

2023

sustainability

REPORT

sanfer®



WE ARE *leaders* IN THE PHARMACEUTICAL MARKET

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MESSAGE FROM THE CHAIRMAN OF THE BOARD AND CHIEF EXECUTIVE OFFICER

Dear Stakeholders,

At Sanfer, our main objective is to contribute to the health and well-being of all people. Since our foundation, we have maintained an unwavering commitment to the quality and effectiveness of our medicines. We work tirelessly every day to achieve excellence, aware of our impact on the communities around us. We seek to promote well-being and create shared value with our environment.

We witnessed significant progress and achievements in 2023. As part of our goal to make Latin America a healthier region, we have continued to expand geographically and in our portfolio through our own developments, procurements, and acquisitions. In this category, products such as Garamycin 80, Biometrix Q10, and Flagyl stood out, in addition to the recent integration of MAVI, which will add more than 36 brands and 50 million units starting in 2024. We have also strengthened our production and logistics infrastructure with the construction of new plants and distribution centers in Mexico, Colombia, and the United States, which will be operational in 2024 and 2025.

In terms of sustainability, we continued to make progress in our goal of promoting shared value by developing a business model based on five fundamental pillars:



Committed to Ethics and Governance

Since the beginning, we have cultivated a corporate culture based on ethical values and compliance. We have internal control and continuous improvement mechanisms, and we actively contribute to our industry. As evidence of this, in 2023 we were recognized by CETIFARMA for 100% compliance in continuous medical education programs, and we were part of subgroups focused on Data Protection, Patient Organizations, and Transparency with Third Parties. During the year, we did not receive any sanctions for non-compliance or negative impacts on third parties, reflecting our commitment to responsible and ethical business practices.



Committed to Health

To ensure the quality and efficacy of our products, all our facilities comply with applicable national and international standards, and we have built one of the most robust quality control and techno-pharmacovigilance teams in the country. The continuous expansion of our portfolio, which now covers more than 100 therapeutic areas, allows us to offer diverse and accessible treatments for different socioeconomic segments. This year, we are proud to have completed and launched the Dinafarma line of semi-solid products, strengthening our ability to offer innovative healthcare solutions.



Committed to our People



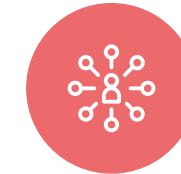
We work every day to make Sanfer a place where our team members can develop both personally and professionally. Through our internal training programs and higher education scholarships, our Mexico team received more than 80,000 hours of training. We are committed to equity and diversity in the workplace, which is reflected in the increased percentage of female collaborators in the group, from 42% in 2022 to 45% in 2023.

Committed to the Environment



Protecting the environment and controlling our environmental footprint are core topics. We have implemented initiatives such as the installation of photovoltaic panels at five facilities. Regarding the life-cycle management of our products, more than 60% of the group's waste is recycled or reused, and at our Aerobal plant we have managed to eliminate the disposal of municipal solid waste in landfills. In addition, 45% of the packaging produced by our company Litogrimann for Sanfer uses cold foil technology, which makes it recyclable and contributes to reducing consumption and waste in production.

Committed to the Community



We remain committed to contributing to the community's health. Through Fundación Sanfer and in collaboration with partner organizations, we conducted three medical brigades in Puebla and the State of Mexico in 2023, treating 1,781 people and deworming more than 4,640 people. We also conducted mastography brigades, which allowed 263 women to receive a timely diagnosis. In collaboration with Grupo Herdez and La Costeña, we participated in the "United for Acapulco" initiative, donating 35,000 pantries that benefited more than 175,000 victims of Hurricane Otis in Guerrero.

I would like to thank our team for their tireless work to make Sanfer a world-class company with tangible results that translate into a healthier population. I would also like to reiterate our commitment to providing medicines, human healthcare, animal healthcare, and cleaning products of proven quality and efficacy, while creating value for all our stakeholders. I am grateful for your trust and remain confident that it will continue to drive our success.

Sincerely,
Ricardo Amtmann
CEO

COMPANY OVERVIEW

During the last 80 years, **we have become the leading company in the Mexican private pharmaceutical market, with an international presence.** We are always committed to participating in strengthening the health of the population in all the countries where we operate. To this end, we adopt new technologies through innovative and sustainable strategies.

¹ Diagnostic Services: Molecular Biology and Analytical Chemistry.

Wholly owned products

87.5%

Licenses with multinational companies

12.5%



our purpose

Provide increasingly effective products to improve the health of millions of people and animals.



what we do

Develop, manufacture and commercialize human and animal health products.



our team

+10,000
team members

+1,400
sales representatives
throughout Latin America



how we work

Our products meet the **strictest regulatory standards**, as well as those of our global partners. We have the **most advanced technology** for our specializations.



broad portfolio

+100
therapeutic classes

Treatment alternatives for
89%
of the conditions that
generate prescriptions
in Mexico



leading company in Mexico

In biotechnology,
having acquired **Probiomed**

In Diagnostic Services¹
in Mexico with
Sanfer Salud Animal



our products

Prescriptions (Rx)
Over the counter (OTC)
Animal health products
Poultry genetics
Diagnostic tests
for animal health
Personal and home care

Mission

To be a Group with national and international reputation, which produces and markets quality products for human and animal health that exceed its customers' expectations, promotes the development of all the people who collaborate in it, and increases its assets to guarantee sustained growth.

Commitment

Provide products and services of the highest quality in the right place and time, according to the requirements of clients, investors, team members, suppliers, distributors, associates, doctors, researchers, or society.

