



# SUSTAINABILITY REPORT



# 17



**DEMO S.A.**  
PHARMACEUTICAL INDUSTRY





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## Top quality in injectable products

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

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



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

**Dimitris Demos**

General Manager of DEMO SA

Our steady upward evolution from the simple pharmacy in 1965, in one of the world's largest pharmaceutical industries in the production of injectables, is not a random fact, but the result of methodical efforts for years and a series of strategic choices.

2017, has been a year which could be deemed successful regarding our work, entering a new year of challenges for all of us. DEMO S.A. invested **in new machinery which tripled the dynamics of lyophiles and cephalosporins and upgraded the penems line, which quadrupled its dynamics**. At the same time, 2017 we started the **construction of the 4th plant** of the company, which will assist the great expansion of warehouses, as well as the installation of numerous machines.

At the same time **DEMO developed 7 new products** in its laboratories, **it has designed and is preparing to launch 21 medical devices and food supplements** in the Greek market, while it also realized **182 new international approvals**. **The aforementioned results set the record for the company's history** and they allow us to be optimistic about the future. Given the volume of the aforementioned approvals, we reach 18 launches per month, or, to put it in other words, everyday, one Demo product is launched somewhere on the planet.

Finally, we signed **a contract for the global-level production of 4 products from a multi-national corporation**, of a volume of 50 mil. ampoules annually, for 10 years.

DEMO represents today the model of a healthy entrepreneurship making it sustainable and with significant development prospects. Due to its infrastructure and organized operation it has managed to remain unscathed by the crisis in Greece. It has also managed to develop steadily and at a significant rate its international presence. Its overall function is an important chapter in the Greek economy which it supports with investments, the jobs it offers, the tax it pays but also the high-quality products and services it provides.

Beyond DEMO's substantial contribution to the Greek economy it is worth seeing its business course as a model for the much-desired growth that we as a country seek. With steady bases, constant steps forward and a human face.

**Stavros Demos**

Chairman of DEMO SA

# 01



## COMPANY PROFILE

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# DEMO S.A.

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

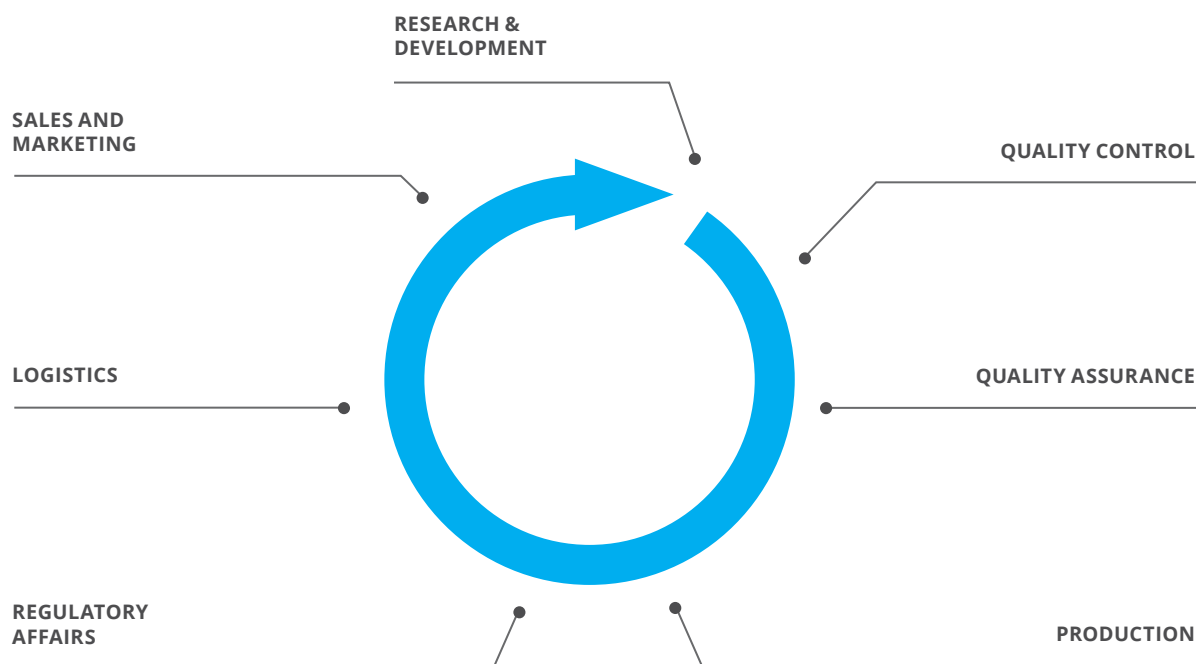
The company's manufacturing plant in Kryoneri of Attica, is the largest in Southeastern Europe and one of the world's largest, with state of the art facilities of 45,000 m<sup>2</sup>, including and a very hi- tech Quality Control Laboratory of 1,500 m<sup>2</sup>. DEMO S.A. is one of the major pharmaceutical manufacturers in Greece with a very strong presence in the hospital market, ranking first among all the Greek pharmaceutical companies in terms of units sold. The company's product portfolio includes many injectable generic pharmaceutical formulations from several therapeutic categories including: Injectable products of all forms such as Liquid injectables in glass ampoules, vials & bottles, sterile powders and freeze – dried formulations, Lyophilised products, Emulsions, Penems, Penicillins, Cephalosporins)

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 81% of its annual production and is rapidly expanding its range of products to international markets along with timely and safe delivery.

It is internationally recognized as one of the official suppliers of the United Nations, UNICEF, World Health Organization, MSF and the International Red Cross. With 1,850 presentations in 85 countries worldwide and 870 staff, DEMO aims to reliably meet the needs of the market in Greece and internationally.

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

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



**No 1**Hospital Sales in Greece  
(in terms of units sold)**No 1**Exporter of Pharmaceutical Products  
(in terms of own branded units sold)**No 1**The biggest manufacturing facility  
for injectables in Greece and  
one of the biggest in Europe

## Vision

DEMO S.A. is committed to long-term growth, both in Greece and globally.

Our vision is to consistently be one of the best companies in the pharmaceutical market, maintaining our leading position in the Greek Pharma industry, our positive growth rate and the preference of our customers and partners based on their trust in our products and our company.



**Greek Medicines  
with  
Global Reach**

## Mission

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

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

technologies that we have adopted, our constant product portfolio expansion and our international presence are the means to the end.

Therefore, we have invested heavily in the creation and sourcing of our state-of-the-art Research & Development laboratory. DEMO's R&D lab spans more than, 1.500 m2 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!

