



SUSTAINABILITY REPORT **2023**



Laboratorios
RICHMOND



 Laboratorios
RICHMOND

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WORDS FROM THE PRESIDENT

It is with enormous pride and a great sense of responsibility that I reach out to you as President of Laboratorios Richmond S.A.C.I.F, to submit our eighth Sustainability Report, for the year 2023. This document not only reflects our on-going commitment to sustainable development, but it also highlights the landmarks reached in our path towards an operation increasingly conscious and respectful of the environment and of the societies where we operate.

2023 has doubtlessly been a year of challenges; and yet of significant victories. Despite an adverse general environment, we were witness to how our team, guided by our corporate pillars of value, access, and sustainability, succeeded in working firmly towards the objectives we set. We managed not only to maintain, but also to strengthen our position in the pharmaceutical industry.

This year we made crucial progress towards the construction of our new biotechnology plant, which is set out to be one of the most modern in the region to manufacture vaccines and

biotechnology products, with its opening scheduled for 2024. This plant is the fruit of "Proyecto V.I.D.A", with an investment of USD 85,000,000 (eighty-five US dollars) and the support of 60 (sixty) institutional and private investors. Designed to foster the industrial application of Argentine research and offer services to international companies, this initiative not only seeks to reduce imports in the region, but also bring about opportunities for the creation of highly skilled jobs, opening new avenues to countless of young professionals in the field of biotechnology.

Additionally, in our constant search to expand and strengthen our healthcare product offering, we have made significant launches that are testimony of our commitment to innovation and pharmaceutical excellence. In our Cardiometabolism line we launched QUARXOM®, the first oral blood thinner developed by Laboratorios Richmond. This is a major milestone for the treatment and prevention of cardiovascular disorders. In turn, we strengthened this line with the launch of ZUCIVA®, a

powerful hypoglycemic drug used to control Type 2 diabetes. We are also proud to have introduced YDESIB® a first line selective and reversible inhibitor, to our oncology line. This reaffirms our dedication towards the development of innovative cancer treatments, offering new hope and options to patients.

In terms of the operational improvements, one of our most remarkable achievements in this period has been the successful implementation of the SAP system across the whole of our operations chain. This is a watershed moment in our history and enables us to optimize our processes, improve our analytical and decision-making capabilities, reduce our response times and, crucially, improve the transparency and traceability of all our activities. This is a significant step forward in our comprehensive sustainability goals, which makes us not only improve our operational efficiency, but also minimize our environmental impact. As part of our commitment to energy sustainability and efficiency, we made a significant step forward in our Pilar Plant



WORDS FROM THE PRESIDENT

03



device to measure energy consumption in real time. This system allows us to obtain accurate information on the use of electricity. This is the first stage in a more efficient and responsible management of our resources. We are actively working to expand that initiative to include the real time measurement of potable water and natural gas consumption shortly. This action underpins our continuous effort to minimize our

environmental impact and reflects our commitment to the implementation of sustainable practices across our operations.

In addition to our investment in technology and innovation, we have reaffirmed our commitment to the positive social impact through diverse initiatives. Among them, we underscore our continuous collaboration with local communities to foster their development, as well as our dedication to creating a safe, inclusive, and enriching work environment for all our employees. These actions reflect our conviction that the real business success can only be achieved when you contribute to the wellbeing of our stakeholders.

I hope that by reading this report you can appreciate the hard work and dedication that Laboratorios Richmond S.A.C.I.F. has put into each one of its actions in 2023. Each achievement is the result of a comprehensive strategy planned and executed thoughtfully and carefully, not only to improve our financial objectives, but also towards our employees, clients, and the world in which we live.

Looking into the future, we commit ourselves to continue our journey towards sustainability, in full knowledge of the challenges we face, but also of the opportunities they represent. Guided by our mission and core values, we are determined to continue innovating, investing, and collaborating to create a long-lasting positive impact.

We extend our appreciation to those who have contributed to our efforts this year: our employees, clients, suppliers, partners, and communities. Their support is essential to our success, and it is the inspiration to continue moving forward towards a more sustainable future.



Marcelo Figueiras
President

REPORTING PARAMETERS

This Sustainability Report was drafted in compliance with the essential option of the Global Reporting Initiative (GRI) Standards, the Sustainable Development Goals (SDG), the United Nations Global Compact and the ISO 26000 Standard. It covers the January 1, 2023 – December 31, 2023 reporting period, with reference to this period along the report.

The information included in this report covers only the data from the

subsidiary included in the Consolidated Financial Statements of Laboratorios Richmond SACIF Argentina.

The issues presented in this document give a response to the information expectations of the main audiences with whom we interact. The document is based on an internal analysis of the information received by the Company through a wide range of communication channels established with its stakeholders.

We have not identified the existence of major limitations in terms of the scope or the coverage of this report. No significant effects in the expression of the information with respect to previous years were observed either, apart from specific clarifying remarks included along the report.

Although the information contained in this report is not verified externally, many of the processes we present here have been certified by indepen-

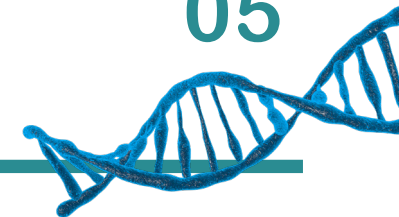
dent third parties against renowned international standards, for the eighth year in a row now.

In compliance with the current rules, the text of this 2023 sustainability report was approved by the Board of Directors of the Company, according to the meeting minutes of **March 11, 2024.**



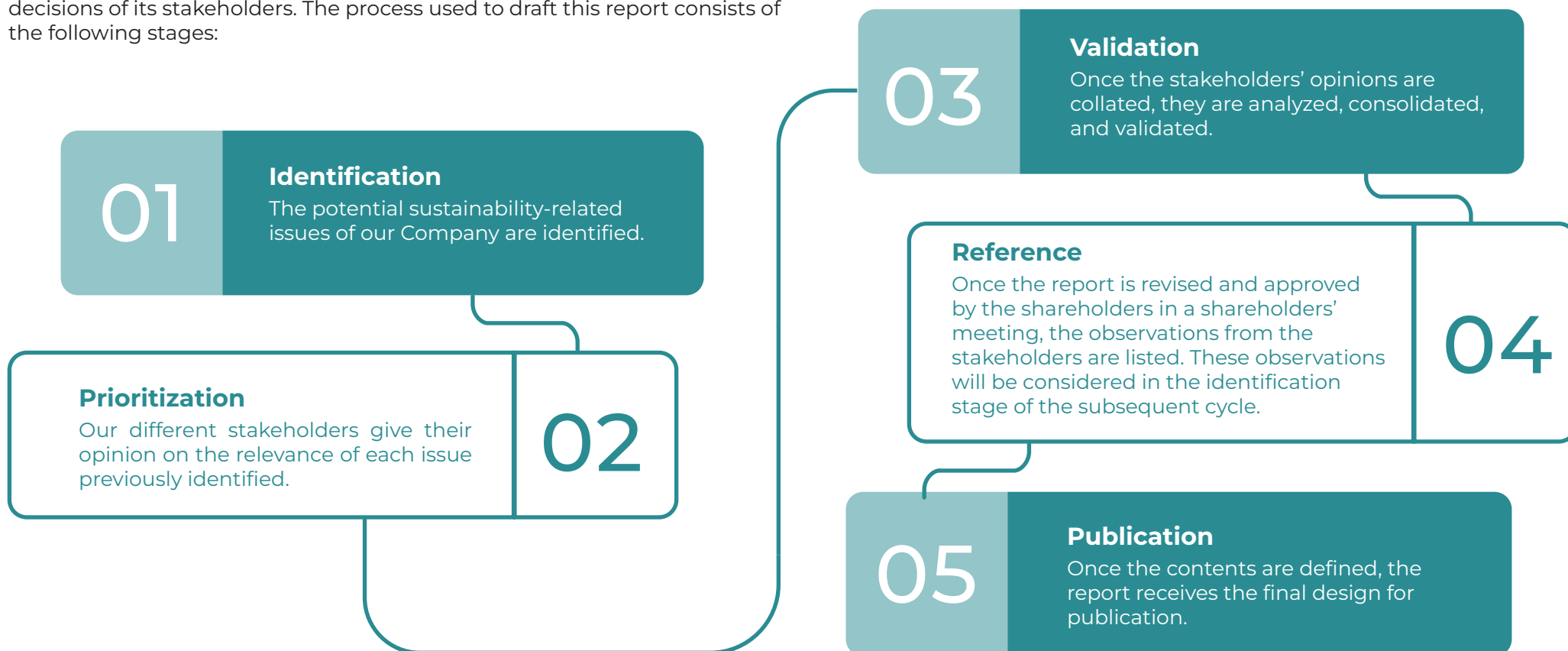
REPORTING PARAMETERS

05



DEFINITION OF THE CONTENTS

This report covers the major economic, environmental, and social impacts of the Company that have a significant influence on the evaluations and the decisions of its stakeholders. The process used to draft this report consists of the following stages:

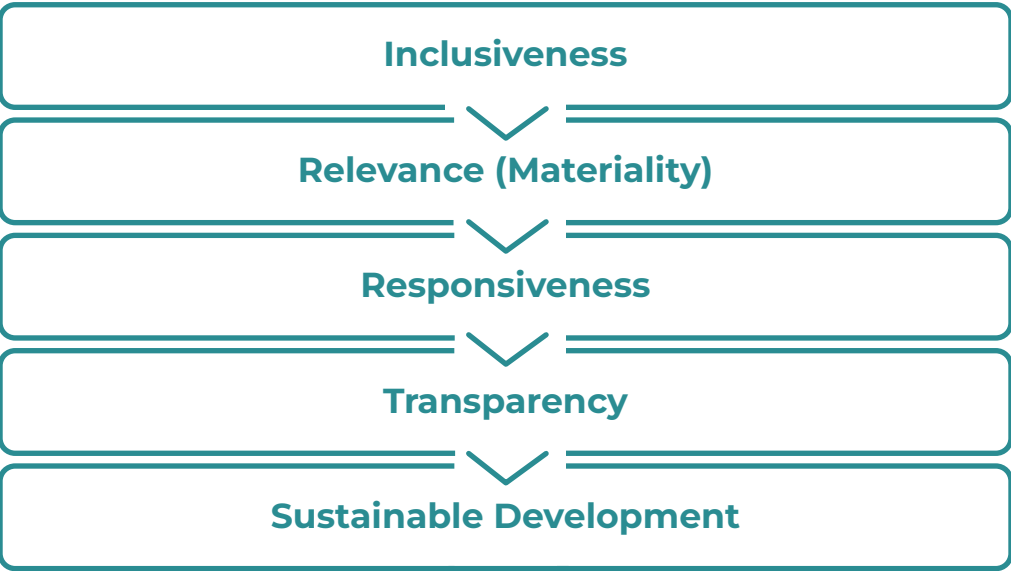


REPORTING PARAMETERS

IDENTIFICATION AND DIALOG WITH STAKEHOLDERS

Our work centers on two aspects: to improve the patients' quality of life and to enhance local communities. We do so by cementing long-term relationships with our stakeholders and by creating dynamic environments based on mutual dialog.

The process of stakeholder identification is made based on the principle of inclusion of the Stakeholders based on the Global Reporting Initiative and the AA1000SES Accountability standards. They cover five dimensions:



STAKEHOLDERS' PARTICIPATION

Resulting from the previous exercise, we identified the following stakeholders and defined the channels of communication and dialog for each one.



REPORTING PARAMETERS

07



Shareholders

Annual report and financial statements. Shareholders' meeting. Events and meetings. Press releases. Sustainability report. Website geared to investors.



Clients

Contact with physicians, nurses, health-care institutions (hospitals, clinics, and private health-care institutions), pharmacies, drug wholesalers and associations grouping and representing them. Face to face promotion, visit to professionals, outreach sessions ("ateneos"), meetings, business meetings, events and collaboration with different public and private health-care entities.



Collaborators

Intranet, corporate e-mail distribution lists and noticeboard in workspaces. Training opportunities, communications meetings, performance assessment and different benefits for the personnel



Patients

Patient assistant center. Toll free telephone line. Social media and corporate web page.



Trade unions

Participation in recurring and ad hoc meetings with the delegates of all the trade unions our labor force belongs to: AAPM (Medical Sales Representatives Union) and ATSA (Health Workers of Argentina) unions.



Community

Richmond Foundation: Training programs in schools. Interaction with local authorities. Participation in social initiatives. Direct contact with various NGOs.



Entities

Participation in governmental and private associations. Meetings with national, provincial, and local authorities, and business chambers.



Suppliers

Corporate web page. Fairs and exhibitions. Sustainability report.