Values

To accomplish our mission, we rely on the following values:

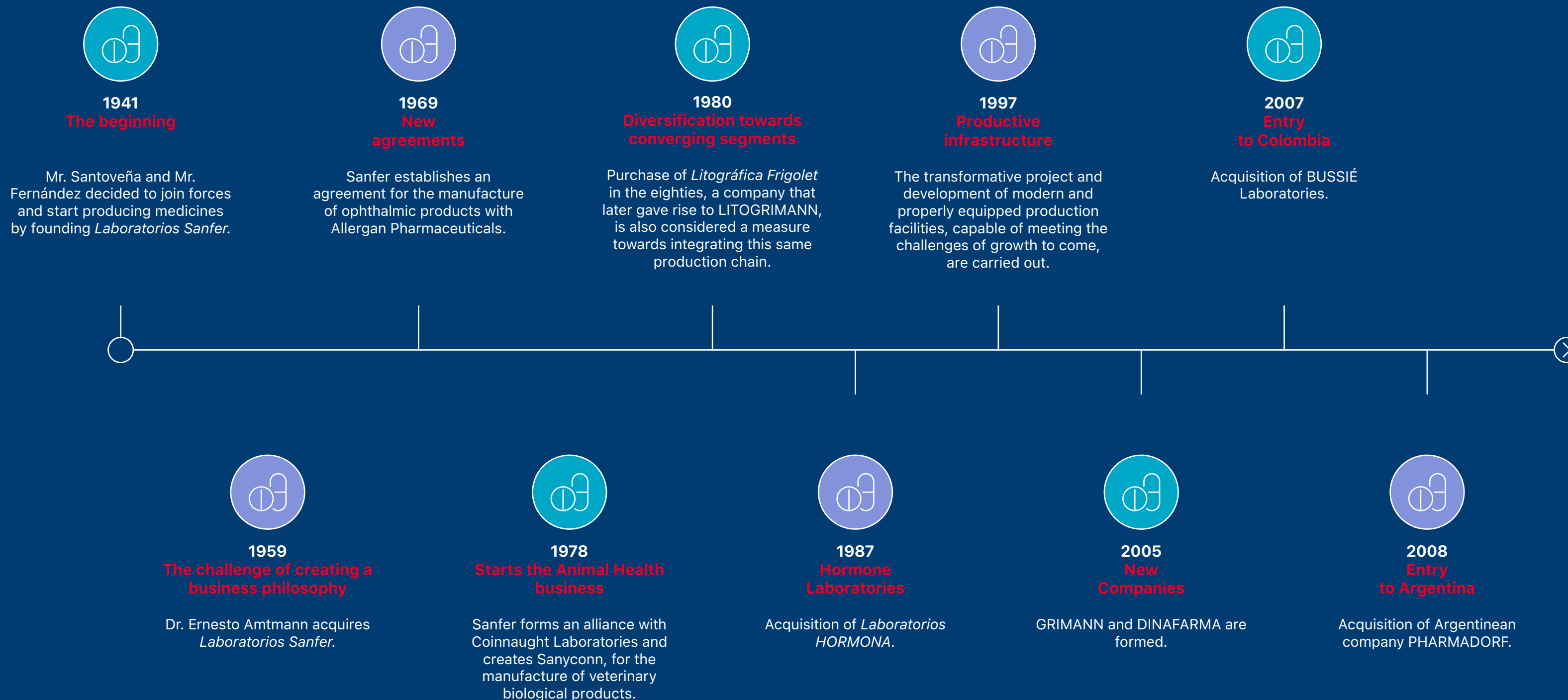


- Honesty**
The quality that makes us act with righteousness and integrity.
- Dignity**
Respect and promote the Universal Declaration of Human Rights' established precepts, prioritizing the principle of individual autonomy, without losing sight of the universality, unconditionality and inalienability of human rights.
- Passion for Quality**
Conduct our actions with care, adequately and sufficiently, leading the company to satisfy the explicit or implicit qualities of the service it provides in accordance with its *raison d'être*.
- Legality**
Strictly observe applicable laws and legal provisions.

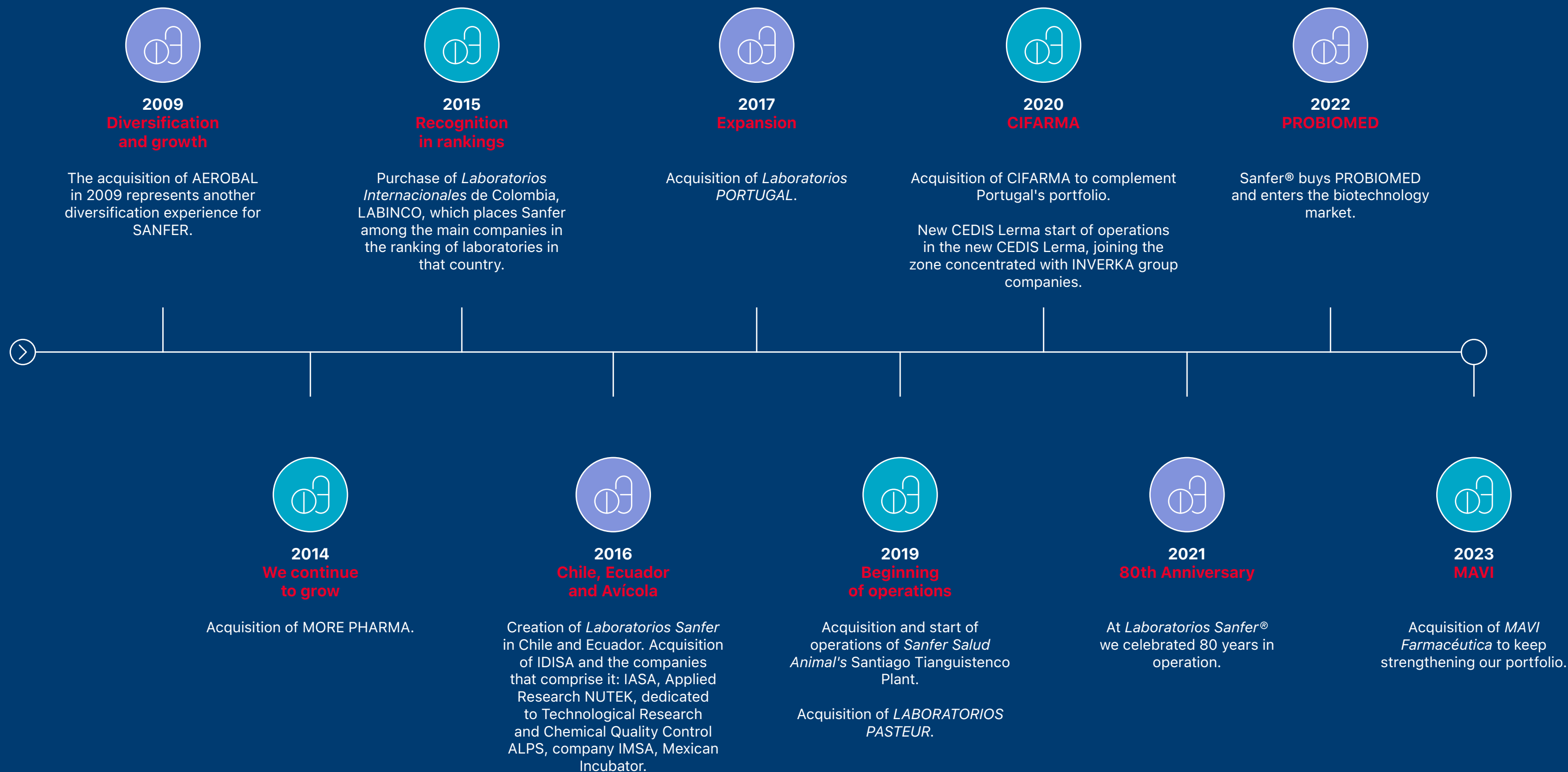
- Responsibility**
The duty of assuming the consequences of the acts executed without anyone's enforcement.
- Ecological commitment**
Maintain a respectful and responsible attitude towards conserving and improving the environment.
- Discipline**
Exercise control over emotions, language, and character, maintaining physical, mental, and emotional balance, paying attention to details without settling for the best possible results.
- Efficiency**
Direct efforts, seeking to renew or reinvent our processes in favor of the company's productivity.