# DEMO S.A. core values are the guiding principles that dictate our Behavior & Actions



## Flexibility

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

## Efficiency

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

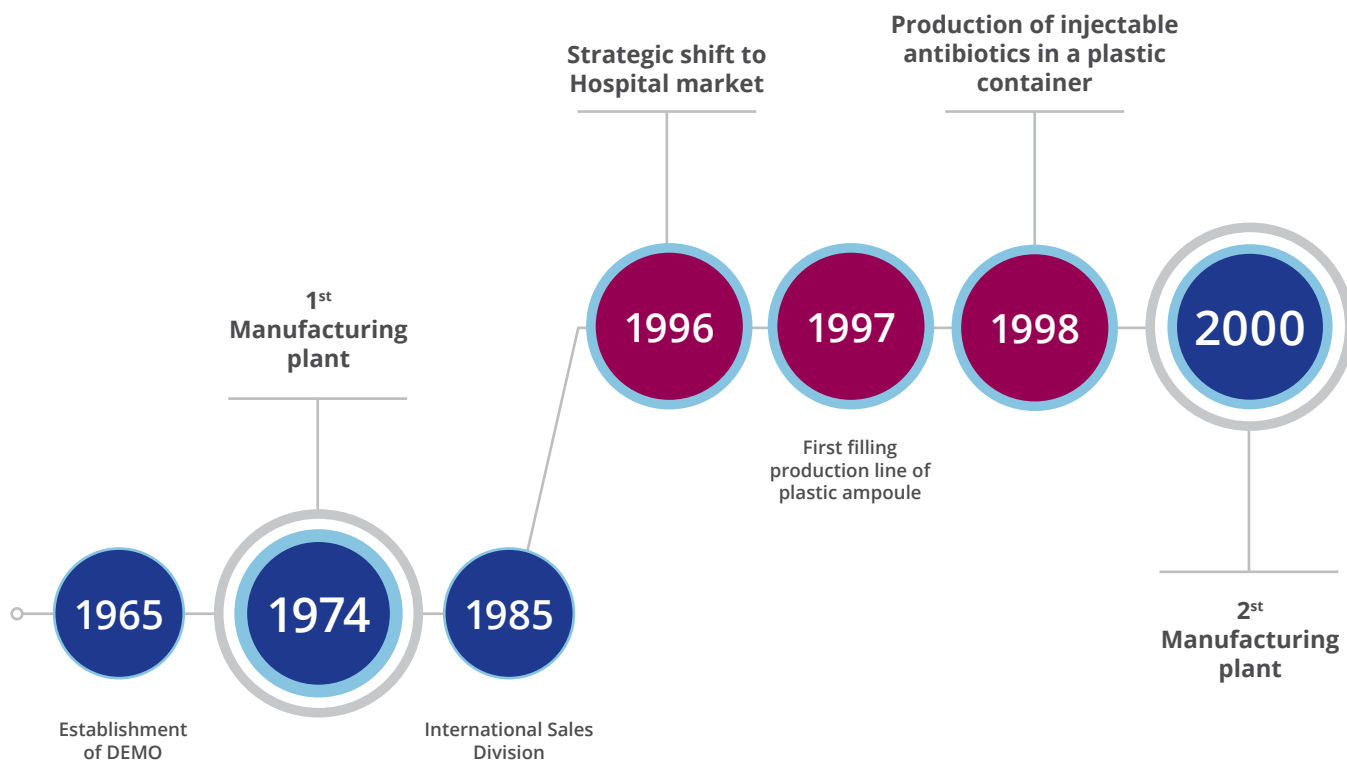
## Responsibility

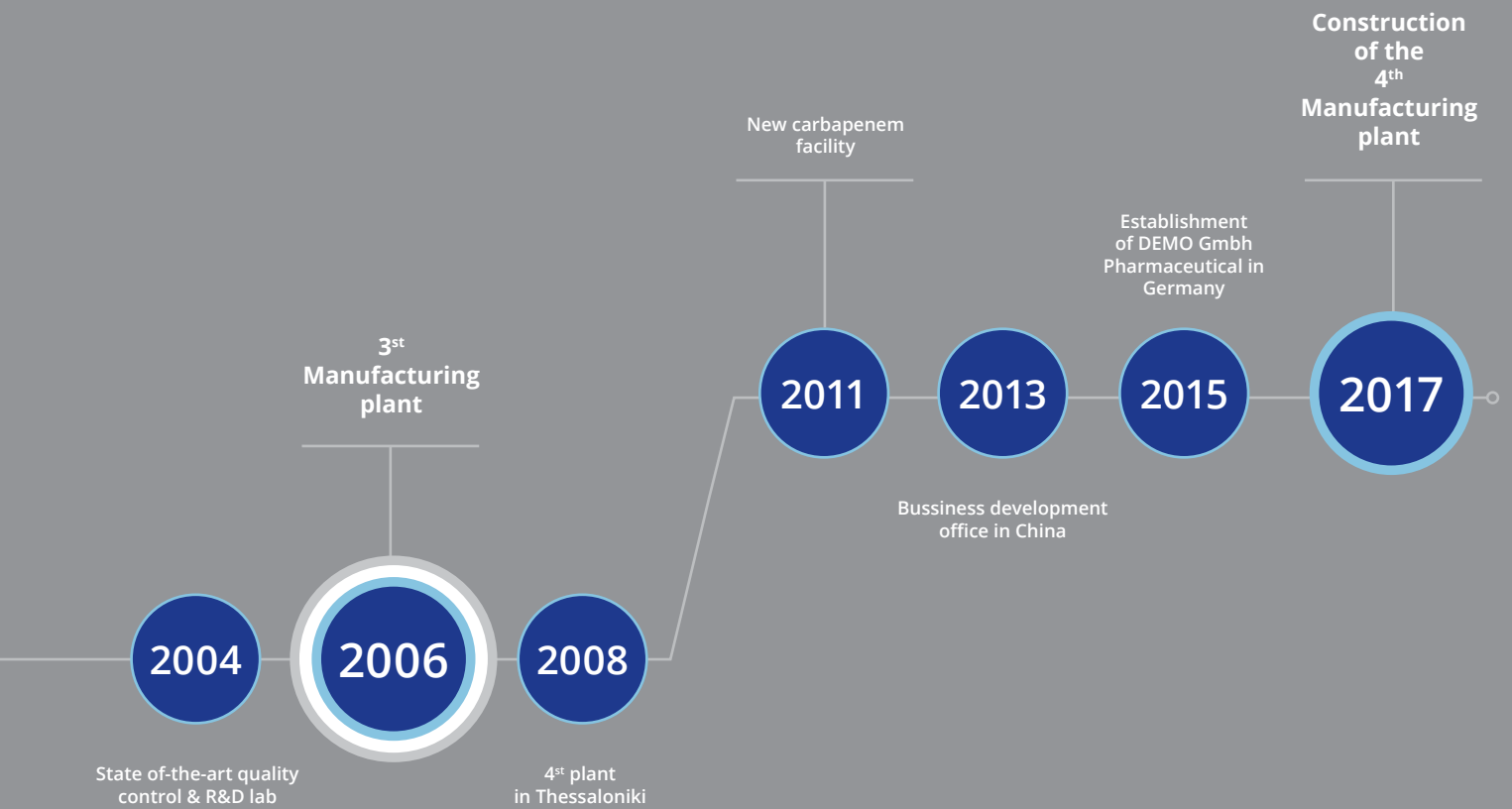
- Think and Act with patients in mind
- Transparency & ethical marketing
- Safety and quality are paramount

## Trust

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

## More than **50 years** of dynamic presence in Greece and worldwide







# Global Presence

## We successfully export in 85 countries

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

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

## Official Supplier of the United Nations & UNICEF

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




We feel honored to be a selected partner of these two organizations and be able to provide them with all the help needed to succeed in their mission.

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

## Logistics Expertise

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

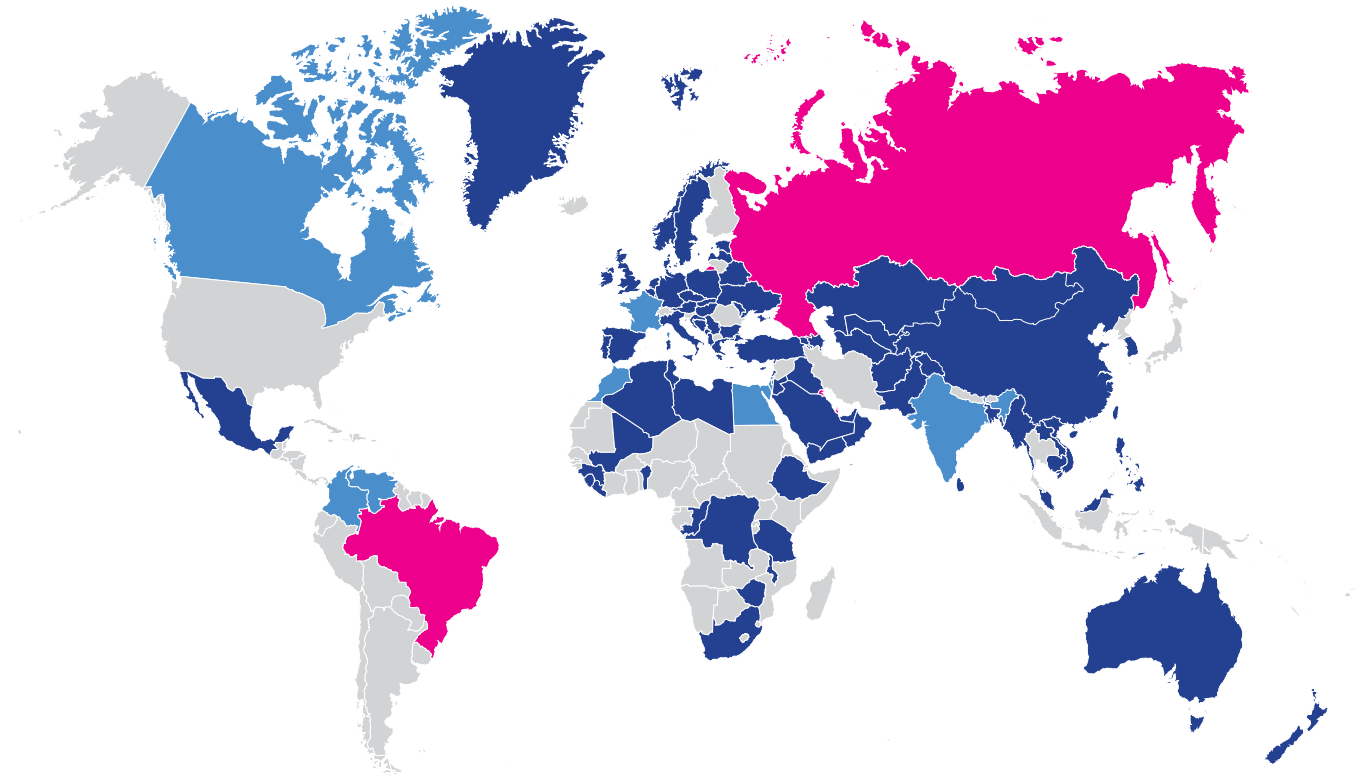
An extended network of affiliated agents allows our company to provide best-in-class customer service regardless of the territory in which our partners reside.

-  Countries where DEMO's products are currently authorised and/or sold
-  Countries where DEMO's products are about to be sold in the near term (licenses under registration or to be submitted)
-  Rest of countries reached via out licensing and CMO Agreements.

## Our success is based on our unique combination of strategic advantages:

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





**81%**  
of the company's  
annual production  
is exported to  
international  
markets

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



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



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



2016: Myanmar, Tasmania



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



## Internationally Recognized

### Officially Approved Supplier of:

- United Nations
- UNICEF
- World Health Organization (WHO)
- Medicines Sans Frontiers (MSF)
- International Committee of the Red Cross (ICRC)

### Approved by:

- PIC/s countries (Europe, Switzerland, Australia, South-East ASIA, Canada)
- Korean-FDA
- Brazilian Drug Agency (ANVISA)
- GCC (Health Minister's Council for Cooperation Council States) – Gulf countries

- Many other health authorities of non-EU countries (Jordan, South Africa MCC, Egypt, Turkey, etc.)



COUNTRIES	APPROVED	UNDER APPROVAL	TOTAL
ALBANIA	43	0	43
ALGERIA	0	1	1
AUSTRIA	75	20	95
AUSTRALIA	7	0	7
AZERBAIJAN	13	0	13
BAHRAIN	3	5	8
BELARUS	1	0	1
BELGIUM	5	41	46
BOSNIA – HERZEGOVINA	3	0	3
BRAZIL	0	2	2
BULGARIA	6	0	6
CHINA	1	1	2
CROATIA	0	1	1
CYPRUS	153	34	187
CZECH REPUBLIC	1	12	13
DENMARK	12	21	33
EGYPT	1	0	1
ESTONIA	3	0	3
ETHIOPIA	10	3	13
FRANCE	4	45	49
GERMANY	115	19	134
GEORGIA	9	1	10
GREECE	739	104	843
HONG KONG	11	1	12
HUNGARY	3	5	8
IRAQ	10	11	21
IRELAND	45	10	55
ISRAEL	2	0	2
ITALY	2	13	15
JORDAN	65	9	74
KAZAKHSTAN	10	0	10
KOREA	4	0	4
KOSOVO	21	0	21
KURDISTAN	1	0	1
KUWAIT	3	3	6
KYRGYZSTAN	7	3	10
LEBANON	7	7	14

COUNTRIES	APPROVED	UNDER APPROVAL	TOTAL
LUXEMBOURG	1	41	42
MALAYSIA	16	2	18
MALDIVES	1	0	1
MALTA	25	0	25
MEXICO	2	1	3
MOLDOVA	6	1	7
MONTENEGRO	0	8	8
MOROCCO	2	1	3
NETHERLANDS	10	21	31
NEW ZEALAND	28	0	28
NORWAY	9	2	11
OMAN	4	6	10
PAKISTAN	2	0	2
PALESTINE	1	0	1
PHILIPPINES	5	0	5
POLAND	12	2	14
PORTUGAL	50	75	125
QATAR	1	0	1
SOUTH AFRICA	17	14	31
SERBIA	0	9	9
SLOVAKIA	1	10	11
SLOVENIA	0	1	1
SPAIN	44	4	48
SRI LANKA	1	0	1
SUDAN	9	3	12
SYRIA	0	2	2
SWEDEN	12	15	27
TAJIKISTAN	8	0	8
TUNISIA	3	1	4
TURKEY	19	7	26
TURKMENISTAN	5	1	6
UNITED ARAB EMIRATES	0	7	7
UKRAINE	6	4	10
UNITED KINGDOM	85	26	111
UZBEKISTAN	8	1	9
VIETNAM	27	10	37
YEMEN	13	0	13

DATA 31.12.2017

**1.828**  
APPROVED

**647**  
UNDER APPROVAL

**2.475**  
TOTAL

# Our Facilities

The first manufacturing plant in Greece filling injectables in plastic ampoules. The largest pharmaceutical factory of Southeastern Europe with a global reach.