OUR COMPANY



We are a regional pharmaceutical company based in Argentina. We are committed to excellence and to continuous improvement supported by our 88 years' experience in the development and production of quality pharmaceutical products with a high human added value.

OUR VISION

We work with the aim that healthcare is not a privilege. We facilitate an equitable access to high quality therapeutic solutions, including the ones with high market value.

OUR MISSION

Our mission is to be a competitive, flexible, and technologically innovative pharmaceutical company evidencing a sustained growth in the local and in international markets.

To build a work team whose efforts and professional competence are geared to providing quality products and services of excellence and with the highest quality. To contribute to the development of our community



by being a profitable and responsible company.

OUR VALUES

- ▶ We are a work team for whom healthcare takes precedence over business.
- ▶ Our commitment to quality and service improves the wellbeing of patients and brings ease of mind to physicians and institutions.
- ▶ Our professional and individual development goes hand in hand with the development of our company.
- ▶ Our company's development contributes to the improvement of our community.
- ▶ Our profits derive from activities that benefit the society.
- ▶ We are proud of what we do. While we change to get better, our values remain unchanged.



ARS\$ 55.362.011.310

Domestic Sales

USD 2.155.839.313

Sales Abroad

ARS\$ 8.204.982.955

Investment Activities

09



RICHMOND'S NUMBERS

24 countries

6 subsidiaries

Argentina, Colombia, Chile,
Paraguay, Mexico, and Peru

19 strategic partners

in the rest of Latin America, Africa, Asia,
and the Middle East

473 Employees

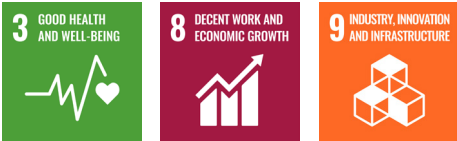
67% in R&D, Production,
Quality Control and Engineering.

373 Total marketing
authorizations

99 Marketing
authorizations in ARG

274 Marketing
authorizations in the rest of the world:

OUR COMPANY



OUR OPERATIONAL STRUCTURE

The set of specialized functional units in charge of merging all processes and activities necessary to achieve the goals of the organization was adapted this year to accompany the company's expansion plans. The organization is as follows:

CORPORATE VICE-PRESIDENT

Responsible for the V.I.D.A Project, and in charge of the start-up and evolution of this major challenge our company took up, which involves continue developing new projects and businesses for the corporation.

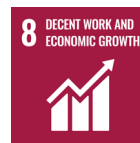
EXECUTIVE VICE-PRESIDENT

responsible for boosting the current operation of the Company, placing special emphasis on the growth of all our areas of influence and making our products the top-ranking products for each pathology. This challenge calls for the effort and dedication of the whole of the Richmond family. The specific functions of this office are the general direction of the operation, both locally and regionally. The following areas and departments are the direct reports:

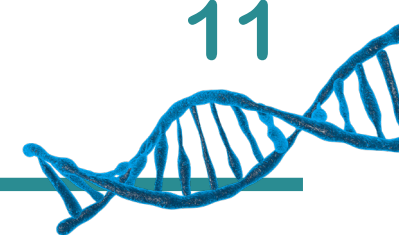
- Commercial Director
Pharma Line
- Commercial Director
Special Products Line
- Foreign Trade
Director
- Operations
Director
- Procurement
Director
- Department of
Regulatory Affairs
- Department of Legal
and Labor Affairs
- Department of Quality
Processes
- Department of
Human Capital
- Department
of Finances



OUR COMPANY



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OUR PREMISES AND OPERATIONS

Our headquarters are located at Bouchard 680 in downtown Buenos Aires, where the following areas of the company are based: the Corporate Team, the Executive Director together with the departments of Administration, Finances, Sales, International Businesses, Procurement, Medical Affairs, Regulatory Processes, Legal Affairs, and Human Capital and Communications

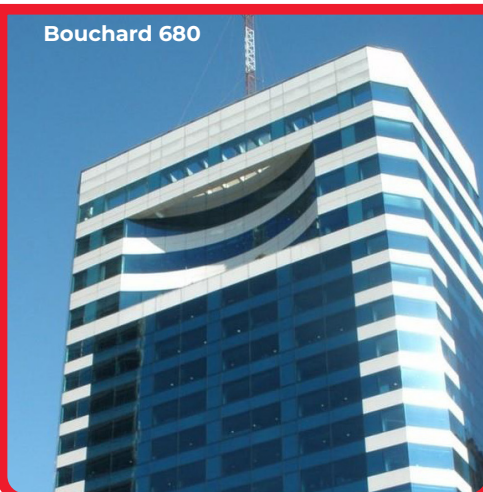
The three-floor building located at Elcano 4938 in La Paternal neighborhood of the city is home to the departments of Development, Quality Control and Biotechnological Projects.

Our manufacturing plants are located at Pilar Industrial Park, in Fátima, Pilar District, province of Buenos Aires, on a six-hectare plot of land. The built surface area is approximately 15,000 square meters dedicated to different activities.

Out of the total built surface area, some 7,400 square meters belong to two production units in operation: one of them is dedicated to the manufacture of general oral solid pharmaceutical forms. The second one is used to manufacture high activity solid oral forms, which started operations in 2022. There is also a pavilion, where the new plant to manufacture biotechnological products and vaccines is currently being installed, our "Proyecto Vida" (see the relevant section below).

In addition to the Production Units, the departments of Quality Assurance, Standards Compliance, Technical Direction, Logistics, Planning, Engineering Projects and Plant Engineering, Operations Department, Human Capital, IT and EHS are all located there.

Bouchard 680



Elcano 4938



Industrial Park



Industrial Park



OUR COMPANY



OUR INTERNATIONAL PRESENCE

The products developed by Laboratorios Richmond are sold in 24 countries in Latin America, Africa, Asia, and the Middle East. Our presence

becomes more effective through subsidiaries or strategic partnerships with renowned companies and pharmaceutical companies in each country. All this gives international relevance to the product lines we manufacture.

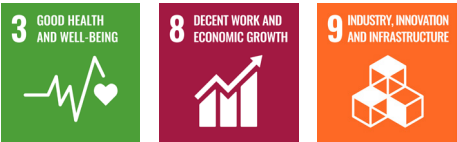
Companies of the Group

Argentina	Laboratorios Richmond S.A.C.I.F	Buenos Aires
	Laboratorios Richmond División Liofilizados S.A.	Buenos Aires
Colombia	Laboratorios Richmond Colombia S.A.S.	Bogotá
Chile	Laboratorios Richmond Chile Ltda.	Santiago de Chile
Paraguay	Medicine S.A.	Asunción
México	Laboratorio Richmond México S.A.	México
Uruguay	Compañía Inversora Latinoamericana S.A.	Montevideo

Latin America – Strategic Partners

Brasil	Gador do Brasil Com. de Prod. Farmacéuticos Ltda.	San Pablo
Ecuador	Gykormed S.A.	Quito
Ecuador	Pharmedical	Quito
El Salvador	Droguería Farmavida S.A. de C.V.	San Salvador
Guatemala	Supharma S.A.	Guatemala
Costa Rica	Zubizu S.A.	San José
Panamá	Sumerian Pharma LLC	Panamá
Rep. Dominicana	Sued & Fargesa S.R.L.	Santo Domingo
Uruguay	Ebromar S.A. - Megalabs S.A.	Montevideo
Perú	Grey Inversiones S.A.C.	Lima





Rest of the World – Strategic Partners

Argelia	EURL P.C.M.	Argel
Filipinas	Unilab Inc.	Manila
Líbano	Mediterranean Pharmaceutical Company	Beirut
Pakistán	Haji Medicine Co.	Rawalpindi
Siria	Oubari Habboush Pharma	Aleppo
Sudáfrica	Key Oncologics (Pty) Ltd.	Johannesburgo
Tailandia	Schumit 1967	Bangkok
Túnez	M.A.B. Pharma	Túnez
Vietnam	Duy Tan Pharma	Ho Chi Minh City

CONSTRUCTION OF THE NEW
BIOTECHNOLOGY PLANT

The biotechnology plant to manufacture vaccines and biotechnological products is under construction / installation. It was designed to be one of the most modern plants in the region, slated to start operations

in 2024. This plant is being built in the framework of a trust, “Proyecto V.I.D.A”, incorporated in 2021 with a capital of USD 85 million, raised through the participation of 60 institutional investors, from both the private and public sectors. The plant will have the capacity to manufacture the full

cycle of recombinant and adenoviral vaccines, as well as last generation recombinant biotechnological products. The plant will give the possibility to provide an industrial application to research and development projects conducted by Argentine scientists. It will also provide services to other foreign companies to be able to substitute imports in the region. Likewise, it will create highly skilled jobs and the possibility to offer employability to many young professionals.

HIGH POTENCY
PRODUCTION UNIT

The High Potency Production Unit (UPAP, acronym in Spanish), opened in late 2021, has a total surface area of 1,800 square meters. It has a capacity to manufacture next generation products (high potency solid oral forms), prescribed mainly for oncological treatments or for the treatment of multiple sclerosis. The new production unit complies with the highest quality standards to ensure the safety of the operators and the environ-

ment. Due to their features, products manufactured in this production unit are the most advanced and they contribute with import substitutions, since they can be exported to countries having stringent regulatory requirements.

The start up and transfer to the plant of the first products, REXINTH® y CAPECIT® occurred in 2022. In 2023, fifteen staff were hired and trained in the functioning of the plant. Most of the year’s production was for export, mainly to Mexico. In addition, the transfer of EURIT® and the launch of YDESIB® were both completed successfully.

Laboratorios Richmond continues working towards the accomplishment of the health sovereignty in the country, ensuring accessibility by patients to quality treatments, and the creation of new jobs.

CORPORATE GOVERNANCE



BOARD OF DIRECTORS

The Board of Directors is responsible for the administration and decision-making in terms of general policies and strategies, as well as the business plan. At present it is composed of 12 members, 8 full members (25% female and 75% male) and 4 alternate members (100% male). The members were elected by the shareholders at the 2022 shareholders' meeting, and they remain in office for a three-year period. The individual candidates' background, competencies and expertise were considered

for the election of the members. As evidenced by the ratios above, with the election of the new members of the Board of Directors the participation of female directors increased with respect to previous years.

The directors are responsible for establishing the annual budget of each area of the Company and the general budget of the Company, establishing the planned investments, risk identification, mitigation, and management, controlling the IT systems and internal controls, and additional executive functions asso-

ciated with the administration of the Company, among other issues.

Additionally, and within the context of our Corporate Social Responsibility, the Board of Directors has full powers to establish the initiatives to protect the environment and implement social initiatives, fostering an ethical and transparent corporate and labor-related behavior, both in our relationship with clients and suppliers, as well as with the consumers and competitors, among other stakeholders.

Because of all these aspects, the Board

of Directors must approve the text of each Sustainability Report and draft the corresponding entry in the book of board meeting minutes, which is included as a separate Annex, together with the fiscal year accounting documents. These documents are subsequently posted on the websites of the Autopista de Información Financiera (AIF) and ByMA (Bolsas y Mercados Argentinos) at the same time it is issued for the general public.



CORPORATE GOVERNANCE



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AUDIT COMMITTEE

In compliance with the provisions of the Law of Capital markets, Laboratorios Richmond's Board of Directors has an Audit Committee made up of three full members and two alternate members, most of them being independent. This committee is tasked with assisting the remaining members of the board to fulfill their executive responsibilities, such as overseeing financial processes, the internal control system and audit processes. It also verifies compliance with the processes in place to abide by the applicable laws, regulations, and the Code of Ethics.

To fulfill its mission, the Audit Committee is sufficiently empowered and independent to conduct investigations within the scope of its remit and to hire legal and accounting advisors, among others. The independence of the Audit Committee enhances the corporate governance and the internal control.



CODE OF ETHICS AND CONDUCT

This code applies to all collaborators, irrespective of their position. Laboratorios Richmond firmly stands for compliance with the standards and ethics in business.

By complying with the Code, we support the values of our Company and enhance our products. We also ensure the trust of patients, business partners, suppliers, and regulatory agencies. Mainly as a prevention measure and with the aim of detecting non-compliances with the legal and corporate standards in the company, the Human Capital area makes available the "Ética Empresarial" (Corporate Ethics) link in the company's in-house portal. Our employees can anonymously report any breach to the Code of Ethics.

This method allows an increased efficiency and efficacy in compliance across the organization. All members of the staff receive training on the use of these mechanisms when they are hired.