- Civic engagement**
Contribute to social and business development, both at the local, regional and national level; assuming co-responsibility towards the objectives and mission of the company at each level and to the social order that contextualizes it.
- Innovation**
Constantly developing and proposing new processes, services or ideas that challenge the current state, encouraging creativity, as well as promoting continuous improvement and seeking to innovate in all aspects of our work.
- Loyalty**
Guide our efforts to raise the company's credibility and reputation.

History



History



OUR GLOBAL

Structure

We currently have more than 10,000 team members among operators, administrators, technicians, and professionals in Mexico and Latin America. They are all focused on taking care of every detail to offer excellent quality products for our prescribers and consumers.

Our strategy, since our incorporation, has been focused on maintaining constant growth through investments in infrastructure and acquisition of brands and companies that now make up the group.

Mexico

Laboratorios Sanfer
Sanfer Salud Animal
Probiomed
MAVI
Grimann
Aerobal
Gpo IDISA
Litogrimann

Colombia

Bussie Labinco

Peru

Grupo Portugal

Chile

Laboratorios Pasteur

Argentina

Pharmadorf

Ecuador

Sanfer Ecuador

CAC

Sanfer CAC

USA

Alpes



Operations

sanfer®



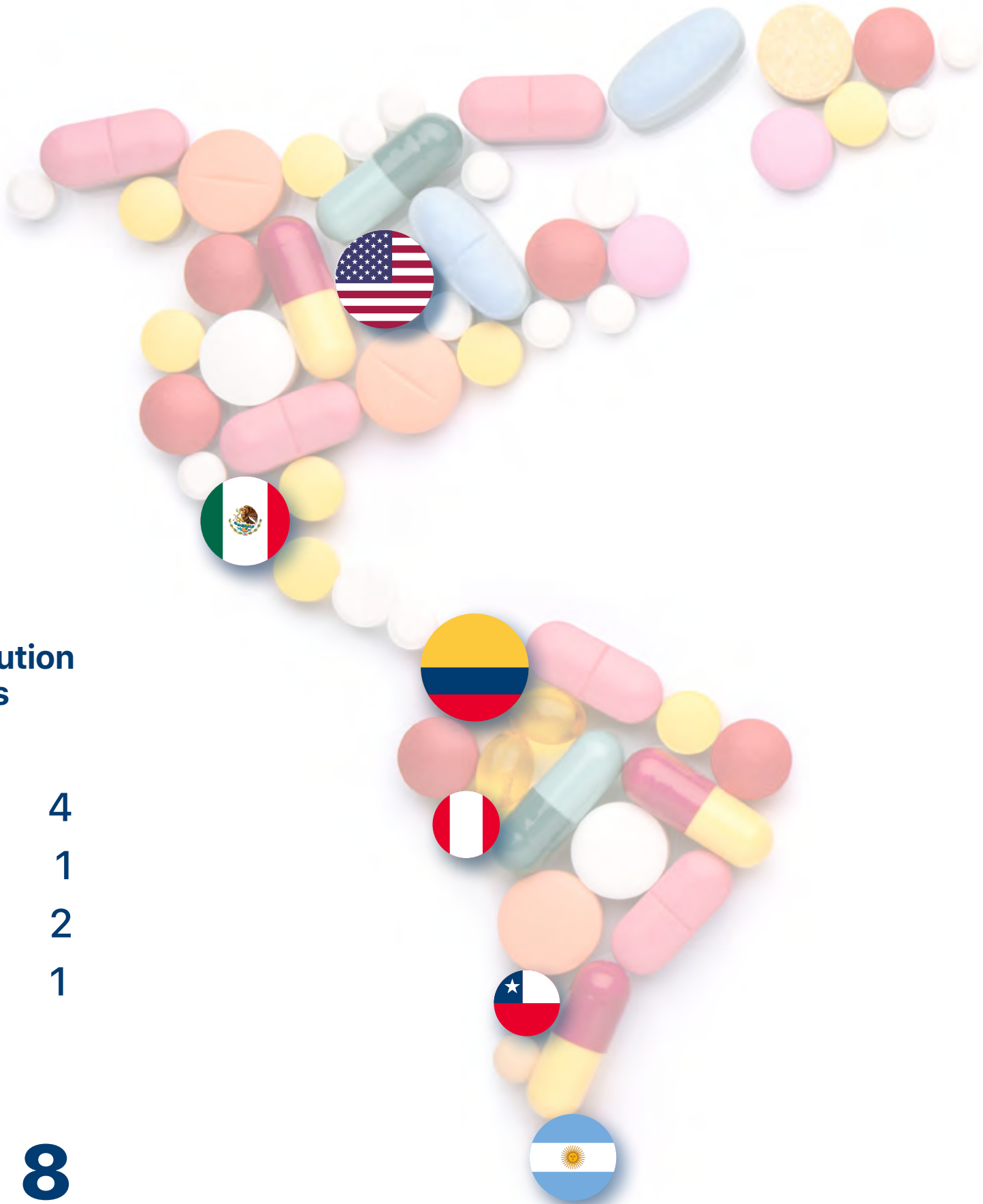
Manufacturing
and quality
control sites



Distribution
centers

Mexico	13
Colombia	1
Peru	2
Chile	1
Argentina	1
USA	1
Total	19

4
1
2
1
8



OUR *partners*

Our business ethics and manufacturing quality position us as a trusted partner of major pharmaceutical companies for many years. These include: Glaxo Smith Kline with a +60-year relationship, Servier with more than 50 years, DaiichiSankyo with more than 45 years, Kyowa with more than 35 years, and Takeda with more than 30 years.

