	2.156.911	2.156.911	100%

**TOP 11 COUNTRIES**  
(NUMBER OF SUPPLIERS)

Greece 566

**TOP 10 SECTOR**  
(NUMBER OF SUPPLIERS)

# COMPLIANCE POLICY

Honesty, Transparency and Human Respect constitute core values of the company throughout its field of activity. At DEMO, we have developed an operating framework which encourages ethical and lawful activity with the principle of integrity as everyone's personal responsibility defining corporate conduct.

The Company has set high priority on issues related to the **compliance policy and the combat against corruption and bribery**. What one calls business integrity expands to all our actions in our circle of activities and also to the framework shaping the work and business relations with both our personnel and our associates. The purpose is to ensure compliance with the applicable Law, regulations and guidelines that govern the pharmaceutical industry. DEMO totally adheres to the whole set of rules and regulations that apply to its industry and constantly develops internal control systems in order to comply with this institutional framework. The complexity of Law, whether coming from the national regulatory framework or from the respective set of international rules, is a common practice in the pharmaceutical industry and therefore, DEMO, within the context of corporate compliance, decodes all applicable rules and regulations and makes them available to all its Personnel. The company's activities are being conducted in full compliance with all national and international laws and regulations that govern this industry, in particular. The compliance procedures we have developed are

applicable to all our Personnel and we are seeking that our associates adopt a similar set of procedures, aligned with any applicable Law at the time. We urge our associates to meet the requirements of the Compliance Policy in our business processes as well as in their own business activities.

DEMO has established a program aligned with the regulatory framework that governs its business operations and its field of activity. Our flexibility to changes/amendments of the regulatory framework allows us to adapt and respond accordingly to evolving compliance needs. This framework of processes allows for the maintaining of a transparent, distinct and clearly understandable "compliance culture".

The Compliance and Corporate Ethics program requires that all Personnel and associates operate in accordance with all applicable Laws and regulations that set high standards of ethical conduct.

The Company pays particular attention to identify potential risks on matters related to corruption, planning and applying preventive inspections in order to have a safety net established with procedures that monitor and report the effectiveness of these mechanisms in managing the company's exposure to risks. Within this context, it resolves any issues that arise at the level of the compliance policy.

## PURPOSE

The Development of Internal Procedures and Policies through which corporate integrity is ensured.

## RESPONSIBILITY

Adopting preventive measures for deterring conduct that is inconsistent with the rules of ethics and legal order.

## PRIORITY

The implementation of a culture that ensures the highest possible level of compliance.



Rules



Standards



Policies



Requirements



Regulations



Transparency



Law



**DEMO, in order to ensure that its compliance practices are understood and adopted by its Personnel, organizes training programs on an annual basis, which every member of the Staff is obliged to attend. The training structure ensures that the employees become fully aware of the compliance procedures, by providing them with all the necessary information, guiding them with regard to their application.** The training takes place annually for all Personnel, and constitutes part of the orientation (introductory) training of each new employee, at the company, regardless of their level of responsibility. The purpose is to ensure that all services are carried out with integrity and professional ethics, ensuring that all Personnel have knowledge and comprehend the applicable institutional framework against bribery and corruption as well as the code of ethics and that they act according to these. This obligation of adhering to compliance procedures also applies to any other third party-associate, acting on behalf of DEMO and is accordingly safeguarded. This way, our company achieves adherence to all the procedures that have been set up for supporting the compliance program while at the same time it preventing/deterring and detecting any failure to conform to the rules and regulations governing the industry of the field of activity of DEMO.

We consider that the implementation of compliance procedures works to the benefit of both, the company itself and its Personnel. This way, we encourage our Personnel, in the event they detect any conducts or practices that oppose to the set framework of compliance procedures, to contact the Compliance Department for the appropriate corrective action. As a company, we

remain committed to preserving our positive image and our good corporate reputation, built over the years, and we demonstrate particular sensitivity to any situations that could adversely affect it. The implementation of all compliance procedures by all Personnel provides maximum contribution to that.

The Compliance Chief is responsible for the development, implementation and continuous improvement of the compliance framework of the company according to the regulatory framework. He/She follows the legislation and the applicable Law to be able to update the compliance procedures which might be affected by any other change in the company's business practices. At this point, we consider the Personnel's contribution to be important for maintaining a reliable and meaningful compound of compliance procedures and business ethics.

As part of the global economy, DEMO operates in such a way as to respond to the fundamental principles of the human rights, work and the environment. The goals for Sustainable Development of the United Nations constitute for our company a challenge for the manifestation of responsible corporate activity, by embedding the Ten Internationally Accepted Principles of the United Nations Organization, one of which is the fight against corruption. Our policy for this principle is being materialized by the compliance program, as it has been developed by our company.

To any actions opposed to the good business practice, by creating a substratum of appearance of corruption point, we apply a zero-tolerance policy, reaching thus, the desired deterring result.

**DEMO** believes that a total compliance program creates a proper operation guarantee mechanism, following the institutional framework of rules, thus acquiring significant additional benefits to its corporate activity, in the direction of ensuring transparency in all levels of its operational structure.

## GENERAL DATA PROTECTION REGULATION, GDPR

**DEMO** acknowledges the importance of protecting the processing of all involved into the operation of the company, data, and within this context, it has adopted the General Data Protection Regulation (GDPR) to its whole. According to the Regulation, the data are subjected to higher standards of protection, in particular the category being treated as “sensitive personal data”. Before the date of entry into force of the Regulation, the 25 May 2018, the Company had developed specific actions which contributed to its unobstructed compliance with the new Regulatory Framework for the protection of all the data categories that it regulates, regardless of the subject, which can be the employees, the associates or/and any other third party involved in the company's activities. DEMO recognizes the essential importance of its employees' and associates' protection of privacy, security and data protection. Applying the GDPR, we are responsibly and legally applying a series of measures for ensuring data protection. Appropriate organizational and technical means, such as, for example, mapping personal data, reducing data volume and their kind, reinforcing cyber security, contribute to the reduction of their use

and their storage as well as to the reduction of their exposure to a data leakage risk. Within this context, the Data Protection Officer (DPO) ensures our obligation and commitment that the organization of the personal data processing is being carried out according to the rules into force.

Following written consent by the concerned subjects, the company processes their personal data with the aim of improving our company activity, to defend our company's interests, the best communication with them, giving all subjects the possibility of direct update and access to these, whenever they desire.

The high responsibility level when it comes to the method of collecting and processing data in the context of a full application of the GDPR, has been certified by a relevant audit performed by a Consulting Company.

The transparency that characterizes the company's operation, allows its easier and more efficient compliance to the GDPR. The integrity and the confidentiality, define the responsible and lawful manner by which DEMO manages compliance to the Regulation.

At DEMO the personal data protection is being carried out in a lawful and responsible manner.



## SPONSORSHIPS & DONATIONS

Within the context of Scientific update and the Healthcare Professionals' training, DEMO sponsors, each year, Conferences of Scientific purpose. The aim of these sponsorships is to support the scientific community and enhance scientific information. The Events, in which the company participates, comply with the Regulatory Provisions of the NOFM (National Organization For Medicines) and the Code of Conduct of the Hellenic Association of Pharmaceutical Companies (HAPC). DEMO proceeds in Research and Educational Funding

of Scientific Companies, thus enhancing the conduct of innovating research program in the health field with the aim of developing Medical Research.

It donates technological equipment to the benefit of Health Institutions, contributing to the improvement of their infrastructure and to the upgrading of their services. It donates to Patients' Associations, which aim to improve the prevention, diagnosis and treatment conditions of particular diseases as well as the supply of information and to raise the general public's awareness.