Our headquarters are located in the industrial zone of Athens and specifically in the northern suburbs. Our three manufacturing plants spanning 45,000 m<sup>2</sup> are located in the company's campus facilities in Athens.

This fact, along with high tech warehousing in both Athens and Thessaloniki provide our company with the ability to offer our own logistic services to all hospitals countrywide.

•ATHENS / GREECE

•THESSALONIKI / GREECE

•HALLBERGMOOS / GERMANY

•SHANGHAI / PEOPLE'S REPUBLIC OF CHINA

**45.000**  
m<sup>2</sup>

Facilities

**3**

Manufacturing  
Sub-Units

**21**

Production  
Lines

**24**

Packaging Lines







**4<sup>TH</sup> Manufacturing Plant  
in Krioneri is under  
construction**



# Location and premises

## Company's premises

The Company's headquarters are situated in the industrial zone of Athens, in the northern suburbs of Attica region. Moreover, there are office and warehouse premises in Thessaloniki (2nd largest city, in northern Greece).

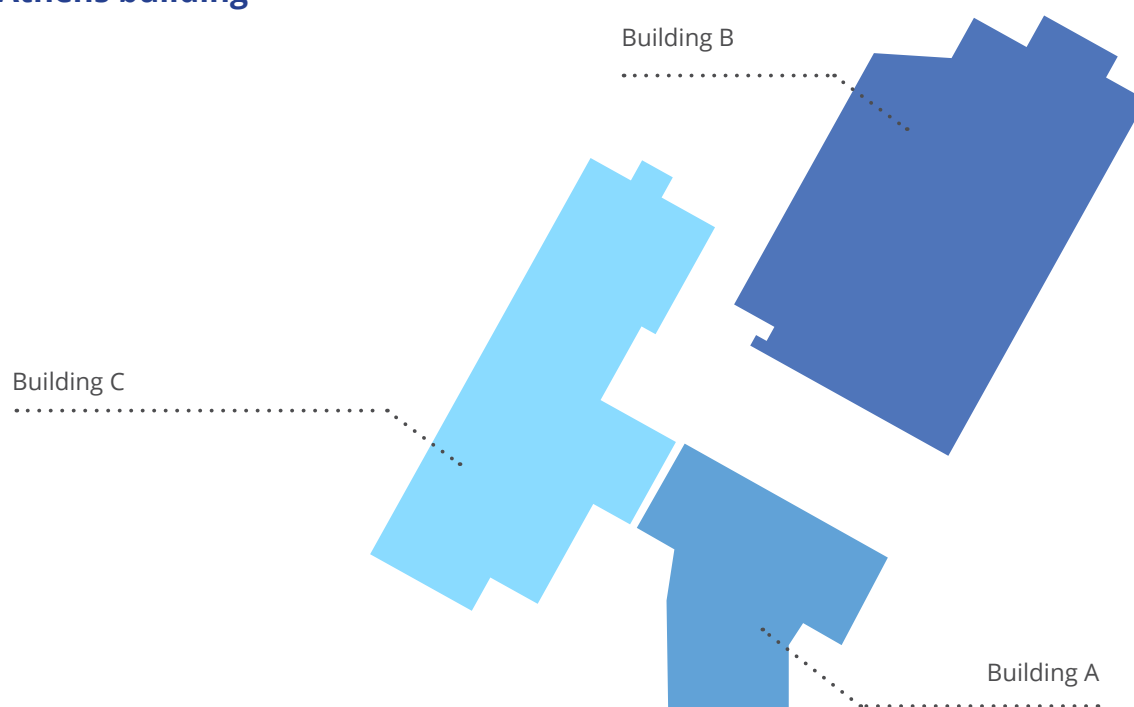
Headquarters in Athens extend to an area of 45,000 sq.m approximately and comprise of three buildings that accommodate the Company's production, quality control and R&D facilities, warehouse and office buildings. The area in sq.m. per building and facility is presented in the table in sq.m. Athens premises (buildings and machinery) are covered by insurance contract with HDI-Gerling, expiring in April 2017.

The Company's premises in Thessaloniki extend to a total area of 5,750 sq.m., approximately. Warehousing of pharmaceuticals extends to 1,429 sq.m. There is extra office and warehousing area of 1,432 sq.m.2, as well as 2,887 sq.m. free and available for future use.

Area (sq.m) per type of use in Athens premises

TYPE OF SPACE	BUILDING A	BUILDING B	BUILDING C	ALL BUILDINGS TOTAL
Warehouses	3,245	4,794	9,970	18,009
Quality Assurance	218			218
Quality Control	717		148	865
R&D	550			550
Regulatory Affairs	201			201
Technical Areas	405	1,698	1,283	3,386
Technical Services		946		946
Offices & Common Areas	3,794	1,491	1,493	6,778
Production & Packaging	655	8,496	878	10,029
Total sq.m	9,785	17,425	13,772	40,982

## Athens building



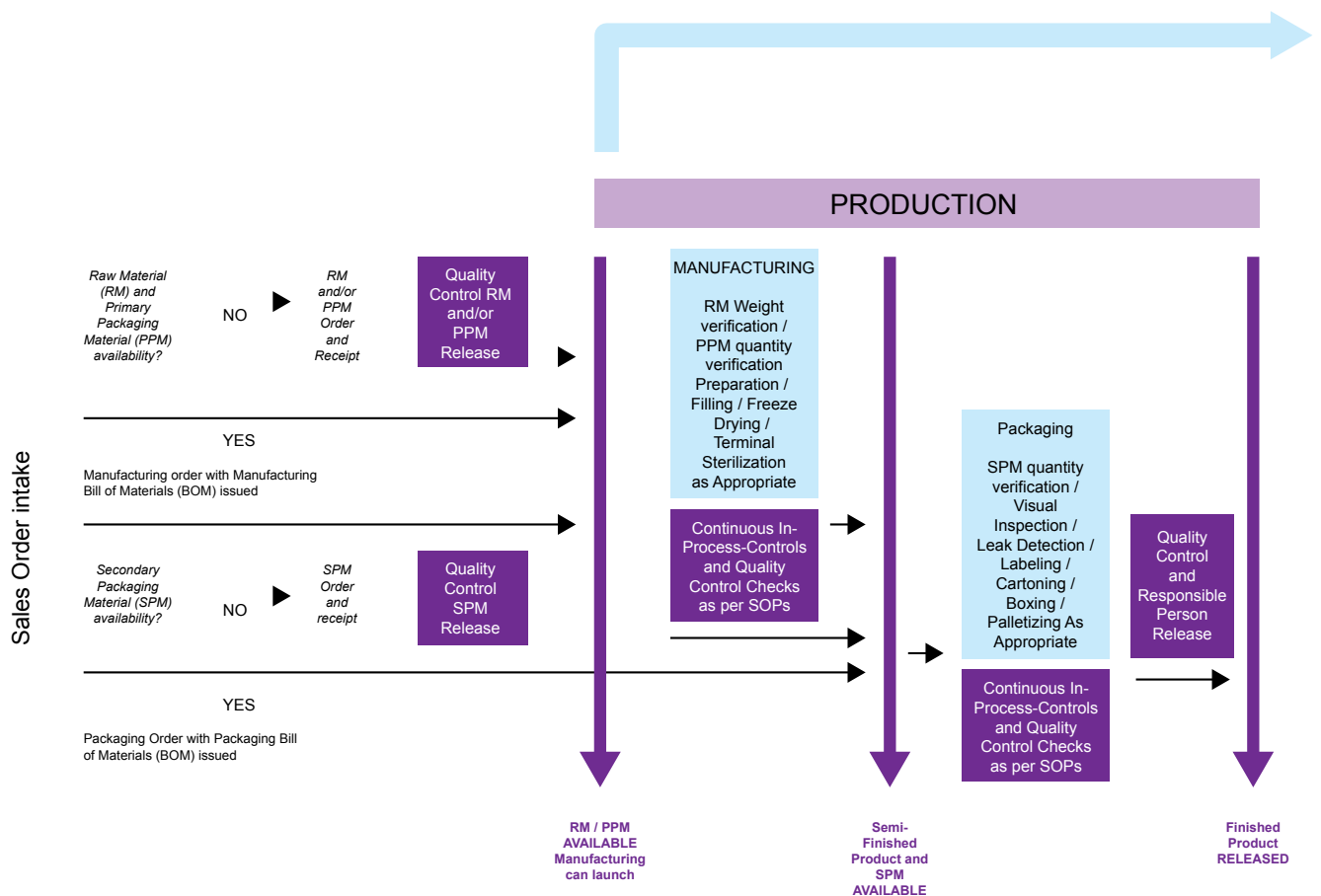
Area (sq.m) per type of use in Thessaloniki premises		
TYPE OF SPACE	FLOOR	AREA
Warehouses	Basement	1,429
Reception, office space, warehouses	Ground floor	1,432
Free space	1 <sup>st</sup> Floor	1,444
Free space	2 <sup>nd</sup> Floor	1,443
Total sq.m.		5,748

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

# Appendix: Product Manufacturing Flowchart

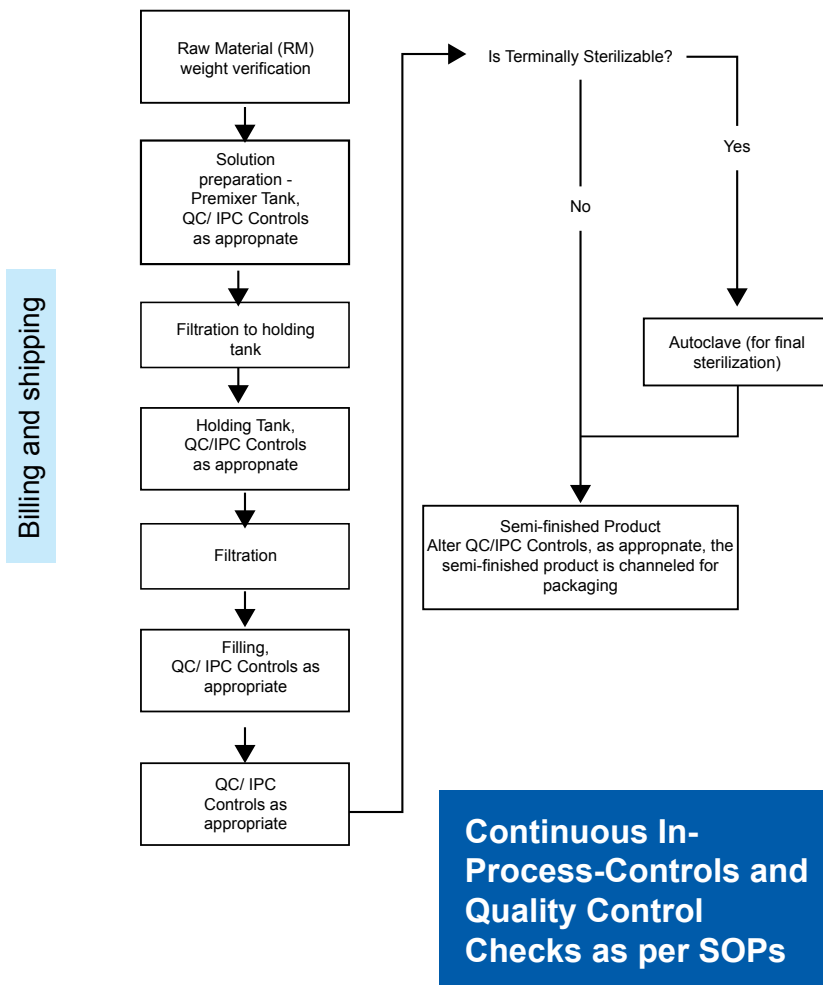
## Production Flowchart for liquid injectable manufacturing

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





### Aseptic preparation and terminal sterilization





## Investments

## Growth

With a peak in exports, DEMO has more than doubled its sales abroad since 2008 and has managed to escape the deep crisis that has plagued our country in the recent years.

