

# Sustainable Growth & Annual Report

Period 2020







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## **Top Quality in injectable products**


Fiftysix 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.

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

## **Global Presence**

DEMO S.A. has a dedicated team in the International Sales Division, which is responsible for participating in major competitions around the world - including those launched by the World Health Organization, the International Committee of the Red Cross, Ministries of Health and state and local agencies on all five continents.



A close-up photograph of a person's hands playing chess. The person is wearing a blue shirt. A hand is shown moving a white king piece from its original position on the board. The chessboard is black and white, and several other white and black pieces are visible. The background is blurred, showing the person's face and hands. The lighting is soft, and the overall tone is professional and strategic.

"Find what you're good at  
and try to be the best"

**Dimitris Demos**

Chief Executive Officer DEMO S.A.



# Message by the Chief Executive Officer

Dear collaborators and friends,

The recent ordeal of many countries by the Covid-19 pandemic has highlighted, more than ever before in the consciousness of all of us, "Health" as a primary good. The challenges and problems brought to light by the pandemic demonstrate more than at any time in the last 100 years the importance of pharmaceutical sufficiency for any country. This issue of prime importance concerns not only our own country, but also the entire Europe.

DEMO, with its strong production capabilities, has been a leading player in this effort. It covered not only the needs of the Greek market, but also the urgent needs of other health systems, such as England, France, Germany and even Brazil and Bolivia. Recently, when the European Commission's Health Directorate launched an emergency international call for tenders for the immediate response and coverage of urgent needs for pharmaceuticals aimed at the treatment of COVID-19, DEMO responded immediately. Based on the results of the tender, our company was awarded contracts for anaesthetics, antibiotics, analgesics and emergency medicines. All this experience of the pandemic led to a revision of the European Union's position, which is now trying to restore the production of medicines in Europe, so that the member countries do not depend on imports from third countries and do not suffer from serious shortages of medicines and materials again. Moreover, the use of the resources of the Recovery Fund in the form of grants and loans - combined with the EU's change of attitude - is capable of changing the course of the Greek economy, putting it on a path of stable, sustainable growth. This perspective allows us to be optimistic despite the difficulties and opens a window of opportunity for a much better future for our country. In this context, the contribution of the domestic pharmaceutical industry is very important.

The DEMO pharmaceutical industry, continuing uninterrupted development, production and promotion of pharmaceutical products for the last 56 years, is emerging as a protagonist of the next day. Our company has a presence in 85 countries, exports 84% of its annual production to 5 continents and already holds significant market shares in countries such as the United Kingdom, France and Germany. Now that the European Union is turning to intra-community production of medicines, we will now take the next step with a major investment plan spanning 10 years.

DEMO's major investment plan emphasizes raw material production, research, production enhancement and biotechnology. All of the company's investments in Greece will add value to the economy, the labour market, Greek medicine and science, while marking the new chapter in DEMO's export activity by further strengthening confidence internationally. Already in the current year 2021, DEMO is strengthening its footprint in research and development, with the creation of new, modern laboratories in Thessaloniki. The laboratory development plan includes five Physical Chemistry laboratories, a Pharmaceutical Technology laboratory, a Laboratory for the Synthesis of Raw Materials, a Microbiology laboratory and a Biotechnology laboratory, in which the installation of the necessary analytical equipment has already been completed. The new 2,500 square meter, ergonomically designed laboratories, when fully developed, will employ over 100 people from various scientific disciplines.

In this context, our company is also proceeding with another investment of considerable magnitude. More specifically, DEMO will be the first company in Greece to be active in the field of therapeutic monoclonal antibody development with the model plant it is preparing at Krioneri in Attica. Since the international discovery of the double-stranded DNA structure in 1953, it took 22 years (1975) to produce the first monoclonal antibody, which paved the way for personalized treatment of extremely serious and life-threatening diseases. DEMO's investment will put our country in the "closed league" of the 15 countries active in this field worldwide and will contribute to the employment of highly educated people, who are currently employed in academia or in foreign companies.

Through DEMO's investment, our country will benefit in many ways from the development of an industry, which is already flourishing worldwide and is a cornerstone of global growth in the 21<sup>st</sup> century.

**Dimitris Demos**

Chief Executive Officer DEMO S.A.





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# DEMO S.A.

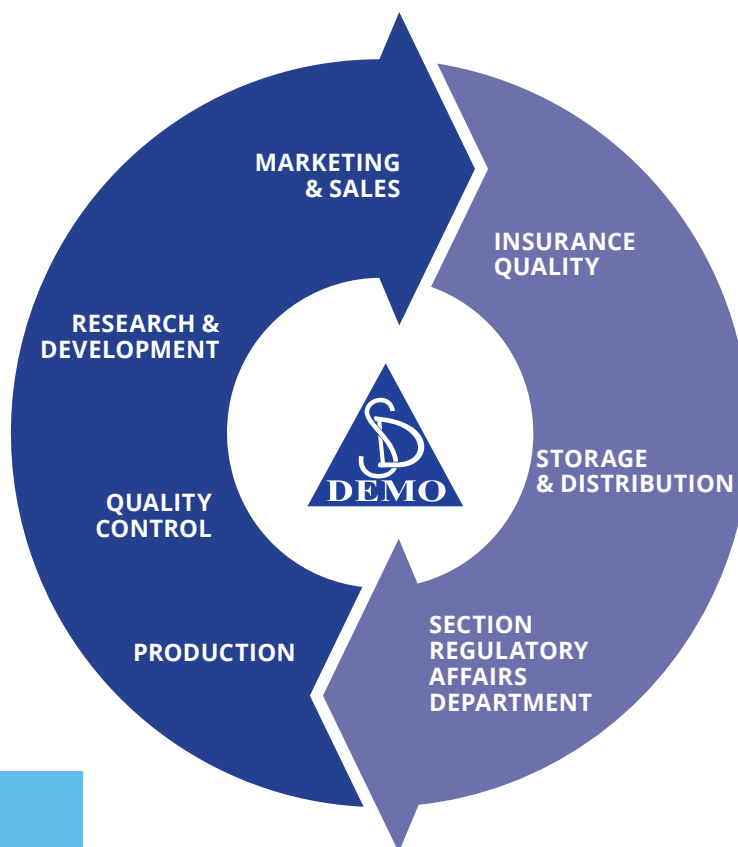
DEMO S.A. Pharmaceutical Industry is an industrial and commercial organization, active in the development, production and sales of pharmaceutical products.

The company's injectables manufacturing plant in Krioneri, Attica, is the largest in Southeastern Europe and one of the largest in the world, with 66,000 square meters of ultra modern facilities, while the Research and Development laboratories in Athens and Thessaloniki, covering more than 4,000 square meters, are among the most modern in Europe.

DEMO is the leader in hospital sales (in terms of units) of injectables of all forms, and has an extensive research and development program for controlled-release injectables. In the private market, the company's portfolio consists of prescription products in general medicine, cardiology, oncology, pulmonology, gastroenterology, urology, hematology, rheumatology, ophthalmology, medical devices and nutritional supplements.

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 84% 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, the World Health Organization, Médecins Sans Frontières and the International Red Cross. With over 2,700 presentations approved in 85 countries and over 1,000 staff, DEMO aims to maintain its leading position and to reliably meet the needs of the market in Greece and internationally.



# Greek Medicines with Global Reach

## Vision

Our vision is to provide quality, as well as reliable and innovative pharmaceutical products worldwide. 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 and Quality Control lab employs 120 people, 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!



**Manufacturing Industry in Greece**  
(in terms of units produced)

**Company in the hospital market**  
(in terms of units sold)

**Exports**  
(in terms of own branded units sold)

# Our Core Values are the Guiding Principles that dictate our behaviour & actions

## Determination

- We are determined to continuously create value to society through our expanded product portfolio.
- We are enthusiastic about science and generics and are taking a big step forward in biotech products.
- We are committed to support young scientists/talents in their entry into the job market by creating the right opportunities and helping them fulfill their career dreams.
- Strengthen equality, multiculturalism in our human resources.
- We are determined to create added value every day, we are proud of our achievements, we are determined to excel.
- We speak up when we have an idea, a suggestion for improvement, even if an irregularity or even an offence has come to our attention. We encourage dialogue at all levels.

## Motivation

- We want to succeed on an individual and team level. We understand our goals and work in an organized and collaborative manner to achieve them within deadlines. Failure is not an option for us!
- We are self-motivated, we find a purpose in our work.
- We are steering our own growth. We are always looking for ways to improve our performance.
- We act for the benefit of the company without exceptions.
- We are pioneers, leading the way when we believe it is the right thing to do or will make us better.
- We take on significant responsibility and we are proud of it.
- We are willing to work hard but at the same time enjoy what we do.
- We are ready to go the extra mile!

## Ethics

- We promote an ethical and professional working environment. We all have a well-developed sense of "honesty".
- We act with respect and integrity towards all stakeholders: colleagues, clients, customers, partners and patients.
- We are transparent in the way we operate, communicate and collaborate.
- We actively support colleagues, other teams and departments, in the end we are all ONE team. We share expertise, experiences and best practices.
- We are honest and trust our colleagues. Our ethics follows and exists regardless of our performance.
- We participate in volunteer groups and give back to the community.

## Responsibility & Initiative (Ownership)

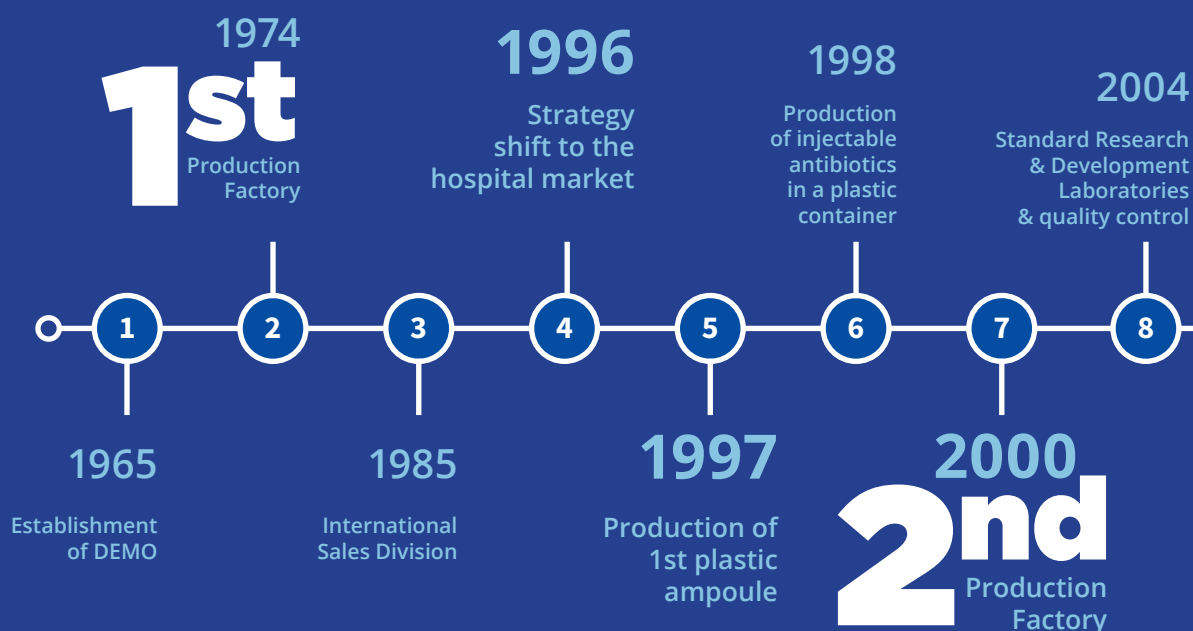
- We take responsibility for our actions and results.
- We never miss an opportunity!
- We take initiatives when necessary.
- We learn from our success and failure.
- The company's problems are our problems. We find the strength to overcome them. We care and positively influence the company's reputation.
- We implement changes with the support of our supervisors.

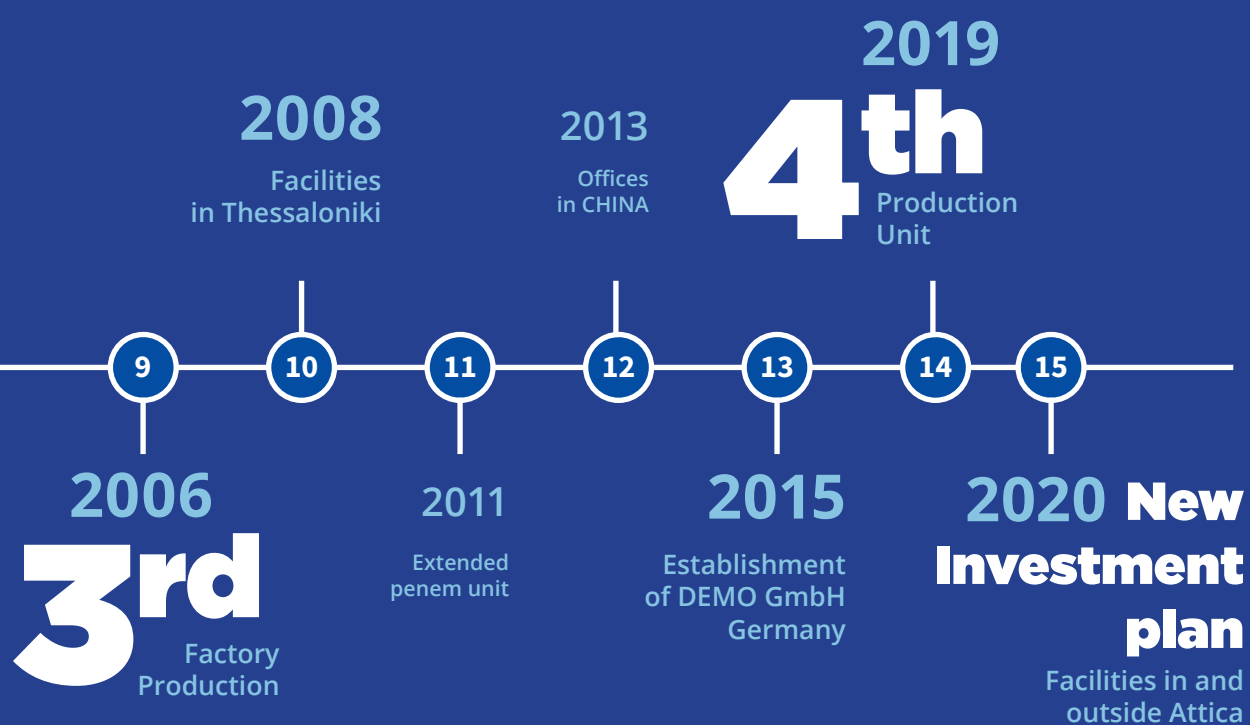
This is who we are, this is how we behave and this is how we achieve our goals. This is the DEMO family.





## More than 55 years dynamic presence in Greece & the world







# 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 AND 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** 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 for Palestine Refugees in the Near East** and designated DEMO as one of its top suppliers, hence strengthening the company's reputation as a leading, truly international pharmaceutical manufacturer.