- 
- DEMO Participations in Conferences
  - Sponsorships to Local Conferences
  - Sponsorships to International Conferences
  - Donations to Healthcare Institutions, Patients' Associations & Contributions to Research Centers

## “AUTOMATIONS” IN EVERYDAY LIFE

It has initiated a process of gradual simplification of the user's everyday life in critical procedures by providing functionality which replaces strenuous calculations & discontinuous processes. Within this framework, two automations, which facilitated result generation & accelerated the information flow & the completion of the enterprise process were implemented:

- Approving real theoretic BOM/BOP with their systemic depiction directly to the ERP. This functionality replaced the previous process which required serial approval in a printed file form & transfer at a later time, of its depiction in the ERP before the systemic BOM/BOP is active for approval.
- Integration of standard formulas to calculate the production quantity of dry injectables based on the available material. This implementation replaced the previous out-of-system process of strenuous and dangerous calculations and the use of custom solutions

Both implementations took place internally and through them, the following were achieved:

- Ensuring the continuous & uninterrupted process without the use of out-of-system steps
- Ensuring the accuracy of the main files before they are used productively

- Reduction of the approval time (since the depiction is common & at the same time directly accessible to all involved parties, which can easily proceed to approvals, eliminating the cycle of printed serial signatures, with the relevant delays due to “seriality”)
- Transparency regarding the stages of the approvals
- Direct correlation of the changes with the approvals' status
- Collecting all information and processes in a mutually accessible point on line-real time
- Reduction of paper usage & disposables for printing to be signed (On average 17-18.: 1,047 BOM/BOP / year, 2,094 pages A4/year)
- Saving calculation & result transfer time to ERP
- Reducing errors since all functions are performed in one place & not on paper & “copied” to the system
- Reducing calculation errors with a subsequent reduction of errors in issuing production orders & all related operations (weighing/material transfer, issuing certificates, etc.)
- System release from custom solutions & use extension of standard tools

## ERP INFRASTRUCTURE UPGRADE

The ERP infrastructure (Netweaver) was upgraded to allow for implementation and use of advanced tools in individual applications such as supporting Web Services directly from SAP, improving applications with the use of new functions (business extensions & functions) available in the upgraded Netweaver, optimizing executable programs by replacing custom code from standard and the implementation

of more strict safety criteria during the communication of SAP with external applications. The project of upgrading netweaver was implemented with the assistance of the DD Synergy company while the implementation of new functions and the application and program improvements were completed internally from IT.

## SPECIFICALLY FOR 2020: **REMOTE WORKING & COVID-19**

In order to support remote working as a means to limit the danger of COVID-19 during the first two weeks of implementing the measures, IT proceeded to:

1. Preparing 46 new laptops including installation operational
2. Checking & testing 77 existing laptops for proper remote desktop function and other related changes / installations
3. Creation of new VPN accounts & installing software in 9 additional laptops
4. Installing skype & other related teleconference applications in 50 laptops & desktops along with brief user training
5. Withdrawal of Desktops and replacement (permanent/temporary) with laptops
6. Upgrading router equipment for simultaneous support of remote connection for 200 users
7. Upgrading internet line from 50mbps to 100mbps

Throughout the entire remote working duration and after its completion, supporting social distancing measures and the use of safe remote access and conferencing tools.







## MEDICAL TEAM

The Scientific-medical DEMO department, which consists of the medical and scientific advisor and clinical pharmacists, aims to scientifically support all our company's departments such as: R&D, Task Development, Sales, Drug monitoring, Approvals, etc.

One of the main duties of the department is also the 24/7 communication with the health professionals and the patients who can call the communication DEMO line in order to receive medical related information about the company's products. This duty also includes assisting company's representatives abroad regarding requests and questions on medical related use of products that are obtained from local health professionals. A necessary aspect of this service is the high-level scientific knowledge of the department personnel on related issues as well as the ability of them to properly collect data from the worldwide literature.

The department provides education programs to the scientific information groups of the sales department for all the new drugs recently launched or about to be launched by the company. For this purpose, fully

informed and documented educational material which is presented in the sales department of North and South Greece is prepared.

The department, in collaboration with pharmacovigilance, conducts or participates (through third party affiliated companies) in implementing post-authorization safety and/or efficiency studies of a drug produced by the company following a requirement by the authorities. Within the framework of drug safety, evaluation of adverse action cases is conducted by the department, as well as the preparation of risk management plans and educational material that are aimed for the involved health professionals and to the patients.

The development of new medical products requires clinical and preclinical documentation of the intended use in order for their launching to be approved by the competent regulatory bodies. Within this framework, the department personnel is trained to draft these necessary clinical documents, which are included in the files of the medical product to be developed.

### FIGURES 2019



Medical Queries

**473**



Promotional materials

**175**



Medical devices

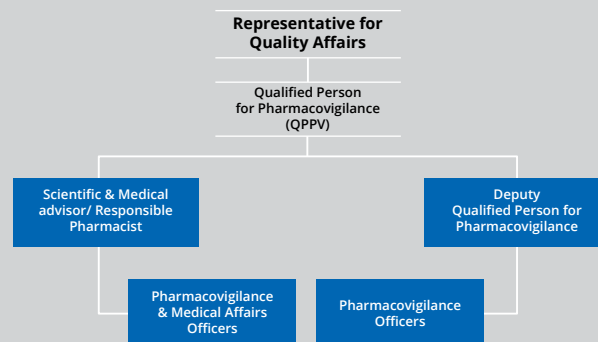
- Clinical evaluation
- Preclinical evaluation
- Risk analysis based in ISO 10993
- Post Market Surveillance Plan report

**1**

# PHARMACOVIGILANCE SYSTEM/ PHARMACOVIGILANCE DEPARTMENT

The DEMO Pharmacovigilance Department is an independent department with the main role of consistent monitoring and evaluating the relationship between benefit-risk of the pharmaceutical products that are circulating worldwide, as well as the elimination of possible dangers related to the use of drugs, thus ensuring the patients' safety.

The Pharmacovigilance personnel, which consists of eight (8) scientists (biologists and clinical pharmacists) with theoretical knowledge as well as practical experience in all actions/processes regarding Pharmacovigilance, is responsible for creating and maintaining a powerful Pharmacovigilance System which ensures compliance with the requirements of the law.

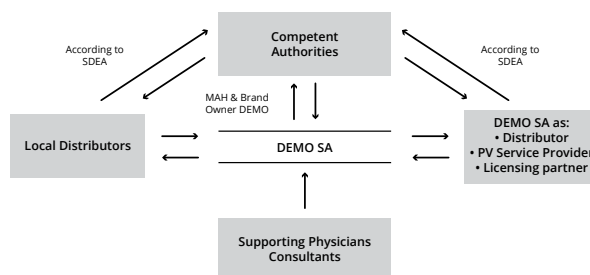


The DEMO Pharmacovigilance System is supported by the Pharmacovigilance Department headed by the Qualified Person for Pharmacovigilance and is designed in such a way that all the legal actions required are implemented. According to the national, European and worldwide legislations regarding Pharmacovigilance [Regulation No 1235/2010, Directive 2010/84/ EU, Greek Government Gazette: No. Issue 2374/24 August 2012, Good Manufacturing Practices (good practice guidelines) of Pharmacovigilance, ICH directions 8< other national directions], the Pharmacovigilance System ensures that all suspicious adverse actions or other safety data related to the products that are distributed in Greece or abroad, are collected, evaluated and recorded in order to be accessible to at least one point of the community and it also ensures that the said data is submitted to the Competent Authorities [Greek National Organization for Medicines], the European Medicines Agency and the remaining Competent Authorities inside and outside of the European Economic Area. All the Adverse Facts/Adverse Actions reports and other data regarding safety which are reported to DEMO or to its partners, are collected, recorded and evaluated by the Pharmacovigilance Department irregardless of the source from which they are collected, their seriousness, the causal relation between the drug and the adverse actions and whether an adverse action is expected or not.

DEMO SA, apart from holding authorization to launch and distribute pharmaceutical products, also provides Pharmacovigilance services for the companies Noridem Enterprises Ltd. and Bradex AEBE. The Pharmacovigilance System is outlined in the Master File of the Pharmacovigilance System (PSMF) which is located in the DEMO premises in Kryoneri (Athens) and covers circulation authorization as well as the said authorizations for Noridem Enterprises Ltd. and Bradex AEBE. Furthermore, it covers the national licenses in Cyprus for which DEMO is the manufacturer and file holder, but the company The Star Medicines Importers Co. Ltd is the authorization holder for launching products.