**It is characteristic that in the period 2007- 2017 it has almost doubled its turnover: from 79 million euros in 2007 to 136 million euros, from which 53,1 million euros concern exports.**

A milestone in the course and evolution of DEMO was year 1996 when the Management of the company made the major decision to focus on the production and development of products for the hospital market. **It invested major capital in production units, in 2000 the second factory was set in operation, but also in research and development for the creation of new products as well as quality control laboratories.**

In 2006, DEMO launched the third manufacturing plant, focusing at the same time on further penetration in the foreign markets.

In 2013, a difficult year for the country, it established a subsidiary in Shanghai, in the Republic Democracy of China, while realizing exports in 6 new countries, including Spain and Vietnam. In 2014 it expanded its export presence in 16 new countries. Today DEMO is the first in hospital sales-based on the number of items- in injectable products of all types, while having a broad research and development program for the controlled release injectables.

The investment program of the company is still in progress and will be completed in the middle of 2019. More specifically, we have upgraded and expanded all production lines, targeting the increase of our capacity. **Basically, we expect to triple our production capacity within a year and a half.**



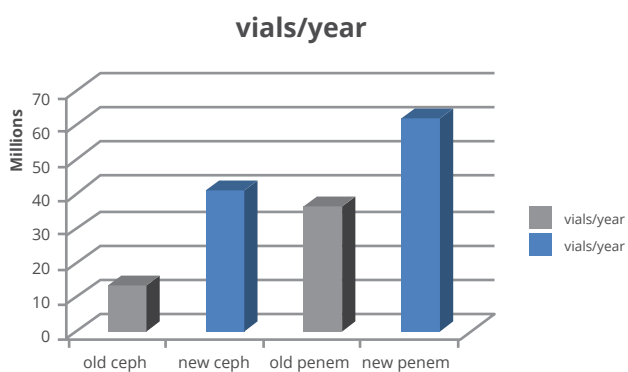
**In numbers this means that the company has invested in the last decade more than 60 million euros (20 millions in the last three years) in its production facilities, both to increase its production capacity and to automatize the production procedures and inspections during the production of its products.** In 2017 it started the construction of the 4th factory of the company which will assist in the significant expansion of the warehouses, as well as the facilitation of many machines. Finally, from the **60 million euros, 10 million have been invested in research and development of new products.**

The company has developed 7 new products already in its laboratories, while designing and getting ready to launch another 21 medical devices and food supplements in the Greek market. It has also realized 182 new approvals internationally. The above results are a record in the history of DEMO and give us the right to see the future with great optimism. The expectations for further development of DEMO for 2018 are large and rely on the entire infrastructure, the investments and the work that took place the previous years.

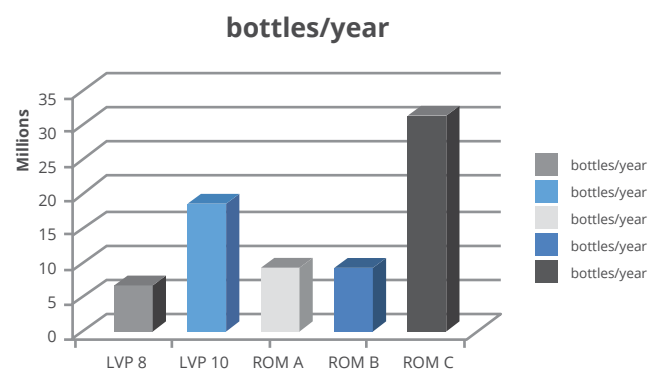
# Investments

## Growth

Old machines VS new one



Bottles/production capability per year





CEPH	vials/min	vials/hour	vials/day	vials/year
Old	26	1560	37.440	13.665.600
New	70	4200	100.800	36.792.000
PENEM	vials/min	vials/hour	vials/day	vials/year
Old	50	3000	72.000	26.280.000
New	240	14.400	345.600	126.144.000

BOTTLES	bottles/day	bottles/year
Old	115.920	42.310.800
New	202.320	73.846.800

# Research & Development

## Investing in innovation

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

For this reason, we have invested in the establishment of our modern and high tech Research & Development laboratory. DEMO's R&D lab spans more than 1,500m<sup>2</sup>, is equipped with the latest instruments and is staffed with top scientists. Under the supervision of highly qualified researchers – most of whom hold PhD degrees from the most acclaimed universities in Europe – our R&D lab represents the company's launching pad for the following decades.

## Dedicated Department of Regulatory Affairs

Hence, in 2005 we reorganised our Regulatory Affairs Department staffed with 21 full time regulatory officers responsible for the preparation of files for submission and approval to the appropriate regulatory authorities worldwide.

Our products' registration files are all in CTD (Common Technical Document) format, which allows us to quickly and efficiently proceed with submissions in EU and non EU countries.

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





## Committed to Quality

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

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

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

Additionally, our new Quality Control Laboratory has an area of more than 1,500 sq.m, 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.

# Leading the Greek Hospital Market







# Product Portfolio

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

## 01

### Hospital Market

#### Anti-infectives

- Non-beta lactams
- Cephalosporins
- Penems
- Penicillins

#### Standard solutions

#### Anesthesia/analgesia

#### Critical care

#### Parenteral nutrition

#### Gastric ulcers & gord

#### Oncology

#### Hematology

#### Respiratory

#### Central nervous system (cns)

#### Medical Devices/ Infusion Pumps



## 02

### Renal Care

DEMO S.A. started producing its first dialysis products in 1996 via a complete range of haemodialysis solutions. In 1997 our company started distributing the products of a major manufacturer of medical devices for haemodialysis. We concluded an agreement to exclusively distribute their products in Greece, including, but not limited to, haemodialysis machines, haemodialysis filters, fistula needles, catheters, haemostatic pressure bandages & blood lines.

During 2005, our company completed the registration and started manufacturing three haemodiafiltration solutions.

The above activities have placed DEMO S.A. as one of the biggest players in the area of renal services in Greece.

## 03

### Private Market

#### RX Products

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

#### Medical Devices

- Contact lens fluid
- Eye care liquid
- Cleaning nozzles for nose and ears
- Food supplements

# Production Capabilities

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

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

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

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

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

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

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

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

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

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

External Solutions

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

# Quality Assurance







“

**Our operation  
is based on  
three principles:  
prediction,  
proper planning  
and continuous  
monitoring**

## Quality comes first

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

The activities of the department include the detailed design of new production areas and the inspection of critical partners and suppliers of the company, in order to ensure constantly high quality products.

The Department is staffed with experienced scientists of various specialties and 4 independent groups, one for each wing of our production.

The Quality Assurance Department has managed to combine the requirements of different pharmaceutical regulations which are different in each country of the planet and integrate them smoothly into its quality system. This has led to the successful audit of our company by strict Legislative Authorities from around the world and has established the high quality of our products.

Our qualification & calibration team maintains a list of all critical instrumentation and ensures correct calibration (both initial and periodic, based on a schedule dependent on Instrument criticality), ensuring the accuracy of all measurement and process data.

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

# 02



## SOCIAL RESPONSIBILITY / CORPORATE GOVERNANCE

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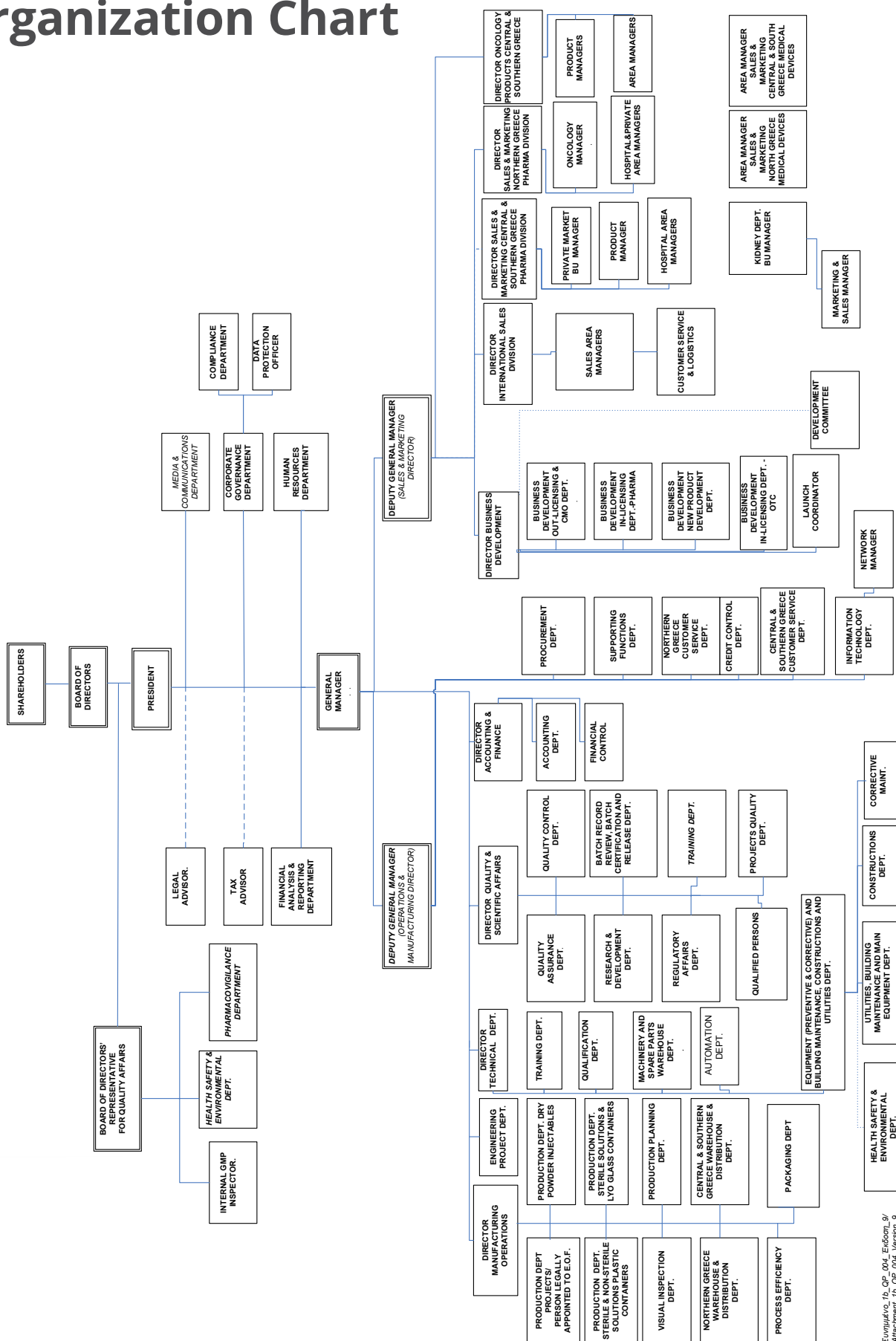
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## Social Responsibility Corporate Governance

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.