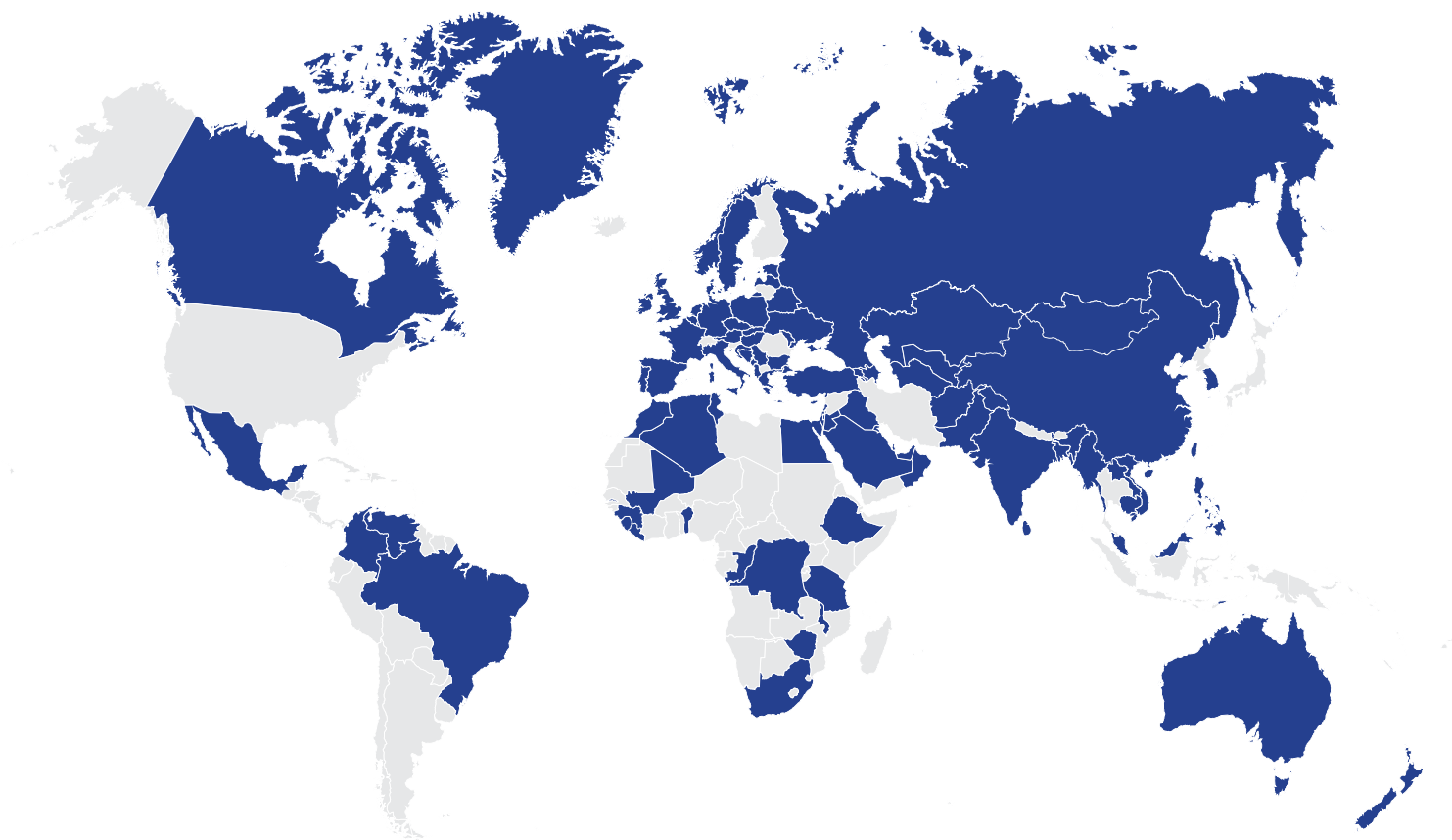
## LOGISTICS EXPERTISE

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 our company to provide best-in-class customer service regardless of the territory in which our partners reside.

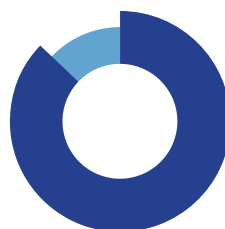
## OUR SUCCESS IS BASED ON OUR UNIQUE COMBINATION OF **STRATEGIC ADVANTAGES**:

- Developing large-scale production potential through continuous investment in cutting-edge technology.
- Rapid expansion of our product portfolio.
- Continuous & careful investment in human resources.
- Willingness of our qualified staff to offer their knowledge on the use of our products.
- Open, honest & timely communication with our partners worldwide.
- Timely distribution and delivery of products.
- Immediate supply of any urgent needs in pharmaceutical.
- A clearly defined corporate philosophy based on the principles of quality, development, professional and flexible management and financial independence.



## DEMO SA products

(including outstanding deposits  
and agreements for third party products)



**84%**

of the annual production  
exported to 5 continents

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



**2016:** Myanmar, Tanzania



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



**2018:** France, Sweden, Denmark



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



**2020:** Norway, Cameroon



**New Countries 2021:** Italy, Netherlands 



# INTERNATIONALLY RECOGNIZED

## Officially Approved Supplier of:

- World Health Organization (WHO)
- United Nations Organization (UNO)
- UNICEF
- Médecins Sans Frontières (MSF)
- International Committee of the Red Cross (ICRC)

## Approved by:

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

## 2021 COVID-19

### Official supplier to the Health Directorate of the European Commission (European Commission)

The Health Directorate of the European Commission, in order to respond immediately and cover urgent needs for pharmaceutical products aimed at the treatment of COVID-19, launched an emergency international tender, to which our company responded immediately. Based on the results, DEMO S.A. was awarded 7 contracts for anaesthetics, antibiotics, analgesics and emergency medicines. DEMO S.A. is in stand-by mode to meet these needs immediately, whenever they arise.

### DEMO supports the Brazilian Ministry of Health with the supply of 1.5 million Midazolam 50mg/10ml ampoules and 500,000 Midazolam 50mg/10ml ampoules to the Bolivian Ministry of Health.

DEMO S.A., through the wide international network of partnerships that it has developed in recent years and its recognition as one of the leading producers of injectable pharmaceutical products, responded immediately to the call of the Ministries of Health of countries where the pandemic was at its peak and contributed decisively to the successful treatment of the severely ill. A decisive factor in the immediate response of DEMO S.A. was the correct assessment of the course of the pandemic, resulting in the timely supply of raw materials and packaging materials, which, combined with its large production capacity, established it as a company of global acceptance in the treatment of the pandemic.





**2.730**APPROVED  
PRODUCTS**560**UNDER APPROVAL  
PRODUCTS**3.290**

TOTAL

COUNTRIES	APPROVED	UNDER APPROVAL	TOTAL
ALBANIA	45	12	57
ALGERIA	0	1	1
AUSTRIA	89	4	93
AUSTRALIA	6	18	24
AZERBAIJAN	13	0	13
BAHRAIN	5	10	15
BELGIUM	52	9	61
BOSNIA - HERZEGOVINA	3	0	3
BULGARIA	6	0	6
CHINA	1	0	1
CROATIA	1	2	3
CYPRUS	211	31	242
CZECH REPUBLIC	13	21	34
DENMARK	50	1	51
ESTONIA	3	0	3
ETHIOPIA	10	3	13
FINLAND	0	1	1
FRANCE	68	7	75
GERMANY	141	18	159
GEORGIA	9	0	9
GREECE	1005	84	1089
HONG KONG	12	0	12
HUNGARY	10	5	15
ICELAND	17	2	19
IRAQ	10	11	21
IRELAND	75	19	94
ISRAEL	3	0	3
ITALY	25	11	36
JORDAN	70	7	77
KAZAKHSTAN	10	0	10
KOREA	4	0	4
KOSOVO	23	1	24
KUWAIT	3	7	10
KYRGYZSTAN	8	1	9
LEBANON	8	5	13
LUXEMBOURG	39	1	40
MALAYSIA	17	7	24
MALDIVES	1	0	1

COUNTRIES	APPROVED	UNDER APPROVAL	TOTAL
MALTA	40	7	47
MEXICO	2	0	2
MOLDOVA	4	1	5
MONTENEGRO	0	13	13
MOROCCO	2	0	2
NEPAL	0	6	6
NETHERLANDS	59	41	100
NEW ZEALAND	30	1	31
NORWAY	23	1	24
OMAN	7	5	12
PARAGUAY	0	3	3
PHILIPPINES	5	0	5
POLAND	14	39	53
PORTUGAL	86	32	118
ROMANIA	0	3	3
QATAR	1	5	6
SAUDI ARABIA	2	6	8
SOUTH AFRICA	19	12	31
SERBIA	3	11	14
SLOVAKIA	23	9	32
SLOVENIA	1	2	3
SPAIN	30	2	32
SRI LANKA	1	0	1
SUDAN	16	4	20
SYRIA	0	1	1
SWEDEN	45	1	46
TAJIKISTAN	8	1	9
TUNISIA	4	0	4
TURKEY	20	6	26
TURKMENISTAN	5	0	5
UKRAINE	8	1	9
UNITED ARAB EMIRATES	7	1	8
UNITED KINGDOM	150	5	155
UZBEKISTAN	8	0	8
VIETNAM	28	21	49
YEMEN	13	11	24
ZAMBIA	0	10	10

Data until 30.6.2021

# Our Facilities

## Attica

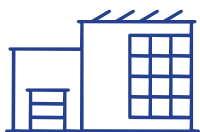
The first manufacturing plant in Greece filling injectables in plastic ampoules.  
The most modern serum plant in Greece.

Our headquarters is located in the industrial zone of Athens and especially in the northern suburbs, in Krioneri. The four production units have an area of 66,000 sq.m., while the Research and Development laboratories in Athens and Thessaloniki, with an area of more than 4,000 sq.m., are among the most modern in Europe.

DEMO is the first and only plastic ampoule production unit in Greece and also the most modern serum

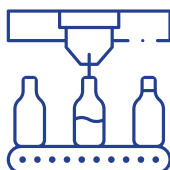
production unit in the country. In the last three years an investment of 35 million Euros has been launched for the further modernization of the machinery and the expansion of the production and storage facilities.

In addition to Attica, the company has offices and a =5,748 sq.m. Warehousing and Distribution Center (Logistic Center) in Thessaloniki, a subsidiary in Germany (DEMO GmbH) and offices in China.



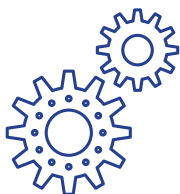
**66,000 sq.m.**

Total area



**33**

Production lines



**4**

Production units

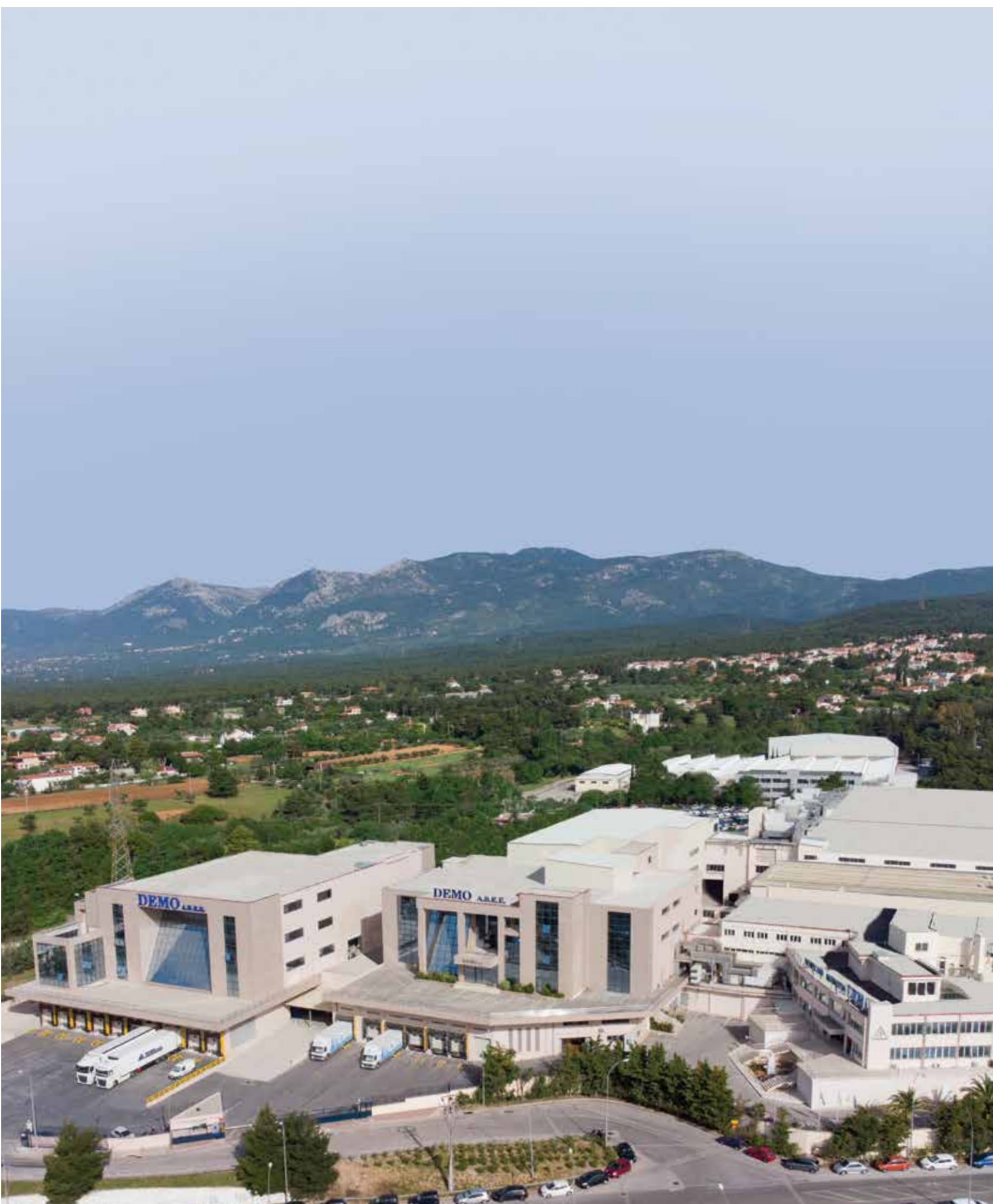


**33**

Packaging lines

Completion  
4<sup>th</sup> Unit Production







# Location and Premises

## COMPANY'S PREMISES

The Company's headquarters are located in the industrial zone of Athens, in the northern suburbs of the Attica region, while it also maintains offices and warehouses in Thessaloniki, in Northern Greece.

The Athens facility covers approximately 66,000 square meters and comprise of five buildings that accommodate the Company's production, quality control and R&D facilities, as well as warehouses and offices. The area in square meters per building and facility is shown in the table in square meters.

The facilities in Athens (buildings and machinery) are

under an insurance coverage with an HDI-Gerling contract.

The Company's premises in Thessaloniki extend to a total area of 5,750 sq.m.

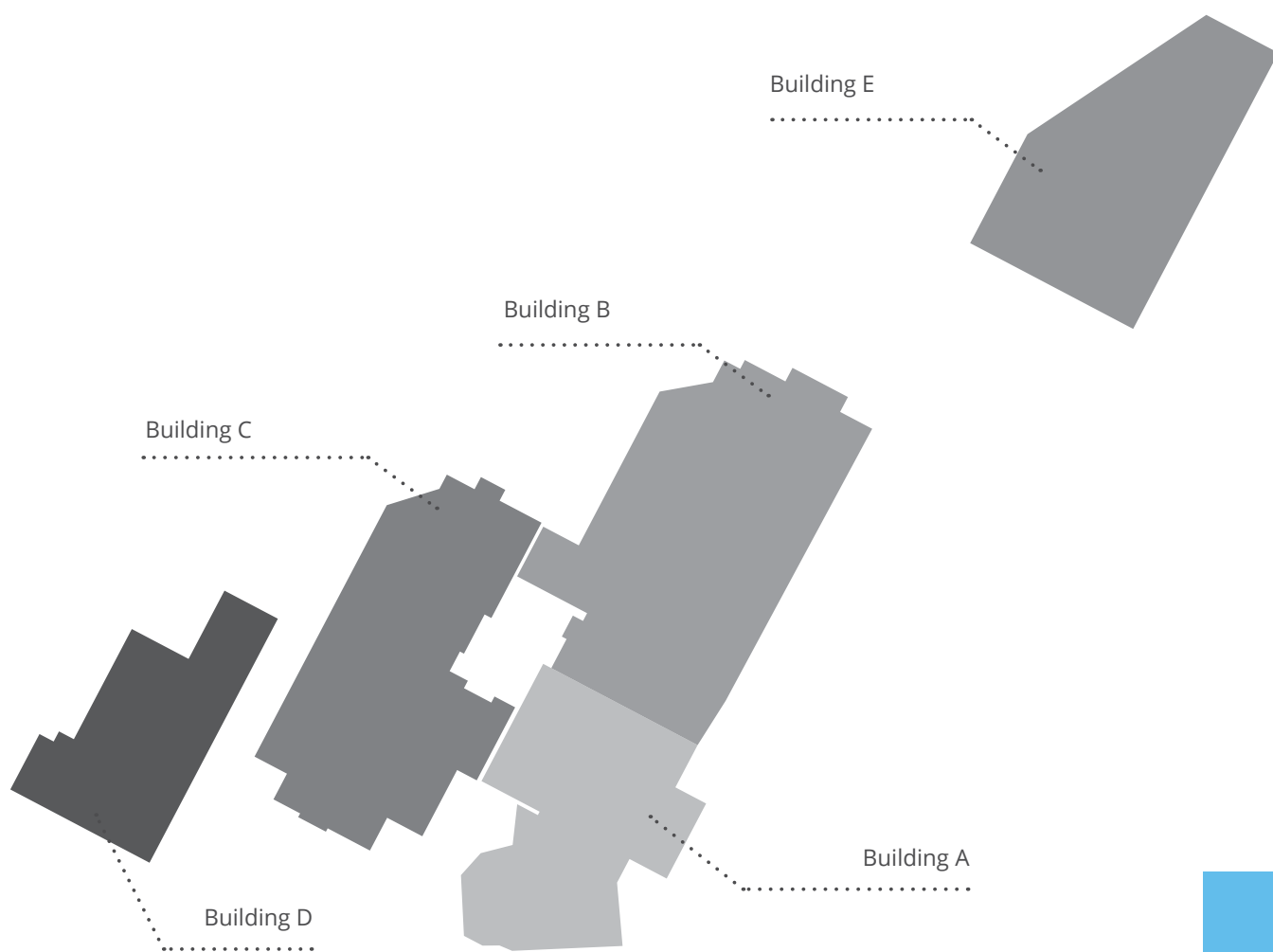
The warehouses of pharmaceutical products extend over 1,429 sq.m. The ground floor covers 1,432 sq.m., part of which is used for the offices of the Sales Department of Northern Greece, while the rest is used for storage needs. Lastly, the two floors with a total coverage of 2,887 sq.m. will be used for the new state-of-the-art laboratories whose reconstruction was completed in September 2021.