CORPORATE GOVERNANCE

GOBIERNO SOCIETARIO

Note that with the aim of promoting a committed corporate governance adapted by the Directors to the specificities of each company, the CNV approved the Corporate Governance Code by means of general Resolution number 797 of 2019. The aim of the code is for corporations to provide clear and sufficient information in the report so that investors, stakeholders, and the public in general may

have a thorough knowledge of the way in which corporations implement these practices, and if they fail to implement them, to present their motives.

In that process, Laboratorios Richmond SACIF was randomly selected by the Comisión Nacional de Valores to undergo a permanent audit on the Corporate Governance report drafted every year by the Company, covering fiscal years 2019, 2020 and 2021.

The most recent report by the CNV drafted in the framework of the follow up of the Code of Corporate Governance corresponding to the 2021 fiscal year was assessed as “Very Good” for all the responses provided by the Company. This means that they were considered to be satisfactory and did not prompt any major observation by the entity.

Although we were not selected at random to receive audits in following years, we continue to implement the Corporate Governance Code on a linear and on-going basis with respect to previous years.

CORPORATE RELATIONS

Feria de Economía del Conocimiento-EconAr

We participated of the first edition of the **Feria de Economía del Conocimiento** in Argentina. We put up a stand in the “Workshop Exhibition Space” of the **Argentine Chamber of Biotechnology**. We sought to attract new talents for our vaccine and

biotechnological product manufacturing plant we are building.

EconAr was a great opportunity to meet the youth, entrepreneur, businesspersons, and the academia. They visited the stands from different categories: software, bio and nanotechnology, airspace and satellite technology, videogames, among others. They cover the different industries promoting the knowledge economy.





Roberto De Vincenzo Centennial Memorial

We participated at the “Roberto De Vincenzo Memorial 100 Años” held at Ranelagh Golf Club, to celebrate the centennial of the birth of the renowned Argentine golf player. This is a prestigious sports event, which gathered professional players from all around the world and which is part of the Latin America PGA Tour. Pablo García Santillán, Laboratorios Richmond CEO attended the prize award ceremony together with the winner of the tournament: the American golf player Chandler Blanchet.



Laboratorios Richmond supports and promotes the physical activity as one way of taking care of our health. We are very proud to be part of this major one-of-a-kind event for the Argentine golf.

XLIV asamblea de alifar

The Association of Latin American Pharmaceutical Industries, ALIFAR, an entity which groups national and regional pharmaceutical companies held its traditional annual meeting in the province of Mendoza in May.

Marcelo Figueiras, president of Laboratorios Richmond attended the event and was one of the speakers of the Latin American Forum of the Pharmaceutical Industry 2023, participating in the panel “The Argentine experience in the development of the industry of biosimilar products”. The photo shows him accompanied by Hugo Sigman, CEO of Grupo Insud, in the presentation centered around global perspectives and trends in this area which represent the future of our country and the world. As he pointed out, his aim is to boost

the development of Laboratorios Richmond as a national biotechnology company with a regional vision. Thanks to the perseverance, new products were developed within and outside the usual therapeutic lines, using avant-garde technology and with a commitment to the growth and expansion, which help reinforce our healthcare system and position our country in the world.



2023 Fundación Huésped Gala Dinner

We accompany Fundación Huésped one more year on the occasion of the 2023 gala dinner. The event is held every year to raise funds to support different activities and free-of-charge services provided to the community.

It is part of their and our commitment to raise awareness using a rights-centered approach on issues involving HIV/AIDS and other transmissible diseases, and also sexual and reproductive health.



CORPORATE GOVERNANCE

FEFARA Meeting on Politics, Economy, and Management - Elvira Zini

Elvira Zini, our Director of Scientific and Technical Affairs participated at the Meeting of Politics, Economy, and Management of medications of the Pharmacists' Federation of Argentina, FEFARA.

The panel "The future of vaccines: investigation, development and results" had also the participation of Juan Manuel Castelli, Florencia Esquivel, Valeria Mauro, and Gonzalo Pérez Marc, who described the role of vaccines, and their cost to the healthcare. They also showed where this area is growing and how Argentina is a referent in the region.

The meeting centered on the different challenges the various healthcare systems have in the future resulting from the higher costs of the current diagnostic and treatment options. Authorities of the Ministry of Health of Argentina and representatives from Brazil, Chile and Uruguay presented the cost of resorting to the

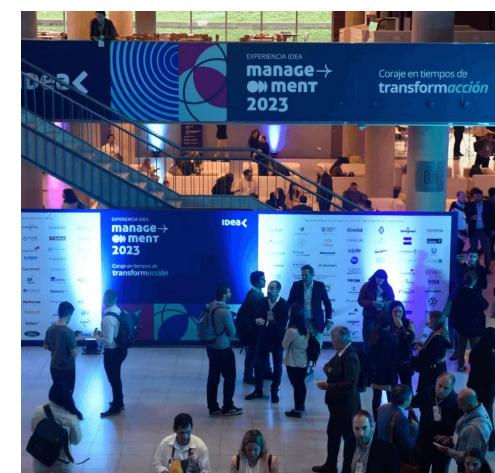
courts and the alternative to correct this fact. Another aspect to point out regarding this event is the impact at a national level, as well as the high participation of young students.

We are very proud to get representation in meetings and debates boosting the Argentine scientific development.



Experiencia IDEA Management 2023

The Experiencia IDEA Management is the major business event in Argentina. It gathers corporate business-people to get inspiration, to connect and to learn about new trends in innovation, management, and leadership through interactive and dynamic quality exhibitions. Laboratorios Richmond was represented by leaders of the different areas, such as Alicia Vicario, Quality Manager - Proyecto VIDA, Carolina Quimbel, UPAP Plant Manager, Alberto Sabbatini, Human Resources Manager, Lucas Fernández- Product Care Head, Eugenia Volpe, Head of Product Development and Juan Manuel Rey, UPEF Plant Manager. They shared round tables, exhibitions and debates involving the transformations impacting organizations and the world. The challenge is acquiring the timing and rhythm and be able to flow in the movement because the change is permanent and staggering, not a one-off event but a constant.



CORPORATE GOVERNANCE



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CPHI 2023-BARCELONA

Laboratorios Richmond attended the Convention of Pharmaceutical Ingredients -CPHI- held in Barcelona, Spain, on October 24th-26th. One more year we had the opportunity of being part as exhibitor in the largest pharmaceutical industry event worldwide. We could show all our ca-

capacity to develop, manufacture and sell high quality products. During these three days we could network with colleagues from around the world, showcase our projects, strengthen our alliances, and get to know new clients and suppliers. It was a great opportunity to get up to speed with the latest developments in the industry at a global level.



BIOTECHNOLOGY

For the second year in a row, we are proud to participate at the BIO International Convention 2023 – Biotechnology Innovation Organization, one of the most important world meetings for the biotechnology sector. It was held in Boston, United States.

Eduardo Ortí, Manager of Biotechnological products and Nahuel Fernández, Manager of Biotechnological Processes represented us in Laboratories Richmond stand, among a group of companies which make up the Argentine Chamber of Biotechnology.

During the meeting we had the opportunity to show the construction of our new plant to manufacture biotechnological products and vaccines. We could also get in contact with industry leaders and could forge valuable technical and commercial contacts. In this way we see Laboratories Richmond in the group of first line international biotechnological companies.



STRATEGY



Our strategic vision stands on three key pillars supported by our 88-year-old history: **Value**, **Access**, and **Sustainability**. We create and offer **VALUE** through the products we develop, manufacture, and sell. Our multidisciplinary team, science and technology, and the commitment to excellence and continuous improvement are the foundations of our products to meet the needs of our

clients. We strive to facilitate the **ACCESS** by all sectors of the population to efficient and safe pharmaceutical treatments. To that end, we seek to launch the first generic pharmaceutical product and biosimilar products. We develop products to boost treatment adherence and we provide innovative therapy options through licenses.

The **SUSTAINABILITY** of our Company is driven by our efficient performance in the economic, social, and environmental areas thanks to the commitment to our work team, the way we create value, our contributions to the community and its health-care system and our efforts to care for the environment.



TOTAL
81
PRODUCTS

5
STRATEGIC
LINES

- Infectology (HIV & HCV)
- Oncology and Onco-hematology
- Central Nervous System
- Cardio-metabolic system
- Multiple sclerosis / Rheumatoid arthritis

1 HOSPITAL LINE

TOTAL
118
PRESENTATIONS

- 16 First generics
- 2 Innovative compositions
- 5 Unique compositions
- 2 First co-packs
- 3 Innovative licenses

40% of key products with competitive advantages



STRATEGY



21



Products suitable for people suffering from celiac disease.

As part of our product portfolio, 56 tablets bear the corresponding “**Sin T.A.C.C.**” symbol in their packages, clearly indicating that their formulations are free from starch, and are therefore gluten-free. Thus, we help people with celiac disease take informed decisions about their treatment. This shows our commitment to care for their specific needs and improve their quality of life.

Treatment adherence

A pharmaceutical product is effective not only because of its quality and efficacy, but also because of the patient's adherence to the treatment, that is, that the medication is taken as prescribed by the physician in terms of dose, frequency, and treatment duration. On several occasions this is difficult to achieve because of the difficulty posed by multiple treatments, various daily intakes, or dosing problems.

In Laboratorios Richmond, we work

to guarantee treatment adherence so that patients obtain the maximum benefit from our pharmaceutical products and get the desired results for their health. To that end, we developed fixed-dose combinations (two or more active pharmaceutical ingredients in a single tablet), **co-packs and multi-dose presentations.**

Additionally, the fact that several conditions or diseases carry a social stigma prompted us to use a special packaging so that individuals may take their treatment medication in full privacy. That aspect is coupled with a user-friendly packaging to transport and take the medication when needed, ensuring the product preservation and quality.

LAUNCHES

QUARXOM®

This year we expanded our cardiometabolism line with the launch of QUARXOM®. This product is the first Laboratorios Richmond's oral anti-coagulant, mainly indicated to:

- Prevent the formation of blood clots in persons having a higher risk of developing thrombi.
- Persons with nonvalvular atrial fibrillation, deep vein thrombosis (DVT) and pulmonary embolism (PE).
- Preventing coronary and peripheral artery disease.
- Persons undergoing knee or hip replacement orthopedic surgery.

QUARXOM® active ingredient is Rivaroxaban, which acts as an inhibitor of factor Xa, a protein performing a key role in blood clotting, since it helps prevent the obstruction of blood vessels and the clot formation. QUARXOM® is administered orally and is presented in boxes containing fif-

teen 10mg coated tablets, and thirty 15 and 20 mg coated tablets.



ZUCIVA®

In 2023 we bet on the expansion of our Cardiometabolic line thanks to the launch of ZUCIVA®. With our unwavering commitment to provide solutions in the healthcare area made us launch ZUCIVA® (Sitagliptin), a hypoglycemic drug used to control Type 2 diabetes, as a monotherapy or as a supplementary therapy in combination with metformin. Additionally, it is indicated as an additional to insulin to help people

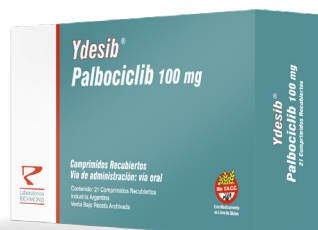
STRATEGY



with diabetes control their condition effectively.

It is administered orally and comes in 25, 50 and 100 mg coated tablets in boxes containing 30 tablets.

We continue setting the difference in the life of persons living with diabetes and improving their wellbeing.



YDESIB®

We are extremely proud that in 2023 we launched one more product to expand our oncology line: YDESIB®, Palbociclib, is a first line selective and reversible inhibitor. It has demonstrated to be essential in the metastatic or locally advanced breast cancer, showing a powerful capacity to inhi-

bit the growth of cancer-producing cells.

We are pioneers in Argentina in launching coated tablets. This innovation enables a more flexible administration, since it can be taken with or without food, unlike capsules, which must be administered with food. Additionally, they are smaller in size and easier to swallow, significantly improving the patient's treatment adherence. It comes in 75, 100 and 125 mg in boxes containing 21 coated tablets.

Laboratorios Richmond is committed to the excellence and the continuous improvement in all the treatments. This represents not only an advanced option, but also a step towards more comfort and quality of life for the patients. We are proud of this achievement and the positive impact for the life of those fighting against breast cancer.

Line expansion

With the aim of providing new and better options to specialists, in 2023 we expanded our Cardiometabolic Line, with **BILIP® 40 mg** and **VASTINA® 40 mg**, a step forward in the right direction towards that objective.



VASTINA® 40 mg. (Atorvastatina)

has proven to be highly effective in reducing total cholesterol levels and LDL-C, in addition to reducing triglyceride levels and increase the levels of HDL-C. It stands out due to its excellent tolerance, which improves the patient's quality of life. It is administered orally and is available in

presentations of 10, 20 and 40 mg, in boxes containing 30 coated tablets.