# Organization Chart



Στοιχεία 1b\_OP\_004\_Ed00m.gr  
Attachment 1b\_OP\_004\_Version\_9

# 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.



# Compliance Policy

Honesty, Integrity and Non-bias are basic principles in the operation of DEMO and all business activities developed and related to its associates must reflect these principles.

DEMO is active in a large number of countries, keeping high quality levels and considers that the compliance program it develops is an additional advantage to its entrepreneur practice and in the formation of business associations.

The development and adoption of compliance rules, apart from its ethical dimension, is also a component for a realistic and effective approach to the risk management and preservation of the company's reputation. Business transactions, partnerships, collaboration with suppliers as well as the communication are characterized by moral correctness and legitimacy. DEMO fully complies with all legislation and rules that apply to its industry and continually develops internal control systems for its compliance to this institutional framework. The complexity and fragmentation

of legislation, whether derived from the national regulatory framework or the corresponding set of international rules, is a practice found in the pharmaceutical industry, and DEMO in the context of corporate compliance, decrypts the entire institutional system and communicates it to all its employees. The company's activities are conducted in full compliance with all the national and international laws and regulations governing this particular industry.

An effective corporate compliance program, for DEMO, is a priority and works on the prevention of negative behaviors and situations. The Company pays special attention to the identification of possible dangers in matters of corruption, plans and applies inspections in advance, in order to have a safety net, with monitoring procedures and report of the effectiveness of these inspections in managing the company's exposure to dangers. Within this framework it resolves any weaknesses that may appear in the level of compliance policy.



**PURPOSE** - The development of internal rules and procedures but also a strict application control system through which business integrity is ensured.

**RESPONSIBILITY** - Prevention is the most important to avoid behaviors on part of the associates that do not comply with the rules of ethics and legal order it has adopted and for this reason it has developed proper internal procedures and policies.

DEMO believes that an integrated compliance program, creates a mechanism to guarantee its good function, in accordance with the institutional framework of rules, thus gaining significant additional benefits in its business activity, in the direction for ensuring transparency, in all stages of business structure. The benefits secured by the implementation of a complete and well structured compliance program include:

- commitment for honest and responsible corporate behavior
- development and application of tactics, effective training programs and evaluation of personnel in matters of Regulatory Compliance,
- creation and maintenance of an effective communication line with the employees and associates so that the tracing at first and then the solution of matters of proper implementation of compliance standards is performed immediately and uninterrupted.

The program of regulatory compliance includes procedures and practices followed by the company and has been communicated adequately, so that the employees working behavior is adjusted. The employees of the company must apply to the company's compliance rules and adhere to their day-to-day activity. These policies and procedures define as well the manner of association that the company adopts with third parties, external associates and service agents.

The Company plans and implements personnel training programs in matters of compliance, so that all services are performed with integrity and professional honesty, ensuring that all employees have knowledge and understanding of the current institutional framework against bribing and corruption as well as the code of ethics and that they act accordingly. Offers adequate training to all employees including seminars, presentations, case studies but also training material available online. Activities and procedures of internal control are applied immediately when omissions are identified that may lower the high standards applied by the company.

**Priority is the training of the whole company and the adoption of practices which will ensure the highest possible level of compliance.**

Part of global economy, DEMO, operates in a way that responds to the fundamental principles of the human rights, labor and the environment. The United Nations Sustainable Development Goals are a challenge for our company to engage in responsible business activity, with the incorporation of the Ten Globally Acceptable Principles of the United Nations Organization, one of which is the fight against corruption. Our policy for this principle, is realized in the compliance program, as it has been developed in our company.

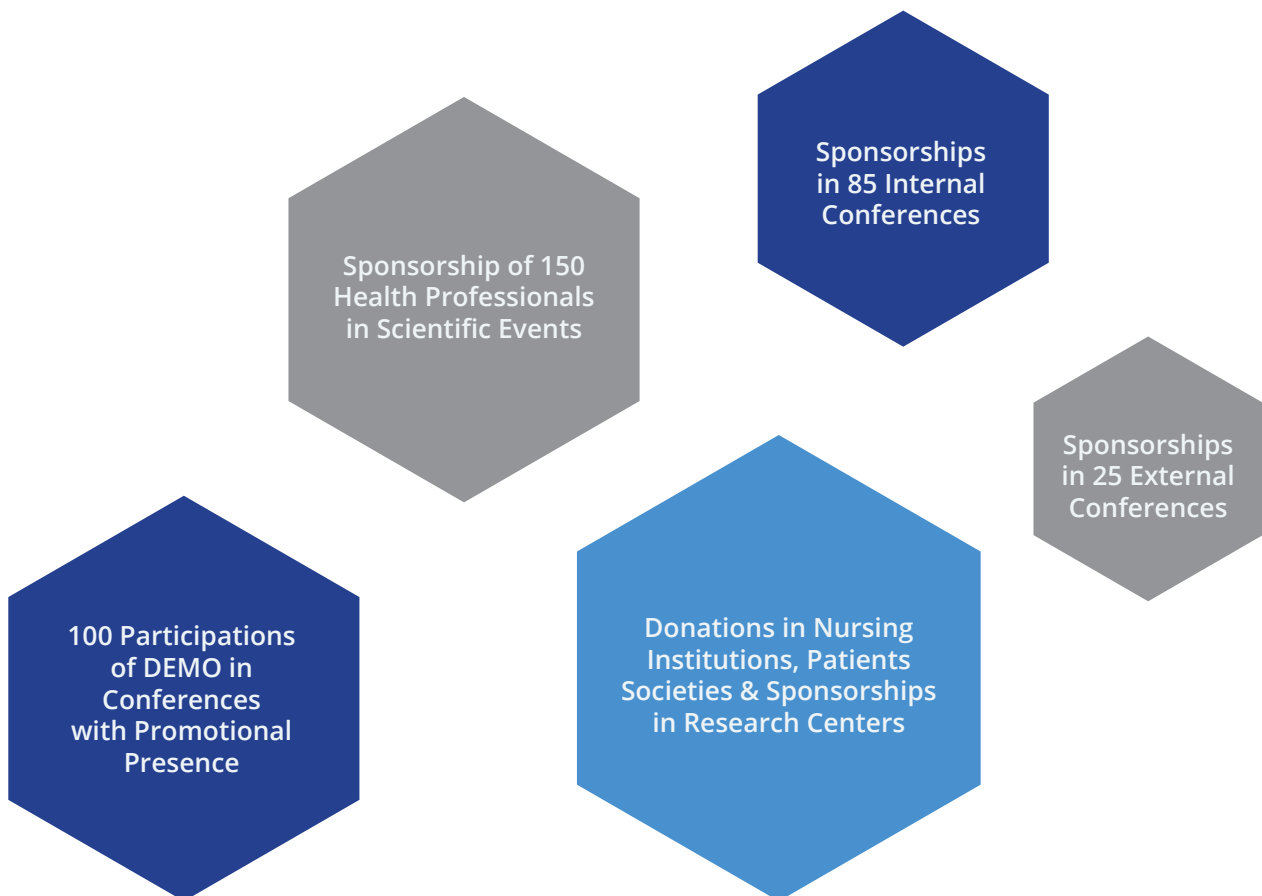
The values of DEMO are respect to the human, honesty, trust and transparency. Our commitment for honesty and integrity is especially important in the prevention and identification of corruption fields and in this section we apply zero tolerance policy. In any actions opposing the good professional practice, we prioritize our principles operating with honesty, respect and responsibility.

# Donations & Structures

DEMO, within the frameworks of the Scientific information and training of Health Professionals, every year subsidizes their participation in Scientific Conferences. The purpose of these sponsorships is to enrich their knowledge and to reinforce their scientific training in matters relating to their specialty as well as obtaining information on the products of DEMO. The Scientific Events, in which the Company participates, either with the sponsorship of Health Professionals or by Promotional Presence, are in accordance with the Regulatory Circulars of EOF (IDO) and the Ethics Code of SFEE (HAPC).

DEMO, proceeds with donations of technological equipment in Nursing Institutions, thus contributing in the improvement of their infrastructure and the upgrading of their services.

Implements Donations to Patient Associations, aiming at improving the conditions of prevention, diagnosis and treatment of certain diseases as well as information and awareness for the general public. Also makes Grants to Research Centers to actively support innovative health research projects.



## European Regulation for Data Protection

With the forthcoming implementation of the European General Data Protection Regulation, **(GDPR)** DEMO adapts its internal processes and policies for the processing of employee-associate personal data and the protection of the rights of these natural persons so as to ensure confidentiality, integrity and availability of their data.

Within the framework of the new regulation, the company creates a grid to strengthen the internal policies and

processes, achieving its readiness to fulfill its obligations under the new set of rights of data subjects. Employee information is considered to be particularly important and therefore awareness-raising activities are being carried out. Thus, it is possible to accept the necessary adjustments to implement the dual objective of training on data protection and the need to comply with the European Regulation.





# Systems & Improvements

## Archiving & Electronic Pricing

Since July 2017 the new forms and the new printing, archiving and electronic document transmission system of DEMO & BRADEX have been operating productively. The new forms are fully printed by the company's ERP (SAP) on Laser printers, without the use of pre-printed paper, while bearing QR code & official digital signature as prescribed by the Electronic Pricing Provisions.

After printing, they are archived and digitized on a special platform, from which they can be sent electronically (electronic invoicing), completely eliminating physical printing.

At the same time, the returned signed items- through the QR code they own- are scanned and connected automatically to the originals (without physical intervention) to allow the control of the documents issued but not returned from our customers. Both the original and the signed item are visible by the ERP through Web calls to the platform, while they appear attached to each client's tab, eliminating the time for their search and any copying for resending in cases they are requested.