Area (m <sup>2</sup> ) per type of use in Athens premises						
TYPE OF SPACE	BUILDING A	BUILDING B	BUILDING C	BUILDING D	BUILDING E	ALL BUILDINGS TOTAL
Warehouses	2,600	5,400	5,000	9,160	6,000	28,160
Quality Assurance	270					270
Quality Control	720		500			1,220
R&D	710					710
Regulatory Affairs	250					250
Technical Areas	250	2,000	2,500	740		6,200
Technical Services	700	600				1,300
Offices & Common Areas	4,100	1,500	2,000			7,600
Production & Packaging	1,400	10,500	7,000	2,100		21,000
<b>Total sq.m.</b>	<b>11,000</b>	<b>20,000</b>	<b>17,000</b>	<b>12,000</b>	<b>6,000</b>	<b>66,000</b>

Area (m <sup>2</sup> ) per type of use in Thessaloniki premises		
TYPE OF SPACE	FLOOR	AREA
Warehouses	Basement	1,429
Reception, offices, storage rooms	Ground floor	1,432
R & D	1 <sup>st</sup> floor	1,444
R & D	2 <sup>nd</sup> floor	1,443
<b>Total sq.m.</b>		<b>5,748</b>

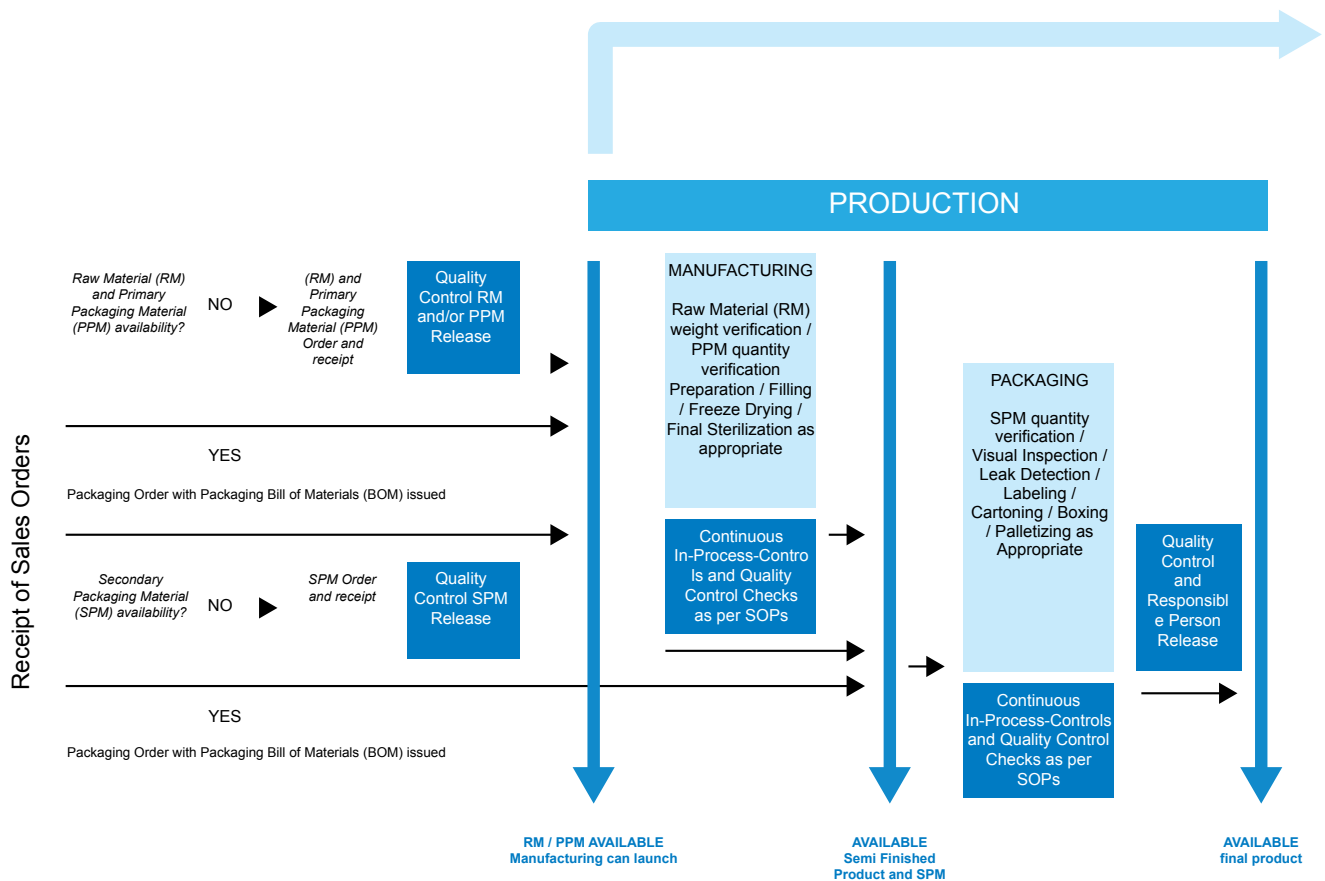
Area (m <sup>2</sup> ) per type of use in Tripoli premises		
TYPE OF SPACE	FLOOR	AREA
Warehouses	Basement	4,000
<b>Total sq.m.</b>		<b>4,000</b>

## BUILDING FACILITIES IN ATHENS

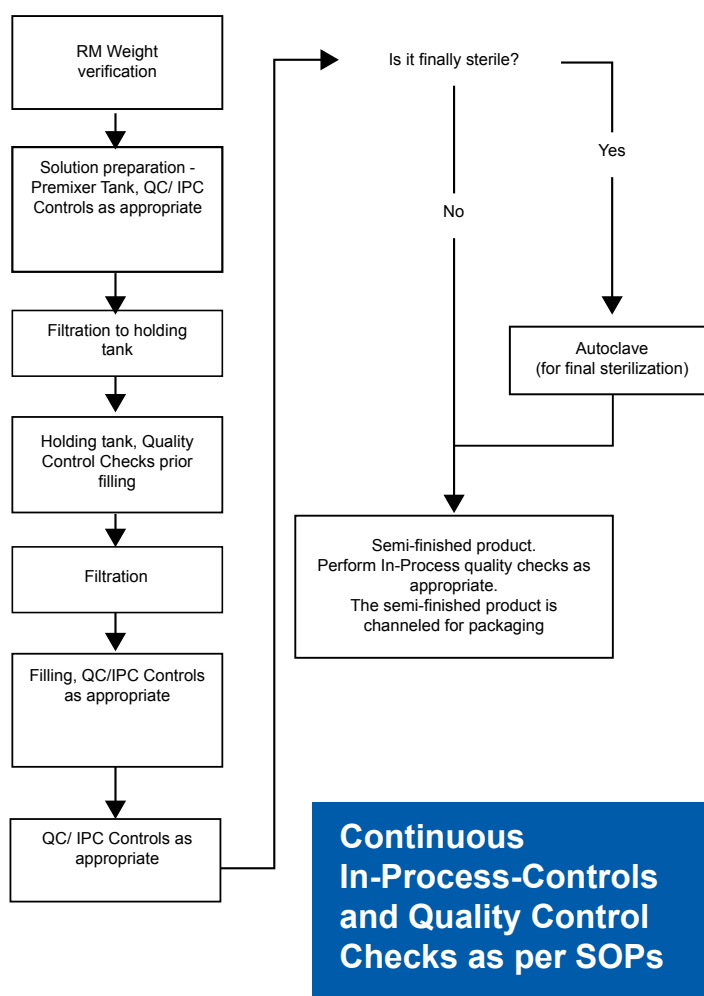


# Product Manufacturing Flowchart

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

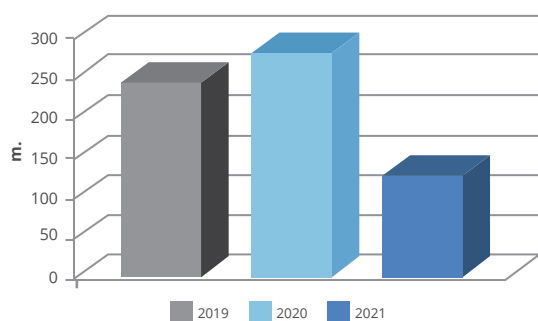


### Aseptical preparation and terminal sterilization



# Production Capacity

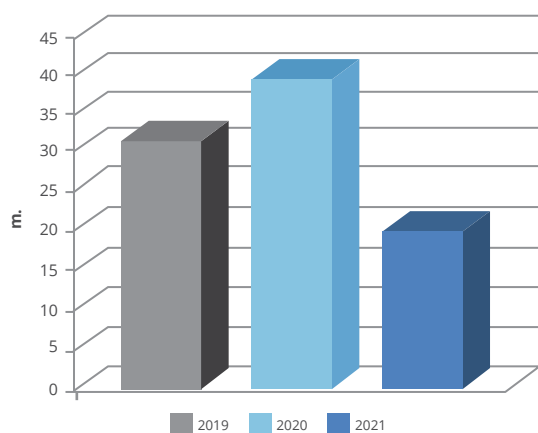
Plastic ampoules



Total quantity delivered (GMEIN)	Quantity		
Category	2019	2020	2021*
Injectables in plastic ampoules	244,123,568	268,712,986	137,976,816
	<b>244,123,568</b>	<b>268,712,986</b>	<b>137,976,816</b>

\*The 2021 figures are from the first half of the year.

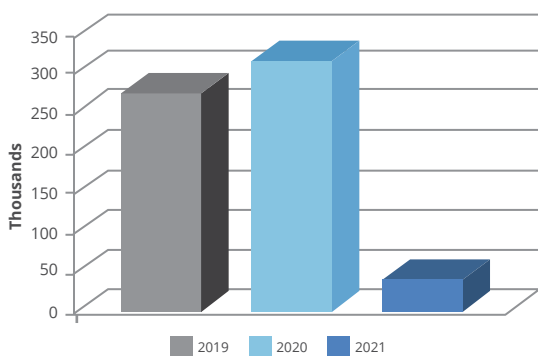
Plastic Bottles



Total quantity delivered (GMEIN)	Quantity		
Category	2019	2020	2021*
Injectables in plastic bottles	31,185,983	39,267,250	19,061,100
	<b>31,185,983</b>	<b>39,267,250</b>	<b>19,061,100</b>

\*The 2021 figures are from the first half of the year.

Plastic bags



Total quantity delivered (GMEIN)	Quantity		
Category	2019	2020	2021*
Injectables in plastic bags	262,296	315,406	45,073
	<b>262,296</b>	<b>315,406</b>	<b>45,073</b>

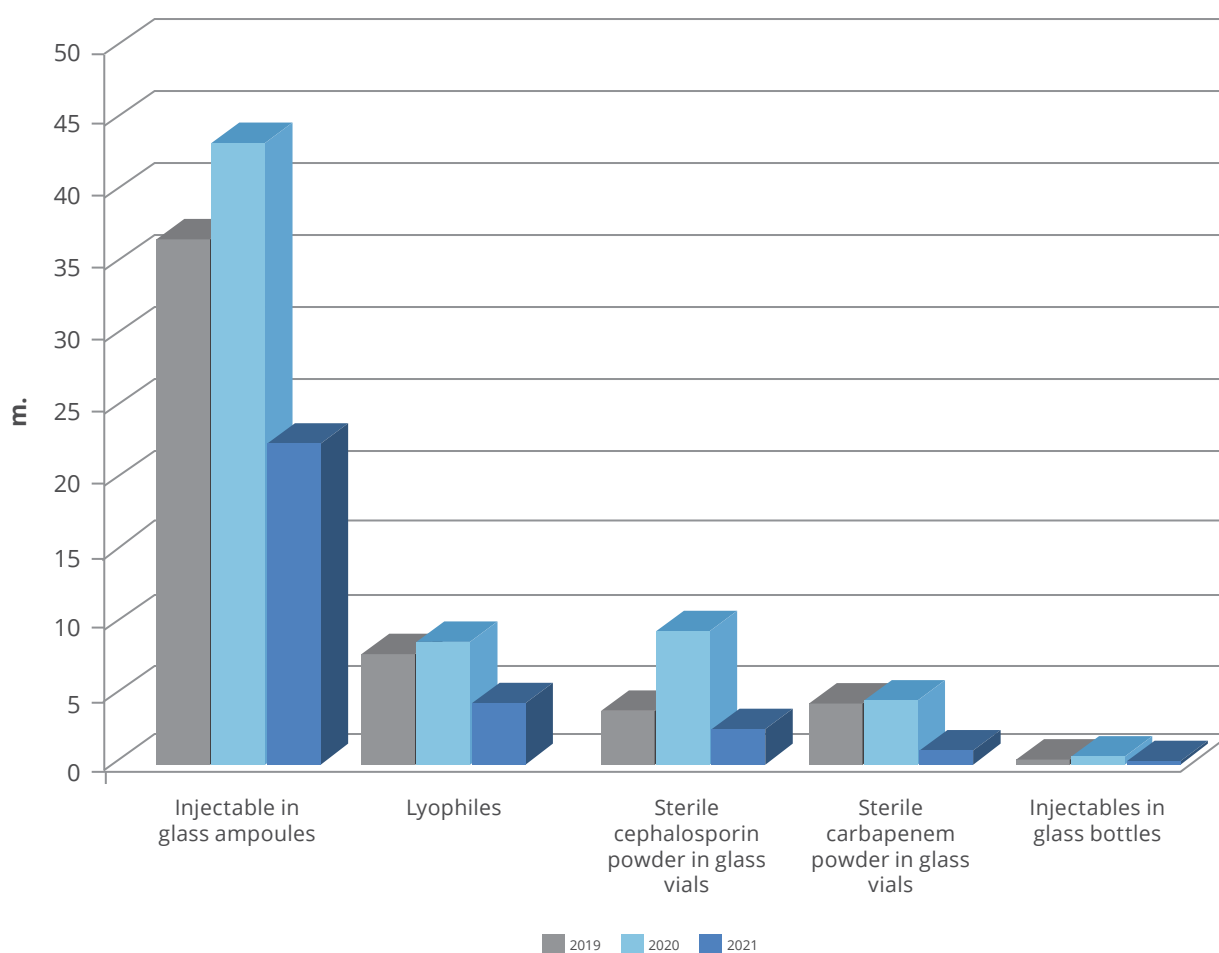
\*The 2021 figures are from the first half of the year.



Injectable in glass containers			
Category	Quantity		
	2019	2020	2021*
Injectable in glass ampoules	36,983,318	43,962,030	22,312,888
Lyophiles	6,693,323	7,522,389	4,626,169
Sterile cephalosporin powder in glass vials	3,299,552	6,381,002	2,683,039
Sterile carbapenem powder in glass vials	4,526,986	4,638,469	1,279,041
Injectables in glass bottles	640,242	757,293	261,180
	<b>52,143,421</b>	<b>63,261,183</b>	<b>26,536,148</b>

\*The 2021 figures are from the first half of the year.