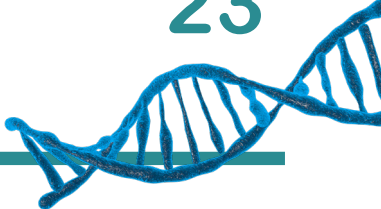
BILIP® 40 mg (Rosuvastatina)

is an effective therapeutic option in managing dyslipidemia and preventing cardiovascular diseases. Rosuvastatin has proven its efficacy in reducing LDL cholesterol and triglycerides levels, while increasing HDL cholesterol level. It is administered orally, and it is available in the following presentations: 10, 20 and 40 mg in boxes containing 30 coated tablets.

We are committed to innovation to improve people's health.

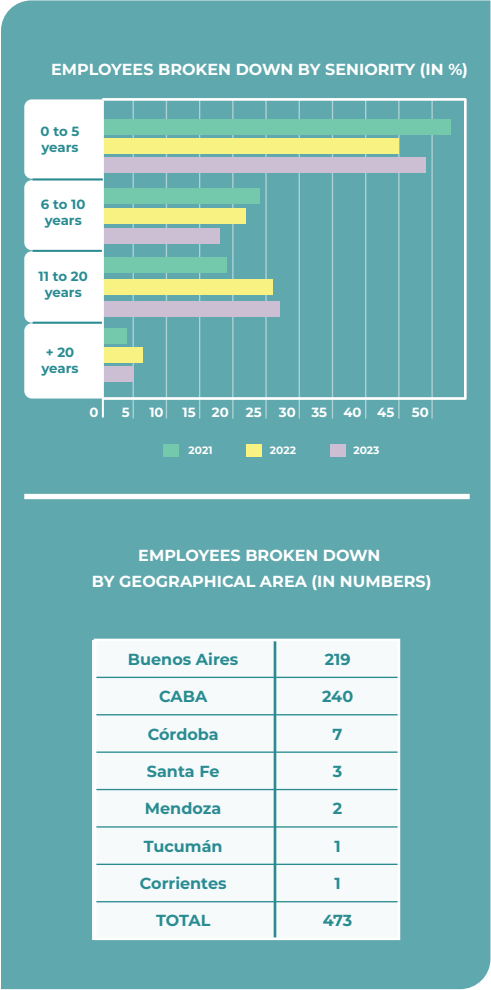
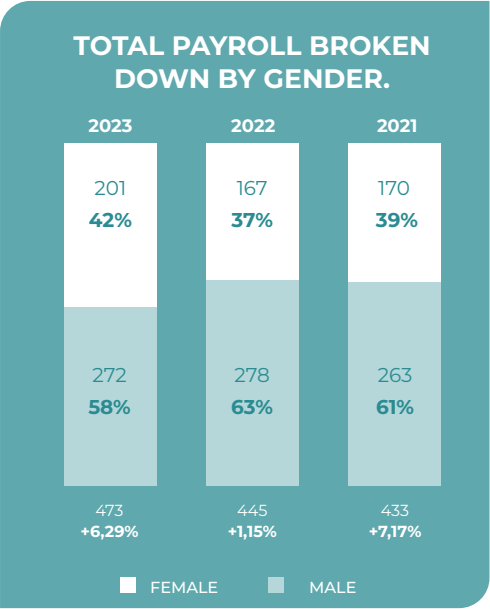


HUMAN CAPITAL



We reaffirm our commitment to create a fair, agreeable, and respectful work environment, which enables the professional and individual development of all collaborators.

The vision, values and the sense of purpose binding the organization allow our collaborators to understand and absorb the mission and the challenges of the Company.

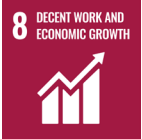


REMUNERATION POLICIES

In the case of staff not covered by a collective bargaining agreement, the process to determine the salary evolution, based on the budget presented, consists of two stages. We first take into consideration the estimates of the Consumer Price Index for the immediately following year based on studies by renowned consultants specializing in financial and human capital affairs and we determine a series of salary increases to offset that evolution. Additionally, there are five yearly salary reviews to balance the salary differences with respect to market values, using comparative analysis with market salary indicators of the pharmaceutical industry. In turn, we also monitor the internal equity across the company. There is no difference between the salaries of male versus female personnel: that is, the entry-level salary of men with respect to that of women is the same for each work category.

In the case of collaborators governed by the collective bargaining agreement of Sanidad [Health-care

HUMAN CAPITAL



Workers’ Union] (42/89), the salary is set according to categories in the bargaining negotiation between the trade union and the Pharmaceutical Industry Business Chamber. Taking this number as a base, Laboratorios Richmond then makes additional payments on top of what is negotiated in the agreement.

In the case of sales representatives and medical promotion representatives, the Bargaining Agreement of APM union (119/75) establishes a fixed amount per month, called the “minimum guaranteed” and additional premiums and commissions based on a pre-defined scheme of targets to be met. These premiums may boost the minimum salary two-fold and even three-fold.



PERCENTAGE OF TOTAL ANNUAL SALARY INCREASE	Unionized 178,6% Non-unionized 95.6%
RATIO OF TOTAL ANNUAL COMPENSATION	20:00
RATIO OF THE STANDARD ENTRY-LEVEL SALARY ACCORDING TO GENDER VERSUS THE LOCAL MINIMUM SALARY	2,9
SENIOR MANAGEMENT HIRED FROM THE LOCAL COMMUNITY	100%

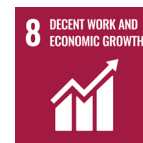
HYBRID WORK

We include below the details of the hybrid modality currently in place:

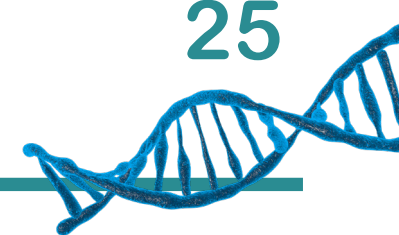
- We implemented a hybrid work scheme, consisting in alternating in-person and remote working days. It is applied to workers whose work features enable this modality. The fifteenth floor of the building is equipped with 42 workstations (there is no possibility of complying with 100% in-person work of all employees at the same.
- To work in person in the office, each collaborator must reserve their workstation in advance using a dedicated application called Skedda.
- Jointly with its leader, each team defined the work method based on the sector’s operational needs, ensuring compliance with the hybrid scheme. To reach a balance between in-person and remote working, we privileged the location from where work becomes more effective.



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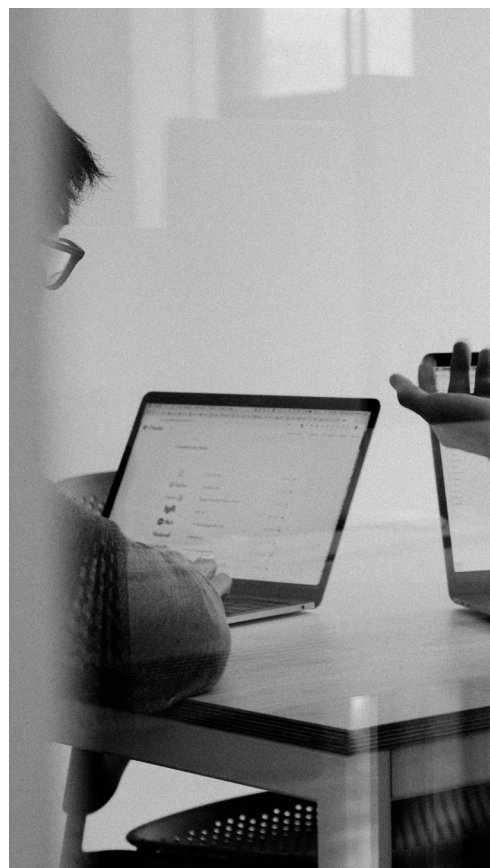


- Note that this hybrid modality may be reversed if it is assessed as less effective for the sector, or in the event of non-compliances with the work obligations.

We are aware that the possibility of retaining hybrid work formats brings about a series of benefits, mainly geared to harmonizing the balance between work and family life and other personal activities. Additionally, we highlight other benefits such as:

- It improves the workers' quality of life: they have more time available because they do not have to commute to the office / the plant, and this time can be better allocated to other personal activities.
- It helps reduce the carbon footprint.
- It reduces the transportation costs of the worker from and to their home, thus bringing in savings that improve the income / expenditure ratio.

- It improves the competitiveness of the company in its search for qualified profiles.



BENEFITS GIVEN TO THE PERSONNEL

Attracting and retaining the best human talent is a critical issue to boost our competitiveness. We recognize the importance of having the best in our team. To keep the high levels of satisfaction and motivation we offer the following corporate benefits to all our collaborators. There is no difference in terms of contractual modality:



Health-care insurance:

All collaborators are entitled to a health care plan superior to the plan provided for in their respective collective bargaining agreements. The plan is extensive to the employee's immediate family



Richmond Week:

At the end of the year, free days are

available to bridge end-of-year holidays.



Healthcare Worker's Day:

One holiday per year is given to all staff, including those not covered by the Healthcare Workers bargaining agreement.



Richmond Natal:

To enhance the work continuity after childbirth, we allow the worker to start working fewer hours and then stagger them up. An allowance is also provided to cover for day care center or kindergarten expenses.



Paid vacations:

21 days of paid vacation after the completion of six months of work in the Company.

HUMAN CAPITAL



In-company canteen:

We provide a reimbursement of lunch expenses per worked day, in line with the collective bargaining agreement of the health-care workers' union. This benefit was also extended to non-unionized personnel.



Shuttle to and from Pilar plant:

We provide a shuttle service for staff to improve their commute. This benefit is provided to all the personnel working in the plant. The cost of the service is covered by the company.



Transportation to Elcano Premises (Paternal):

A three-point Cabify service within the city of Buenos Aires for staff starting work at 6 am and 10 pm or ending work at 9:30 pm and 5:30 am.



Special gifts and celebrations:

The gifts for Children's Day, Christmas basket, etc. were discontinued in favor of digital gift cards to address the individual needs of each family and allowing them to freely choose their gift.



Richmond Up:

Application to access discounts in various items, including recreational activities, training options and so on, many of which are made virtually.



Préstamos al personal a tasa 0:

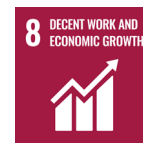
Available to aid collaborators who for different reasons need an extraordinary amount of money. It can be refunded in up to 10 equal and consecutive monthly payments.

Year-end celebration

To close the year, we organized a get-together with the whole Laboratorios Richmond team to toast to the new year and create a space for bonding among all collaborators. This event was held in each one of the premises and was attended by the highest authorities of the organization.



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¡Back to school!

As every year, we accompanied families on the commencement of the school year with a convenient benefit to start the school year.



Happy Easter!

We celebrate Easter at Laboratorios Richmond, and we like to be present at the table of our collaborators by providing an Easter purchase order for them to enjoy with the family.



Laboratorios Richmond celebrated the March 8th, International Women's Day the whole month of March. We organized different online activities, with regional participation to celebrate the event. These meetings made us reflect and strive to get a more equitable work environment. We encouraged spaces where we could share opinions and work-related experiences in full respect. We want to continue having these healthy and necessary debates for the sake of our company and that of the society. It is necessary to go deeper on these subjects to be part of the future with more inclusion.

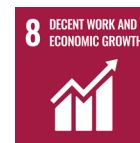
EMPODERAMIENTO EXPERIENCIA
CONOCIENDO ACOMPAÑAR
COMPRENDER AYUDAR
CIMENTAR COLABORAR
EQUIDAD SENSIBILIDAD
APOYO DE GÉNERO ESCUCHAR
REFLEXION

Children's Day

Laboratorios Richmond made some benefits available for families to celebrate Children's Day.