As required, the PSMF location is recorded in the European database EudraVigilance and the respective reference number (PSMF reference number or EV code) is MFL2876.

The interaction between DEMO, other companies and the Competent Authorities is presented below:





All the Pharmacovigilance actions are conducted internally by the DEMO personnel using a fully certified Pharmacovigilance Database {called PvEdge which supports E2B(R3) formatting} and in accordance with the internal DEMO Quality System and the written procedures. DEMO's recording in the EudraVigilance (EVWEB) for the electronic reporting of individual cases of adverse actions (ICSRs) was successfully completed on the 7<sup>th</sup> of November, 2008. Electronic reporting of approved details (including Summaries of Product Characteristics) of pharmaceutical products to the European Medicines Agency was initiated on June 11<sup>th</sup> 2012 with the addition of DEMO to the XEVPRM (extended EudraVigilance Medicinal Product Report Message) community. The registration of the Pharmacovigilance personnel in the EVDAS (EudraVigilance Data Analysis System) for wider access to the safety data of EudraVigilance was done in June of 2017. On 22/11/2017 the European Medicines Agency launched the new EudraVigilance system with improved functions for reporting and analyzing suspicious Adverse Actions. Therefore, on 28/11/2017 the DEMO Pharmacovigilance base was renewed and re-certified to be compatible and to comply with the E2B(R3) format, while at the same time there was a name change of the base from PvNET to PvEdge. The Pharmacovigilance Department responds to the latest European legislation changes by constantly improving its internal procedures and successfully using the Pharmacovigilance base (PvEdge by the company Sarjen), which has been upgraded in order to be compatible with E2B(R3) format required by the European Medicines Agency.

## STATISTICS/ACTIVITIES FOR THE PERIOD 2019:

- **116 individual cases of Adverse Actions** were collected, evaluated and registered in the PvEdge Pharmacovigilance Database, while 2442 cases were collected, evaluated and recorded by EVDAS and other sources.

- **Three periodic Safety Update Reports (PSURs) were submitted** according to the EURD list by the European Medicines Agency. In addition, **7 PSURs** were prepared for the approval or the renewal of pharmaceutical products in countries outside of the European Economic Area.

- For the approval or the renewal of pharmaceutical products in countries outside of the European Economic Area **8 Risk Management Plans (RMPs) were prepared while 20 European RMPs** were created to support the approval file (including updates that were required during the approval process).

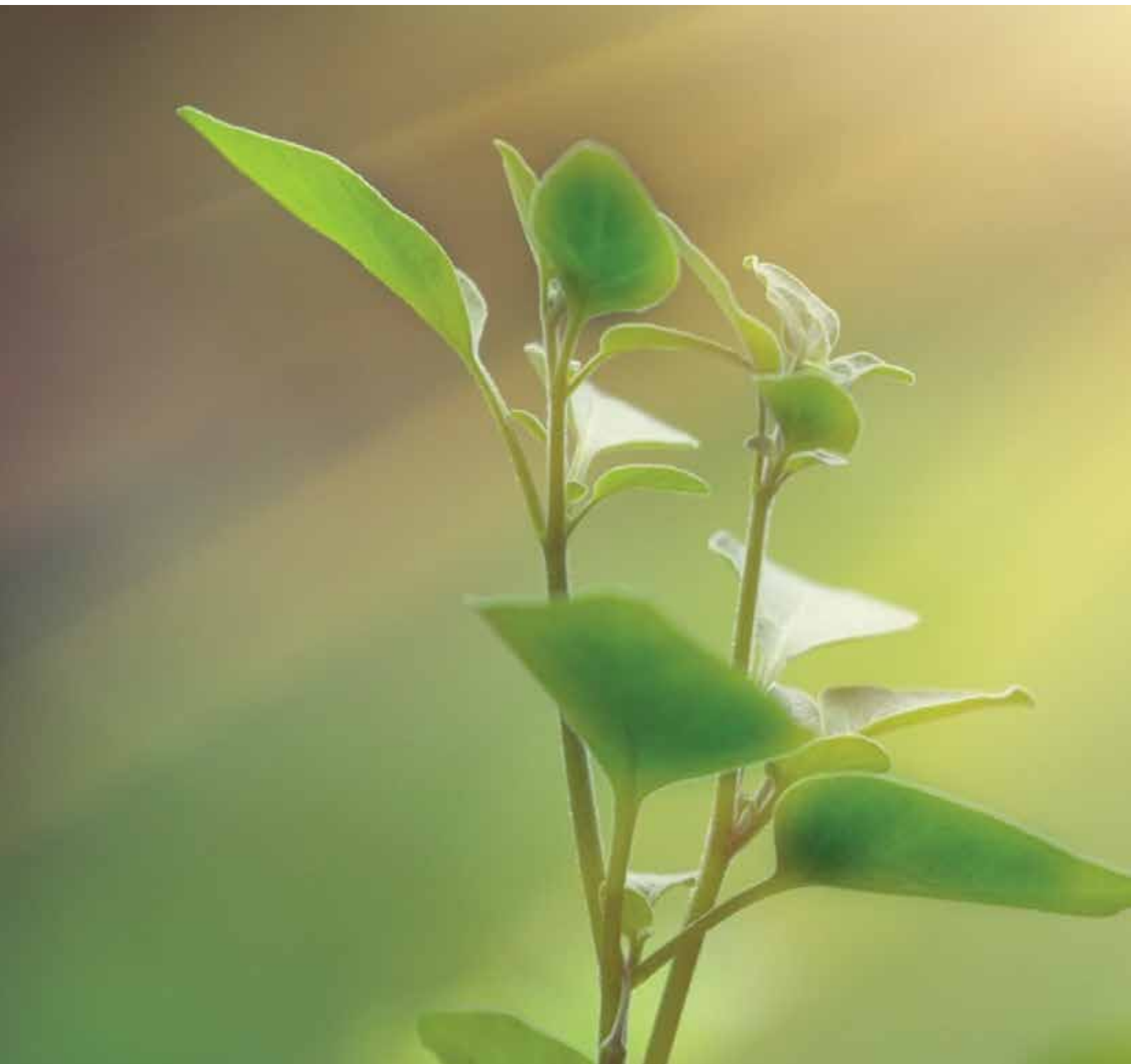
- A review of **68,178 reference articles** was conducted from the worldwide literature that were evaluated through the Pharmacovigilance Database to detect possible Adverse Actions or other Safety Signal and to evaluate the benefit-risk relation of the pharmaceutical products.

- **17 new Safety Data Exchange Agreements** were finalized and 21 of them **were updated** between DEMO and local distributors or other companies partnering with DEMO.

- **xEVMPD was renewed** (Dictionary of Pharmaceutical Products of the central EudraVigilance database) with the submission of **404 reports** (new registrations or renewals) to the European Medicines Agency.

- **Educational materials Letters to Health Professionals (DHPCs)** were created and distributed in accordance with the European Medicine Agency and the Responsible National Authorities to different European Countries to inform them on safety issues regarding the administration of **9 pharmaceutical products** produced by the company with the ultimate aim to eliminate the dangers of the products and the patients' safety.

- Within the framework of constant monitoring of the Pharmacovigilance Risk Assessment Committee (PRAC) requirements of the European Medicines Agency and the detection and signal evaluation process from the Pharmacovigilance Department **changes of approved information (Product Characteristics and Patient Information Leaflet) for 24 active substances** were scheduled aiming to inform the medical community and to eliminate the dangers of the products.