## Injectable in glass containers



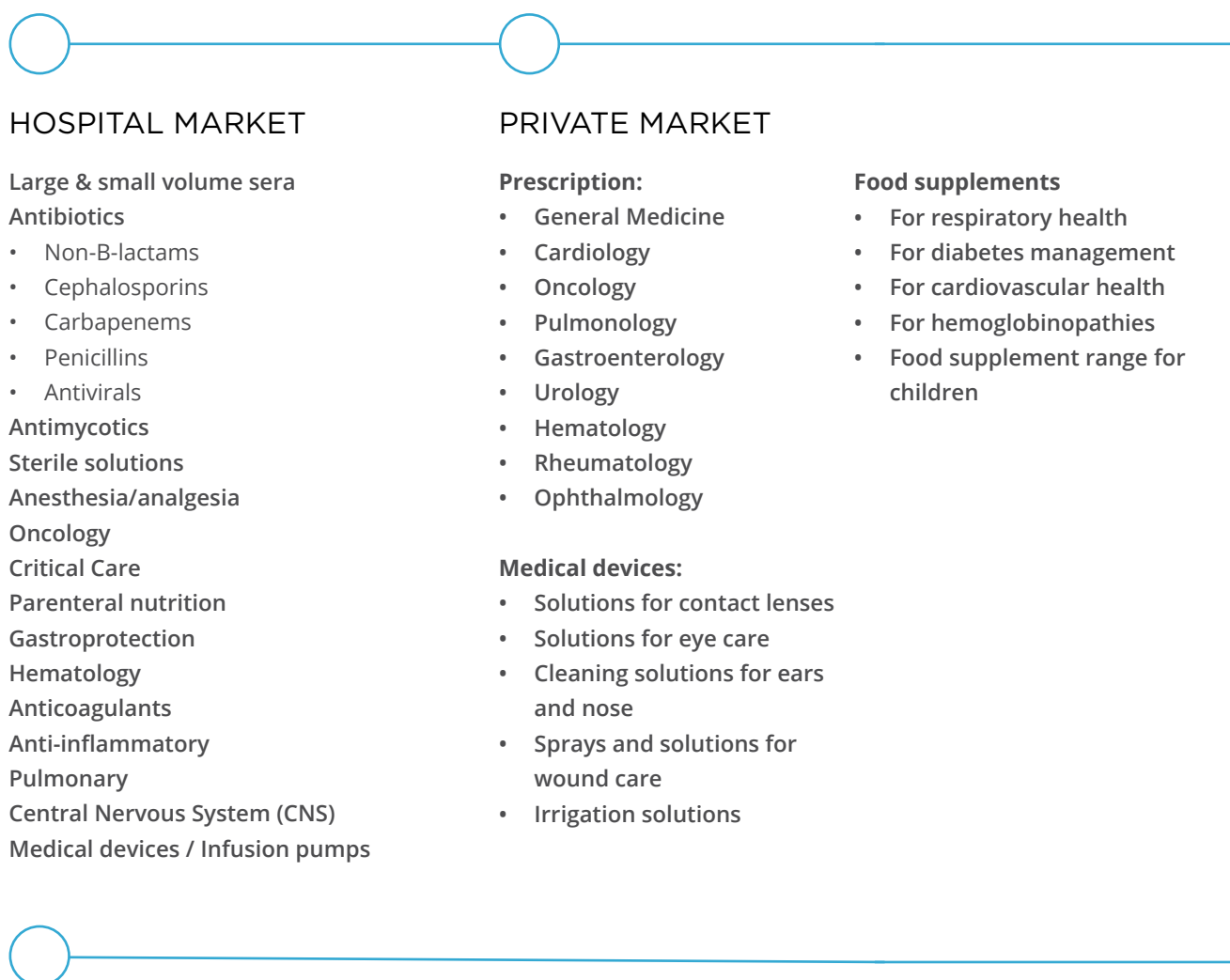


# Leading in Hospital Market



# 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.



## LIVER HEALTH

DEMO S.A. started producing its first renal products in 1996 via a complete range of hemodialysis solutions. In 1997 our company started distributing the products of a major manufacturer of medical devices for hemodialysis. We concluded an agreement to exclusively distribute their products in Greece, including, but not limited to, hemodialysis machines, hemodialysis filters, fistula needles, catheters, hemostatic pressure bandages & blood lines. During 2005, our company completed the registration and started manufacturing of three hemodiafiltration solutions. The above activities have placed DEMO S.A. as one of the biggest players in the area of renal services in Greece. The above have made DEMO S.A. one of the most important players in the field of nephrology 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)
- Sterile cephalosporin powder in glass vials (10ml, 20ml, 30ml, 50ml)
- Sterile carbapenem powder in glass vials (20ml, 30ml)
- Lyophilized (2R to 50R)
- Ophthalmic solutions (in multi-dose or mono-dose containers)
- Medical devices (flushing solution, hemodialysis and hemofiltration solutions)
- Solutions for External Use
- Medical Devices



**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 new active raw materials
- develop biosimilar pharmaceutical products
- the development of up to **25** new generic pharmaceutical products each year and their introduction to the global market.

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 2 modern and high tech Research & Development laboratories, spanning more than 4,000 m<sup>2</sup>, equipped with the latest instruments and 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.

## REGULATORY AFFAIRS DEPARTMENT

Hence, in 2005 we reorganized 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 has rendered 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.

## DEMO'S COMMITMENT TO TOP 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)
- ISO 9001

Additionally, our new Quality Control Laboratory follows the latest Good Laboratory Procedures and covers an area of more than 2,500 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 Control

The Quality Control Department is in charge of evaluating the quality of raw materials, packaging materials and the intermediate and finished products produced, both at release and at the end of life.

As an example, in 2020 it analyzed 3,900 semi-finished products, 1,050 raw materials and excipients, 4,200 packaging materials and 3,400 batches of stability under various conditions.

The Quality Control Department is also responsible, in collaboration with the Company's Evaluations Department and Quality Assurance Department, for conducting studies supporting the approval of new production lines or modifications to existing products. It operates under strict quality procedures, while the primary objective of the department is to ensure the accuracy and reliability of analytical results based on the DEMO Quality System and international standards.

The Quality Control Department is staffed by scientists of various disciplines (Chemists, Biologists, Technologists), many of whom have postgraduate or doctoral degrees. It is structured in four sub-groups, each of which has defined responsibilities and a hierarchical structure. In 2020 the QC staff reached 67 people.

Spatially, it consists of 4 distinct laboratories with a total area of more than 1,600m<sup>2</sup>. The most recent of these, which received approval from the E.O.F. in May 2021, exceeds 500m<sup>2</sup>.

All four laboratories have all the necessary infrastructure and state-of-the-art equipment in order to carry out all the required physicochemical and microbiological laboratory tests. For example, there are 42 high-performance liquid chromatography (HPLC and UPLC) systems - equipped with various types of detectors, 5 gas chromatography (GC) systems and 9 bacterial endotoxin monitoring systems.



## Batch Certification and Release - Qualified Persons

The Department's objective is to review all batches and certify them for release to the market, through which production or quality failures are prevented before the product is released, resulting in patient safety and company reliability. At the same time, the documentation of our producers is improved resulting in a predictable and effective presentation to Customers, Inspections, Authorities.

The Department plays an important role in the organization of the process of batch release to the market by coordinating and interdepartmental communication Planning - Production - Quality Control - International Sales and Warehouses. While it contributes significantly to the organization of the company's relations with Customers and subcontractors through Technical Contracts.

In combination with the institutionalized role of the Qualified Person according to the European legislation (Articles 47/48 Directive 2001/83/EC, Articles 51/52 Directive 2001/82/EC, Directive 2003/94/EC, Directive 2011/62/EU, ICH Q8, Q9, Q10 and Annex 16/EudraLex Volume 4),

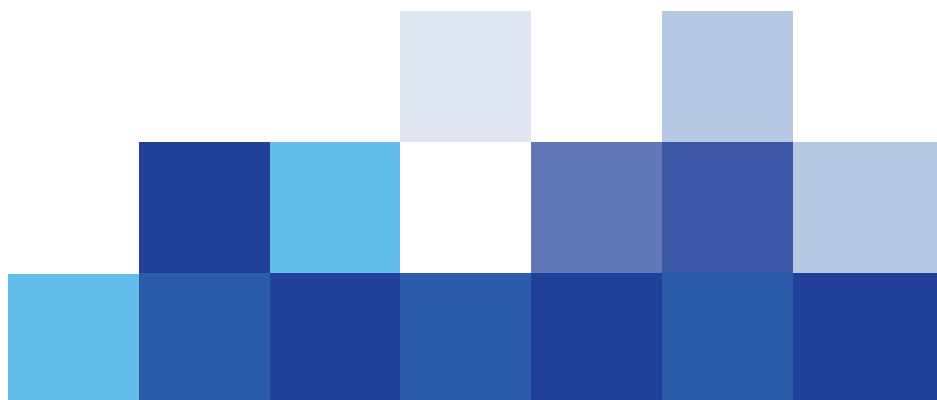
- Checking and confirming that DEMO's Quality System works, meets the legislation of the markets targeted by the company and the specific requirements of its Customers and serves the productivity and objectives of the company

- Proposes and participates in the company's Quality improvement projects and in the resolution of problems
- Signs as required by his/her role, in addition to releasing the company's batches and approving all internal documents as required, on any documentation requested to support the company's operation to domestic and international authorities (Import of Active Materials, Intra-Community Movement of Substances and Products, Product Reliability in Transport, Declarations of Compliance to Customers) as well as the filings/amendments of its files (Qualified Person's Declaration for each approved Active Substance Producer, Specifications, Product Supporting Declarations).

The Department is staffed by two Qualified Persons (Head Qualified Person and Deputy Qualified Person) and three Batch File Review Officers.

The annual performance of the team for 2020 is summarized as:

1. Release of 4,967 batches of finished product
2. Release of 435 lots from third party productions
3. Drafting/revision of 27 Technical/Quality Contracts of the company with Customers and subcontractors



# 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). As the operator and auditor of the Quality System, it improves and ensures the operation of the company's production functions in accordance with the highest requirements, integrity and continuous improvement and evaluation.

The activities of the department include the detailed design of new production areas, the continuous evaluation of processes 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 disciplines and 5 independent groups,

working on the design, evaluation and compliance of both new production activities of the company and existing infrastructure and processes. The capacity of the Department currently stands at 28 people, having recently expanded its activities to the new R&D Laboratory at our facilities in Thessaloniki. As part of the continuous improvement of the Quality System, a modern digital system for the management and review of Quality events has been acquired, which will enhance the Department's goal of more effective control of its investigations, which exceed 1,500 per year.

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.

## INSPECTIONS RECEIVED BY THE COMPANY BETWEEN 2017 - 2020\*

Year	Customers	Authorities
2017	8	8
2018	9	6
2019	10	6
2020	4	2

The percentage of success rate is

100%

*\*Due to the special restrictions and conditions imposed by the pandemic, in the year 2020 the company received a small number of inspections.*



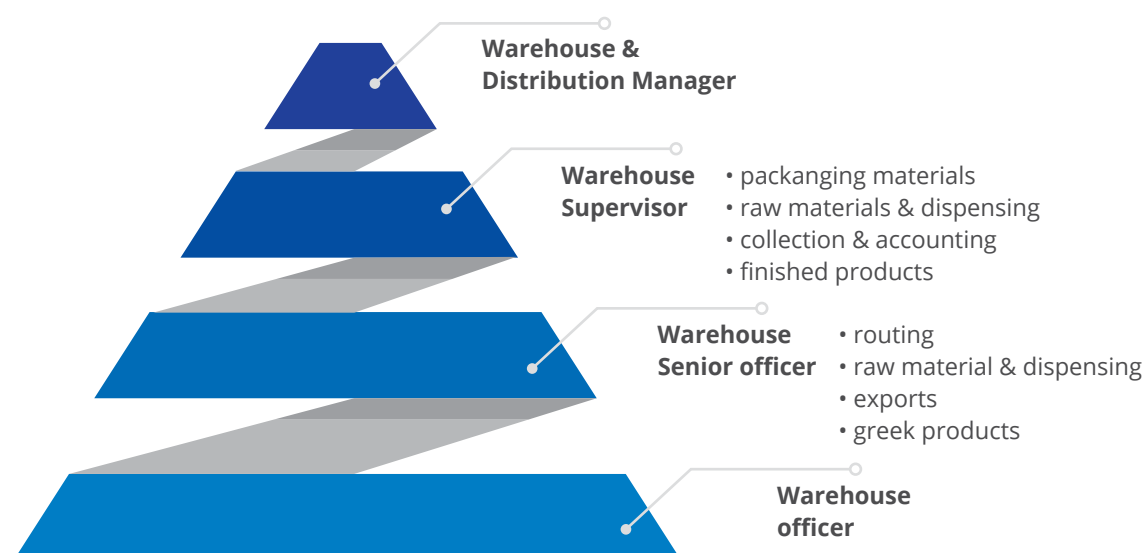


# Logistics Department (Warehouse & Distribution)

The Company's Warehouses Department manages the flow of materials, raw materials and finished products throughout their stay in the Company, based on international standards and principles.

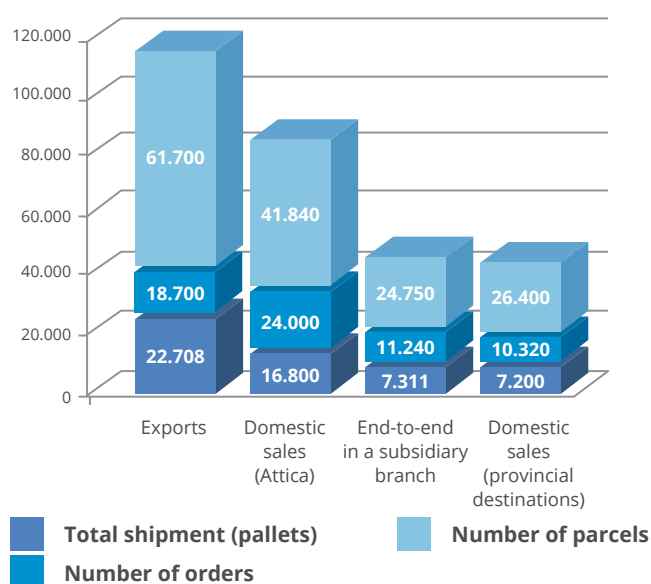
In particular, flows have been defined and are reflected in internal documents and systemically, both for the convenience of staff and for the best possible performance. The new facilities are equipped with all the necessary and modern means, which are equipped with the latest generation of robotic systems, aiming at the continuous modernization of the services provided.

In a difficult, but also demanding year, in a time of pandemic, the Warehouses Department, with the undivided help of the Management and its staff, excelled, achieving the goal of uninterrupted and quality supply of products to all destinations. The collective effort of its members and the proper guidance of the Management Team is reflected in the receipt/delivery statistics, which are presented in the following graphs and tables. Their numbers have an increasing trend compared to the 2019 results, as a culmination of the teamwork of its members and the internal cooperation with the Company's departments.



## MOVEMENTS FOR THE YEAR 2020

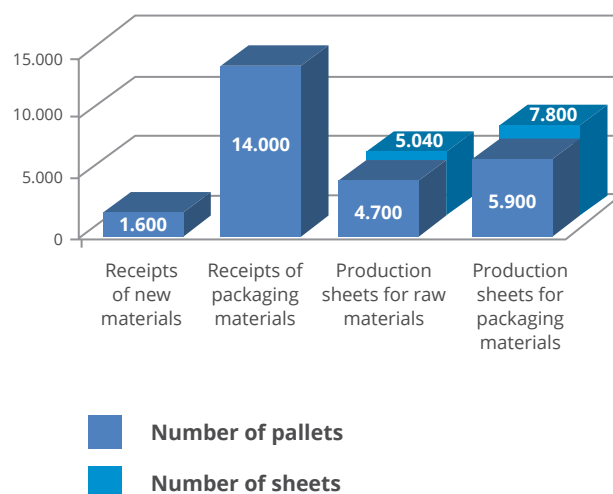
	Total shipment (pallets)	Number of orders	Number of parcels
Exports	22,708	18,700	61,700
Domestic sales (Attica)	16,800	24,000	41,840
End-to-end in a subsidiary branch	7,311	11,240	24,750
Domestic sales (provincial destinations)	7,200	10,320	26,400





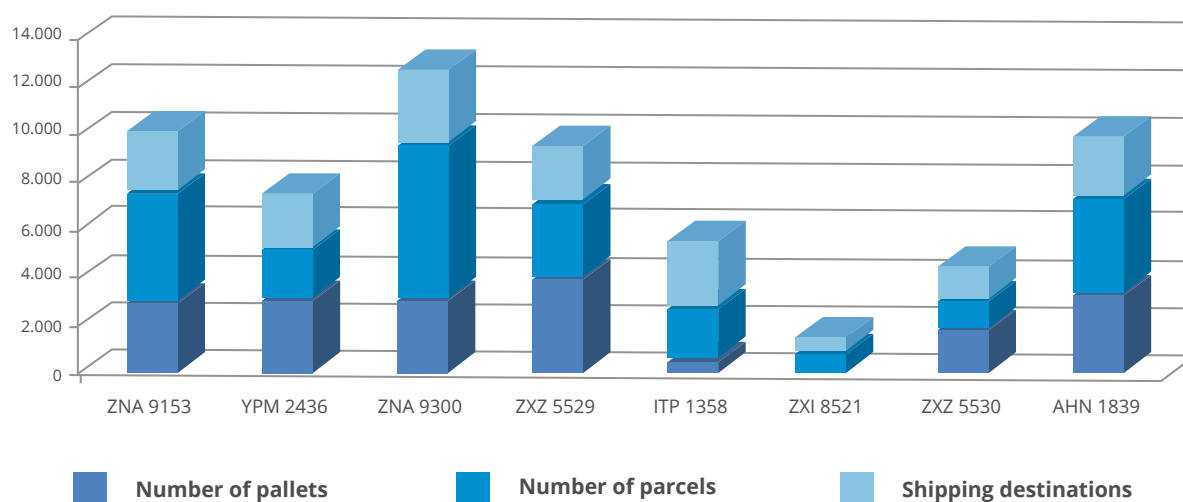
## RECEIPTS AND PRODUCTIONS FOR THE YEAR 2020

Raw materials and packaging materials	Number of pallets	Number of sheets
Receipts of new materials	1,600	-
Receipts of packaging materials	14,000	-
Production sheets for raw materials	4,700	5,040
Production sheets for packaging materials	5,900	7,800



## DELIVERIES AND PRODUCTIVE RESOURCES FOR THE YEAR 2020

Truck registration number	Number of pallets	Number of parcels	Shipping destinations
ZNA 9153	3,240	4,560	2,400
YPM 2436	3,360	1,680	2,640
ZNA 9300		6,240	3,120
ZXZ 5529	4,080	2,880	2,160
ITP 1358	240	1,680	3,840
ZXI 8521	0	960	480
ZXZ 5530	1,920		1,200
AHN 1839	3,600	4,080	2,400



# Investments Development

In recent years DEMO has made major investments in its main production facilities in Krioneri.