OUR *differentiators*



Sales points
in LATAM

+113,000 +6M



Doctors and pharmacies
visited per year

+6M



Sales representatives
in Mexico and LATAM

+1,400



OUR *products*

Our product portfolio in Latin America is designed to meet our customers' changing needs. They are divided into three main branches:



Over the Counter (OTC)

Over the counter pharmaceuticals in therapeutic areas such as dermatology, pain and analgesia, gastro, infectious diseases and vitamins.

These include:



Prescription drugs

Prescription pharmaceuticals in therapeutic areas such as cardiology, pain and analgesia, gastro, genitourinary, infectious diseases and ophthalmology.

These include:



Animal health products

Products that provide integral solutions for animal health and welfare, with three business segments: poultry, animal health in Mexico and exports.

These include:



OUR *processes*

- Research and Development**
Development of new products and prototypes.
- Manufacturing and Quality**
Processes to ensure quality, safety and efficacy.
- Technology and innovation**
 - New products.
 - Technology transfer.
 - Cutting-edge technologies.
- Compliance**
Follow-up and surveillance of policies, laws, and regulations in all the Group's companies in accordance with established ethical criteria.
- Supplier selection**
Quality standards for their selection.
- Product analysis and certification**
Verify homogeneity and consistency of products through processes.

- Quality Standards**
 - Health certifications in Mexico and quality control certifications in other countries.
 - INVIMA, DIGEMID, ISO, FAMI QS, EMA, SADER.
- Pharma-Tech Surveillance**
Ensure safe and effective medicines through a robust Pharmacovigilance and effective system through absolute adherence to national and international standards and guidelines.
- Raw material reception**
Procedures to ensure quality and keep in optimal conditions.
- Storage and distribution**
 - Strategic location.
 - Controlled conservation and storage conditions.
- Integrity**
Establish convictions and behavioral patterns that set the company apart and determine the operation of its companies and day-to-day work of its members.



ESG HIGHLIGHTS IN MEXICO

We are committed to...



Ethics and Governance

Corruption cases

- 0 corruption cases in 2023.

Cases of false promotional statements

- 0 cases related to false promotional statements in 2023.

Continuous training

- We were recognized by CETIFARMA for achieving 100% compliance in our definitive continuous medical education programs, in strict adherence to the guidelines established by CIETIEMIS.



Healthcare

- We built and enabled Dinafarma's line of semi-solid products.
- COFEPRIS granted us the extension of our operating license due to our 100% compliance with sanitary requirements.
- Grimann obtained over the counter (OTC) product certification for its client, Walgreens.

Techno-Pharmacovigilance

- Operating 365 days a year, 24 hours a day.
- Strengthening the Techno-pharmacovigilance team and processes.



Our People

Gender inclusion in the workforce

- 42% of Sanfer Mexico's workforce are women.

Age diversity in the workforce

- 20% of team members are under 30 years of age, 62% are between 30 and 50 years of age, and 19% are over 50 years of age.

Continuous training

- During 2023, our team members received 83,955 hours of training, 15.3 hours on average per person.



Our Community

Support for Hurricane Otis victims

- Our project *Unidos por Acapulco* donated 35,000 food and supply packages with a value of over 48 million pesos.

Social Commitment

- ESR certification in Dinafarma and Gridimex.
- Grimann obtained the "State of Mexico without Child Labor" distinction.

Health Brigades

- 454.5 thousand units of medicines delivered with a commercial value of more than 71 million pesos (+529% in units vs. 2022).
- 1,781 people treated.
- 4,644 people dewormed.



The Environment

Solar Panels Deployment

- Installed solar panel in 5 sites with a capacity of 2MW that will start operations in 2024.

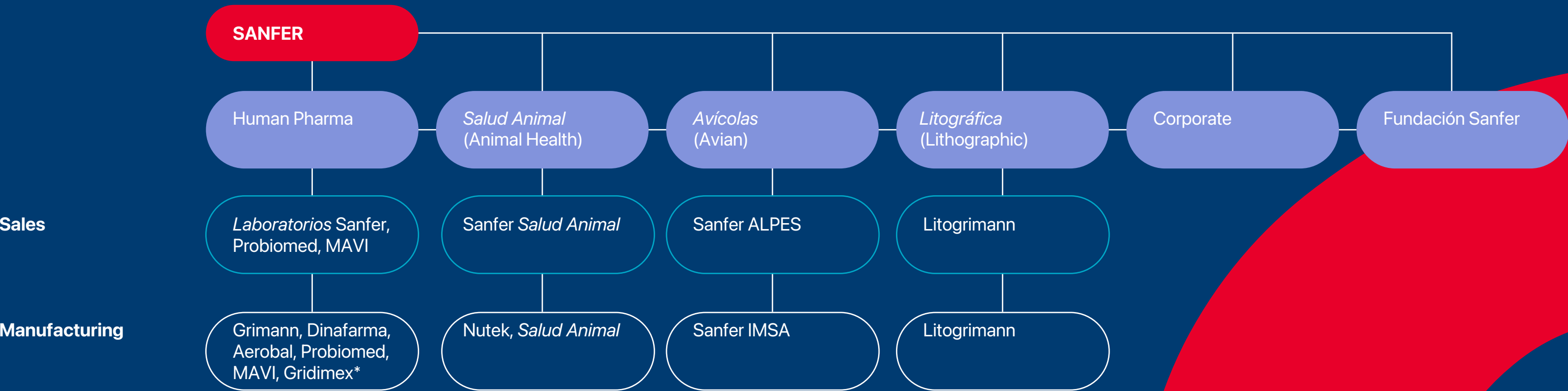
Green products

- In 2023, we modified Laxoya's packaging to include the FSC (Forest Stewardship Council) label as of 2024.
- Litogrimann has produced 2.43 million FSC-certified boxes. By producing under the standards required to have this certification, these products have contributed approximately 3.5 million pesos to the responsible management of sustainable forests.

Material recycling and reuse

- 59% of our waste was reused or recycled.
- We obtained the Clean Industry Certification (*Industria Limpia*) once again at Aerobal.