# SUSTAINABLE GROWTH RESPONSIBLE ENTREPRENEURSHIP



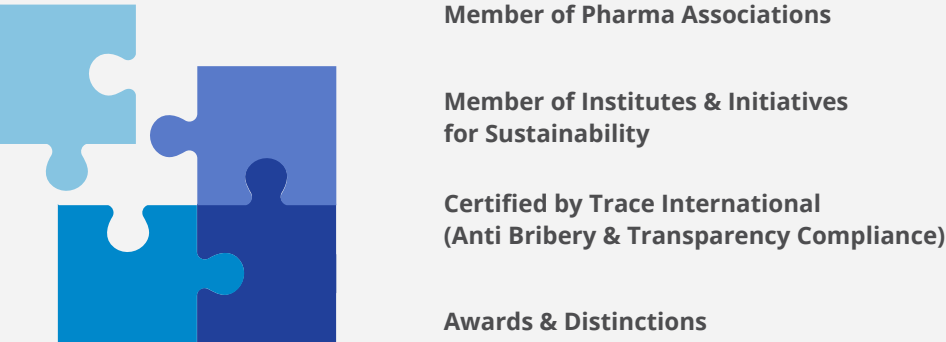
# SOCIAL RESPONSIBILITY IN 4 PILLARS

The Sustainable Growth and Responsible Entrepreneurship  
are a commitment for DEMO

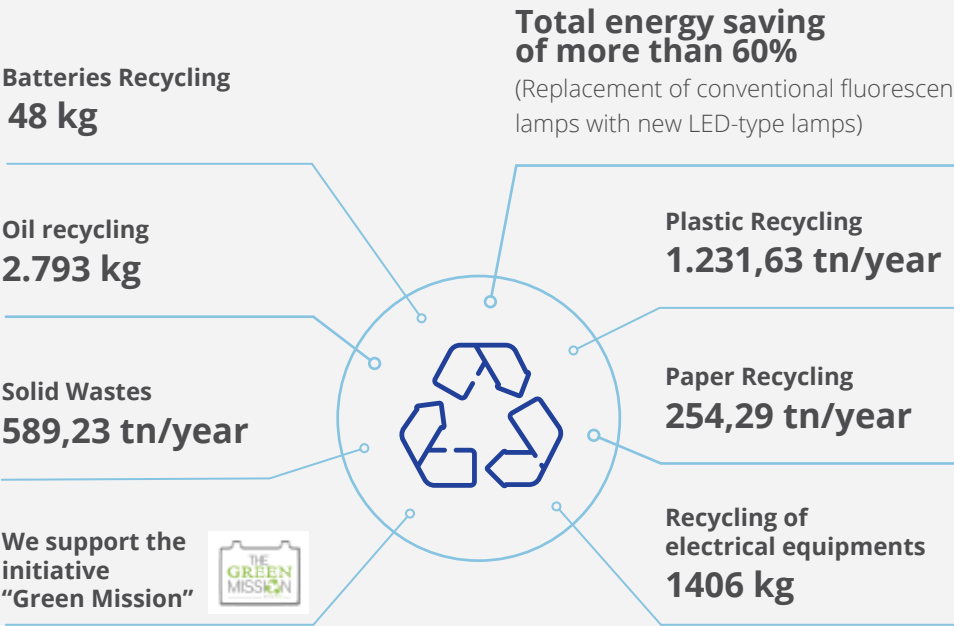
## SOCIETY



## MARKET



ENVIRONMENT

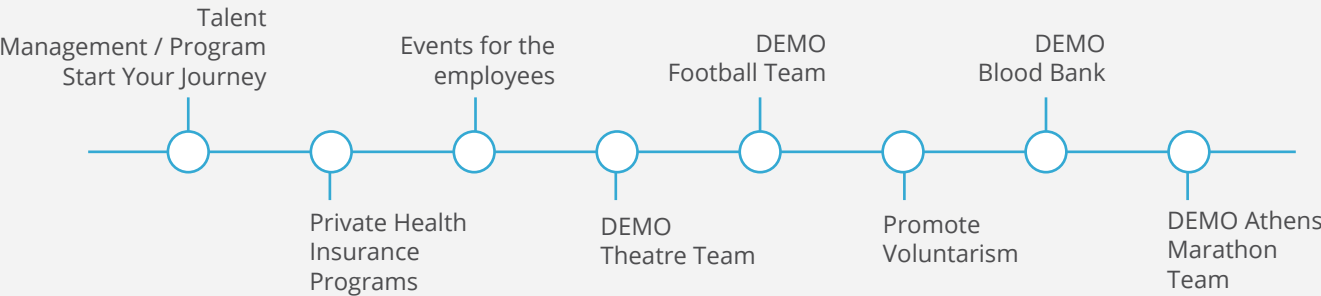


«Saving»  
**115.134**  
liters of water/ year \*

«Saving»  
**56.976**  
trees/year \*

*\*these measurements regard the responsible printing for the duration of a year.*

EMPLOYEES



# HEALTH & SAFETY AT WORK

## HEALTH & SAFETY AT THE WORKING ENVIRONMENT (HSE)

It is the provision of the necessary means, knowledge and skills to ensure the environmental protection, health and safety of employees during their professional activities.

It is necessary to prevent accidents at work and occupational diseases as well as to protect the environment. For this reason, the work force must be provided with:

- Clear instructions and training
- Means of Individual Protection



### Instruction 92/58/EOK

*Any signage referring to a particular object, activity or condition, provides an indication or instructions on safety or/and health at work, as appropriate, by means of a sign, color, light or sound signal, verbal announcement or signal by gestures...*

## CONTINUOUS IMPROVEMENT

Safe working conditions are not only worthwhile social goals of a modern business but also economic goals, whose achievement contributes effectively to the economic development of a country.

The continuous improvement of working conditions and, more generally, the upgrading of quality in the working environment has been set as a key business priority at both national and European level. At DEMO S.A. we ensure a healthy and safe environment, contributing not only to improving quality of life and working peace, but also to enhancing the competitiveness and productivity of the business. The capstone of this commitment and our unceasing efforts is DEMO S.A. to granted a certification according to the OHSAS 18001 standard by one of the most accredited bodies all over the world, TUV Nord.

A key parameter for addressing Health and Safety issues is **prevention**, which refers to the appropriate preparation in advance to identify the

sources of risk at the premises of the company, to identify in time the risks arising from its operation, assess the corresponding risk and plan the measures that should be prevented. In addition, similar treatment is required and is done in the possible emergency situations, which must be prepared before they occur.

### In particular

- We have established a Safety Committee, with the participation of all head officers and the representation of all fields of work which examines matters of Health, Hygiene and Safety and communicates the results to the Administration
- We make constant training in matters of Health, Hygiene and Safety, as the treatment and protection from dangerous situations. In 2018, 25 employees were trained in medical care and First aid and 65 employees followed a firefighting seminars.
- We offer the necessary personal protective

equipment to all employees and we are monitoring its proper use

- We ensure proper conditions in workplaces (such as temperature, ventilation, illumination, cleaning)
- We record and examine Health and Safety accidents and cases, in order to take over any adequate measures to extinguish risks.

**Apart from the creation of a safe working environment in the areas of production, we also take care to create a safe working environment in offices as well.**

Within this framework:

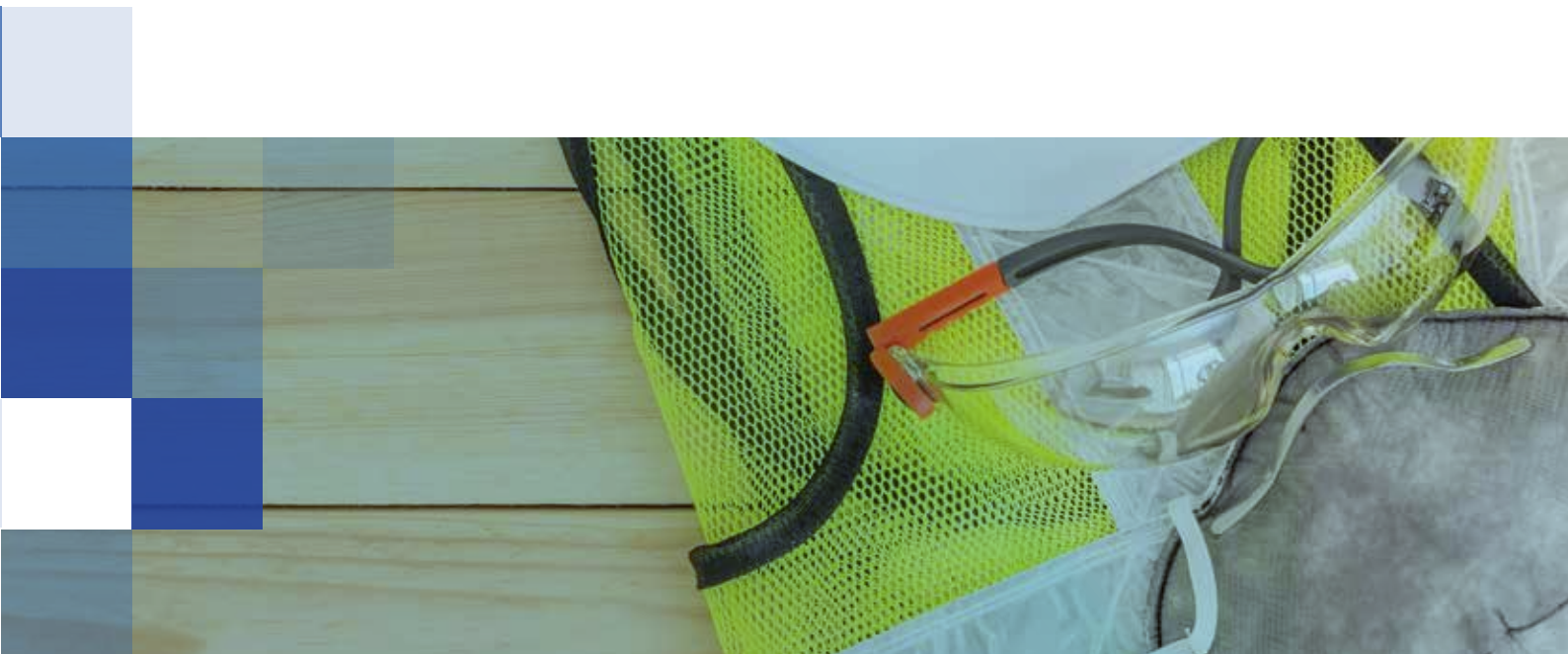
- We conform to the provisions of L.1568/85 with regards to the Hygiene and the Safety of employees
- We have drafted a comprehensive Safety Measures Plan
- We have created a Department of Hygiene and Safety for the appropriate implementation of safety measures
- We maintain an Events Book and we record there any accidents and incidents at the working areas in order to take over the adequate measures to prevent risks
- We have communicated instructions for the treatment of urgent situations and preventive measures
- For protection, educating at the same time all employees in matters of health and safety (like responding to emergency situations, First Aid and evacuation procedures)
- We have set and communicated an evacuation plan, taking care the safe transfer of employees, visitors

and freelancers at prespecified meeting and counting points

- We have appointed a Fire safety Team and an Emergency Care Team, and their members have distinguished roles
- We have established a public address system for announcements of leaving out in cases of evacuation
- We seek to lift any barriers at emergency exits and them to be clearly signed and luminated
- We have anti-slip films at the stairs
- We are forming special working conditions for the safety of office employees that are members of sensitive teams, such as pregnant women and night-shift employees (for which we are taking over additional safety measures)
- We ensure proper conditions in workplaces (such as safety, air conditioning, ventilation, illumination, cleaning)
- We ensure easy access to people with disabilities in the offices (such as parking lots with ramps, wheelchair, toilets with people with disabilities)

It is worth to note that:

- We are among the first pharmaceutical industries in Greece that implemented and got accredited with the International Standard OHSAS 18001
- There are no employees with great chances to present or risk to suffer from work-related diseases, while there was no incident of employment-related disease among our employees
- Just some minor incidents were noted which caused minor injuries in 2017 and 2018, without any of them being related with an office employee.





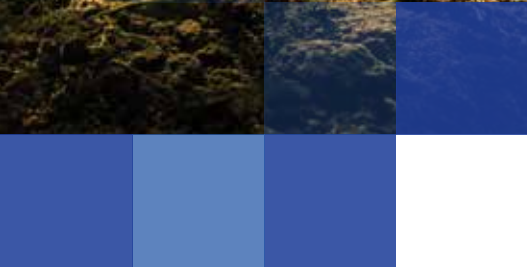
## ENVIRONMENT

Our main commitment is to have an environmentally-responsible operation and to conduct our activities in a way restricting our environmental impact which is inadvertently caused by our operation. We are among the first pharmaceutical industries in Greece that implemented and got accredited with the International Standard ISO 14001.

Within this framework:

- We are recording our environmental performance. On an annual basis we are evaluating our environmental impact through the Environmental Management System that we are applying
- We are training our employees in matters of environmental protection and we proceed to internal training to all of our employees in matters like waste management and responsible use of water
- We are managing our climate footprint. For the management of our climate footprint and the more efficient energy consumption:

We have installed sunscreen films on most parts with windows in our buildings. We have replaced our old water coolers with new ones with higher efficiency degree. We have introduced automatic procedures in the BMS system in our offices and also in the production for more efficient cooling/heating and we have implemented a series of interventions leading to the more efficient energy management, such as the installation of specialized control sensors and heat exchangers, planning and communication of critical notifications, and also scheduling for the reduction of energy cost. We have placed energy saving lamps (LED) in our company's offices and also at the warehouses. We are turning off electric devices when they are not in use. We are buying office equipment (e.g. computers and screens) with 'energy star' specifications.





## RESPONSE MEASURES TO COVID-19

DEMO closely monitored updates regarding the novel virus SARS-CoV-2 and immediately implemented measures even before the government imposed restrictive measures. In all cases we adhered to the WHO recommendations as well as to directions by the state, the Civil Protection and the National Public Health Organization. We formed a management group to handle the situation which met regularly taking decisions to prevent and protect the company's employees from the new disease while communication with our employees about directions and rules was frequent.

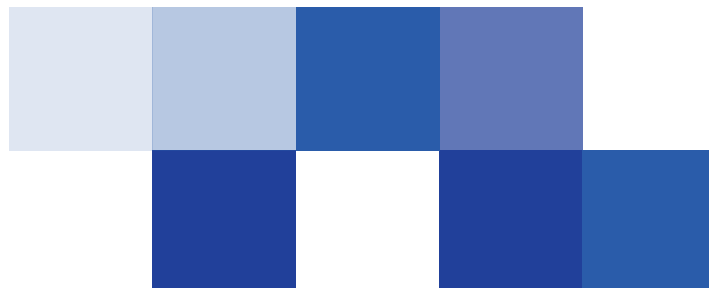
### **Some of the measures taken to battle Covid-19 are presented below:**

- Uploading directions by the National Public Health Organization in all Central Areas for our company personnel.
- Providing Civil Protection Hygiene directions from the guards to all the guests-partners at the entrance.
- Sending an information letter with protection rules to all external partners when approaching Demo.
- Enhancing control procedures of visitors/partners with questions related to Coronavirus (*whether they have symptoms, whether they have recently travelled abroad, whether they were in contact with an individual diagnosed with SARS-CoV-2*).
- Informing the company's personnel about rules and advice (*avoiding meetings, keeping distances, cancelling trips, avoiding restaurants, avoiding visits from partners, adhering to protocols of health areas from health professionals*).
- Drafting a reaction plan to handle a suspected or confirmed case

- Increasing the frequency of cleaning and sanitizing of central areas (*for example, offices, corridors, central changing facilities*).
- Provision of Personal Protective Equipment to the personnel (*masks and gloves, sanitizing solutions*). Additional provisions of special protective uniforms to the drug distribution drivers. Provision of special masks for respiratory protection to the cleaning personnel, due to the high cleaning frequency.
- Provision of sanitizing solutions to public spaces and constant evaluation of the stations' adequacy with the addition of new, where necessary, for example, elevators, printing machines.
- Communication during the outbreak of the pandemic with all employees returning from their leave to determine if they stayed in a country with continuous transmission.
- Classification of the Health Professionals as high-risk personnel group and taking measures such as avoiding contacts in hospitals, health units, private practices.
- Supporting distant working (*remote working*) initially to those leaving proactively (*for example vulnerable groups*) and later for the office personnel.
- All the interviews are now performed using teleconferencing tools or, alternatively, in an outdoor space.
- Purchase of protective masks with a higher coverage level aiming to be used in case a confirmed case arises.
- Temperature control for every individual entering the company.
- Mandatory use of gloves and masks for the production, packaging and laboratory personnel.
- Removal of the mask only when a distance of three (3) meters is kept during a break from work.
- All communications are performed via electronic means (*avoiding meetings*).
- Use of different buses per shift and per production department (*two (2) seats per person*).
- Temporary personnel flow change per production department. Therefore, new changing rooms were created within a short period of time.
- Change of schedule so the shifts do not overlap.
- Short alternate breaks.
- Prohibiting personnel to move from one department to the other per shift.
- Informing mail-parcel collection personnel about protective measures against the coronavirus (*gloves, good hand-washing, exclusive use of office supplies, use of electronic mail, external forms must be unwrapped, after they are received, sanitizing the package if possible*).
- Uploading directions of preventing coronavirus in all central areas focusing on rules for indoor public spaces (*Corridors, kitchens, WC, elevators, staircases*).