Within a four-year period, 20,000 square meters of new built-up area was added with the construction of two buildings (building D and E). At the same time, more than 10,000 square meters were reconstructed in order to provide for productive and storage uses. To support all this, significant investments were also made in the central support systems of DEMO's facilities with the addition of three new electricity transformers which approximately doubled DEMO's installed capacity from 7 MW to 12 MW, two new steam generators with a total capacity of 4 MW were added, increasing the total thermal capacity of DEMO's facilities from 10 MW to 14 MW and a very powerful water-cooled air conditioning chiller was installed, increasing the total cooling capacity of the facility by approximately 100% from 3.5 MW of cooling capacity to 7 MW.

## **The following projects were started and are being completed in 2020-2021:**

1. New production plant for inserts in plastic containers with a total area of 4,000 square meters. This new production unit includes the following 3 production lines:

- New Production Line for the production of insulants in plastic bottles made of Polypropylene (PP) with controlled nitrogen environment.
- New production line for injectables in plastic bags made of soft Polypropylene (PP) film.
- Polyethylene (PE) / Polypropylene (PP) Plastic Ampoule Production Line: This line differs from the existing ones available by DEMO in the fact that all the mechanical movements of the mold that are made to create the ampoule are with electric pistons and not with hydraulic ones. This ensures perfect stability in the movements of the mold (the closing of the mold does not depend on the pressure of the hydraulic oil), so that ampoules with a volume of less than 1ml can be produced.

This plant will produce at full operation 20 million bottles, 13.5 million pouches, 30 million ampoules and is expected to be delivered fully operational by the end of 2021. In full operation it is expected to employ 99 people (85 people workforce, 7 technical staff and 7 administrative people).

2. New unit for the production of injectable solutions in liquid and lyophilized form, general forms of products, in a glass container with ISOLATOR technology and automatic loading / unloading of chambers. This new unit will be designed according to FDA specifications and includes 1 production line

with 2 lyophilization chambers, each 50 m<sup>2</sup>. Together with the packaging, the unit will cover approximately 2,000 square meters on two levels of the newly built building D at the Krioneri headquarters.

3. Reconstruction of the new building E on a neighboring plot of land with a total area of 6,000 square meters in order to support the storage needs of the group.
4. Construction of laboratories with a total area of 2,800 square meters on the two floors of the building in Thessaloniki. Some sites have already started operating on a trial basis.
5. Reconstruction of a new office wing in building A with a total area of 1,500 square meters in accordance with the architectural study carried out and which fully complies with the specifications for a modern working environment.

## **In 2021, work will start on the following major projects that will significantly enhance DEMO's production and storage capabilities.**

1. New building at Krioneri in Attica which will have two uses. The first three levels will be assigned for the use of finished product warehouses, while in the last two levels a pioneering pilot unit for the production of monoclonal antibodies with a total area of 2,000 square meters will be constructed. The project was auctioned in the spring of 2021 and through the tender process emerged the contractor with whom the contract for the construction of the building was signed in July 2021.





2. A new industrial complex in Tripoli consisting of four production buildings and a central infrastructure building on a plot of 60 acres. The building permit has already been issued for building A, which will be used for the production of penicillins (finished product and raw material) and for the central infrastructure building. This project has already been put out to tender and the selection of the contractor who will be responsible for its implementation is expected to be realized in the coming months. Within the next few months the building permit for the remaining buildings will be completed.

The savings of chilled water that would otherwise be discarded are impressive. In particular, it is estimated that the annual consumption of two similar furnaces is 252,000 cubic meters per year. This should include the electricity consumption required to cool all of this quantity. With the new recirculation system, these quantities of water are not discharged and the electricity consumed is minimised.

Thus, DEMO S.A.'s energy footprint is significantly reduced with regard to the central production facilities in Kryoneri, demonstrating its commitment to the goals of sustainability and the circular economy.

As part of the upgrade of its central infrastructure, DEMO, always striving to improve its energy footprint and contributing to the effort to achieve sustainable development, designed and implemented an innovative heat recovery/water saving system for the terminal furnaces of the plastic containers. The objectives from the operation of the system are as follows:

- i. Cooling furnaces with the smallest energy footprint
- ii. Saving large amounts of water
- iii. The potential recovery of heat with temperature controlled recovery for other purposes such as the production of hot water for air conditioning units.



## INVESTMENT IN THESSALONIKI

DEMO is strengthening its research and development footprint with the creation of new, modern laboratories in Thessaloniki.

The laboratory development plan includes five Physical Chemistry laboratories, a Pharmaceutical Technology laboratory, a Laboratory for the Synthesis of Raw Materials, a Microbiology laboratory and a Biotechnology laboratory, in which the installation of the necessary analytical equipment has already been completed. In this way, the company promotes innovation and ensures open channels of communication with basic research. The new 2,500-square-metre, ergonomically designed laboratories are housed in the company's existing building in Northern Greece and, when fully developed, will employ more than 100 people from various scientific disciplines.

The new laboratories are already up and running as they have been staffed with the first 12 scientists who have joined two teams: That of End Product R&D for the development of new injectable pharmaceutical products and that of API (Active Pharmaceutical Ingredient) R&D which aims to develop synthetic routes of active pharmaceutical compounds.





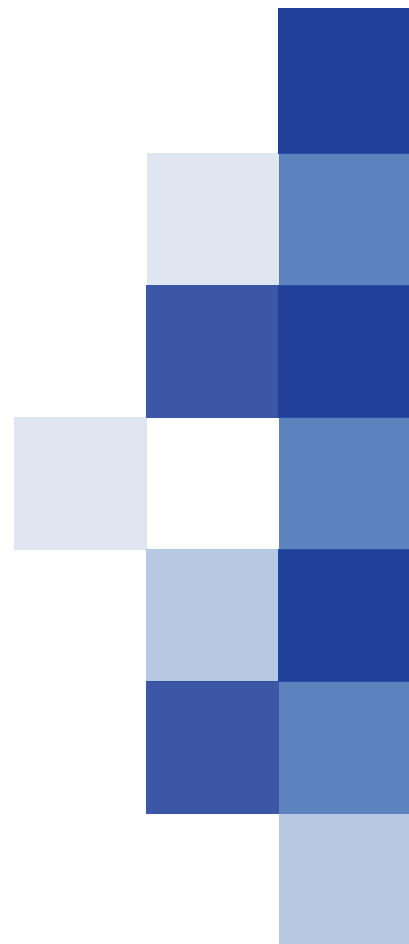


# The Human Capital

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

## OUR PEOPLE CONTRIBUTE TO OUR SUCCESS

DEMO S.A.'s employees are the driving force behind our growth and consolidate our leading position as one of the leading pharmaceutical industries in Southeast Europe. At DEMO S.A., a leading employer for 2021 (Randstad), we continue to actively support our people and want to grow alongside them, aiming to provide a working environment that is safe, attracts talented employees and inspires them to chart a common and successful path of development.

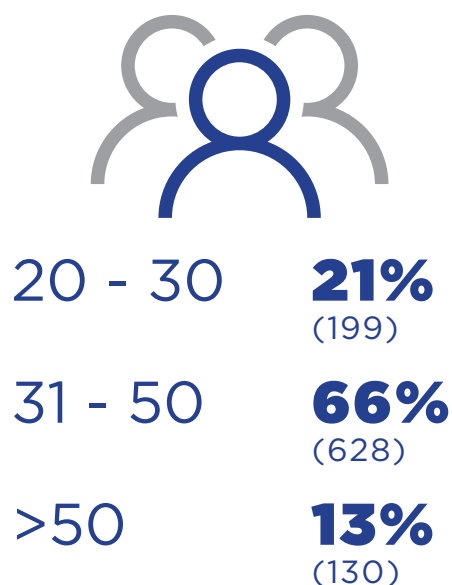
## WE RESPECT HUMAN RIGHTS & PROMOTE AN EQUAL OPPORTUNITIES POLICY

At DEMO S.A. we monitor relevant labour legislation (national and European), including references to child labour, respect for human rights and working conditions to ensure that we are fully compliant.

Our aim is to ensure that at DEMO S.A. all employees are treated with respect and given equal opportunities for their development, regardless of their social identity. Therefore, both the integration and the career of each employee is assessed according to their skills, qualifications, performance and ambitions, without any discrimination that may be identified in terms of diversity (e.g. gender, age and/or other characteristics).

At DEMO S.A. we are proud that 45% of our total jobs are held by women, while 42% of positions of increased responsibility (i.e. positions of management of a group of employees) are also represented by women, which confirms the practical adoption of a culture of equal treatment of our executives.

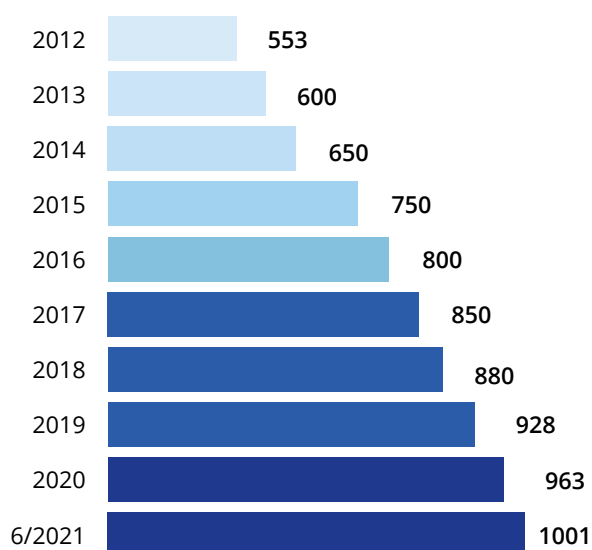
Chart - Age representation in DEMO



## INCREASING EMPLOYMENT OPPORTUNITIES

DEMO S.A. is growing dynamically, increasing employment opportunities every year. During the Covid-19 pandemic, there has been an increase of 7.8% in jobs from 2019 to date and a further increase is

expected by the end of the year due to the recruitment of the new Research and Development Laboratory in Thessaloniki.



At the same time, internal movements and promotions of employees were enhanced in order to promote their personal development through the assumption of new roles that acquire expanded responsibilities and cultivate new skills.

**86%**

Coverage of positions from outside candidates

**14%**

Coverage of positions from inside candidates

## RECRUITING TALENT WITH A PRIORITY FOCUS ON YOUNG SCIENTISTS

Due to the specific nature of the pharmaceutical industry in Greece, DEMO S.A. has recognized the recruitment of talented human resources as one of the most important challenges for our growth.

Keeping our eyes on the new generation, the company's course of development contributes to the decrease of unemployment, the boosting of the economy and the local community and the brain-drain limitation.

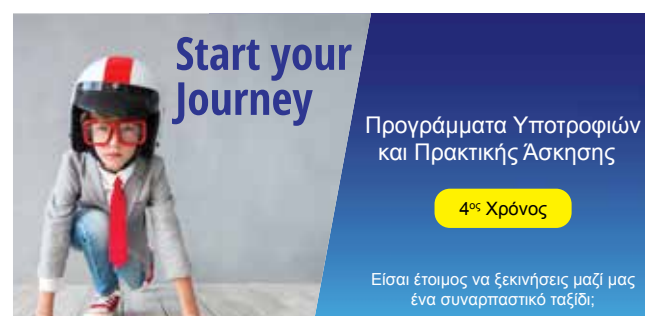
- **WE AWARD 29 GRANTS AND 15 INTERNSHIPS FOR INVESTMENT IN YOUNG SCIENTISTS**

Demo S.A., in the framework of the Start Your Journey Scholarship and Internship Program, for the 3<sup>rd</sup> consecutive year in 2020, offered one-time financial support and the possibility of paid employment to seniors and graduates of specific university faculties of higher education. This program is an important initiative of DEMO, which aims to provide the necessary opportunities for young people to start their journey towards a successful professional and academic career. Specifically, those selected for the implementation of the internship have the opportunity to join the DEMO family and apply their knowledge in practice, through a development plan that will focus on their professional training and active participation in projects, building the foundations for a successful future career with us. Since the inception of this institution, the majority of the interns who have participated in the program continue to work with the company to this day, with great success (75%).

- **WE ACTIVELY CONTRIBUTE TO THE PROFESSIONAL ORIENTATION OF YOUNG PEOPLE**

We continue to work closely with the academic community, higher education institutions and other bodies (University Institutions, Student Associations, Career Days, Webinars, Mentoring Programs and other events) to inform young scientists and students about the employment opportunities in the Greek pharmaceutical industry and DEMO in particular in different sectors and specialties in order to make an informed decision about their career path.

We contribute to the professional networking of young people in order to highlight substantial and future employment opportunities in the Greek pharmaceutical industry and help them in their first professional steps.



## TALENT MANAGEMENT

### Identifying and recruiting talent

In the effort to manage both our internal and external talent, we have modernized and automated our processes by investing in modern digital tools.

- **Implementation of Psychometric Tools for talent identification & assessment**

Psychometric assessment tools have now been integrated into the recruitment process as one of its key stages, as they are an objective and reliable method of identifying the skills and personal characteristics that a candidate possesses and are deemed essential for a job.

- **Investment in a new digital platform to boost the Talent Pool**

The transition to a modern and user-friendly Applicant Tracking System has contributed to the smooth and efficient management of the interests of incoming flow of candidates in the jobs we offer, while also improving the experience of candidates in the application process. By doing so, we have been able to create a talent pool that can meet our current and future recruitment needs in a faster and more efficient manner.

- **Make full use of online media**

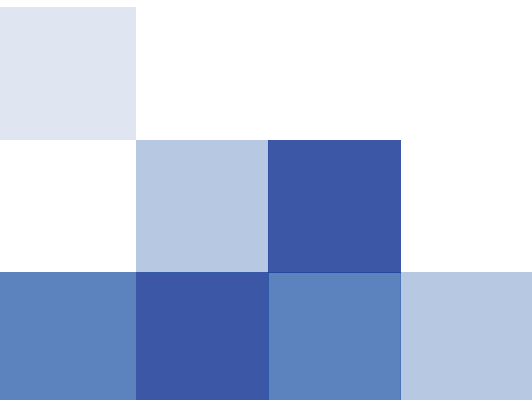
Investing in modern means of promotion, i.e. in social and professional media, of both our corporate initiatives and the new employment opportunities at DEMO S.A., raised our profile as an engaging employer and contributed to an increase in candidate interest.

- **Investment in a new digital platform for performance assessment**

In the context of aligning employees with the company's objectives and recognizing their performance, we proceeded to implement the new Performance Evaluation process for all employees of the company through a new tailor-made digital platform created by the Corporate Governance team. The platform is user-friendly and facilitates the process that seeks to recognise and reward high performance and at the same time to identify areas for development and continuous improvement at both personal and corporate level.

### Retaining and enhancing talent

Additionally, we pay special attention to the education and training of our employees, sponsoring 49 training programs from specialized bodies in Greece and abroad, covering a wide range of topics including, among others, Production, Storage and Distribution Techniques, Quality Requirements, etc.



# DEMO SA

## Once again ranks among the TOP 10 of the most attractive employers in Greece

research «Randstad Employer Brand (REBR) 2021»,  
Randstad

### The 150 largest Corporations, based on number of employees

The survey was conducted among 3,600 Greek citizens – students, employees and job seekers ages 18 to 65.

The interviews were carried out online, in January 2021.



## Awards & Honors

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 34 major business enterprise, gold awards and praises for its entrepreneurial path and prospect in 2015 - 2021.