Any re-dispatch is done on the digital image of the document in an electronic manner and not through physical document. Following this, and since May 2018 DEMO & BRADEX has

been producing and electronically delivering, e-invoicing of value documents of companies DEMO & BRADEX to its customers, in full compliance with the Code's Provisions. This means that the specific documents will not be printed and will not be sent physically anymore. Our next goal is to include in this circuit other documents accompanying items - provided we are allowed according to legislation and tax.

This particular project- of high risk- lasted 6 months, took place in 2 distinct phases and was implemented 90% internally by DEMO's Information Technology.

The part of the external employment of consultants and tools concerned only the archiving and e-invoicing and was awarded- following a competition- to IMPACT company of QUEST group.

The solutions Archiving Connect and We Do Connect used, are products from Impact company and are the most automated, organized and innovative solutions used by the majority of the market for the electronic archiving of accounting documents (and their multiple copies) as well as for their electronic transmission. The Paperless Connect service is more than an Electronic Pricing Platform for sending/ receiving electronic invoices. It is the connective tissue between companies sending electronic invoices.

The particular project:

- modernized the documents of companies DEMO & BRADEX,
- offered flexibility to changes since the whole picture is produced by the ERP and printed on white paper,
- gave independence to the companies from tax mechanisms & their suppliers,
- ensured the Integrity, Authenticity & Readability of each document (via digital signature)
- offered automatic connection of the original- signed document saving time in searches and re-prints
- saved significant management time and cost from archiving & sending of documents, reducing or even eliminating the storage spaces and the numerous binders for the organizing of thousands of document forms
- made easier to search and manage issued documents (in case of loss or for informational reasons)

- made easier the mass management of documents
- reduced the use of paper by 220.000 pages per year (since no 3-print is required any more, while the physical printing of specific documents is avoided as they are read electronically)
- reduced the physical engagement of people in the production of extra copies & sending of documents, since the copies are produced in one move already stacked and stored digitized for further use while regarding to value they are not sent physically
- turned a page in the company by integrating it more actively in the world of digitization

By extending electronic invoicing to all kinds of documents, paper and time management saving is expected to be even greater.

## Basic Materials Applications

In 2018 the organization and normalization of the code assignment circuit for the products of companies DEMO & BRADEX was completed and their creation in the company's information system. This requirement was a company demand and an important step in supporting the development of its operations, since its products are the core of all processes.

This particular project was entirely implemented by the company's IT and included the development of 2 separate applications with different techniques: one application used web development tools and was developed in a web environment while the second in a SAP environment. These applications replaced uncoordinated ways of handling unstructured bulky information, in which the percentage of mistaken content was high enough, leading to time-consuming and re-sources for corrections but even in chain-error implementation of procedures.

These two applications are expected to contribute positively:

- in the organization of the flow and the content of information
- in the increase of accountability in the content of information by assigning all information to the competent authority in the first place but also the electronic signatures to confirm the correctness of the recorded information.
- in the traceability of the information
- in the correct, valid & timely update & involvement of all parties regarding the items created and their expected use
- in the decrease of mistakes and the time to correct them
- in the increase of transparency of the requests for code creation and in the elimination of "excess" phenomenon (creation of unnecessary codes)

## "Digitization" of IT processes

The implementation of the digitization of the IT processes has started. Of the total of 20 procedures, 4 are already in the final stage of the review, which concern all users of IT systems and solutions. With the completion of these, the digitization of the rest will be underway.

This project is implemented entirely internally and requires the interconnection of 2 SAP systems: the ERP and the SoLution Manager

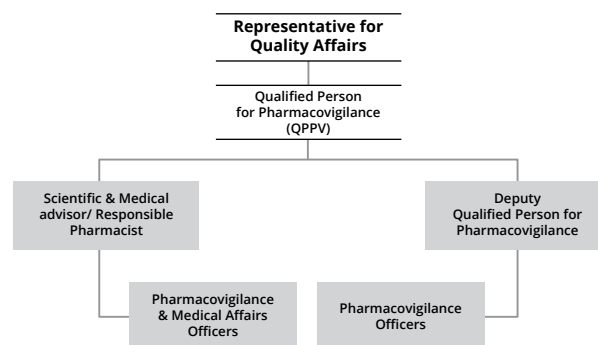
With these projects it is expected to:

- reduce the time needed to meet the steps of each process as the individual tasks to be implemented will be automatically triggered by an algorithm and will be assigned directly to the relevant resources, while notifications will be sent on the basis of workflows for decision making and execution of actions.
- show clearly the stage which a procedure is at
- concentrate all the required documentation at a point
- reduce the time needed for the collection of signatures since the signatures will be electronic on the ERP
- reduce the use of paper and consumables since the majority of forms that support/accompany a procedure will be in digital form and will be handled electronically through the system

# Pharmacovigilance System/ Pharmacovigilance Department

DEMO Pharmacovigilance (PV) department is an independent department whose main role is to continuously monitor and assess the risk-benefit profile of the medicinal products distributed worldwide, as well as to minimize the potential risks ensuring patients' safety.

The highly-experienced PV team of seven (7) people (full time equivalents), with theoretical and practical knowledge of all PV activities required by legislation, is responsible for the establishment and maintenance of a robust and compliant PV system.



The Pharmacovigilance (PV) System of DEMO is maintained by the PV Department of the company, which is headed by the Qualified Person for Pharmacovigilance (QPPV) and supported by the members of PV Department, and it has been planned in such a way so as to perform all the activities according to the EU PV legislation.

As per the national, European and worldwide legislation for Pharmacovigilance (Regulation No 1235/2010, Directive 2010/84/EU, FEK: 2374/24 August 2012, Good Pharmacovigilance Practices, ICH & national guidelines) the PV system ensures that information about all suspected adverse reactions and other safety data, which are related to products distributed in Greece or abroad, are collected, assessed and recorded in order to be accessible at one point within the community as well as that they are reported to the Competent Authorities (National Organization of Medicines in Greece, European Medicines Agency and other EEA or non-EEA Authorities).

All Adverse Events/Adverse Drug Reactions and other safety reports are collected, recorded and assessed by DEMO regardless the source, seriousness, causality or expectedness.

There is a single PV system, which is located in Athens (DEMO facilities) and covers all of its product licences. In addition, the

PV system covers the national licenses in Cyprus for which DEMO is the manufacturer and the dossier owner. The PV System is described in the Pharmacovigilance System Master File (PSMF) and the PSMF reference number or EV (EudraVigilance) code of DEMO PSMF location is MFL2876.

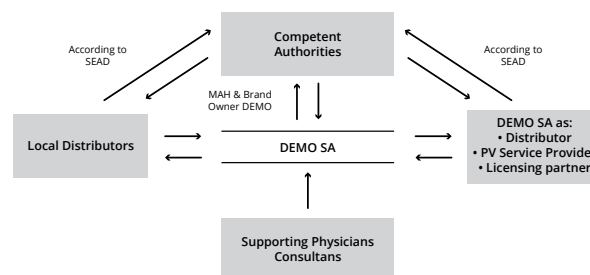
The interaction between DEMO, other companies and Competent Authorities is presented below:

All PV functions are conducted in-house using a compliant, fully validated safety database [PvEdge, compliant with E2B(R3) format] as well as in accordance with internal Quality System and written procedures.

Registration of DEMO with EudraVigilance (EVWEB) for the electronic reporting of Individual Case Safety Reports (ICSRs) has been successfully completed on November 7th, 2008. DEMO was added into the XEVPRM (eXtended EudraVigilance Medicinal Product Report Message) community in the Production Environment on June 11th, 2012 (for product electronic reporting purposes). EVDAS users for greater access to EudraVigilance were registered in June 2017.

On 22/11/2017 EMA launched a new EudraVigilance System with enhanced functionalities for reporting and analyzing suspected ADRs. For this reason, on 28/11/2017 the PV

database was fully upgraded (and validated all over again) in order to be compliant with E2B(R3) format. In parallel with this update the name of the PV database was changed from PvNET (which was the name of database from 25/02/2014) to PvEdge.



## Statistical data during the period 01/01/2017 - 31/12/2017:

- Apart from the high number of ICSRs downloaded and assessed by EVDAS (EudraVigilance Data Analysis System), **565 ICSRs** (Individual Case Safety Reports) were collected, entered and assessed in PV database PvEdge.
- Apart from non-EU PSURs prepared for registration or renewals purposes of medicinal products in non-EU countries, **9 EU-PSURs and 2 responses** related to EU PSUR single assessment procedures were submitted to EMA as per EURD list.
- Apart from non-EU RMPs prepared for registration or renewals purposes of medicinal products in non-EU countries, **15 EU RMPs** (including updates during registration procedures) were prepared for supporting the registration purposes of medicinal products.
- **62,272 literature articles** were screened from the worldwide literature and assessed in PV database for ICSR and signal detection, and assessment of the risk-benefit profile of the medicinal products.
- **24 SDEAs** (Safety Data Exchange Agreements) were finalized (including updates) between DEMO and local distributors or other partners.
- **198 medicinal product reports** were submitted to EMA as xEVMPD entries (new inserts or updates).

## Figures



Medical Queries

**370**



Promotional materials

**59**



Medical devices

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

**5**

# Business Associates

DEMO S.A. has a large and complex list of suppliers with more than 834 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

90

DIFFERENT DEPARTMENTS

834

TOTAL NUMBER OF SUPPLIERS

38

DIFFERENT ORIGIN COUNTRIES  
FROM ALL CONTINENTS

550

GREEK SUPPLIERS

7.598

TOTAL NUMBER OF ORDERS  
WITH AVERAGE 633/MONTH

284

OUTSIDE BORDERS SUPPLIERS

BOXES					
CODE NUMBERS	NUMBER OF RECYCLED CODES	PERCENTAGE OF RECYCLED	QUANTITY OF RECEIVED ITEMS 2017 (TOTAL)	QUANTITY OF RECEIVED ITEMS 2017 (RECYCLED)	PERCENTAGE OF RECEIVED RECYCLED
489	160	32,80%	19.527.492	6.298.970	32,3%

CARTON BOXES SEMI					
CODE NUMBERS	NUMBER OF RECYCLED CODES	PERCENTAGE OF RECYCLED	QUANTITY OF RECEIVED ITEMS 2017 (TOTAL)	QUANTITY OF RECEIVED ITEMS 2017 (RECYCLED)	PERCENTAGE OF RECEIVED RECYCLED
5	5	100%	129.609	129.609	100%