Returning back to normal on the 1<sup>st</sup> of June was also conducted a reform taking the necessary measures into consideration. The employment positions were examined and for those positions where additional protection was required, either a Plexi glass was predicted or special protective face masks were purchased. The personnel was given directions encouraging them to return safely, adhering to the protection measures.

We opened the canteen in the form of "take away" adhering to all necessary state directions (*keeping distances, using sanitizers, mandatory use of mask, etc*). Close communication of occupational doctors and human resources department was maintained with the vulnerable groups and, where necessary, remote working was implemented.





## DEMO SA PHARMACEUTICAL INDUSTRY: DONATION OF 60 MONITORS MEASURING VITAL FUNCTIONS FOR EQUIPPING THE INTENSIVE CARE UNITS OF THE NATIONAL HEALTH SYSTEM HOSPITALS

The **DEMO Pharmaceutical Industry** donated in April **60 monitors measuring vital functions in order to equip the Intensive Care Units of the National Health System hospitals**, amounting to **€260,000**, which were delivered to the referral hospitals for Covid-19.

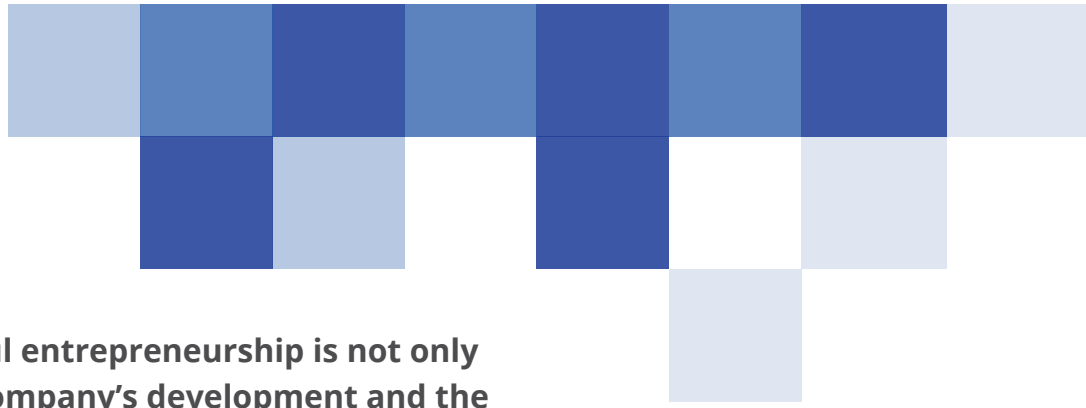
Also, as a member of the Panhellenic Union of Pharmaceutical Industry, it was one of the companies that pioneered in **donating 40 high technology ICU beds** to the National Health System. The ICU beds were constructed in the USA with an advanced design which allows for easier movement of the patient and contributes to the reduction of hospitalization time.

**DEMO, as all Greek Pharmaceutical Industries, during the lockdown, worked 24/7 to ensure that doctors and nurses on the front line as well as pharmacies throughout the country shall have the medications that patients need available.**

The Greek pharmaceutical industry is proven to be a sector of strategic importance for the survival of the country. In regards to basic medications Greece does not depend on the closure of the borders and the circulation restrictions.

We make our own Greek medications and we ensure the patients' unobstructed access to those. We support to the best of our ability - and we will continue to support for as long as it is considered necessary - our national healthy system and the Greek patients.





**For DEMO successful entrepreneurship is not only a synonym to the company's development and the positive financial results but also social responsibility actions and sustainable development**

Within this framework, our company takes over initiatives that support sensitive social groups by providing free medicines, materials and machines to regional medical practices at the islands, Non-Governmental Organizations, social pharmacies and more. Our company recycles astonishing quantities of plastic and paper and it has its own management means for the collection of solid wastes and their transfer for destruction.

DEMO ensures the implementation of sound management procedures with regards to its buildings and facilities and the recording of carbon emissions, saving at the same time energy using modern illumination systems.

Apart from the private insurance and health plans that cover all our employees and apart from the company's infirmary that is equipped with modern devices, our company proceeded to a collaboration with an Obstetrician, Surgeon - Gynecologist who has been offering without any charge his services since 2017 in a special room in our premises to every woman employee who would like to discuss about any gynecological matter.

**To this purpose, we created a gynecology office, where women employees of DEMO are getting TEST PAPs and/or breast examination on time and for free.**

This innovative initiative, is an offer to the women employees who are 450 in number, and it is an innovation for both Greek and European standards in private sector.



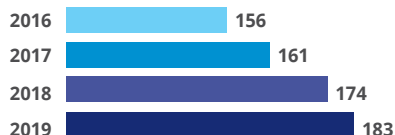
Finally, our company produces specially-composed pharmaceutical products for rare diseases, which are ordered even for one single patient, upon the granting of a special approval by the Authorities.

DEMO's willingness to stop a production line of **15,000 bottles per hour for 8 hours** in order to produce **20 or 30 bottles that will save a man or woman**, is perhaps the most important act of social responsibility.

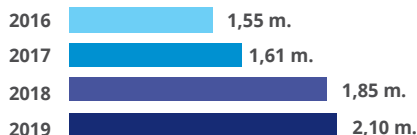
# SOCIAL FOOTPRINT

## PATIENTS' SUPPORT

Number of diseases for which treatment is offered



Number of patients receiving treatment



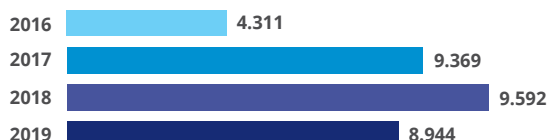
## RESEARCH & DEVELOPMENT

Number of employees working in Research & Development

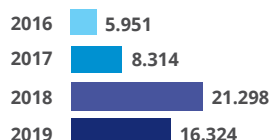


## CARE FOR SOCIETY

Quantity of pharmaceutical formulations that has been supplied for free (packaged) in order to cover emergencies in response to natural or humanitarian destructions



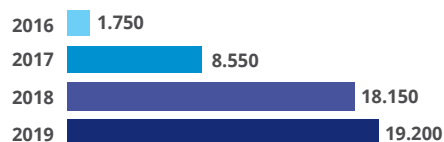
Value of pharmaceutical formulations (€) administered for free



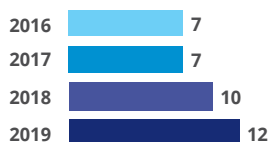
Number of employees-volunteers participating in Social Responsibility actions



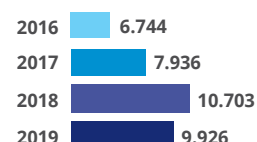
Total number of hours in voluntary work of employees



Number of collaborating bodies/NGOs in the planning/implementation of Good practices



Total number of hours of training as internship



## SOCIAL DIALOGUE

In the period 2016 - May 2020 were subjected to **60 inspections performed** by **clients and Legislative Authorities** in which we succeeded at a rate of 100%

In the period 2016 - May 2020 we welcomed **12 visits of students** from Greek universities, pharmaceutical and technological sectors

Company **website** and company profiles in **social media**.  
FB page: 3802 fr.,  
In page: 9556 fol.