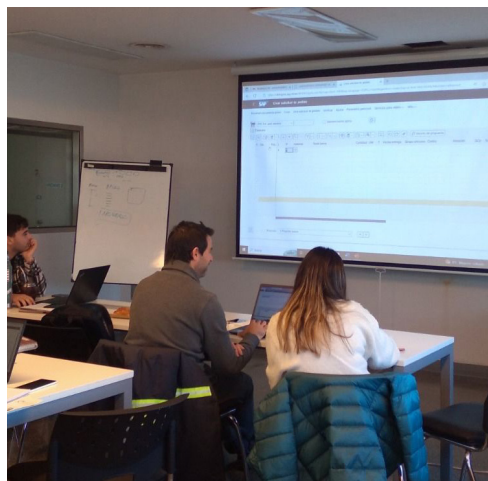
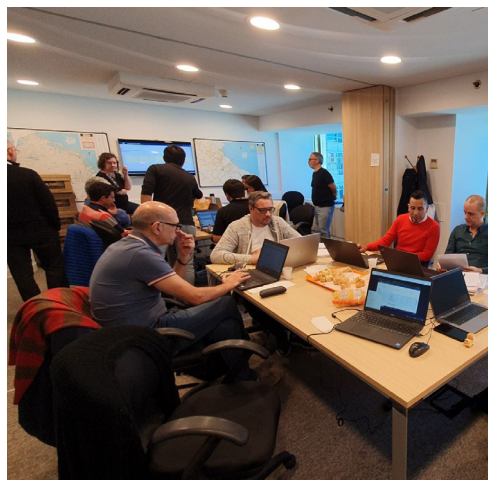
HUMAN CAPITAL



SAP launch

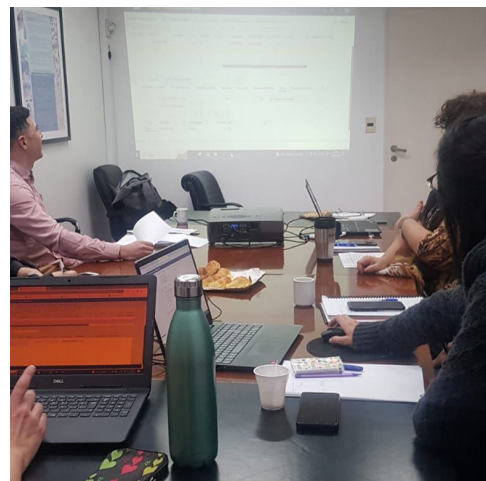
A new landmark for Laboratorios Richmond! After 18 months of hard work for all the teams involved, we successfully started operations using the SAP system, after overcoming numerous challenges. This new system provides us with an integrated and efficient platform to manage and optimize the processes, to help us make better decisions.

CETA by SAP was an ambitious and challenging project involving a team of more than 50 members, who showed commitment, collaboration, and a lot of work. They all contributed with a high degree of patience to materialize this watershed moment in our company. The knowledge, skills, and efforts of everyone involved turned out to be essential to the success of the startup. We are convinced that SAP will provide us with the necessary tools to take Laboratorios Richmond to the next level.

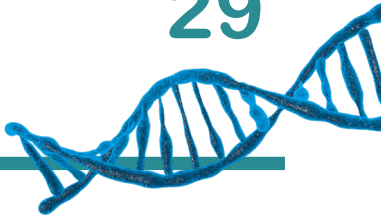
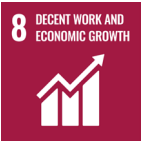


AmCham Business Transformation Forum 2023

Eugenia Volpe, Head of Development Processes and Daniel Puyol, Project Engineering Manager participated in the fourth edition of AmCham Business Transformation Forum, an event which gathered more than 700 professionals, innovation leaders and actors in the entrepreneurial ecosystem. The aim was to network and exchange knowledge. At Laboratorios Richmond we always seek to be at the forefront in innovation in the pharmaceutical industry. Meetings like this one are an excellent opportunity to connect with other key actors and explore new ideas. We talked about the future of the artificial intelligence, the innovation culture, how to think as a futurist, public policies centered on innovation, and much more.



HUMAN CAPITAL



TRAINING

In Laboratorios Richmond we continue providing multi-media and interactive training opportunities. They enable the ongoing training of the personnel in the tasks they perform in their respective fields of work, as well as the periodic evaluation of the

knowledge acquired through the on-line platform and during the daily execution of their activities. The training opportunities cover all the areas of the Company. The subjects taught are varied and encompass both general subjects and specific activities of the pharmaceutical industry.

Year	Number of hours worked	Payroll	Number of employees trained	Total hours of training given	Training rate
2021	2.000	433	180	1.113	24%
2022	1980	445	100	2000	23%
2023	1952	473	106	2108	24%

HUMAN CAPITAL



INTERNAL COMMUNICATION CHANNELS

In Laboratorios Richmond, we foster teamwork and promote in-company bonds based on mutual respect and trust, and through a fluid communication with our personnel. Our internal daily management allows us to transmit the values, objectives, and challenges of the company openly and continuously across all hierarchical levels. In line with our corporate identity, we communicate the information on changes, processes, developments, product registration and launches, as well as news in general. We also support the queries of our internal audiences. To optimize and update the information exchange channels we incorporated new technological tools:

- Corporate intranet
- Corporate e-mailing distribution list
- Tu recibo.com platform

- 24-hour Human Resources WhatsApp hotline
- Monthly meetings of sales teams.
- Open communications meetings for all Pilar plant employees on the three shifts
- Coordination meetings for Chiefs, Managers and Directors

We share relevant news and legal notifications requiring the digital signature of the employee on our intranet portal as well as in the communications to the personnel section of the **TuRecibo.com** platform.



OCCUPATIONAL HEALTH AND SAFETY

We continued with the downward trend with low numbers of injuries in 2023. We observe a slight decrease in the work-related cases and the absence of worsening of conditions, without severe accidents.

We continue organizing prevention plans and training with the aim of designing a strategy with supervisors and chiefs of all the areas in the three premises (Pilar-Elcano-Bouchard) as part of a health-centered culture and an appropriate management of work-related risks.

Frequency Index	INJURED WORKERS x 1.000.000 HOURS WORKED 17*1000000 1021680	16.6
Lost Time Workday Index	LOST TIME DAYS x 1.000 WORKERS EXPOSED 168*1000 473	3.3



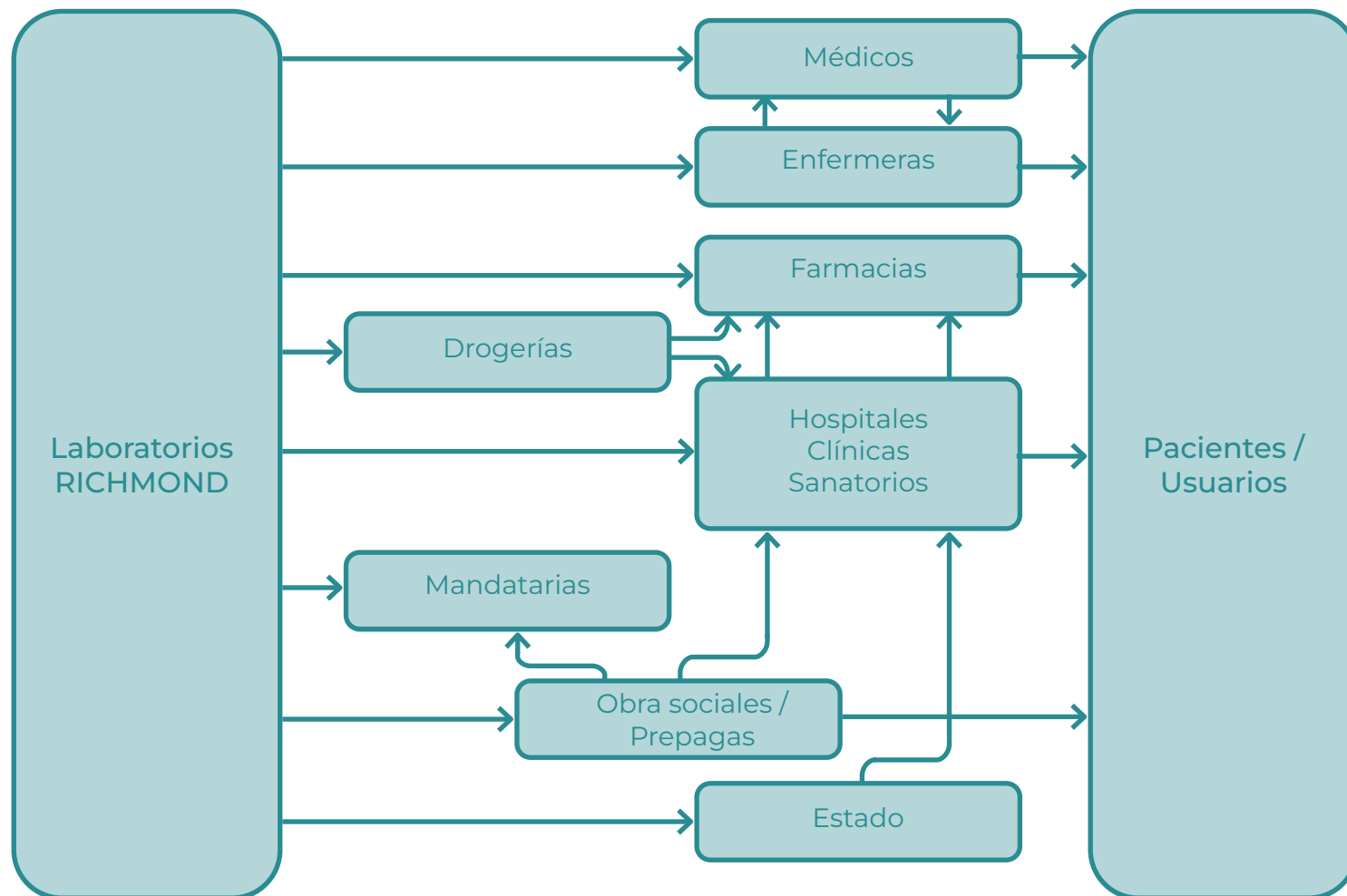
OUR CLIENTS

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The patient is the relevant final link of our value chain and the final recipient of all our efforts and resources we invest in them. Consequently, our actions focus on improving the patient's wellbeing by allowing an adequate and equitable access to medications.

Every month we reach more than 200,000 patients who received an indication for one of our products. For the products to be the user's therapeutic option, the following client groups participate: health care professionals (physicians, nurses and pharmacists), members of the commercial distribution channels and other agents. The following diagram shows the different components and their connections inside the process, from our company to the patients or users.



Their training, experience and attention to detail are essential in the provision of healthcare services. They administer and monitor the treatments providing a comprehensive support in those processes. They are usually the main point of contact between the patient and the medical team.



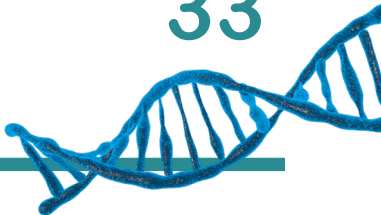
As a wholesaler, they play a significant role in the distribution, storage, and logistics so that the pharmaceutical products reach pharmacies, hospitals, healthcare centers adequately and timely.



They oversee the relations between healthcare service providers and the medical insurance companies and other entities connected with the healthcare system.



OUR CLIENTS



Our Clients	N°
Wholesale drug product distributor	334
Pharmacies	243
Institutions	74
Union-run healthcare sys-	13
Public hospitals	2
Physicians (Infectology, On- cology, Hematology, Cardio- logy, Diabetology, Neurology, Psychiatry, Clinicians)	14.000
Nurses	240

COMMUNICATION WITH CLIENTS

Based on our commercial strategy, we made available different communication channels and tools targeted to each type of client, and within the regulatory parameters in force governing the pharmaceutical industry.

Essentially, through our medical promotion representatives we provide healthcare professionals with technical and scientific information of our products for them to make informed decisions for the correct prescription or dispensing, for the benefit of their patients. This communication is made ethically and transparently, in compliance with Resolution number 627/07 of the Ministry of Health of Argentina regarding “Good Practices for the Promotion of Pharmaceutical Products for Sale under Prescription” and Provision number 6516/15 of ANMAT.

No incidents of non-compliance with the above have been observed in 2023.

CONTINUOUS EDUCATION

Continuous education is essential to ensure that healthcare professionals provide a quality and safe assistance. Thus, instruction and training must guarantee they include new skills and competencies to face the ever-changing challenges of a scientific context in constant evolution.

Laboratorios Richmond is committed with different continuous education options, including opportunities of professional development, using in-person, on-line and remote learning technologies as well as sharing knowledge and experiences among professionals.

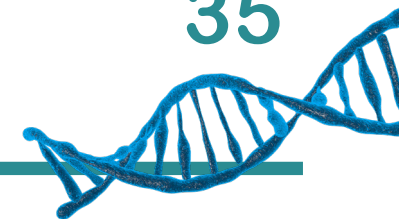
Among the activities we support are the participation in congresses, meetings and symposia organized by medical associations and health-care institutions, including scholarships given to physicians.