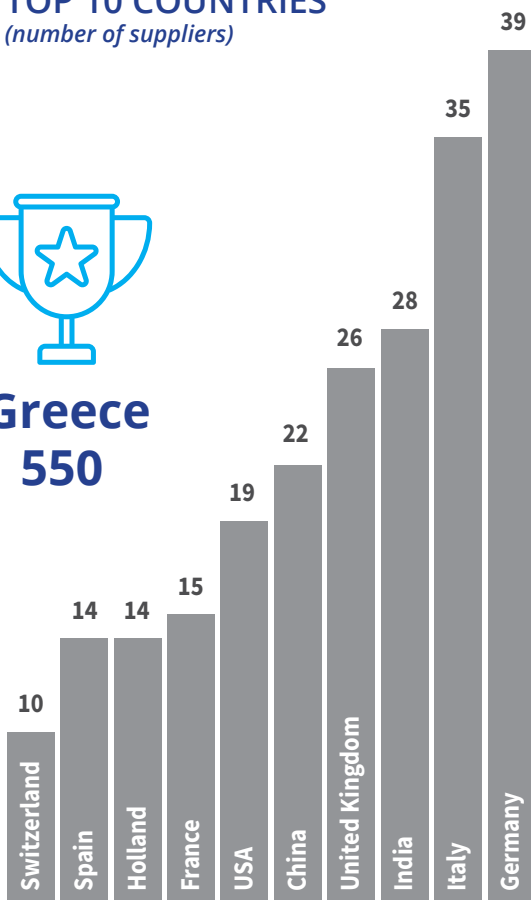
CARTON BOXES FULL					
CODE NUMBERS	NUMBER OF RECYCLED CODES	PERCENTAGE OF RECYCLED	QUANTITY OF RECEIVED ITEMS 2017 (TOTAL)	QUANTITY OF RECEIVED ITEMS 2017 (RECYCLED)	PERCENTAGE OF RECEIVED RECYCLED
58	58	100%	961.998	961.998	100%

### TOP 10 COUNTRIES

(number of suppliers)

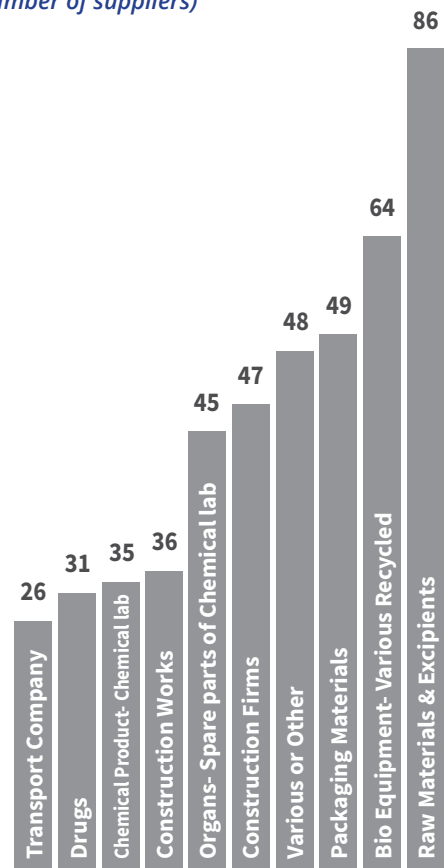


**Greece**  
**550**



### TOP 10 SECTORS

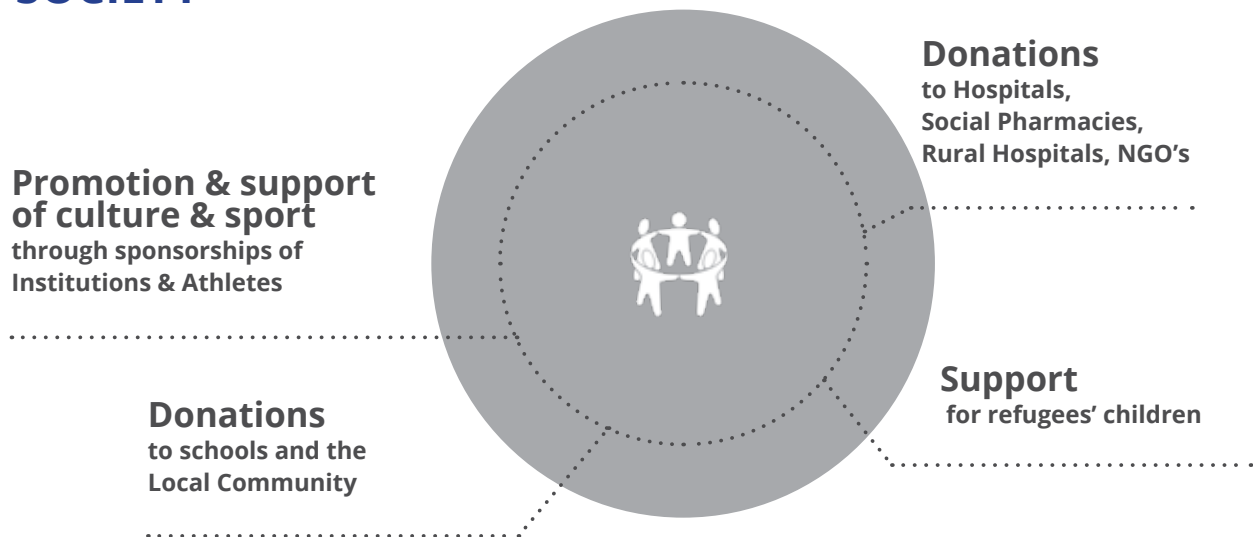
(number of suppliers)



# Sustainable Growth & Responsible Entrepreneurship

The Sustainable Growth and Responsible Entrepreneurship are a commitment for DEMO

## SOCIETY



## MARKET





## ENVIRONMENT

«Saving»  
**51.175**  
trees/year \*

«Saving»  
**103.412**  
liters of  
water/ year \*

Batteries Recycling  
**507 kg**

Oil recycling  
**800 kg**

Solid Wastes  
**482 tn/έτος**

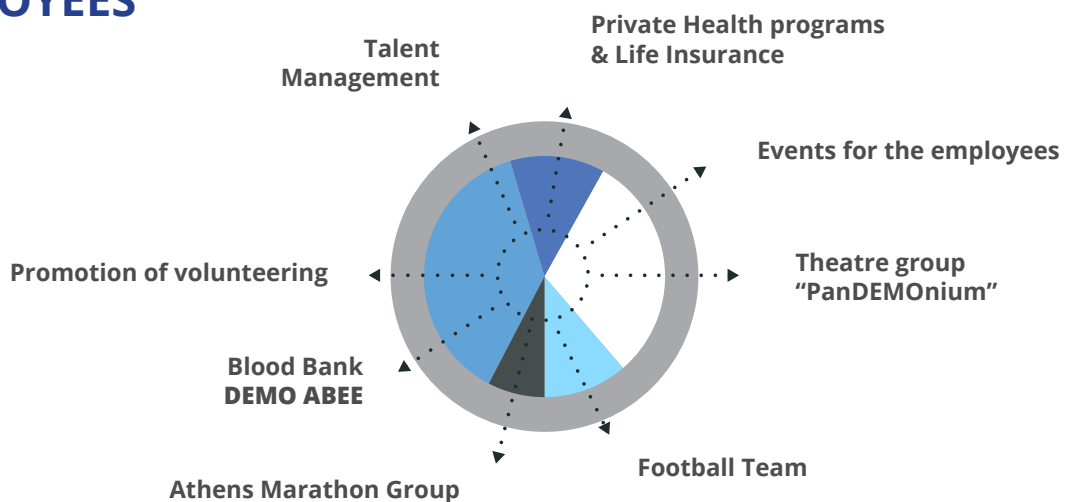
Plastic Recycling  
**1. 209 tn/year**

Paper Recycling  
**263 tn/year**

Recycling of  
electrical equipments  
**845 kg**

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

## EMPLOYEES



# 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

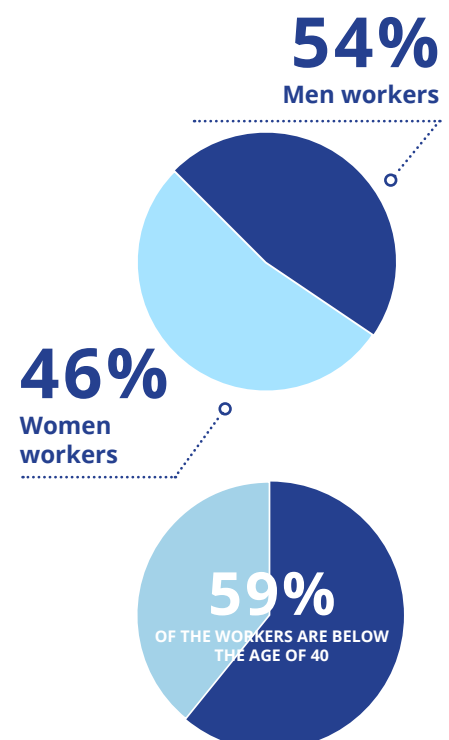
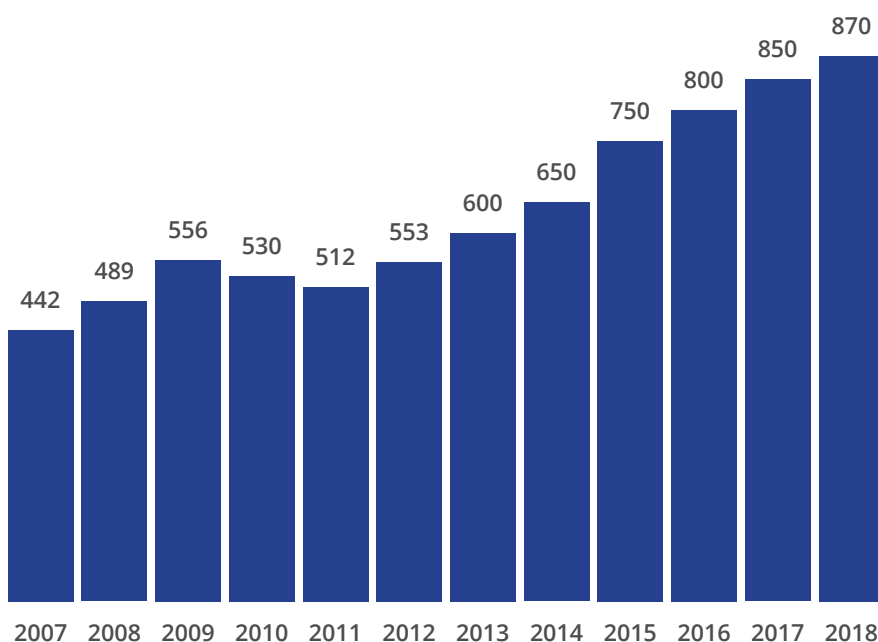
Employees are the most important factor for our growth and success. It is mainly their direct contribution and efforts that have made DEMO one of the world's leading pharmaceutical companies producing injectable injectables.

## Increase of Occupation and Jobs

DEMO has been developing at a fast pace increasing steadily its working positions. From 2012 up to today, DEMO has created over 300 new jobs by bringing its staff from 553 to 870 employees! Of these positions, 50 were created in 2017, and more than 1/3 regard specialized employees and scientists, contributing to reducing unemployment, stimulating

the economy and the local society and in the reduction of scientists leaving the country (brain-drain). The average age of workers is 37,9 years, 59% of the workers are under their 40 and their average period working for the company is 6 years. 54% are men and 46% are women.