### Healthcare Business Awards 2021

Platinum Award, "Social Responsibility"  
Gold Award, "Social Responsibility"  
Bronze Award, "Employee Safety, Support and Awareness"

### Best in Pharmacies Awards 2021

Platinum Award, for Arrenprost product, "Marketing"  
Platinum Award, for Arrenprost product "R&D"

### Manufacturing Excellence 2020

2 Platinum Awards, "Investments"

### Healthcare Business Awards 2020

Platinum Award, "Investments"

### Manufacturing Excellence 2019

Gold Award

### Best in Pharmacy Awards 2019

2 Gold Awards, for NAFLIVER

### Healthcare Business Awards 2019

Bronze Award, "Social Awareness"

### Healthcare Business Awards 2018

Gold Award, "Employment"  
Gold Award, "Investments"

### Diamonds of the Greek Economy, 2016, 2017, 2018, 2019, 2020, 2021

### Salus Index, 2015, 2016, 2017, 2018, 2019, 2020

### Made in Greece 2017

Praise for industrial excellence  
Praise for exports excellence

### Healthcare Business Awards 2017

Gold Award, "Extroversion"  
Gold Award, "Social Awareness"

### Entrepreneurship Club Kouros 2015

Dimitris Demos, International Performance in  
Business Sector

### Made in Greece 2015

Award for Export Excellence

### Greek Exports Awards 2015 Top Industrial Company

Gold Award





Growth Awards  
ΑΝΑΠΤΥΞΗ • ΑΝΤΑΓΩΝΙΣΤΙΚΟΤΗΤΑ

Υπάρχει ένα ελληνικό  
σκεύασμα που θεραπεύει  
ανθρώπους σε 85 χώρες

DEMO ABEE  
Growth Awards 2018  
Βραβείο "Λειτουργική / Επιχειρησιακή βελτίωση"







# 02 Corporate Governance

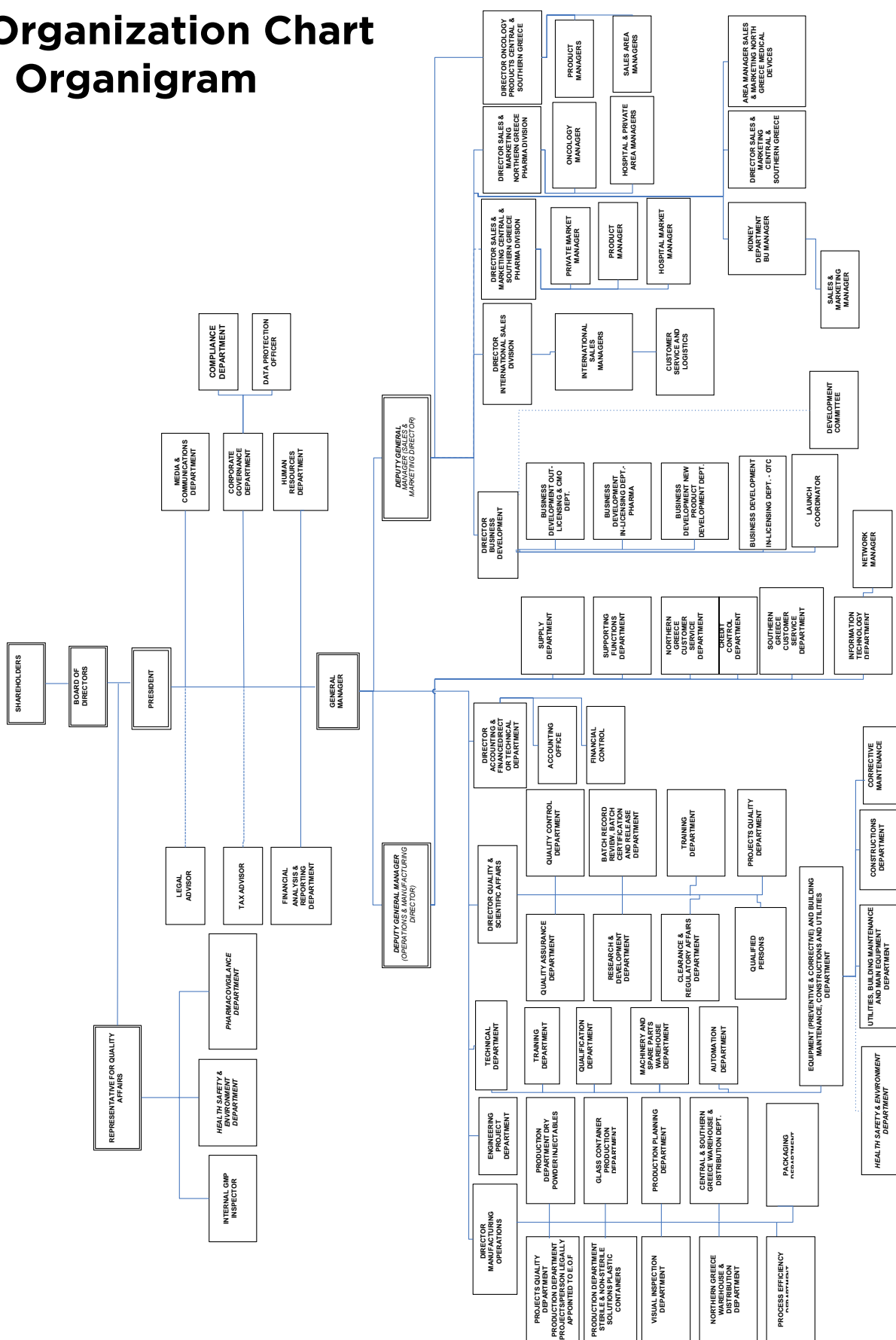
## Corporate Governance Social Responsibility

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.

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## Sustainable Growth &amp; Annual Report 2020



## 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

## WHAT IS 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 a series of Policies and Procedures that are increasing as the

company is progressing and which are upgraded regularly.

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 risks in order to deal with them in an efficient manner. They also serve as the foundation for implementing policies on a practical level, during the execution of everyday activities. They

mainly address questions such as “who does what”, “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



## CORPORATE GOVERNANCE DIVISION

The Corporate Governance Division is responsible, inter alia, for the design and continuous improvement of corporate processes in cooperation with the relevant departments, the monitoring of the respective KPIs and Internal Audit. As part of the broader restructuring of the company in 2021, the Technology and IT functions and their respective teams came under its responsibility:

1. IT Infrastructure, Systems & Network
2. SAP
3. Master Data Management (MDM)
4. Software Development
5. Systems and Software Validation
6. Serialization

## DEMOGOV: CORPORATE GOVERNANCE DIGITAL SYSTEM

The DEMOGOV Digital Platform is a pioneering and innovative 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.



## MAIN OBJECTIVES OF THE PLATFORM 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 provide 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 risks 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 training tool for new employees or employees undertaking new roles

## myDEMO: SMART COMPANY COLLABORATION

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)

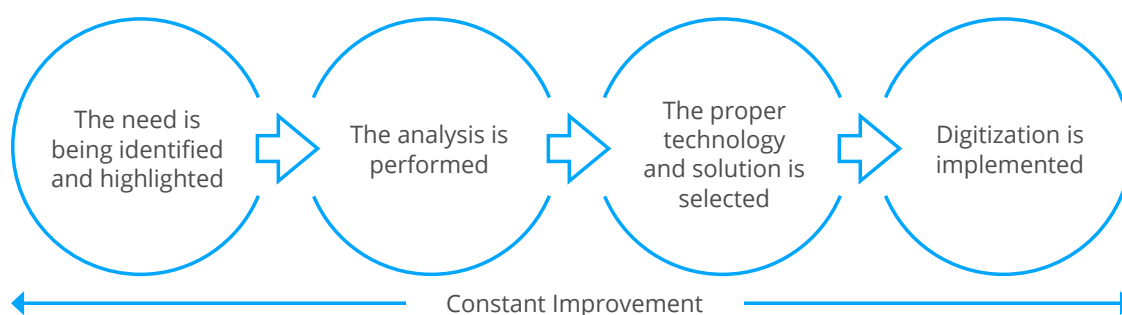
Each user has their own profile with their picture, CV, interests, tasks, the working groups they are participating in as well as the projects they are involved in. At the same time, they have the opportunity to communicate in a structured manner, with any employee and link their communications and files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

## PROCESS FLOW DIGITIZATION

The digitization of process flows, as part of our Company's overall digital transformation plan, is already playing a key role in the modernization, improvement and organization of our operations.



As Corporate Governance, we have defined and are executing a steady path towards digital transformation, investing in digitization and process automation, and the results are evident.

Some of the benefits of digitization:

- The first and most important benefit of Digitization is time savings. Providing the right information at

the right time (and in the right context) helps get tasks done more quickly and easily, while reducing unnecessary actions. Digitization of many of these repetitive tasks can save tens, even hundreds of labor-hours.

- Digitization is a great way to reduce repetitive manual work and achieve financial savings for the company's operations.





- Digitization enables us to organize processes more efficiently so that they are more easily processed and improved.
- Digitization enables us to spare resources for tasks where more creativity is required and for others that cannot be reproduced by software.
- A further important advantage of digitization is operational stability. By operating under fixed and specific actions, digitization can eliminate situations in which documents can be lost or steps can be missed. This will ensure the accuracy and safety of the process.
- Last but equally important benefit of digitization is the upgrading of the "Employee Experience" concept, offering flexibility and organization of remote work, with teams working from different locations.

The following is a list of the main process flow digitalization projects that have been implemented and have already delivered multiple benefits:

1. Application for Authorization of Leave - Absence
2. Application for Individual Fixed Equipment
3. Sampling of raw materials and packaging materials
4. Corporate Newsletter Creation & Synthesis
5. Machine Format Changes
6. EXPENSES SHEET
7. IT HelpDesk
8. myIDEA
9. Portal & DEMOGov HelpDesk
10. Premises Design Request
11. QC | RnD Equipment Ticketing
12. QC | RnD- Equipment Inventory Management
13. SAP Service Request
14. Request for Increase or Maintenance of Fleet (machinery) Warehouse
15. User Registration Request
16. Request for Data Restore
17. Covid-19 data & Quarantine employees
18. Building Maintenance Reports
19. Validation Master Plan
20. myDEMO Support.



## PROCESS AUTOMATION WITH THE USE OF "DIGITAL ASSISTANTS"

In the emerging environment and with the strategic objective of the Digital Transformation of our company, the Corporate Governance Division proceeded, among other things, with the introduction of the Digital Assistant technology.

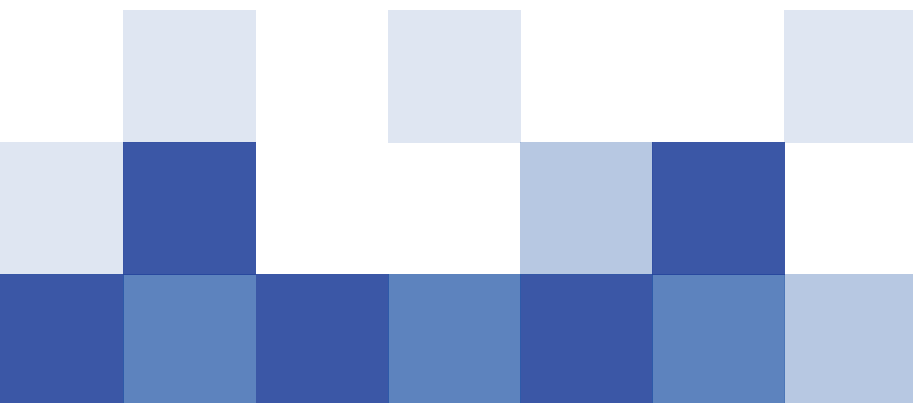
### What are the Digital Assistants

Digital Assistants have the ability to perform routine, repetitive and tedious human procedures. Standardized processes that run according to fixed rules, use structured digital data and manage large volumes are ideal cases for automation using Digital Assistants. According to studies, the benefits of this automation are not only the evident financial and productivity gains, but also the fact that the level of employee satisfaction in the implemented departments has increased exponentially. This was because they stopped being tasked with a standardized repetitive task with a high risk of human error and focused on more substantial tasks that require human thought and judgement. The application of Digital Assistants belongs to the technologies that manage to

bridge the "gap" between IT and the business units of a company (IT-Business Gap). These all form a part of the computing that is summarized by the term "lowcode/nocode automation technologies". In fact, in several companies, employees without specialized IT skills train their own Digital Assistant themselves.

### DEMO's Digital Assistants

In our company, two Digital Assistants have been implemented. At the same time, a multidisciplinary team of executives of various specialties and experiences has been created and trained in the "training" of the company's Digital Assistants. Major projects that have been developed have automated ongoing and repetitive tasks of the PV, QP, Reporting, and IT departments.



# SAP

Below are the main projects that have been implemented:

## 1. e-Books

Platform of Electronic Books AADE (Independent Authority for Public Revenue):

- The entire income/expense transactions of companies and other entities that keep accounting records in accordance with the Greek Accounting Standards (GAS) are recorded at the AADE
- The accounting and tax outcome of companies is reflected, as derived from the data of the Electronic Books submitted
- DEMO provides and registers the Summary of the Income / Expense Documents to the AADE and creates the Analytical Document Book (Analytical Book), classifies the recorded transactions, performs the necessary Accounting Adjustment Records for the determination of the Accounting and Tax result of each financial year.

## 2. In Process Controls of the QC

- Capturing the sample, analysis and decision-making process through SAP
- Achieve optimal and more rigorous traceability of quality control operations
- Ability to export data (via reports) related to the specific process through which the everyday life of the users of the Quality Control department is improved, as any extra-systemic management is significantly reduced.

## 3. Implement the PS (Project System)

The PS subsystem of SAP enables the planning, evaluation and control of project costs and revenues. The projects managed by PS are Technical, Services, Expenses and Investment. PS improves and achieves the planning and management of materials, but also the work of personnel and machinery through the work breakdown structure (WBS).

# IT

The main projects executed are:

1. Upgrade of AVAYA call centre for the exploitation of new VOIP technologies (Voice Over IP)
  - Ability to disable telephone devices and use internal telephone via computer (soft phone) within and outside the company
  - Replacement of call centre console with Touch screen soft console with more functions for more efficient management of incoming calls by the operator
2. Upgrade of the network infrastructure with new equipment for the growing needs of the company and the support of all buildings both in our headquarters in Kryoneri and in our subsidiaries in Thessaloniki and Germany
3. Expand network infrastructure and facilities at our subsidiary in Thessaloniki to support the new R&D laboratories
4. Create a Knowledge Base with common issues and questions for new and existing employees
5. Automation of the file transferring process
6. Monitoring and analysis of statistical data resulting from the use of the IT helpdesk.

# 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 for DEMO. 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 methodological 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

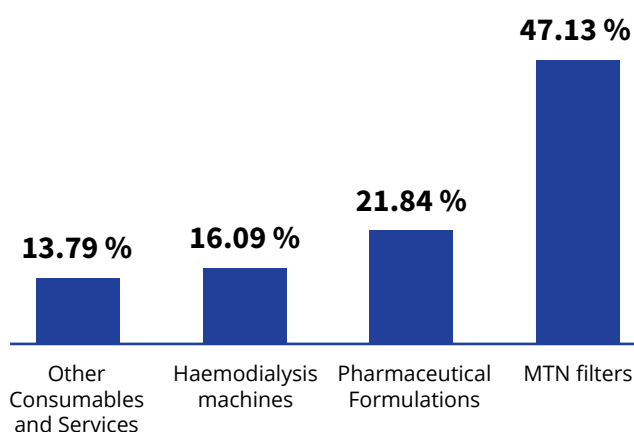
DEMO S.A. is a member of the Hellenic Association of Pharmaceutical Industry (PEF) and also a member of the Hellenic Association of Pharmaceutical Companies (SFEE). The Vice-President of DEMO S.A., Mr. Dimitris Demos was re-elected in 2018 as Vice-President of PEF. This Industry is also a member of the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

# Business Associates

## PUBLIC TENDERS AND BIDS

### Tenders

In 2020, the company's Tenders Department participated in a total of approximately 90 tenders, of which 30 were conducted through the National System for Electronic Public Procurement. The main categories of products offered through tendering procedures are Artificial Kidney Filters, Pharmaceutical formulations and Dialysis Machines:



For the same products, the Competitions Department submits daily offers in market surveys carried out through iSupplies, CosmoOne, etc. In the first half of 2021, the company has already participated in 65 tenders.

### Framework Agreement

At the end of 2020, a new Framework Agreement was signed for the supply of pharmaceutical products (EPY4/2014), with a total value of 1,704,726.8948 € for the company.

### Executive Contracts

In 2020, through the Framework Agreements with the National Central Health Procurement Authority, the Tenders Department concluded more than 185 executive contracts for the procurement of medicines with Public Hospitals, worth ~3,000,000.00€. In the first half of 2021, more than 100 executive contracts have already been signed.

## INTERNATIONAL TENDERS 2020



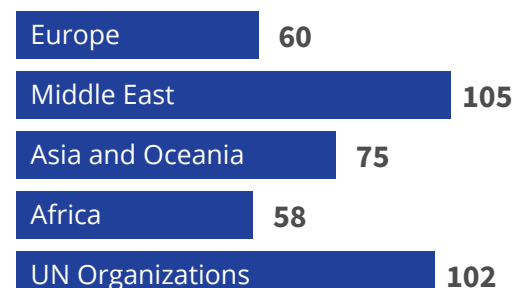
DEMO S.A. has been successfully participating in Drug Procurement International Tenders since the establishment of its International Sales Department up until today.