OUR CLIENTS

SUPPORT FOR CONGRESSES, SYMPOSIA AND CONFERENCES

- 31/3 – “Chefs Night” – Argentine Multiple Sclerosis (EMA) – Ingeniero Maschwitz, Buenos Aires.
- 12/5 – “Ninth Scientific Meeting of the Clinical Neurology Association of Mendoza” – Argentine Neurologic Society (SNA), Mendoza.
- 17-18/5 – “Infectology Meeting of the Hospital Italiano” – city of Buenos Aires.
- 24-26/5 – “ESOC2023–9th European Stroke Organisation Conference” – Presentation of Pharmacotherapy Guide in Early Rehabilitation Post Ischemic Stroke, Dr. M. Romano and Dr. S. Pigretti – Munich, Germany.
- 11-12/6 – “Iron Deficiency in Heart Failure Summit” – Pharmacosmos – Copenhagen, Denmark.
- 29-30/6 – “Symposium Helios Salud 2023” – city of Buenos Aires.
- 23-26/7 – “12th IAS Conference on HIV Science” – International Aids Society (IAS) – Brisbane, Australia.
- 4/8 – 17th International Meeting of Cardiology, 2023 – Instituto Modelo de Cardiología – Córdoba.
- 10-11/8 – “SCR 2023 International Symposium – Research, integration and Development” – Rosario Cardiology Society, Rosario, Santa Fe.
- 17/8 – “14th Annual Meeting of the Council for Cardiac Insufficiency and Pulmonary Hypertension” Argentine Society of Cardiology (SAC) city of Buenos Aires.
- 30/8-1/9 – “20th Scientific Symposium” – Fundación Huésped – city of Buenos Aires.
- 13-15/9 – “23rd SADI Congress” – Argentine Society of Infectology – city of Buenos Aires.
- 14-15/9 – “Meetings on Cardiac Insufficiency and Pulmonary Hypertension” – Argentine Federation of Cardiology (FAC). The opening conference had the remote participation of Prof. Paul Kalra (Great Britain), who led the IRONMAN study on the treatment of CI using ferric derisomaltose (Monofer®)
- 21/9 – “Third International Cardiovascular Continuum” – Hospital Universitario Austral – Pilar, Buenos Aires.
- 21-22/9 – “27th IMMM - International Mondsee Medical Meeting” – EVER Pharma – Salzburg, Austria.
- 12-13/10 – “Neuro NEA 2023” – Scientific event of the Association of Physicians of Misiones Province.
- 21-23/9 – “Eleventh Diabetes Meetings” – Argentine Society of Diabetes (SAD) - city of Buenos Aires
- 3-6/10 – “32nd Symposium of Minimally Invasive Medicine - SIMI 2023” – Instituto Médico ENERI – city of Buenos Aires
- 6-7/10 – “32nd Calchaquí Meeting” – Cardiology Society of Tucumán Province – San Miguel de Tucumán
- 11-13/10 – “9th Joint ECTRIMS- ACTRIMS Meeting” – European- Americas Committees for Treatment and Research in Multiple Sclerosis – Milan, Italy
- 12-13/10 – “Neuro NEA 2023” – Scientific event of the Association of Physicians of Misiones Province.
- 18/10 – “ICBA 2023 Pre-Congress” – Cardiology Institute of Buenos Aires – La Rural, city of Buenos Aires
- 25-27/10 – “31st International Congress of Psychiatrics and Mental Health – Argentine Association of Psychiatrists (AAP) Mar del Plata, Buenos Aires.
- 3/11 – “Arrhythmia Pre-Congress” - Servicio UCO, Hospital Británico – city of Buenos Aires
- 8-10/11 – “26th Argentine and International Congress of Clinical Oncology - AAOC – La Rural, city of Buenos Aires
- 1/12 – Webinar “HIV Symposium - Stambouliau Talks” – FUNCEI – city of Buenos Aires





ORGANIZATION OF COURSES, ATHENAEUMS AND WEBINARS

In 2023 we organized 17 professional development training courses, 28 collective outreach sessions “ateneos” in the services of healthcare institutions, and 4 webinars offering remote education, with an attendance of 1270 physicians and nurses.

March

- Outreach sessions “Ateneos” for the Cardiology Services of Sanatorio Allende, Córdoba and Sanatorio Modelo, Quilmes, Buenos Aires Province.
- Webinar EVER Pharma (Austria): “Cerebroprotective strategies in acute ischemic stroke - fiction or reality?”
- Meeting with Groups of the Argentine Neurological Society on the occasion of the closing of Guide “Pharmacotherapy in Posterior Early Rehabilitation to Ischemic Stroke”, city of Buenos Aires

April

- Outreach sessions “Ateneos” for the Cardiology Services of Hospital Italiano, city of Buenos Aires, Cardiovascular Institute, Rosario, Santa Fe Province, Hospital Italiano, La Plata, Buenos Aires Province and Sanatorio Trinidad Palermo, city of Buenos Aires.
- Meeting with neurologists of Suburbano Sur en Vinsanto, Quilmes, Buenos Aires.

May

- Training course for the Nurse Service on “Iron, anemia and cardiac insufficiency” by Lic. R. Ureta, at Sanatorio Trinidad, Quilmes, Buenos Aires Province.
- Outreach session “Ateneo” on Cardiac Insufficiency, at Sanatorio Trinidad Ramos Mejía, Buenos Aires Province.
- Outreach sessions on “Clopidogrel and Rivaroxaban” at the Cardiology + Hemodynamics Service, Hospital Pri-

vado, Rosario, Santa Fe Province, and at the Hemodynamics Service of Argerich Hospital, city of Buenos Aires.

- Outreach session at the Cardiology Service of the San Isidro Hospital, Buenos Aires Province.
- Talk on “Cardiac Insufficiency” at Sanatorio Modelo, Quilmes, Buenos Aires Province.

June

- Talk on “Iron deficit in Cardiac Insufficiency” at Instituto Cardiovascular, Rosario, Santa Fe Province.
- Outreach sessions “Ateneos” on “Clopidogrel and Rivaroxaban” at Hospital Argerich, city of Buenos Aires and at Hospital Británico, city of Buenos Aires.
- Outreach session “Ateneo” at the Cardiology Service of the Sanatorio Trinidad Palermo, city of Buenos Aires.
- Training event for the Nurse’s Service on “Iron, Anemia and Cardiac

Insufficiency” taught by Lic. R. Ureta at Hospital Privado, Rosario, Santa Fe Province.

- Talk on “Iron Deficit in Cardiac Insufficiency” at Hospital Churrucá, city of Buenos Aires.
- Talk on “Post Stroke Cerebrolysin” by Dr. Virginia Tejada at INECO - grupo Oroño, Rosario, Santa Fe Province.
- Talk on “Chronic Pain in Rheumatic Diseases” given by Dr. M. Benavente at OSEP, Mendoza.
- Webinar EVER Pharma (Austria) “Treatment strategies for motor impaired stroke patients”.
- Talk on “Cerebrolysin in TEC” by Dr. I. Previgliano at Hospital de Urgencias, Córdoba.
- Meeting with the professors of the Chair of Psychiatry of Universidad Maimónides and psychiatrists of Hospitals Borda, Argerich and Fernández, coordinated by Dr. S. Kodysz, at El Mirasol, city of Buenos Aires.

OUR CLIENTS

- Talk on “Post Stroke Cerebrolysin” by Dr. M. Romano, at the Neurology Service of Hospital Militar.

July

- Talk on “Iron deficit in Cardiac Insufficiency” at Instituto Cardiovascular, Rosario, Santa Fe Province.
- Outreach sessions “Ateneos” on “Clopidogrel and Rivaroxaban” at Hospital Argerich, city of Buenos Aires and at Hospital Británico, city of Buenos Aires.
- Outreach session “Ateneo” at the Cardiology Service of the Sanatorio Trinidad Palermo, city of Buenos Aires.
- Training event for the Nurse’s Service on “Iron, Anemia and Cardiac Insufficiency” taught by Lic. R. Ureta at Hospital Privado, Rosario, Santa Fe Province.

- Talk on “Iron Deficit in Cardiac Insufficiency” at Hospital Churruca, city of Buenos Aires.
- Talk on “Post Stroke Cerebrolysin”

by Dr. Virginia Tejada at INECO - grupo Oroño, Rosario, Santa Fe Province.

- Talk on “Chronic Pain in Rheumatic Diseases” given by Dr. M. Benavente at OSEP, Mendoza.

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- Talk on “Post Stroke Cerebrolysin” by Dr. M. Romano, at the Neurology Service of Hospital Militar.

August

- Outreach session “Ateneo” on “Cardiac Insufficiency” at Sanatorio Trinidad, Ramos Mejía, Buenos Aires Province.

- Talk given to PAMI (retirement health coverage system) physicians on “Iron Deficit in Cardiac Insufficiency” at Hospital Privado Universitario, Córdoba.

- Outreach session “Ateneo” on “Codeine + Paracetamol for pain relief after surgical interventions” at the Cardiology Service, Hospital Británico, city of Buenos Aires.

- Webinar on “The Role of the Neurotrophic Factors in Dementia” by Dr. F. Taragano and D. Zuin.

- Talk on “Codeine + Paracetamol” by Dr. S. Guaycochea at Sanatorio Otamendi, city of Buenos Aires.

September

- Talk on “Challenging Chronic Pain”, by Dr. P. Bachetti at the Neurology Service, Hospital Fernández, city of Buenos Aires.

- Outreach session “Ateneo” on “Codeine + Paracetamol” at the Pain Service, Hospital de Clínicas, city of Buenos Aires.

- Outreach session “Ateneo” on “Antidepressants and Antipsychotics” at the Psychiatry Service, Hospital Aeronáutico, city of Buenos Aires.

- Talk on “Nursing Management for Intravenous Therapies in Cardiac Insufficiency” by Lic. R. Ureta (Instituto Alexander Fleming) at the Meeting on Cardiac Insufficiency and Pulmonary Hypertension, FAC, Mendoza

October

- Outreach session “Ateneo” on “Codeine + Paracetamol” at the Pain Service at Hospital de Clínicas, city of Buenos Aires.

- Outreach session “Ateneo” with projection of video “The Role of the Neurotrophic Factors for Dementia Treatment”, Neurology Service, Hospital Gandulfo, Lomas de Zamora, Buenos Aires Province.

- Symposium on “Treatment of Pain” by Dr. P. Bachetti, at the auditorium of the Laboratorio Bioquímico Iglesias/Haramburu, La Plata, Buenos Aires Province.



OUR CLIENTS

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- Outreach session “Ateneo” on the “Treating Diabetes using Sitagliptin” at Hospital Privado de Córdoba, Córdoba Province.

November

- Webinar Renacenz EVER Pharma (Austria) “Multidisciplinary Neurotrauma Treatment”
- Outreach session “Ateneo” on “Codeine + Paracetamol” at the Pain Service, Hospital de Clínicas, city of Buenos Aires.

Training course “Ateneo” and talk on “Codeine + Paracetamol” by Dr. P. Bachetti, at the Service of Clinicians, Sanatorio Modelo, Quilmes, Buenos Aires Province.

- Outreach session “Ateneo” at Instituto Modelo de Cardiología, Córdoba
- Outreach session “Ateneo” at the Coronary Unit, Sanatorio Allende, Córdoba

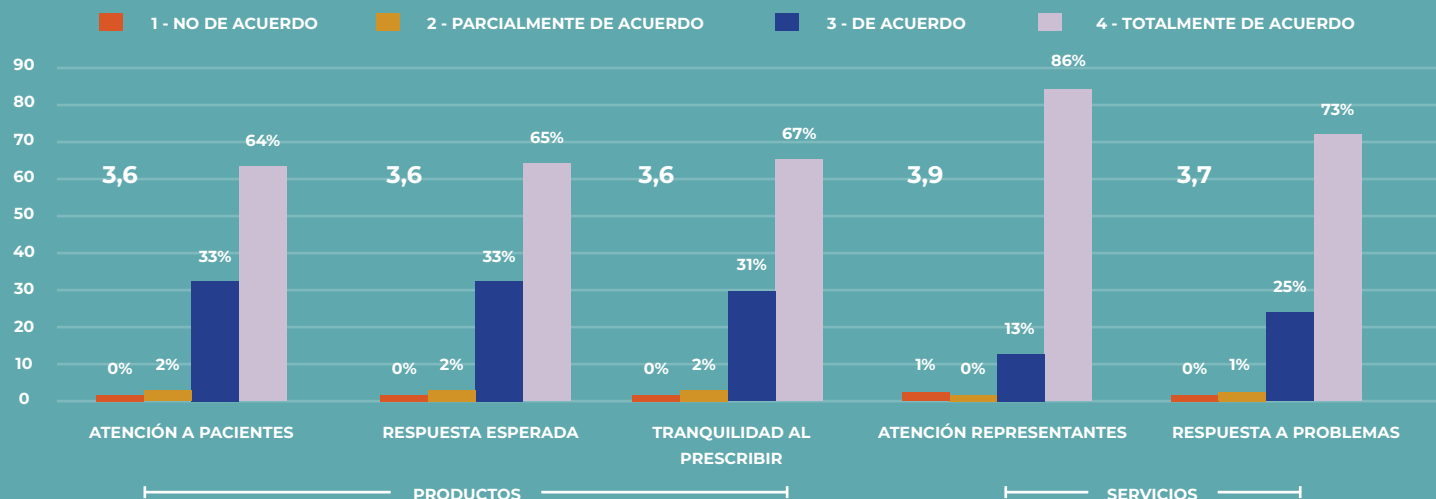
CUSTOMER SATISFACTION SURVEY

To comply with the “2023 Quality Objectives Program” of ISO standards 9001:2015, the area of Commercialization implemented a systematic methodology to obtain information and assess the satisfaction of customers. We used a self-administered questionnaire consisting of closed questions and supplied by two market research companies specializing in the pharmaceutical industry. We invited healthcare professionals of the following therapeutic areas: In-

fectology, Oncology, Hematology, Multiple Sclerosis, Cardiology, Neurology and Psychiatry to participate. Three of the attributes to evaluate were related “Products” and two to “Service”. We used a four-grade assessment scale on the level of agreement with the concepts included, as follows:

Disagree (1 point), partly agree (2 points), agree (3 points) and totally agree (4 points).