In Mexico, we are structured as follows:



* For the purposes of this report, data only considers group companies based in Mexico excluding MAVI, except where otherwise indicated.



Sustainability

We seek to be a **sustainable business**, so we have developed a strategy to generate **environmental, social and governance (ESG)** value.



Committed
to Ethics and Governance



Committed
to Healthcare



Committed
to Our People



Committed
to The Environment



Committed
to Our Community

STAKEHOLDER DIALOGUE

We seek to create value for both the business and our stakeholders. In 2023, we worked to stay in touch with them through our established communication channels.

This allows us to maintain constant dialogue, learn about their perceptions and needs, and thus strengthen long-term relationships.

We define our stakeholders as the group of people who are influenced by our operations and who, in turn, have a significant impact on our business. Among them, we consider the following:

Stakeholders	What is important to them?	How do we meet their needs and expectations?	Contact method and frequency
 Suppliers	• Efficient supply chain • Timely payments • Stable business relationships • Effective communication	We abide by a rigorous Code of Ethics that keeps us committed to having the best business practices with our strategic supply partners.	• In-person meetings • E-mail • Continuous flow of communication
 Investors	• Sustainable and financial performance of the Company • Transparent disclosure of corporate information and content • Innovation	We constantly work to identify both risks and areas of opportunity that could affect the company's performance. We seek to become more resilient as we continue to grow and achieve better returns over time.	• In-person board meetings • Periodic performance and sustainability reports • E-mail • Continuous flow of communication
 Team members	• Safe and healthy work environment • Regular training • Opportunities for professional growth and development • Participation in decision making	We offer various types of training and development opportunities to enrich our team's personal and professional experiences. We guarantee an inclusive and safe work environment.	• On-site and virtual induction and training sessions. • Satisfaction and continuous improvement surveys • Internal communication networks • E-mail and intranet • Continuous flow of communication

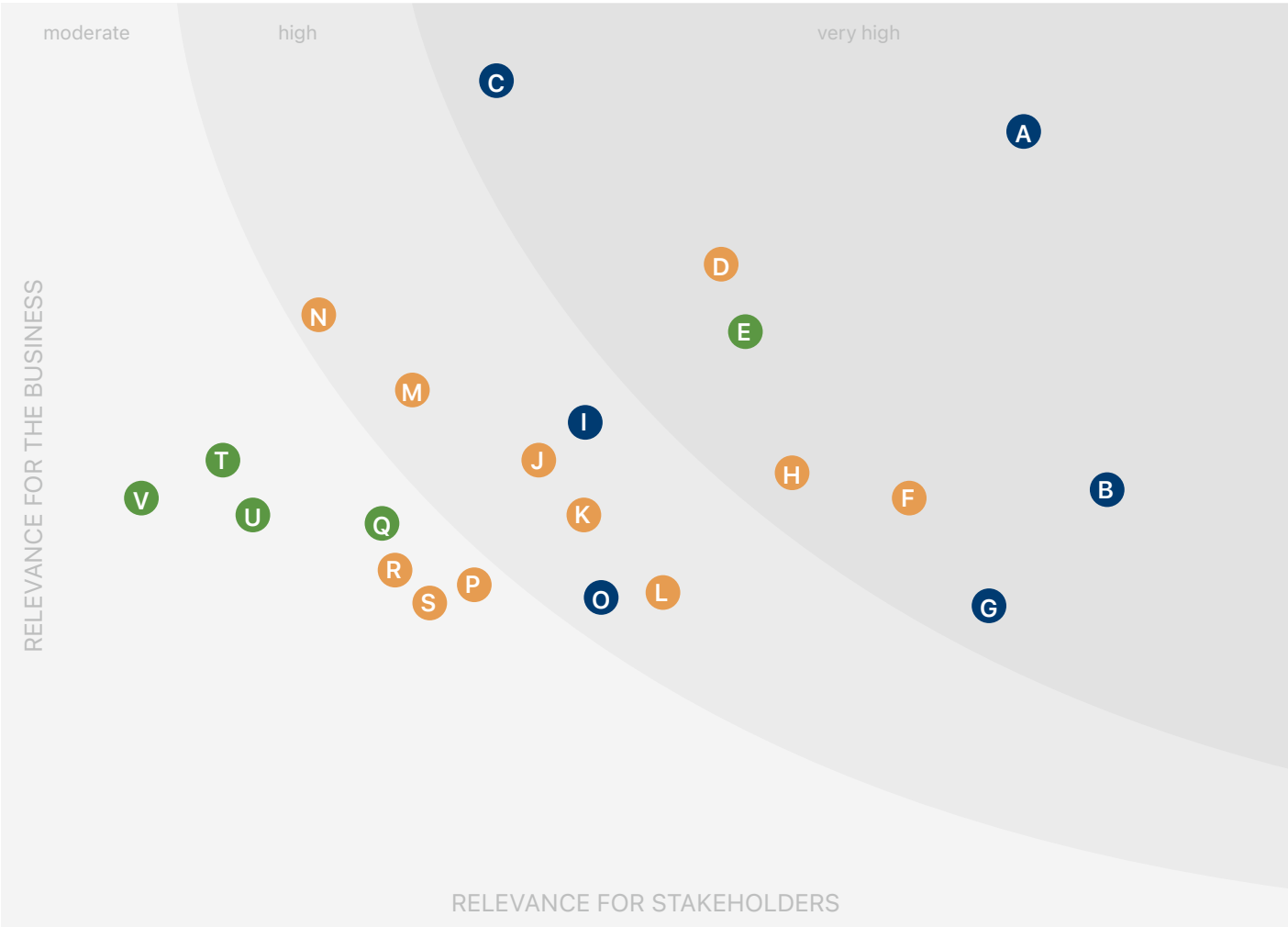
Stakeholders	What is important to them?	How do we meet their needs and expectations?	Contact method and frequency
 Health professionals	• Efficient, effective, and safe products • Training on the correct use and administration of products. • Training on portfolio and different therapeutic options	We work with medical and patient associations to learn about their needs. We participate in and organize conventions and training events, in addition to our medical representatives' constant follow-up. We offer information, continuous medical education, and receive feedback and requests from healthcare professionals through our app, Sanfer Conect@.	• Sanfer Conect@: unique app in the market that allows us to have a two-way interaction with this group • Conventions and events • Continuous flow of communication • Satisfaction and needs surveys
 Customers and distributors	• Product quality and safety • Efficiency in distribution channels • Efficient customer service	We are audited for plant and production process certifications on a regular basis to identify opportunities for productive improvement.	• In-person meetings • Continuous flow of communication
 Human and animal health patients and consumers	• Accessibility and clarity of product information • Safe and effective products • Accessibility to products (reasonable prices)	We seek to always focus on the end consumer or patient at the core of the decisions we make, so we always encourage an adequate flow of information and follow up of participation in our communities.	• Brand health surveys to understand levels of satisfaction and connection with our products • Social media • Corporate and product websites
 Health authorities	• Compliance with industry standards • Transparency in product and process information	We seek to generate constructive dialogue with the regulatory and sanitary authorities by actively participating in the competent trade bodies and providing information on our performance.	• Regular audits