## The employees

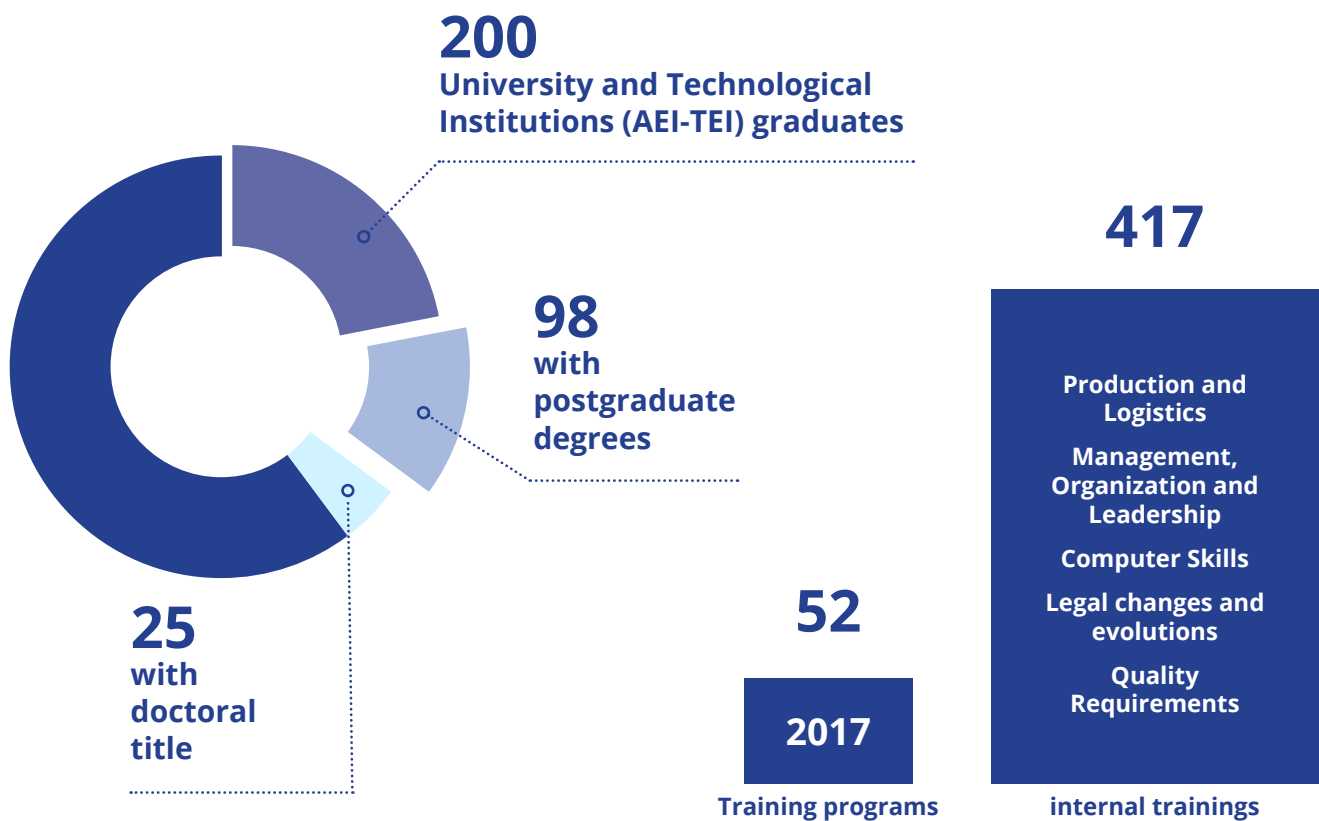


## Education & Training

DEMO has high-skilled human resources and places great emphasis on the education, training and development of its employees. DEMO employs 25 PhD holders, 98 Postgraduate graduates and 200 graduates from Universities and Technical Institutions. In 2017, DEMO employees participated in a total of 52 educational programs from specialized agencies in Greece and Abroad in a wide range of topics including issues such as Production, Storage and Drug Handling, Management, Organization and Leadership, Computer Skills, Legislative Changes and Developments,

Quality Requirements etc. In addition, there were 417 internal trainings involving almost all employees.

The company funds every year Postgraduate programs for its employees, through its "Talent Management" program. At the same time, it maintains a strong internal training program in operations and production processes. In 2017 the company developed a distinct internal education department composed of 9 people, promoting and upgrading production workers.



## Talent Management

The attraction, preservation, development and professional evolution of our people is an important priority. We work closely with the academic community and higher institutions, giving talented students the opportunity to practice and work in the future. Many employees started their careers as trainees and became top executives of our company. We developed a new employee performance management system, while at the level of talent attraction we participated in career days and organized visits of new students and graduates to the business. At the same time, we developed a new Scholarship and Practice Program at DEMO. It's our goal to help workers evolve, develop new skills and continue their careers at DEMO. Together we have formed a strong bond: the "Family" of DEMO!

## Health & Safety

DEMO S.A. invests significantly in the Health and Safety of its Employees. It has fully equipped general practitioner with a doctor and a nurse, and in an effort to support female workers, has developed a collaboration with a gynecologist and offers gynecological services. The company offers life insurance, accident and health insurance to employees and first degree relatives, performs annual medical check up on staff as well as specialized examinations, such as audiogram or spirometry where required. It systematically measures air quality and noise levels in the facilities. It has been working with external experts on occupational safety issues and conducts inspections and audits, ensuring access to its facilities.



# Start your Journey

Start your journey in the Family of DEMO Program of Scholarships and Practice





# Health & Safety at Work

## Health & Safety at the working environment (HSE)

### What is Health Safety & Environmental

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

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

- Clear instructions and training
- Means of Individual Protection

### Instruction 92/58/EOK

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

## Continuous improvement

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

The continuous improvement of working conditions and, more generally, the upgrading of quality in the working environment has been set as a key business priority at both national and European level. At DEMO S.A. we ensure a healthy and safe environment, contributing not only to improving quality of life and working peace, but also to enhancing the competitiveness and productivity of the business.

A key parameter for addressing Health and Safety issues is **prevention**, which refers to the appropriate preparation in advance to identify the sources of risk at the premises of the company, to identify in time the risks arising from its operation, assess the corresponding risk and plan the measures that should be prevented. In addition, similar treatment is required and is done in the possible emergency situations, which must be prepared before they occur.

At DEMO S.A. there is a special Health and Safety department, which is responsible for all the above actions, exercises for the emergency response, such as fire or earthquake are carried out on a yearly basis, while there is a group of properly trained employees (First Aid, Firefighting, etc.)



# Corporate Social Responsibility

**Responsible Entrepreneurship and the continuous effort for Viable Growth must constitute a strategic choice for any modern enterprise. In this way its long term development and progress are assured.**

For DEMO, responsible entrepreneurship firstly means to daily act with ethics, having in mind, beyond the progress of our company, the general benefit of society. Beyond the responsibility as an ethical value, we believe that responsible enterprises are those which plan with a long term horizon, invest in the future and stand on sound foundations.

Responsible and therefore viable growth according to our strategy, brings added value for the Greek economy and society through initiatives supporting, the patient, the colleague, the worker, the citizen and the environment. We rely on cooperation with local communities, innovation, exports, decrease of the environmental footprint and investment in human resources.

Thus, we believe that we give back to society for its trust and create a stable basis for the healthy growth of our company in the future.



In addition to the private health insurance program for all employees and to the modern company infirmary, the company cooperates with facilities for provision of free services to each female employee that wishes to discuss any gynecological issue.

To this end, an OBGYN clinic was established, where DEMO female employees can have timely Pap smears and/or breast palpations. In accordance with recent data, time and cost issues are two important reasons why women neglect their most precious gift, their health. This innovative act of the Industry, a benefit to female employees, amounting to 450 persons, is a novelty for Greek and European private sector standards.

Our employees' volunteering activities are at the core of DEMO's social contribution. In March 2018, for eleventh consecutive year, a voluntary blood drive was organised by company employees. The blood collected every year is stored in the Blood Bank of DEMO and is made available for covering the needs of the families of its employees.

Moreover, employees gathered clothes, shoes and many other items for hot spots for refugees, which were delivered last year to the Red Cross, while the company supports the MAKE – A – WISH foundation (Make a Wish Greece) by purchasing stars for wishes during the holidays and by participating in the Athens Marathon with its team.

Finally, in addition to the DEMO Football Team, which won the 2018 Hellenic Association of Pharmaceutical Companies 5x5 championship, an employee theater group was established recently, aiming at putting on a children's play during the 2018-2019 season, to be presented at NGOs, Children's Hospitals, etc.

**DEMO S.A. in 2017 supported "The Smile of the Child" Organisation by donating a significant amount while at the same time DEMO placed in all hospital solutions NGO's logo.**

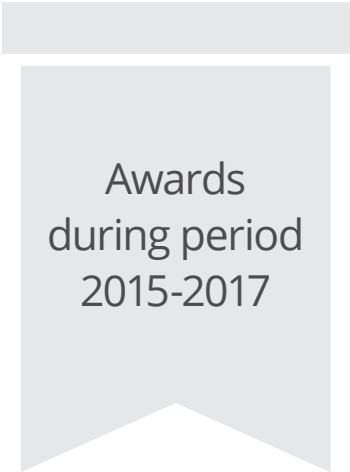
The company has also produced pharmaceutical products of special composition, on named patient basis that have been ordered, **even for a single unique patient**, after a special permit is granted by the Authorities. DEMO's willingness to stop a production line of **15.000 vials per hour for 8 hours so as to produce 20 or 30 vials** that will save one person's life, is maybe for DEMO the most important act of Social Responsibility.

# Growth Awards 2018

Award for Functional &  
Operational Improvement  
Eurobank & Grant Thornton

# Awards

The successful performance of the Greek pharmaceutical company **DEMO S.A.** in the business arena set it apart from the rest of the field, having won 11 major business enterprise awards in 2015 - 2017.



Awards  
during period  
2015-2017

► **Diamonds of the Greek Economy**

Greece 2016 & 2017

► **Healthcare Business Awards 2017**

Gold Award, «Exports»

► **Healthcare Business Awards 2017**

Gold Award, «Social Responsibility»

► **Made in Greece 2017**

Praise for Exports Excellence

► **Made in Greece 2017**

Praise for Industrial Excellence

► **Greek Exports Awards 2015  
– Top Industrial Company –**

Gold Award

► **Made in Greece 2015**

Praise for Exports Excellence Entrepreneurship Club,  
Kouros 2015, Dimitris Demos, International Performance  
in Business Sector

► **Salus Index, 2015, 2016, 2017**





## **DEMO S.A. PHARMACEUTICAL INDUSTRY**

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