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 2020, DEMO SA participated in a total of 400 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 IN 2020 IS AS FOLLOWS:



# Business Associates

## SUPPLIERS

DEMO S.A. has a large and complex list of suppliers with more than 1000 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



DIFFERENT  
DEPARTMENTS



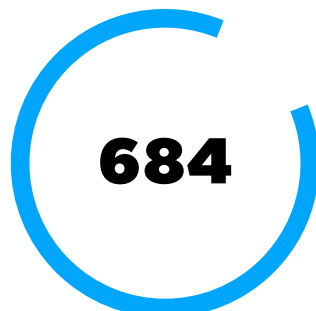
DIFFERENT ORIGIN COUNTRIES  
FROM ALL CONTINENTS



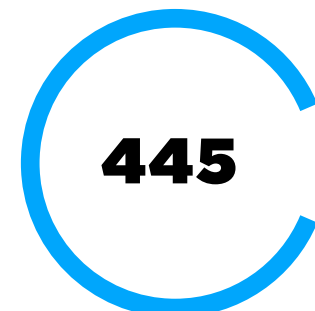
TOTAL NUMBER  
OF ORDERS  
WITH AVERAGE  
1,068/MONTH



TOTAL NUMBER OF  
SUPPLIERS



GREEK SUPPLIERS

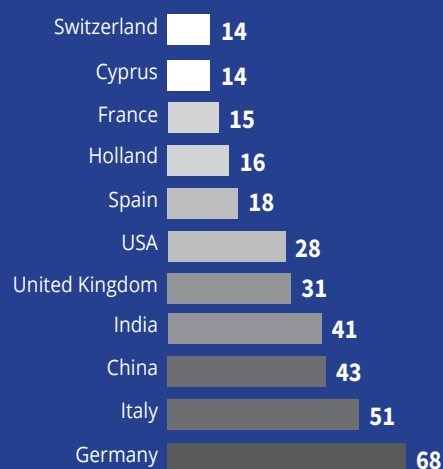


OUTSIDE BORDERS  
SUPPLIERS

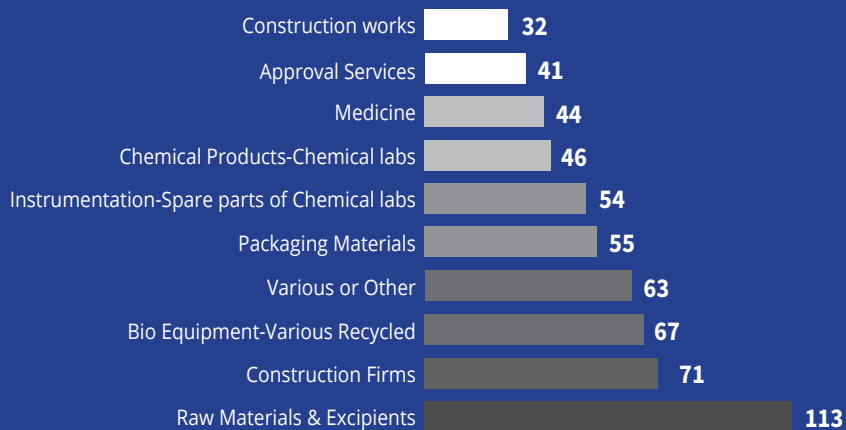




## TOP 11 COUNTRIES (NUMBER OF SUPPLIERS)



## THE TOP 10 INDUSTRIES (NUMBER OF SUPPLIERS)



### BOXES

CODE NUMBERS	NUMBER OF RECYCLED CODES	PERCENTAGE OF RECYCLING	QUANTITY OF RECEIVED ITEMS 6/2021 (TOTAL)	QUANTITY OF RECEIVED ITEMS 6/2021 (RECYCLED)	PERCENTAGE OF RECEIVED RECYCLED
698	252	36%	35,982,658	12,136,255	34%

### CARTON BOXES SEMI (40%)

CODE NUMBERS	NUMBER OF RECYCLED CODES	PERCENTAGE OF RECYCLING	QUANTITY OF RECEIVED ITEMS 6/2021 (TOTAL)	QUANTITY OF RECEIVED ITEMS 6/2021 (RECYCLED)	PERCENTAGE OF RECEIVED RECYCLED
5	5	100%	772,193	772,193	100%

### CARTON BOXES FULL

CODE NUMBERS	NUMBER OF RECYCLED CODES	PERCENTAGE OF RECYCLING	QUANTITY OF RECEIVED ITEMS 6/2021 (TOTAL)	QUANTITY OF RECEIVED ITEMS 6/2021 (RECYCLED)	PERCENTAGE OF RECEIVED RECYCLED
91	91	100%	3,095,524	802,305	100%

# 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 and for this purpose has adopted relevant SOPs which are applicable to all personnel. 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. 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. 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 in order to remain up to date at all times with the legislative framework and procedures governing their areas of responsibility. The training structure

## 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

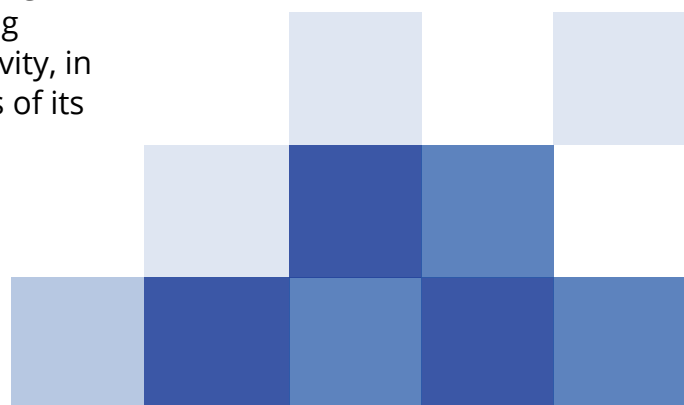


Law

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, preventing/deterring and detecting any failures 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 Compliance Chief is responsible for the development, implementation and continuous improvement of the compliance framework of the company according to the regulatory framework. They follow 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.



## EUROPEAN REGULATION DATA PROTECTION

DEMO acknowledges the importance of protecting the data of all involved in the operation of the company and within this context, it has adopted and strictly complies with all the provisions of the European General Data Protection Regulation (GDPR). According to the Regulation, the data are subjected to higher standards of protection, in order to ensure the flow of such data between the institutions and the different parts, to the extent necessary. The General Regulation essentially establishes a new global framework for data protection rights, information security and compliance. In accordance with this, the Company has developed specific actions that contribute to its seamless compliance with the new Regulatory Framework for the protection of all categories of data it manages. DEMO recognizes the essential importance of protecting the privacy, security and data of its employees and associates and implements a set of measures to safeguard personal data consistently and in good legal faith, while monitoring and approving on a case-by-case basis the legal and proper compliance with the relevant legislation. Appropriate organizational and technical

means, such as mapping personal data, reducing data volume and their kind, reinforcing cyber security, contributing to the reduction of their use and their storage as well as to the reduction of their exposure to a data leakage risk. In accordance with the General Regulation, DEMO has appointed a Data Protection Officer who ensures our obligation and commitment that the organisation of the processing of personal data is carried out in accordance with the applicable rules. Our company processes personal data only in compliance with the relevant principles that must be observed in order to improve our business activity, to protect the interests of the company, to better communicate with them, enabling all subjects to have direct information and access to them, as well as to exercise at any time any legal right they have under the relevant legislation. At the same time, the Company trains its personnel on the general principles of the General Data Protection Regulation so that each employee is aware at all times of the principles by which it may process personal data of individuals.

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. By placing the patient at the center of all our actions, we consider it our duty to reinforce the scientific dialogue on diseases and treatments, in order to contribute to finding faster cures and more painless management of chronic and other serious diseases. This is why we sponsor scientific events, provide educational scholarships, subsidies health professionals' training costs, and promote scientific research and innovation. 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).

At the same time, DEMO follows the strict framework of donations and sponsorships of the Code of Ethics of the SFEE and the relevant regulatory framework. Donations and grants to HCPs staffed by HCPs are only

accepted if: (a) they are made to support health care, research, education or the provision of better health services, (b) they are documented and kept on file, and (c) they do not constitute an incentive for the recipients to prescribe, dispense or supply pharmaceutical products. In compliance with the strict principles of transparency and integrity, DEMO donates technological or medical equipment to Institutions and Hospitals, thus contributing to the improvement of their infrastructure and the upgrading of their services.

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







## Medical Team

The Medical Team includes the departments of Pharmacovigilance and Medical Affairs. The Medical team is composed of health scientists who contribute to the company's strategic planning by bridging the internal and external community on scientific issues, providing scientific knowledge to Healthcare Professionals and the public, as well as scientific support to all company departments on issues related to product development, use and safety.

### In specific, the members of the medical department:

They keep an open line of communication with Healthcare Professionals and patients, both in Greece and abroad, on a 24/7 basis, in order to provide information on the company's entire portfolio (Medical Information).

They also work closely with the company's scientific information teams to confirm the science-based promotion of the products to Healthcare Professionals and the public. They regularly train these groups on new or existing products, with training materials created specifically for this purpose.

They review the literature to collect data and information that either relates to the company's products, or is used to provide medical information to medical queries or when creating educational materials for medical information groups. Using the above literature findings and in combination with their scientific knowledge, they actively participate in the whole spectrum of the drug life cycle, providing the necessary scientific information to the company's departments involved

in the production process (Research & Development Department and Quality Department), circulation (Corporate Development Department, Regulatory Affairs Department) and drug safety monitoring (Pharmacovigilance Department).

In collaboration with the Pharmacovigilance Department and on a daily basis, they evaluate findings from the global literature concerning the company's products, as well as all adverse effects related to the company's products from both Greece and from abroad. In addition, they prepare Risk Management Plans and Periodic Safety Update Reports, develop educational materials for Healthcare Professionals and the public as additional risk minimization measures and participate in performing post-marketing safety and/or efficacy studies of a pharmaceutical product, whenever required by Regulatory Authorities in Greece or abroad.

In collaboration with the Quality Department and the Corporate Development Department, they compile the necessary clinical and pre-clinical documents included in the dossiers of medical devices and nutritional supplements under development or already existing, in order for their marketing to be approved by the competent regulatory bodies.

The medical team is evolving, investing in extroversion and continuous interaction with the scientific community in order to strengthen its strategic role with a patient-centered approach.

FIGURES FOR THE PERIOD 01/01/2020 - 30/06/2021



# Pharmacovigilance Department

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

The Pharmacovigilance personnel, which consists of seven (7) 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. The Qualified Person for Pharmacovigilance (QPPV) as well as his/her replacement (Deputy QPPV) have been registered with the Competent Health Authorities as required.

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 & other national directions], the Pharmacovigilance System ensures that all suspicious adverse effects 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 Events/Adverse Effects 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 effects whether a side effect 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 S.A..

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 S.A.. 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.

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 Effects (ICSRs) was successfully completed on November 7th, 2008.

Electronic reporting of approved details (including Summaries of Product Characteristics) of pharmaceutical products to the European Medicines Agency was initiated on June 11, 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, 2017.

On November 22, 2017, the European Medicines Agency launched the new EudraVigilance system with improved functions for reporting and analyzing suspicious Adverse Effects. Therefore, on November 28, 2017, the DEMO Pharmacovigilance base was renewed and recertified 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.

In addition, due to the United Kingdom's exit from the European Union (Brexit), the Pharmacovigilance database was updated on December 29, 2020 to classify the United Kingdom as a non-EU country and to add Northern Ireland (country code "XI").

Registration has also taken place for the following new UK MHRA platforms, which will be successfully used from January 1, 2021:

- MHRA ICSR (Individual Case Safety Report) Submissions Portal for receiving and submitting

- adverse effects (to and from the MHRA respectively)
- MHRA Submissions Portal for the submission of Periodic Safety Update Reports (PSURs)
- During the transition period before Brexit, the proper organization and planning of the Department (implementation of a plan of actions such as Webinars, review of new legislation, internal training, timely change of basis etc. with concrete timetables through change control) resulted in the proper operation of the Department without any deviation and immediate compliance with the new legislation despite the increased workload due to the different requirements of the

MHRA (increased number of receipt and filing of adverse effects from and to the MHRA respectively, different requirements compared to the EMA and new electronic systems).

The Pharmacovigilance Department successfully responded to the unprecedented situation of the COVID-19 pandemic and the difficulties created by remote working (teleworking), a new situation to which, however, the staff quickly adapted with the support of the IT Department, as well as the corporate digital platform myDEMO (which has adequately replaced physical meetings and accelerated communication).

## STATISTICS/ACTIVITIES FOR THE PERIOD 01/01/2020-30/06/2021:

- **Thousands of individual cases of Adverse Effects** were collected and evaluated, including spontaneous incidents from the European Medicines Agency (EMA) EVDAS database and the MHRA platform (**2,494 individual incidents** were received in the 1<sup>st</sup> half of 2021 only from the MHRA), of which **519** were entered into the PvEdge Pharmacovigilance Database.
- **177 individual cases of Adverse Effects (ICSRs)** were reported to the Competent Health Authorities.
- **8 European Periodic Safety Update Reports (PSURs) and 5 responses** with comments requested during the evaluation of European PSUR procedures according to the EURD list of the European Medicines Agency (EMA) were submitted. In addition, **19 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 **7 Risk Management Plans (RMPs)** were prepared while **32 European RMPs** were created to support the approval file (including updates that were required during the approval process).
- A review of **128,817 reference articles** was conducted from the worldwide literature that were evaluated through the Pharmacovigilance Database to detect possible Adverse Effects or other Safety Signal and to evaluate the benefit-risk relation of the pharmaceutical products. At the same time, a review of publications from the issues (of the period in question) of **11** Greek scientific journals was carried out.
- **10 new Safety Data Exchange Agreements** were finalized and **32** 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 **704 reports** (new registrations or renewals) to the European Medicines Agency.
- **Educational materials and letters to Health Professionals (DHPCs)** were created and distributed in agreement with the European Medicine Agency and the Responsible National Authorities to different European Countries to inform them on safety issues regarding the administration of **6 pharmaceutical products** produced by the company with the ultimate aim to eliminate the risks 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 43 active substances** were scheduled aiming to inform the medical community and to eliminate the dangers of the products.





# Sustainable Growth Social Responsibility



# Social Responsibility in 4 pillars

Sustainable Growth and Responsible Entrepreneurship  
are a commitment for DEMO

## Society



### Donations

in MKO & Campaign Support

### Promote & support athletics

### Donations

to schools and local communities

### Donations

to Hospitals, NGO's, Social Pharmacies, etc.  
Rural Health Clinics

### Support

to refugees

## Market



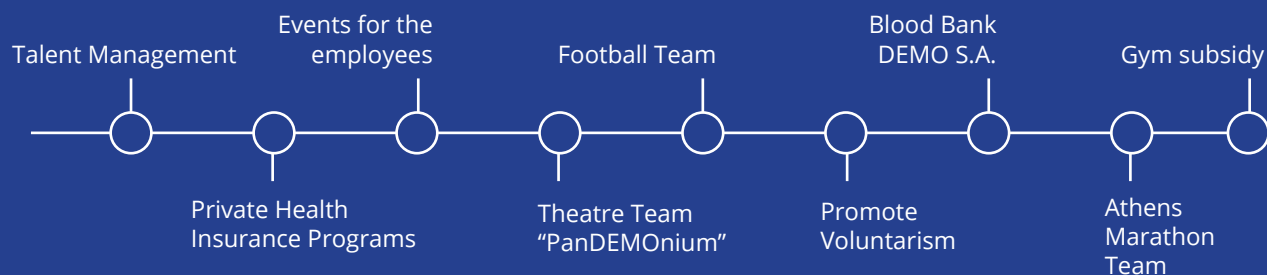
### Member of Pharma Associations

### Member of Institutes & Initiatives for Sustainability

### Certified by Trace International Anti Bribery & Transparency Compliance

34 Awards & Distinctions between 2015-2021

## Employees



## Environment

**Batteries Recycling**  
**250 kg**

**Oil recycling**  
**1,749 kg**

**Solid Wastes**  
**734.516 tn/year**

**Total energy saving**  
**of more than 60%**

(Replacement of conventional fluorescent lamps with new LED-type lamps)

**Plastic Recycling**  
**1,309 tn/έτος**

**Paper Recycling**  
**312.58 tn/έτος**

**Recycling of electrical equipment**  
**1,732 kg**

**We support the initiative**



Saving  
**175.647**  
liters of water/ year\*

"Saving"  
**87.000**  
trees/year\*

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

# 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 which, 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...*

## CONTINUES 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 having DEMO S.A. granted a certification according to the ISO 45001 standard by one of the most accredited bodies all over the world, TUV Nord. A key parameter for effective management of Health and Safety issues is prevention, which refers to the appropriate preparation in advance in order 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 preventive measures that should be taken. In addition, similar treatment is required and is performed in the possible

emergency situations, which must be prepared for before they occur.