MATERIALITY ANALYSIS

We conducted our first materiality analysis in 2022 to identify, prioritize, and strategically address environmental, social, and corporate governance (ESG) topics for the business and our stakeholders.

We used a dual materiality approach, considering both where our business has the greatest impact for our stakeholders in the short, medium, and long term, and where those stakeholders and our surroundings may impact our ability to create and sustain value.

Based on this analysis, we defined our materiality matrix, where we defined 8 material topics.



- Environmental
- Social
- Governance

MATERIAL TOPICS

- A. Product quality and safety**
Ensure that our products comply with the quality and safety management measures established by the company, as well as with the applicable national and international regulations and standards.
- B. Business ethics**
Maintain, inform, and implement the company's values, principles, and ethical standards in all operations and its value chain.
- C. Innovation, research, and development**
Being at the forefront of issues that concern us within the pharmaceutical industry, to implement continuous improvement in the organization.
- D. Customer satisfaction**
Meet or exceed our customers' expectations regarding our products and services.
- E. Environmental management**
Have clear objectives to develop and execute environmental policies relevant to the pharmaceutical industry and the company's operations.
- F. Talent attraction and retention**
Attract, retain, and develop team members through fair and beneficial policies and practices.
- G. Corporate governance**
To lead the company in such a way that its organization and administration is fair, ethical, responsible, transparent, and inclusive through rules, principles, and procedures that regulate the governing bodies' structure and operation.
- H. Human capital development**
Promote development and growth within the company through initiatives such as training and professional development programs.

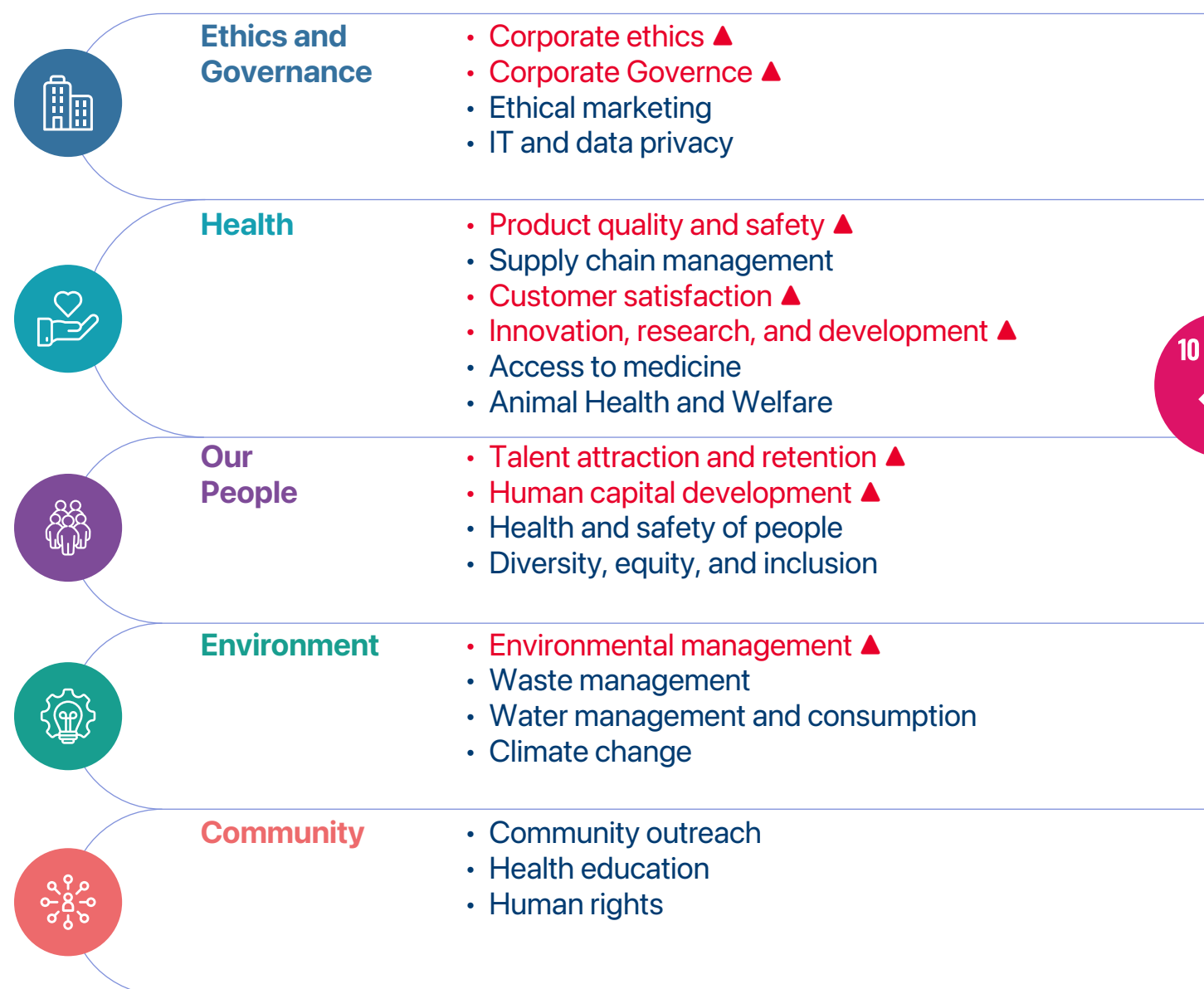
OTHER RELEVANT TOPICS

- I. Supply chain management
- J. Team member health and safety
- K. Ethical marketing
- L. Diversity, equity, and inclusion
- M. Health education
- N. Access to medicines
- O. Data privacy and information security
- P. Human rights
- Q. Waste management
- R. Safety of clinical trial participants
- S. Community outreach
- T. Water management and consumption
- U. Animal health and welfare
- V. Climate change

For more details on the methodology with which we conducted our materiality analysis, please see our 2022 Annual Sustainability Report.