We are sending **monthly info** to our employees which we are posting also in special boards within our premises.

We write and issue a **company newsletter** which is distributed to employees and other partners.

Our company has been **awarded prizes** for its Social Input in various events of the field.

*Scheduled visits of students from 3 University Schools and the ECDC CLUB (club of Commercial and Financial Supporters of Foreign Embassies in Athens) that were scheduled in the first half of 2020 will take place in the first half of 2021 due to COVID-19 protection measures.*





## ACTIONS

## SUPPORT FOR INSTITUTIONS AND NGOS

In recent months, the issue of social action has been, as is reasonable, the NSS and the country itself to protect itself from the Covid-19 pandemic.

DEMO in addition to the supplies it made for its staff (many thousands of masks, antiseptics in bases for all

areas, laptops to support teleworking, etc.) as well as in addition to the large donation to the NSS for which we mentioned on the cover did not stop supporting vulnerable groups and NGOs with which he has been collaborating for years.



## SPORTS AND NATIONAL REPRESENTATION

DEMO S.A. is the **proud sponsor of Paralympic Alpine ski athlete, Makis Kalaras, for the 6th sequential year** while it keeps supporting for the **5th year the young fencing athlete of Panathinaikos, Savvas Kavvadias**, in his participation in European and World Championships. Finally, since late 2017 to 2020, DEMO has been **supporting a new and great sailing athlete**, who also currently holds the 9th position in the world ranking of his category, **Panagiotis Matsade**.

Panagiotis is a member of the National Sailing Team U20 in boats category 420 and he has received distinctions in all of his participations both in Greece and Internationally.



## THE THEATRICAL GROUP OF THE DEMO EMPLOYEES VISITED THE WOMEN'S CUSTODIAL INSTITUTION OF ELEONAS IN THIVA

The DEMO SA Pharmaceutical Industry and the theatrical group of the employees called "**panDEMONium**", yesterday on January 14th 2020, presented the work of Antoine Saint-Exupéry "The Little Prince" to the Women's Custodial Institution of Eleonas in Thiva.

PanDEMONium, with "Little Prince" visited the Women's Custodial Institution of Eleonas in Thiva where some of the women attended the performance with their under-age children (infants up to 3 years of age). The institution, where 400 women, from Greece and other countries, are held, received a donation of formulations for their Medical Post and Pharmacy, personal hygiene and room cleaning items for the under-privileged women as well as telephone cards. The company was warmly welcomed and thanked by the Director of the Institution, Mr. Giorgos Makris and the social service and guarding personnel. The panDEMONium members as well as the

director were especially proud to be able to offer, at the beginning of the year, at least an hour of joy and enjoyment to the women in custody conveying the messages of friendship and love of a wide-spread book to people who are in real need.

We also note that the "Little Prince" performance had been presented for the first time on 15/12/2019 to the "DAIS Venue" within the framework of the celebration for the DEMO employees' children. Apart from the small friends of the company, children from five of the homes of "**the Smile of a Child**" were also invited. Later, on December 18th of the previous year, panDEMONium worked with the Creative Learning Action of the "Smile of a Child", whose everyday task is to visit children's hospitals and divert little patients with games and activities, presented the performance to the **Children's Oncology Hospital**.



# DIGITAL THEATRE<sup>+</sup>

PERFORMANCE. UNLIMITED.

panDEMONium  
DRAMA GOES DIGITAL



## THE DEMO PHARMACEUTICAL INDUSTRY PRESENT AT THE 37<sup>TH</sup> ATHENS CLASSIC MARATHON. 100 EMPLOYEES, FOR THE FOURTH YEAR, PARTICIPATED TOGETHER WITH THE “MAKE A WISH” GREEK TEAM



100 DEMO employees were there!!! For the 5km. and 10km. races as well as for the classic race of 42 km. one runner took place. Being moved and proud they ran as a team for “Make A Wish”. Within the framework of the Company Social Responsibility plans, the DEMO administration and its employees have made it their priority to support in practice social organizations who help children, and their collaboration with the “MAKE A WISH” Organization dates back to 2015.

## DONATION TO THE 4<sup>TH</sup> ARMY DIVISION OF XANTHI

In the beginning of March which coincided with the outbreak of the pandemic in Europe, our country successfully handled all the incidents taking place at our borders in Evros. Incidents we all remember and we all attended to daily from the safe distance of our cities. **The company wished to contribute by providing pharmaceutical material and delivered 6,000 NEWSEPT EYES ampoules to the 4<sup>th</sup> Army Division of Xanthi.** DEMO's formulation with chamomile and hyaluronic relieves tired eyes, removes the dust and small particles and is ideal for dry eyes, the sun as well as the long sun exposure or driving. Commanding General Aggelos Ilaridis and the Army spokesperson Colonel Thomas Michael especially thanked the DEMO Management and Personnel for their significant donation to our country's alert guards



*Thank you letter from the 4<sup>th</sup> Army Division of Xanthi*

## ANNUAL RENT FUNDING FOR 4 STUDENTS OF THE “SMILE OF A CHILD”

For the second year, DEMO participates in covering the annual cost of living for students supported by the “Smile of a Child” Organization. This year DEMO supports 4 students (instead of two for the year of 2019) in their monthly rent for the whole year. They are young people who study in a public University or private school and as children, they were either raised in one of the organization's houses or they were supported by the Daily Care houses. Smile of a Child currently hosts 64 adult children, 29 of which are students.

### DEMO participated in covering living expenses for

- 1 student in the Hellenic Army Academy
- 1 obstetrics student at the School of Continuing Education (IEK)
- 1 student in the Ophthalmology Department (Technological Educational Institution)
- 1 student in the Nursing Department (Technological Educational Institution) in Larissa





## “THANK YOU NIGHT” BY MAKE A WISH GREECE - DEMO SA AWARDS



- Donations of formulations **to the Social Pharmacy of the Athens Archdiocese**
- Clothes donation of the Pharmacovigilance Department to the **Pan-Hellenic Society of Friends of Large Families** pefip.gr
- The company's Warehouse and Distribution Department, visited on 22/12, along with 20 employees, **the Patriotic Foundation of Social Welfare and Security (PIKPA) of Voula**. They gave small presents to the children and spent quality time with them.
- The Christmas wish cards of the industry (1.000 items) were bought from the Organization **“Make A Wish”** and small gifts from the Association **“AMYMONI”** (Panhellenic Association of Parents & Guardian of People with Eyesight Issues & Additional Disabilities)
- 1,000 euros donation to the Easter raffle ticket of **“CHILD TRAUMA”**
- Donation of formulations, acetometers, blood pressure meters and first aid kits to the House of Elderly Hospitality **“The House of the Fighter”**
- Donation of formulations to the Organization **“Médecins Sans Frontières”**
- Donation of formulation to the Sea Turtle Rescue Center **“Archelon”**

“Thank you Night” has become a tradition of the Organization, a report of the wishes from the previous year and an expression of the deep gratitude of Make a Wish Greece to volunteers, donors, company representatives, friends and supporters.

Make-A-Wish Greece has granted more than 2,368 wishes. 264 of these wishes were granted in 2019. Every 33 hours a unique wish was granted and a child near us gained strength and received their lost childhood again. The friends of the Organization had the opportunity to attend all the previous events

on the 25<sup>th</sup> of February, at the theatre of the Athens College.

**DEMO was awarded for supporting the Organization through its team in the Athens Marathon, as “we run” for the Make-A-Wish team since 2016.** Apart from the companies to be awarded, other celebrities from the show biz supporting the work of the organization were also present, Fay Skorda, too, as a “Goodwill Ambassador” of the Organization.