### In particular

- We have established a Safety Committee, with the participation of all head officers and the representatives of all fields of work which examines matters of Health, Hygiene and Safety and communicates the results to the Administration
- We provide continuous training on Health, Hygiene and Safety issues, such as dealing with and protecting against dangerous situations. In 2018, 25 employees were trained in medical care and first aid and 65 employees followed a firefighting seminars. New training sessions are also being organized in September 2021 to renew the fire safety and first aid teams
- We offer the necessary personal protective equipment to all employees and we are monitoring their 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 Law No. 1568/85 with regard to the Health and the Safety of employees
- We have drafted a comprehensive Safety Measures Plan
- We have created a Department of Health 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 the adequate measures to prevent risks
- We have communicated instructions for the treatment of urgent situations and preventive measures
- for protection, while also training 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 to prespecified meeting and counting points
- We have appointed a Fire safety Team and an Emergency Care Team, whose members have distinguished roles
- We have established a public addressing system for announcements of abandonment in cases of evacuation
- We ensure that there are no obstacles in the escape exits and that they have clear markings and lighting
- 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 ISO 45001
- 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.

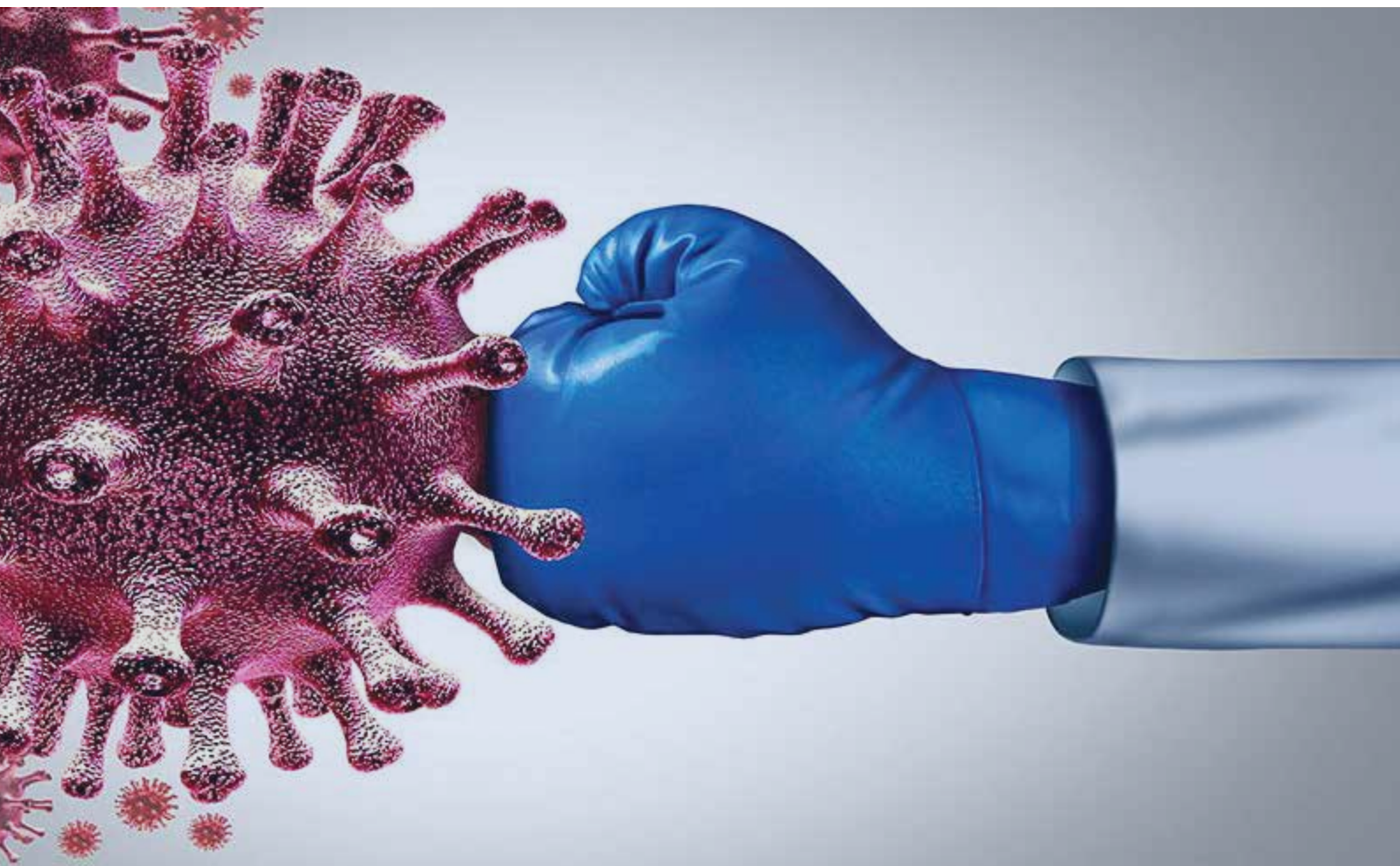
We have introduced automatic procedures in the BMS system in our offices and also in the production for more efficient cooling/heating and we have implemented a series of interventions leading to the more efficient energy management, such as the installation of specialized control sensors and heat exchangers, 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 frequently communicating with our employees about directions and rules.

### 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 Health and Safety instructions by the guards to all visitors-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 sanitization of central areas (*for example, offices, corridors, central changing rooms*).
- 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 precautionarily (*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*).
- The work places were examined and for those positions where additional protection was required, either a Plexi glass was installed or special protective face masks were purchased. The personnel was given directions anew 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 physician and human resources department was maintained with the vulnerable groups and, where necessary, remote working was implemented.

A total of 3,615 diagnostic tests were carried out on our company's staff. The total cost of the diagnostic tests was nearly €120,000. The total cost of covering with plexi glass was nearly 40,000 €.







# Actions for the society



# DEMO's contribution to the State, NGOs and Employees has exceeded €1 million in 2020

For DEMO, successful entrepreneurship is not synonym just to the company development and the achievement of positive financial results but also social responsibility and sustainable development. With the phrase "It is our responsibility", our company takes 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.

**In the challenging period of 2020 - 2021 the main part of the industry's annual programme was adjusted to meet the needs that arose locally and globally.**

## **National Health System (Ε.Σ.Υ.)**

Donation of 60 monitors for the equipment of the Intensive Care Units of the hospitals in the National Health System (Ε.Σ.Υ.), amounting to 260.000€. 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.

## **EMPLOYEES**

The company has taken and continues to take all the protective measures indicated by the State for the safety of its employees and has gone beyond them. Implemented the telecommuting method, changed the flow of coming to work to avoid overcrowding. It distributed thousands of masks to employees, set up "stations" to provide antiseptics, signs with instructions, plexiglass areas in offices and smoking/lunch areas outdoors (kiosks), while covid tests were performed on all its employees. The cost of consumables, tests, transport of staff with additional routes as well as spatial changes exceeded 250,000 € in 2020.

## **SOCIETY & NGOs**

In addition, it supported 14 International and Greek Organizations, Non-Governmental Organizations, Prisons, the local community and the Archdiocese with medicines, masks, consumables, medical equipment, heating materials, laptops and tablets for distant-education, supported cultural programs. Support operations exceeded the amount of 100,000€

## **EXPLOSION IN LEBANON**

In the summer of 2020, following the deadly explosion in Beirut, Lebanon, in early August, the company sent medical supplies worth a total of €460,000 to the Agency for International Development Cooperation. The needs of the residents and of the nursing Personnel of Beirut were great, given that half of the city's hospitals have been ruined.

**In 2021, DEMO will continue its program of corporate responsibility and contribution with the main objective of responding to the pandemic, supporting its employees, relieving vulnerable groups and young children.**

## **2021 - FIRST SEMESTER**

- Donation of a thermal camera to the Panarcadian General Hospital of Tripoli "Evangelistria"
- Donation of Antiseptics and Protective Masks to the Security Department of Thermi in Thessaloniki
- Donations of formulations to Organizations, Institutions, NGOs: "Doctors of the World", Refugee Detention Centre in Amygdaleza, "Smile of a Child", "Archelon".
- The Company continues its support covering the monthly rent for the whole year for 4 students supported by the "Smile of a Child" Organization.



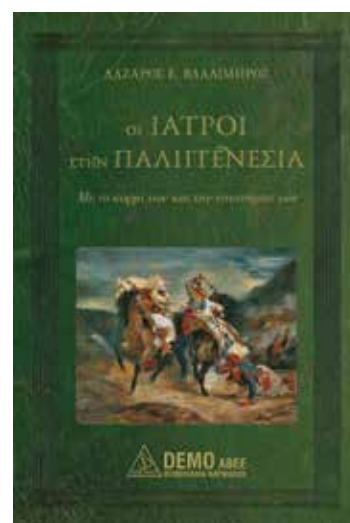
## “THE DOCTORS IN PALINGENESIA”. DEMO SPONSORS THE COLLECTOR’S EDITION ON THE OCCASION OF THE 200<sup>TH</sup> ANNIVERSARY OF THE REVOLUTION OF 1821

**Remembering the 200th Anniversary of the Revolution of 1821, DEMO supported the publication of an anniversary Album - Textbook entitled "Doctors in Palingenesia" (Renaissance).**

The Album presents for the first time the **role and the decisive contribution of doctors and medicine before, during and after the liberation struggle**, from the early 19th century until the years of Ioannis Kapodistrias.

A book that looks back to the medical practices and medical science of the early 19th century, traces the training of doctors and self-taught practical surgeons, and outlines the spaces of hospital care from the monasteries, to temporary hospitals, to empirical ways of treating wounds. In particular, the Revolution of 1821 was a long and relentless war and the massacres, battles and persecutions resulted in a huge number of wounded warriors and civilians. **The contribution of doctors and surgeons was decisive and life-saving. But beyond their valuable medical services, doctors also acted as enlighteners, as politicians, as school organizers, as teachers and**

**generally as "revolutionary medical scientists".** The commemorative Album consists of approximately 400 pages, with four-colour elegant printing on the cover and inside.



## FOR THE NINTH YEAR WE SUPPORTED THE AEGEAN TEAM IN THE 27<sup>TH</sup> AEGEAN SEA CROSSING

Our company, in responding to the request of the Aegean Team, **has allocated the amount for the construction of an ambulance shelter at the Multipurpose Regional Medical Center of Lipsi.** As part of DEMO's Social Responsibility program entitled "It is our Responsibility" and in line with our strategy to support the small, remote Aegean islands, the company for the ninth year supported the Aegean Team in the 27<sup>th</sup> Aegean Sea Crossing from 13 to 24 May.



The inauguration of the project took place in Lipsi, on Sunday, May 16<sup>th</sup>, in the presence of the Mayor Mr. Fotis Mangos, the Aegean Team, DEMO's Communications Manager and the residents of the island. **The canopy is particularly important for the island's Multipurpose Regional Clinic, which recently acquired a new ambulance and has already put into operation.** The canopy will help protect and maintain the ambulance so that it is always available to the residents of Lipsi.

The Aegean team travelled more than 435 nautical miles and visited a total of 10 islands, where medical, blood and microbiological examinations were carried out on residents. The islands of the 27<sup>th</sup> Crossing were: • Fournoi • Thymena (visit) • Agathonisi • Arki • Lipsi • Patmos • Kinaros (visit to Mrs Rini) • Amorgos • Folegandros • Koufonisi.

FOR 3<sup>RD</sup> YEAR, DEMO S.A., MAJOR SPONSOR OF THE ORGANIZATION “AGONI GRAMMI GONIMI” IN ITS PROJECT “CULTURE CLOSER TO EVERYONE”.

Can a student from Amorgos, Karpathos, Lipsi, Folegandros, and Astypalaea explore the universe with an astrophysicist? Or can a schoolgirl from Sifnos live the everyday life of a researcher? Even more, can children from Koufonisia discover robotics by talking to renowned scientists? And finally, how can students from Kos talk to a CEO in Australia? The "Open Schools, open minds" project opened the horizons of 116 students from 8 islands off the beaten track!

In particular:

**For 3<sup>rd</sup> consecutive year, DEMO S.A., 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 15 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 583 visits to 39 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.**

This year the program travels to **Astypalea, Sifnos, Karpathos, Kimolos, Oinousses, Limnos, Folegandros, Koufonisi, Amorgos, Leipsois, Santorini, Thirasia** and **Kos**, where cultural, technological, social and environmental events will be organized. *Due to the pandemic of COVID-19, the actions were mainly implemented online, without the physical presence of*



*students and teaching staff in the classroom, but with the use of modern technological tools and distance learning methods.*

**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.** Our 7 guests, human mentors - role models from all over the world, shared with the students their experience in 4 themes: Exploring the Universe with an Astrophysicist, Robotics and new technological developments, The everyday life of a researcher and the everyday life of a CEO.

## DEMO SPONSORS THE HIGGS DONORS SPEED DATING EVENT V

Civil Society supports actions for a good cause and "It is our responsibility" to support them each and every time. The **HIGGS Donors Speed-dating Event V**, the event-institution for charities and donors/funders from all over Greece, was held on Wednesday 07 July online. In an important event for Civil Society, over **100 NGOs from all over Greece** met with **40 Representatives from Businesses, Public Benefit Foundations and Embassies** in a speed-dating for a good cause! Within **4 hours, in 31 online "rooms", more than 330** Speed Dates were made. NGOs had the opportunity to showcase their action and work and Donors/Sponsors

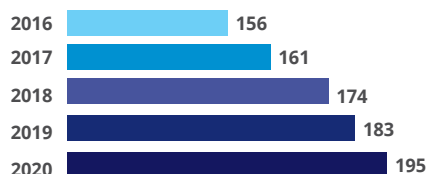


their strategy, within a framework of exploring potential partnerships that aim to address important social needs in categories such as: Human Rights, Education, Social Welfare, Economic Development, Environment, Culture, Health & Elderly.

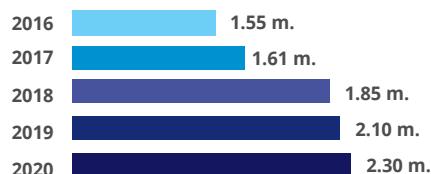
# Social Footprint

## PATIENT SUPPORT

Number of diseases for which treatment is offered

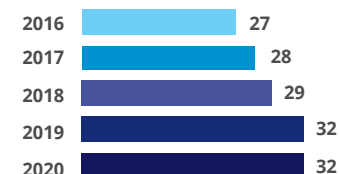


Number of patients receiving treatment



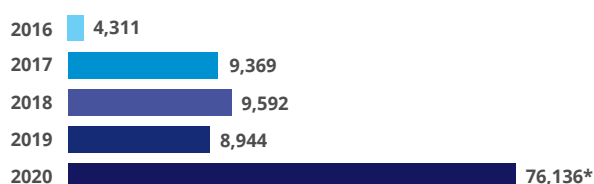
## RESEARCH & DEVELOPMENT

Number of employees working in Research & Development

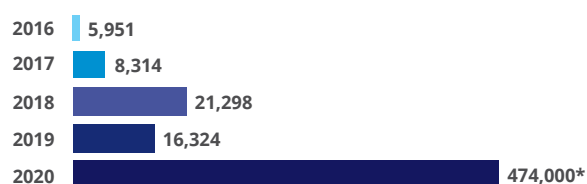


## CARE FOR SOCIETY

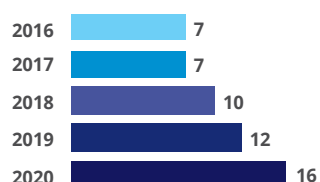
Quantity of pharmaceutical formulations that has been supplied for free (packaged) in order to cover emergencies in response to natural or humanitarian destructions



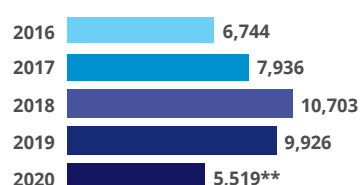
Value of pharmaceutical formulations (€) administered for free



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



Total number of hours of training as internship



## SOCIAL DIALOGUE

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

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

Company **website** and company profiles in **social media**.  
FB page: 4.684 fol.  
In page: 15.144 fol.



The company maintains an intranet portal through which project management, corporate updates and news exchange between employees is carried out

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

Our company **has been awarded 3 times** for its Social Contribution with one Platinum and two Gold Awards in various events of the field

\* The figures differ greatly from previous years due to the donation of pharmaceutical material to Lebanon in the summer of 2020, worth 460,000 euros.

\*\*Reduced internship hours, due to COVID-19.



## **DEMO S.A.**

### **PHARMACEUTICAL INDUSTRY**

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