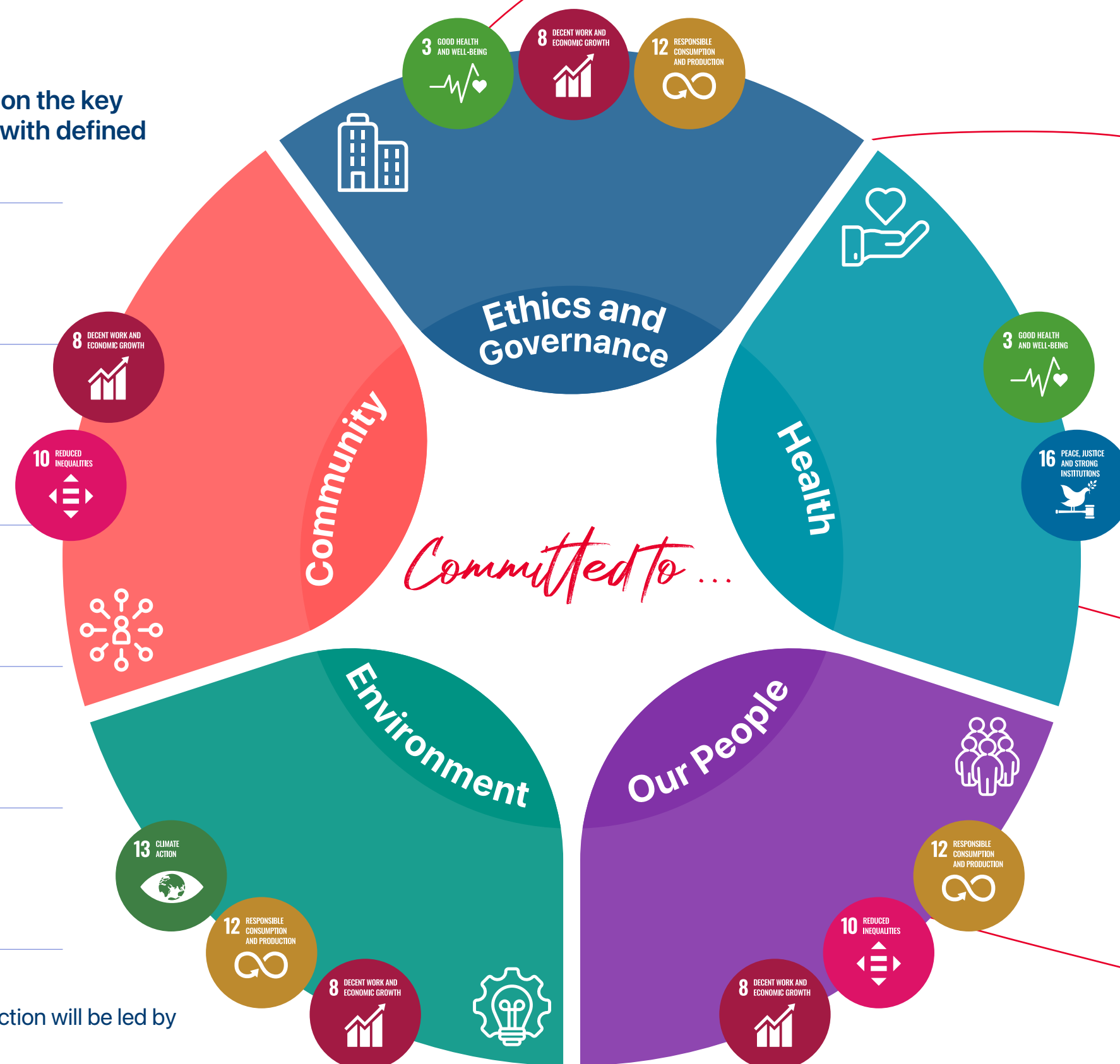
SUSTAINABILITY MODEL

We have developed a short and medium-term sustainability strategy based on the key topics identified in our materiality analysis. It is divided into five pillars, each with defined lines of action:



Sustainability management

We are in the process of developing targets and associated indicators, so that each line of action will be led by a corresponding area, with guidance and oversight from the ESG department.



▲ Material topics

OUR IMPACT ON THE SDGS

Each of our pillars, material topics, and lines of action has an impact on the United Nations Sustainable Development Goals, which are detailed below:



▲ Material topics



▲ Material topics



Material Topics

Business ethics
Corporate governance

Other relevant topics

Ethical marketing
Data privacy and information
security

GRI 3-2

Committed to Ethics and Governance

The adoption and systematic application of standards of compliance, ethics, transparency and corporate governance are key elements to achieve our purpose of generating a positive impact on the population's health.



Our ethical management follows the best corporate governance practices, which are detailed in our **Corporate Governance Policy**. We operate following the principles of integrity and transparency, which allow us to make decisions that add value to both the company and our stakeholders. We recognize the importance of transparency and accountability to strengthen the trusting relationship with our stakeholders.

We operate in a highly regulated industry. We adhere to all regulations that apply to the countries in which we operate. We have continued to strengthen these practices to understand the market's expectations, as well as those from other critical stakeholders, such as investors and regulators.

We keep strengthening our business integrity. This includes working on ethical marketing, respect for human rights, anti-corruption practices, data privacy, and information security.

To ensure legal and ethical compliance, we have a *Corporate Compliance Officer*. This position's main responsibility is to foster a culture of integrity and ensure compliance with these standards through various control and improvement mechanisms. Our *Corporate Compliance Officer* also represents Sanfer in Ethics Councils and Industry Chambers.

ETHICS & COMPLIANCE

The pharmaceutical industry in Mexico has solid regulations regarding ethics and transparency, dictated by the National Chamber of the Pharmaceutical Industry (CANIFARMA) through the Ethics and Transparency Council of the Pharmaceutical Industry (CETIFARMA).

Its objective is to foster and spread a culture of ethics, transparency and integrity. As affiliated members, not only do we subscribe to its Code of Integrity, Ethics, and Transparency of Healthcare Supply Companies (CIETEMIS), but we have also been recognized by this organization for our good practices and strong compliance with this code.