## DEMO SA MAJOR SPONSOR OF THE ORGANIZATION “AGONI GRAMMI GONIMI” “CULTURE CLOSER TO EVERYONE”

For two consecutive years, DEMO SA, within the framework of corporate governance, have supported the organization “Agoni Grammi Gonimi” in its project “Culture Closer to Everyone”. The program that is now celebrating 14 consecutive years of uninterrupted presence in our country's islands, is the largest cultural, educational and sports program in the Aegean islands. Since 2007, more than 580 visits to 38 islands have been recorded. **The aim of the project is the equality of access to education and culture for all, regardless of their place of residence.** In 2020 the program travels to Astypalea, Karystos, Apiranthos in Naxos, Paros, Oinousses, Sifnos, Kea, Skiathos, Tinos, Santorini, Thirasia and Kimolos where cultural, technological, social and environmental events will be organized.

**The Pharmaceutical Industry embraced the program from day one, as this year, a very interesting workshop has been added. High school students of the Aegean islands will have the opportunity to attend the workshop “Open schools, open minds” of the organization The Tipping Point “to meet”, with the help of technology, mentors from all over the world, which they would not be able to meet otherwise.**

**Aim of this action is to broaden students' horizons, to inspire them and to envision their future as well as to “open” them to the world by learning about new ideas.** In practice, the students choose, among other things, to talk with an MIT researcher, a CEO or an Olympic or Paralympic athlete or with a researcher from Democritus, etc. Most students draft the agenda of the discussion in advance, asking their questions while the group call is performed via live video from the school classroom. Other actions from the program include: pottery, creative writing and cooking workshops for the entire local community of the island, student choirs, workshops to present

## Ο ΠΟΛΙΤΙΣΜΟΣ ΠΙΟ ΚΟΝΤΑ ΣΕ ΟΛΟΥΣ

ΠΡΟΓΡΑΜΜΑ ΙΑΝΟΥΑΡΙΟΣ - ΙΟΥΝΙΟΣ 2020



Διοργάνωση:  
**AGONI GRAMMI GONIMI**

Μεγάλος χορηγός:  
**DEMO SA**

local traditions and customs. Additionally, children and teenagers will have the opportunity to attend chess lessons, workshops on animation - filming and photography, robotics workshops as well as the martial art of Brazilian Jiu Jitsu.

This program is established under the auspices of the Greek Ministry of Education and Religious Affairs and the support of the Holy Archdiocese of Athens.

*The “Open schools, open minds” program will be completed in the spring of 2021 as visits to the schools were discontinued in March due to the protective measures for COVID-19.*

## SPONSOR TO THE AEGEAN GROUP DEMO EQUIPS THE CRISIS GROUP OF AMORGOS

Within the framework of sponsoring the Aegean Group, our company supported **a project this year in Amorgos for the EQUIPMENT OF THE CRISIS MANAGEMENT GROUP OF THE ISLAND.**

With the amount provided by DEMO, the Aegean Group purchased and delivered the following to the island:

- A set of educational preform
- An educational defibrillator
- Defibrillator
- A vacuum mattress
- A stretcher
- Patient trolley

- Oxygen Therapy Set 10l.

The Aegean Group engages since 1995 in the small and remote islands of the Archipelago offering, on a completely volunteer basis, medical and social services. In this way, it contributes to upgrading the quality of life for the residents of the islands, promoting at the same time the volunteer, participation and offering to the society ideals.

This year's voyage which was scheduled for May 2020 was transferred to October 2020 due to the coronavirus. Within the framework of this delay, DEMO grants 3,000 disposable masks, gloves and other material to the doctors of the Aegean Group to carry out the fall voyage safely.



## PHOTOGRAPHY COMPETITION FOR THE EMPLOYEES

“Click on”  
a different summer

Ένα...  
διαφορετικό  
καλοκαίρι

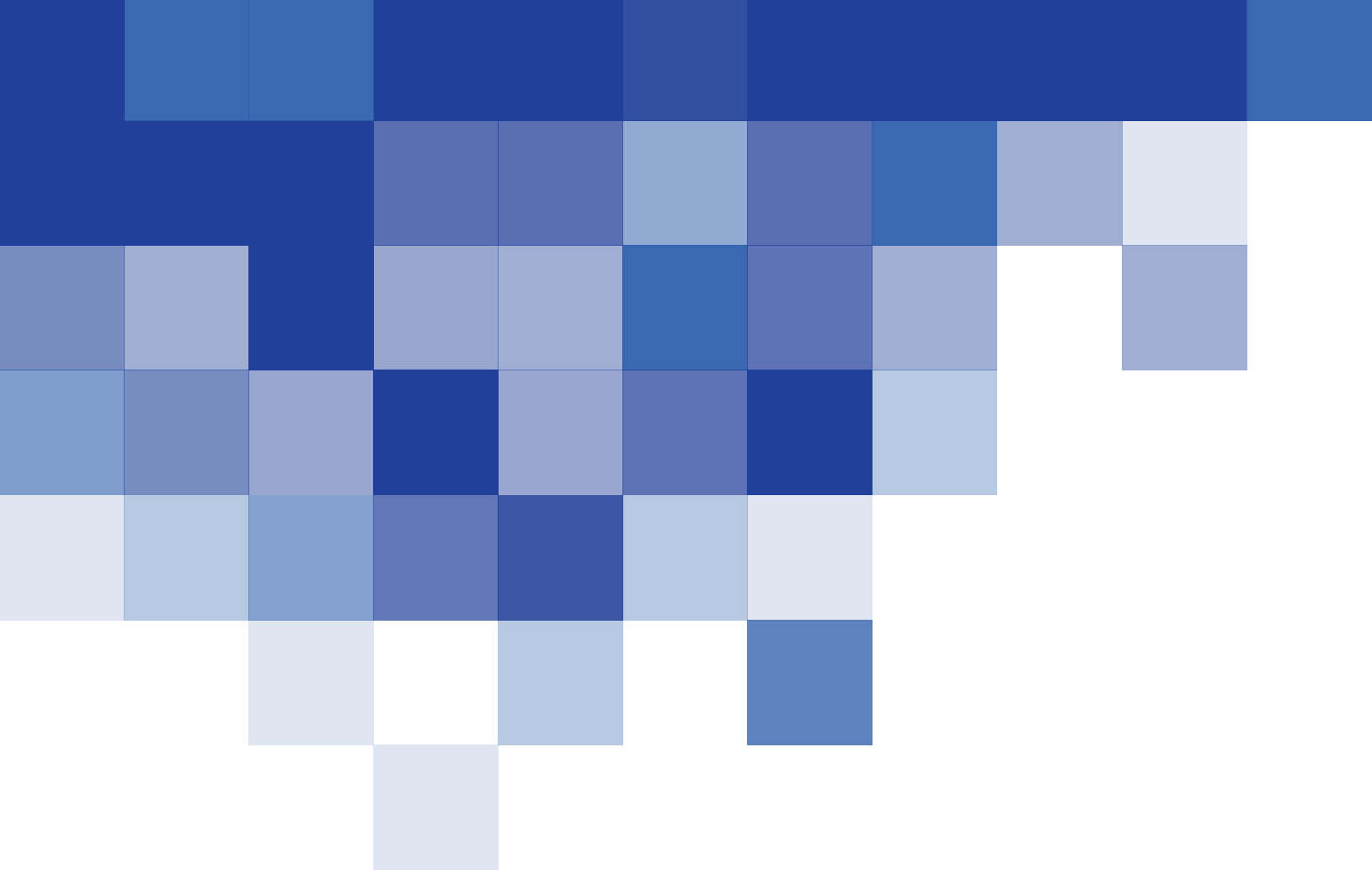
Το καλοκαίρι στα χρόνια  
του Covid-19

Αυτό το καλοκαίρι απαθανάτιστε  
τα στιγμιότυπα, σοβαρά και αστεία  
που θα βρείτε στην καθημερινότητά σας  
και σχετίζονται με τον Κορονοϊό

Οι καλύτερες φωτογραφίες θα μπουύν  
στα Newsletter & Social media της εταιρείας  
καθώς και στο MyDemo.

Στείλτε τις φωτογραφίες σας  
μέχρι τις **14/09**  
στο: [abirtachas@demo.gr](mailto:abirtachas@demo.gr)





## **DEMO S.A.**

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