The general results show that 712 physicians responded with a total of 3,560 replies. The overall weighted average was 3.7 (very close to “totally agree”). Only 32 physicians (4.5%) had at least one negative reply and there was a total of 60 negative replies (1.7%), most of them without additional clarifying remarks. The three attributes referred to “Products” (“good acceptance by the patients”, “expected response” and “ease when prescribing”) coincided with a mark of 3.6 (65% totally agree and 33% agree). The attribute with the highest qualification was “attention of Richmond representatives was good” showing 3.9 points (86% totally agree and 13% agree), followed by “When I had a problem, Richmond responded satisfactorily” with 3.7 points (73% and 25% respectively).



OUR CLIENTS

CUSTOMER SUPPORT SERVICE

This is the area within Laboratorios Richmond that aims at providing support, respond to queries and solve problems from customers, especially patients or users, to ensure their satisfaction. In this way, we provided an omnichannel model, available 24/7 through an email address, dedicated telephone lines and WhatsApp number, social media, and website. For each contact received, we agreed on the actions from different sectors of the company, focused on offering a positive experience to the customer.

One of the relevant services is the “Empaticemos Program” with which we accompany persons diagnosed with Multiple Sclerosis and their families, or persons responsible for their care along the medical procedure using our products. Through the webpage <https://empaticemos.com.ar/> we offer guidance and counselling to identify potential issues in accessing the mediation and starting the treatment, or its continuation and adherence. We also have

valuable information about how to access the Disability Certificate and Rights of the Patient.

Type of query / Total contacts	925	100%
“Empaticemos” program	577	62.37
Locations to purchase the	178	19.24
Submission of CV and other Human	67	7.24
Medication request	72	7.78
Claims about products	20	2.16
Indications about product use	11	1.18

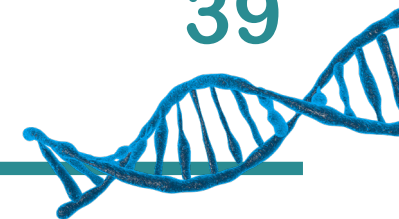
INTERNATIONAL CUSTOMERS

Our products continue to be sold outside Argentina, in 24 countries spanning America, Africa, Asia and the Middle East. Our presence in those markets is guaranteed by our subsidiaries or by representatives, who are renowned pharmaceutical companies and distributors in each country. They continue being part of our work team, be it helping our department of Regulatory Affairs to obtain sales permits, or our Foreign Trade department to obtain the importation clearance for our products. Locally we organize promotion and distribution actions in public and private settings. Our staff has comprehensive knowledge of all the regulatory and commercial aspects, and they show commitment to develop new markets that grant international relevance to the product lines we manufacture and export.



CARING FOR THE ENVIROMENT

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At Laboratorios Richmond, we strive to carry out our operations with the least possible environmental impact. To that end, we approach the environment management using a process of continuous improvement, accompanying the sustainable growth of the business. Its pillars are the Carbon Footprint and the 5 S Program. We started taking measurements in 2016 by implementing a half-year measurement and improving by 60% in the development times. Every year we expand the scope of the footprint, go deeper into the measurement granularity, and create new indicators, which allow us to have better traceability of environmental variables. We share the results of the measurements among all the areas of the organization so that they can onboard these issues in their own decision-making processes. At an external level, the results are published in this Sustainability Report.



ISO 14001 STANDARD

In 2023 the Argentine Standardization and Certification Agency (IRAM) conducted an audit to maintain standard ISO 14001:2015 certification in our Pilar premises. Based on the aspects evaluated in previous audits and the evidence presented remotely and in person during the Audit to maintain the certification, IRAM decided to recommend to the Certification Area of Management Systems that the certification of the Environmental Management System and of the Quality Management System of the organization LABORATORIO RICHMOND S.A.C.I.F. be maintained.

It is worth mentioning that the certification covers both plants, the Special Products and Pharma Plant (UPEF) and the High Potency Production Unit (UPAP) where the certifying agency, IRAM, conducted the verification and identification of the requirements of the stakeholders as well as internal and external issues involving the context, environmental aspects, and legal requirements.



CARING FOR THE ENVIROMENT

POWER CONSUMPTION

Our Company made a major investment in our compressed air system. One of the existing compressors was replaced by a new one in the plant in January 2023. It is an Atlas Copco Mod ZT55VSD, fit to operate continuously 24x7 and with a capacity to feed both plants as a head unit together with another Atlas Copco Mod ZT37 compressor. These units are controlled by a control system, an Atlas Copco model E6 unit, which optimizes the performance of the compressors, and thus making either one operates based on the demand.

In parallel with this change, we continued replacing the existing light features by new LED ones.

CONSUMPTION OF THE INDUSTRIAL COMPLEX (IN GJ)

2021	2022	2023
15021	13.580	9630,25

ENERGY INTENSITY

The energy intensity is measured with instruments installed in the electrical control panels. The intensity value is determined as a function of the energy incidence in the electricity bill (KW-h/USD)

2021	2022	2023
0,065	0,061	0.039

Note: Values calculated based on the power consumed in kW/h divided by the electricity bill corresponding to the Pilar Plant, expressed in United States dollars. Reference value of United States dollars: annual average, source Central Bank of Argentina (BCRA - actual exchange rate (TCR) and monthly average nominal exchange rate (TCNPM).



WATER CONSUMPTION

Well water extraction

Two water wells are used to extract ground water, in compliance with Decree 429/13, Resolutions 734/14, 333/17 and 929/17.

Recycled and reused water

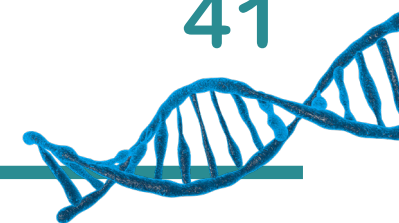
The water we reuse is the water discarded from the purified water process, obtained using reverse osmosis at the dedicated plant. This water is then reused to feed the fire-fighting system.

Laboratorios Richmond started up operations at the High Potency Production Unit and requested a Mercosur Inspection for both Plants. In doing so, we obtained the Good Manufacturing and Control Practices certificate bearing inspection registration number 2022/2025-INA-ME-485.



CARING FOR THE ENVIROMENT

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The water supply service for the new plant started by mid-2021. This explains the increase in nominal consumption in cubic meters corresponding to that year. The nominal water consumption in 2022 was similar to 2021, however, with the High Potency Plant operating at full regime we observe an increase in the nominal water consumption this year due to the inclusion of new products, the Plant occupancy in addition to the validation of productive processes, cleaning validations, among others, all of which had an impact on this indicator.



Indicator	Water consumption in square meters	Unidad	2021	2022	2023
Water consumption	Absolute in m3	m3	25072	27597	33251
Specific water consumption	X 1000 units	m3x1000 units	3,938	8,446	11,725

EMISSIONS, EFFLUENTS AND WASTE

We observe a decrease in the nominal consumption of KW this year versus last year. We also observe a decrease in the value of Tn of Co2 equivalent compared with the previous year when we included the

operation of the High Potency Production Unit (UPAP) to the environmental management system. In the last three years we observe a decrease of the gas consumption resulting from the installation of more efficient units.

Significant spills: None

Ratio	2021	2022	2023	Conversion factor
Power (Kwh/year)	4.172.676	3.610.054	2.675.068	According to the generation matrix in Argentina: 0.39 Kg CO2/kwh
Natural gas (m3)	184.948	169.711	163.313	1,93 Kg CO2/m3
Refrigerant gases (Kg)	0	0	0	1810 kg CO2/Kg gas
Special waste (Kg)	58.620	67.816	56.411	0,0262 kg CO2/Kg waste
Total Tn of CO2 equivalent	1986	1360	1360	

CARING FOR THE ENVIROMENT

TRANSPORTATION OF DANGEROUS WASTE:

We comply with the provisions of Law number 11,720 – Decree 806/97, Decree 650/11 – SPA (Secretaría de Política Ambiental – Environmental Policy Department) Resolution 592/00, SPA Resolution 344/98- OPDS (Organismo Provincial para el Desarrollo Sostenible – Provincial Entity for the Sustainable Development) Resolution 248/10, and complementing resolutions. The plant is registered with the Registry of Special Waste Generators

under file number 2145-08519/98. The special authorization certificate is (CHE) 2427. We use the services of a professional technical agent representing the company with registration number OPDS 0111. The transportation and the waste treatment services are provided by MD S.A. and Trieco S.A., respectively. Both are authorized by the OPDS. The regulatory transport manifests and the waste treatment certificates comply with OPDS.

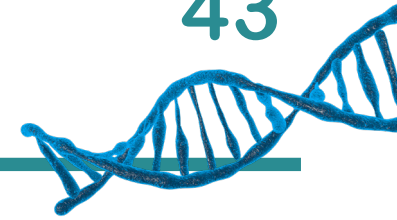
Water bodies affected by water discharges and/or water runoff: Luján River
Non-compliances with environmental laws and regulation: None
Total weight of waste managed, according to waste type and treatment method: Due to its features, active pharmaceutical ingredients, excipients, and primary and secondary packaging materials are not authorized to be recycled. Of all the materials and main inputs, only the tertiary packaging materials are recycled.

We observe a decrease in hazardous waste generation with respect to the previous year. Hazardous waste is quantified and sorted as Y2 and Y3 waste. These two types are the most significant in terms of quantity of waste generated. This reduction is explained by the improvements in the secondary packaging process of the PHARMA line. Since secondary packaging materials of pharmaceutical products are not authorized to be recycled due to safety issues, we started a program to reduce the size of boxes and blisters 5 years ago. With a new Blipack blister packaging machine on the blister packaging line 1, together with the Uhlman boxing machine installed in blister packaging line 2 we succeeded in streamlining the secondary packaging process. In this way we generate less hazardous waste. Regarding regular waste, we observe a slight decrease with respect to the previous year.

Indicador		Unidad	2021	2022	2023
Cantidad total de residuos peligrosos	Residuos peligrosos absolutos	T	58,62	67.81	56,41
Residuos para reciclaje	Residuos reciclados absolutos	T	29,98	21,41	21,10
Residuos comunes para eliminación	Residuos no reciclados absolutos	T	37,59	43,96	43,65

CARING FOR THE ENVIROMENT

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5S PROGRAM

It is a Japanese workplace organization method consisting of a series of activities to create working conditions allowing the execution of work tasks in an organized, orderly, and clean manner. The process consists of 5 simple phrases, or the 5S of quality:

- 1: SEIRI - Sort
- 2: SEITON - Set in order
- 3: SEISO - Shine
- 4: SEIKETSU - Standardize
- 5: SHITSUKE - Sustain

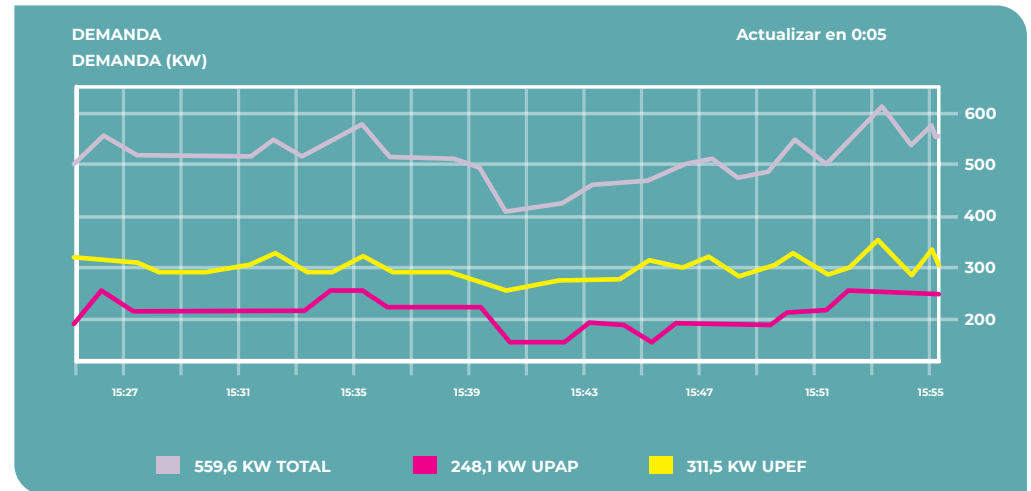
Good behavior and social interaction are reinforced, thus creating an efficient and productive work environment.

We implemented a system to measure energy consumption in real time at the Pilar Plant this year. It provides reliable information and shows the impact in the energy savings projects.

The following tasks were performed in the first stage of Electrical Energy consumption measurement:

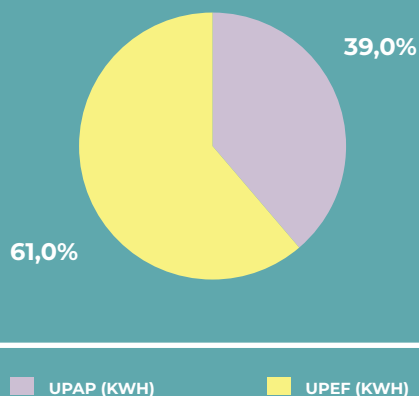
- Cable ducts and wiring from TGBTs to the PC Server, Maintenance Workshop.
- Procurement and installation of the PC Server at the Maintenance Workshop.
- System programming and start up.

We can observe the real-time consumption of electrical energy in this graph:



CARING FOR THE ENVIROMENT

DISTRIBUCIÓN DE ENERGIA
6/10/2023 00:00 - 15:52 (hora de Argentina)



EQUIVALENCIA
5/10/2023 00:00 - 15:52



EQUIVALENCIA EN LITRO DE GASOLINA

In this sense we continue working to include real-time measurements for Potable Water and Natural Gas.

Second stage: Potable Water

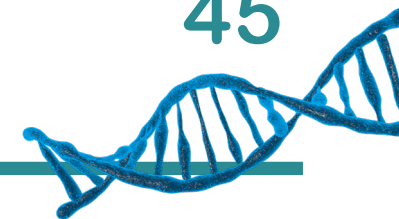
- Procurement and installation of flow meter.
- Cable ducts and wiring to the PC server in Maintenance Workshop.
- System programming and start up.

Third stage: Natural Gas

- Procurement and installation of flow meter.
- Cable ducts and wiring to the PC server in Maintenance Workshop.
- System programming and start up.

These measures not only enable the real time measurement of the resource, but it also helps leverage on the resource for a more sustainable operation.





Laboratorios Richmond is deeply committed to the promotion of the full and sustained development of the community in which it operates. We create skilled jobs, develop productive activities, care for the environment, optimize our value chain, foster therapeutic accessibility, and support the efficiency of the health-care system. We understand that

to improve the economic and social wellbeing of our community, and consequently to boost its progress, investments in education and in the development of science and technology are essential. With that in mind, we carry out different activities as listed below.

EMPRENDE BIOTECH AT UADE

On International Biotechnology Day, we participated in the first Biotech Fair at Universidad Argentina de la Empresa. Different educational activities were organized to boost the biotechnological entrepreneurial ecosystem, fostering bonds between educational communities, com-

panies, startups, and the public in general. Celeste Borra, Emiliano Espinosa and Lautaro Beniamino Quagliarello, belonging to the Human Capital team of the Company, were representing, networking with other companies and looking for new talents for our Planta Vida.

COMMUNITY



EDUCATIONAL LABORATORY – UMET

In the framework of the scientific and academic collaboration between Laboratorios Richmond and the Universidad Metropolitana para la Educación y el Trabajo (Metropolitan University for Education and Labor – UMET) in September 2023 we celebrate two years from the opening of the Educational Laboratory “Jorge Di Pascuale”. The laboratory enjoys a high turnout and acceptance by the

community of educators and students of the Pharmacy Program of UMET.

In 2021 and despite the obstacles imposed by the pandemic, we succeeded in teaching three subjects that benefited a total of 69 students. The educational offer increased significantly in 2022. Seven subjects were taught to a total of 123 students. In 2023, one more subject was added and 8 subjects were taught in total with an attendance of 150 students,

which fills us with pride.

In 2023 we also had the privilege of welcoming UMET authorities, who visited the educational laboratory. In their tour, they visited the Physics-Chemistry class by students of the pharmacy program, chaired by Rubén Roldán. Gimena Vitali (UMET dean); María Laura Leguizamón (Laboratorios Richmond director); Flavia Quiroga (dean of the School of Applied Technology), Fernando Rodríguez (Laboratorios Richmond

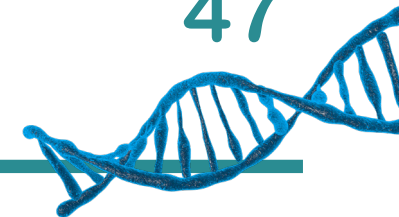
Scientific and Development Advisor) and Víctor Carricarte (ADEF General Secretary) were all present at the event. Laboratorios Richmond's commitment goes beyond health care; we reinforce our bonds with the education and the community.

We expect to increase the teaching spaces in 2024, keeping the same unwavering commitment to the quality of the educational offer provided from the beginning of the activities.



COMMUNITY

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SADOSKY SCHOLARSHIPS

As part of our social investment initiatives, since 2014 we have supported FUNDACEN (Fundación de Ciencias Exactas y Naturales de la Universidad de Buenos Aires) through its “Dr. Manuel Sadosky” scholarship program. Scholarships include financial aids and tutoring to low-income students who successfully completed the entry-level common cycle in one of the programs of the School of Natural Sciences of the Buenos Aires University. Their aim is to promote equal opportunities in higher education to all, since many times it is not enough for the university to be free of charge; people also need to be able to have access to it.

VISIT OF RIO NEGRO UNIVERSITY

Como parte del desarrollo de nuevas Together with Richmond Foundation we received the National University of Rio Negro (Alto Valle-Valle Medio campus), in the city of Villa Regina to our Pilar Plant. The delega-

tion was represented by the School of Production, Technology and Environment.

This enriching visit was fertile ground for the students of the Biotechnology Engineering and Food Engineering Programs to delve into the practical world of their fields of study, making the connection between theory and reality. The essence of the visit provided students with the opportunity to see the different operations carried out in a processing plant in their actual place of installation. They had a range of experiences: from the dimensions of the pieces of equipment to the distribution process inside a real plant. The aim was for students to get a firsthand experience and take away the different procedures, learning and the general concept of how a production plant works.

The day started with introductory and explanatory talks, which were then complemented with a guided tour led by the professionals of the laboratory, visiting the High Potency Production Unit (UPAP) and the VIDA

Plant (Biotechnology and Vaccines). To conclude the day there was the possibility of socializing over coffee. Some distinctions were awarded to the professors participating in the event.

This initiative not only showcases our commitment to education, but also the need to build solid bridges between the academic and the industry worlds for the furtherance of a strong and positive professional future to our younger generations.

INTERNSHIP PROGRAM

As part of the development of new generations of professionals, this year we continued enrolling interns in the areas of Development, Product Care and Quality Control. They were also included in other areas such as Engineering, Administration, Finance and Human Capital, totaling 16 interns as of December 31st, 2023. They complemented their academic studies by having a hands-on experience on the field in the continuation of the new plant construction project.



COMMUNITY

BREAST CANCER AWARENESS CAMPAIGN

During the Breast Cancer Awareness Month, Fundación Richmond participated organizing an itinerant photographic exhibition on the awareness

day as well as an awareness-raising walk at the central square of Berazategui city, Province of Buenos Aires.

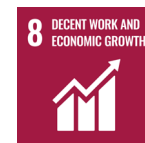
In the framework of this event and as part of various activities, the photographic exhibition “Awareness, Prevention and Early Detection of

Breast Cancer Campaign” with the aim of visiting different locations with the commitment to reinforce awareness, which is the first step to detect the breast cancer at an early stage. From Laboratorios Richmond and together with our Foundation, we are committed to the healthcare,

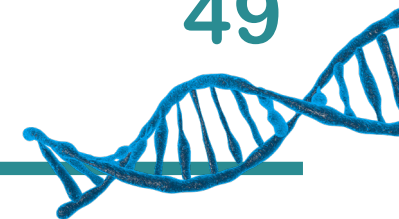
and to support those who fight and remind everyone that an early detection saves lives.



SUPPLIERS



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The relationship with our suppliers is essential to develop our activities. Because of that, our bonds with them are built based on mutual trust, honesty, respect, and integrity. Supplier management and development are activities that enrich our supply chain, providing a higher value through the mutual benefit for all companies involved. We seek to leverage on those synergies, the knowledge, and the procedures.

CLASSIFICATION OF SUPPLIERS

We have a total of 535 active suppliers. They are classified in suppliers of production materials and suppliers of non-production materials.

Suppliers of production materials

A total of 120 suppliers provide raw and packaging materials, accounting for 85% of the annual procurement.

- Raw materials: Active pharmaceutical ingredients (APIs) and excipients. They are critical inputs we use to manufacture our products and

they account for a significant part of our annual procurement (75%) from 68 suppliers. All of them comply with Good Manufacturing Practices (GMP), a set of quality standards that require that all manufacturing processes and installations be traceable and safe.

This group also includes renowned European companies who entrust us with the licenses of their original products to be sold exclusively in Argentina. They are imported as finished products and offer innovative and unique treatment options and further enhance our company's product portfolio.

- Primary and secondary packaging materials: aluminum foil, PVC, ampoules, boxes, inserts, labels, among others. A primary packaging material is the material directly in contact with the product, which contains and protects it from the air, light, and contaminants. A secondary packaging material is the material containing one or several primary packaging units, providing protection in the commercial distribution.



SUPPLIERS

We have 33 suppliers of packaging materials that account for 10% of our annual procurement.

Suppliers of non-production materials

We have 433 suppliers of goods and services not involved in the direct manufacture of our products. They account for 15% of the total purchases per year. They range from security / surveillance services to maintenance and cleaning, to laboratory materials, fees, providers of civil works and marketing and sales services, among others.

Geographical distribution of our suppliers

- 473 local suppliers: 95% of them from the Buenos Aires metropolitan area and 5% located in the rest of the country.
- 62 international suppliers: 16 from India (25%), 21 from China (34%), 15 from Europe (25%) and 10 from other countries/regions (16%).

SUPPLIER SELECTION

When selecting our commercial partners, we always offer equal opportunities for tendering and participating in our supply chain. We strive to involve and align them with the core values of our Company. The evaluation, qualification and selection of suppliers is multifunctional, that is, diverse areas of the company participate in it. In the case of production materials, we use the supplier evaluation survey covered by SOP GE 064-Re-08. Subsequently, Quality Assurance evaluates the new supplier using the technical information received.

Additionally, we approve, update, and keep on file the different entries regarding the status of suppliers of raw materials, excipients or packaging materials, manufacturing laboratories or third-party testing providers, maintenance and/or calibration companies and companies related with the environment and general services. These documents are updated periodically according to the

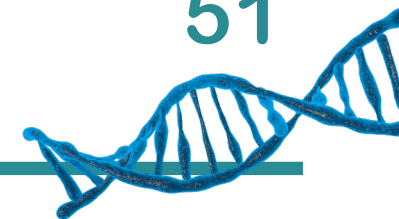
changes taking place; however, the update period should preferably be no longer than 6 months. As needed, Development, Production, Engineering and Regulatory Affairs also participate in evaluations and communications.

Regarding non-production materials, in sectors such as engineering and projects, tenders are designed using tender specifications that include all formalities for a bid submission. This makes a transparent end-to-end process.



GRI CONTENT INDEX

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We established the following content index according to the GRI Standards and the issues presented as materials for the analysis made.

Note: Page numbers appear according to the version of the report with graphic design for publication.

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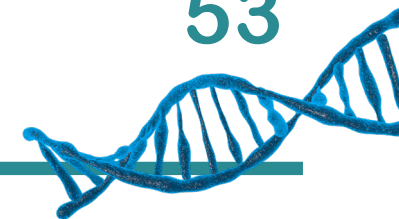
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