Learn about our
Code of Ethics here

Code of Ethics

Our **Code of Ethics** includes the guidelines that determine all our team members, business partners, distributors, and suppliers’ conduct in matters such as anti-corruption, competition, safety and environmental protection, relationships with the government, external companies and individuals, handling of goods, information and security devices, among others. This code is adhered to the Code of Integrity, Ethics, and Transparency of Healthcare Supply Companies. Compliance with this code is mandatory. All contracts signed with our business partners, suppliers and distributors contain a clause in which they commit to following our Code of Ethics and Conduct.

The dissemination, training, and monitoring of the Code of Ethics and Conduct, as well as all related policies and procedures, are the Corporate Compliance Officer’s responsibility, who reports to the Integrity and Compliance Committee, which is comprised of key executives.

We conduct training focused on our Code of Ethics and Conduct, Integrity Policy, Anti-Fraud Policy, Personal Data Protection, Interactions with Healthcare Professionals and Medical Organizations, as well as Integrity and Compliance Guidelines. Training on the Code of Ethics and Conduct is mandatory and forms part of performance evaluations.

Anticorruption

We act in strict adherence to the values that characterize us and the law as a way of doing business. We have not been sanctioned or investigated for cases related with corruption and bribery.

Our Code of Ethics establishes a zero-tolerance policy for corruption, covering both the public and private sectors. We promote transparent business practices and reject any form of bribery, both direct and indirect.

We constantly monitor the effective implementation of our policies and controls, identifying possible deviations and areas for improvement. We evaluated all operations related to our healthcare professionals for corruption risks. We obtained positive results in all compliance audits conducted in 2023 by our business partners covering anticorruption and bribery issues.

We also recognize the importance of having a risk matrix that focuses on the crimes that can be attributed to the entity, in accordance with the National Code of Criminal Procedures (Código Nacional de Procedimientos Penales). We analyzed 70% of our most relevant operations to build this matrix and will continue to progress to cover all our operations.

Ethics training

We communicate our Code of Ethics and Conduct to 100% of our highest governance body members, team members and business partners. Our team members particularly receive mandatory training in the Code of Ethics and Conduct when they join the company and are measured on their knowledge and application in daily operations as part of their performance evaluations.

During 2023, we also provided internal training on other ethical policies and procedures:

- Integrity Policy
- Anti-Fraud Policy
- Personal Data Protection Policy
- Interactions with Healthcare Professionals and Medical Organizations Policy
- Compliance Guidelines

Ethics Line

We have a formal channel where violations of our policies are reported, received, and analyzed confidentially and anonymously. These reports are investigated by the Audit Committee area as part of its responsibilities. These reports are then communicated to the Audit Committee and the Integrity and Compliance Committee to address any deviations and prevent future irregularities.

We have policies to deal with complaints filed through the ethics hotline and mechanisms to guarantee our stakeholders’ confidentiality. Senior management is involved to ensure remediation in the event of finding and preventing prohibited conduct.

Ethics Line
E-mail
lineadeetica@sanfer.com.mx

Phone number:
(5255) 4744 5858

Address personally with immediate manager



Compliance culture

We are committed to a culture of compliance. The Integrity and Compliance Department oversees and monitors that all our operations are carried out in full compliance with Mexican laws. We have developed a set of policies that govern our operations. These include:

- Integrity and Compliance Policy
- Corporate Governance Policy
- Due Diligence Policy
- Code of Ethics and Conduct
- Ethics Hotline Reporting Policy
- Anti-Corruption Policy
- Psychosocial Risk Prevention Policy
- Conflict of Interest Mitigation
- Personal Data Protection Policy
- Antitrust policy
- Anti-money laundering and prevention policy
- Interactions with health professionals and medical societies policy
- Anti-fraud policy
- Compliance guidelines for organization and monitoring of events
- Supply Chain/Supplier and Customer Policy

Total cases of non-compliance with:

- Regulations that translated into fines or penalties: 5
- Regulations that translated into warnings: 2
- Non-compliance with voluntary codes: 1



In 2023, we were not sanctioned for any non-compliance or third-party impacts

0



We were recognized by CETIFARMA for achieving 100% compliance in continuous medical education programs

100%



ETHICAL MARKETING

One of our main responsibilities is to provide precise and transparent information about our products, enabling our customers to make informed decisions.

We strictly adhere to the *Norma Oficial Mexicana* NOM-072-SSA1-2012 provisions, regarding the labeling of medicines and herbal remedies. We also adhere to the Authorized Labeling and Prescribing Information Project (IPPs), established by regulatory authorities for each registered product, in accordance with the General Health Law on Advertising Regulations (*Ley General de Salud en Materia de Publicidad*).

Our internal processes are aligned with all required labeling criteria. This considers including indications for use and counterindications, when applicable, to ensure safe consumption.

Each of our facilities have different labeling and quality requirements due to their specialization. For a detailed description regarding the various regulations each business unit is aligned with, please refer to the Annex "Regulatory norms and standards".

Our commercial area is also evaluated under the requirements established in its self-regulation system implemented by CETIFARMA. To ensure compliance, we work hand in hand with areas such as the Marketing, Integrity and Compliance, Pharmacovigilance, and Legal teams. These areas must provide guidance and supervise all messages addressed to external stakeholders.

Finally, to strengthen ethical compliance in our marketing and distribution strategies, we have a set of internal policies that determine that the Regulatory, Medical, and Compliance areas must review, approve, and supervise promotional materials, among other things.

We also strive to prevent practices that may mislead or misinform in the health care process. These include:

- Integrity and Compliance
- Interactions with Healthcare Professionals
- Medical Sample Controls
- Conflicts of Interest
- Payment of Medical Advisory Fees
- Use of Social Media
- Approval of medical materials and articles

Since we are aware of corruption and/or collusion risks that may exist in the medical prescription process and advertising directed to patients, we take meticulous care of every detail in our materials, channels, and communication and sales strategies.

In 2023, we did not have any cases of non-compliance with regulations or voluntary codes related to product information and labeling, nor those related to marketing strategies.

Our goal is to maintain zero complaints and demonstrate the reliability of our approvals and controls.

DATA PRIVACY AND INFORMATION SECURITY

We protect our business’s confidential, sensitive, and relevant information to operate properly.

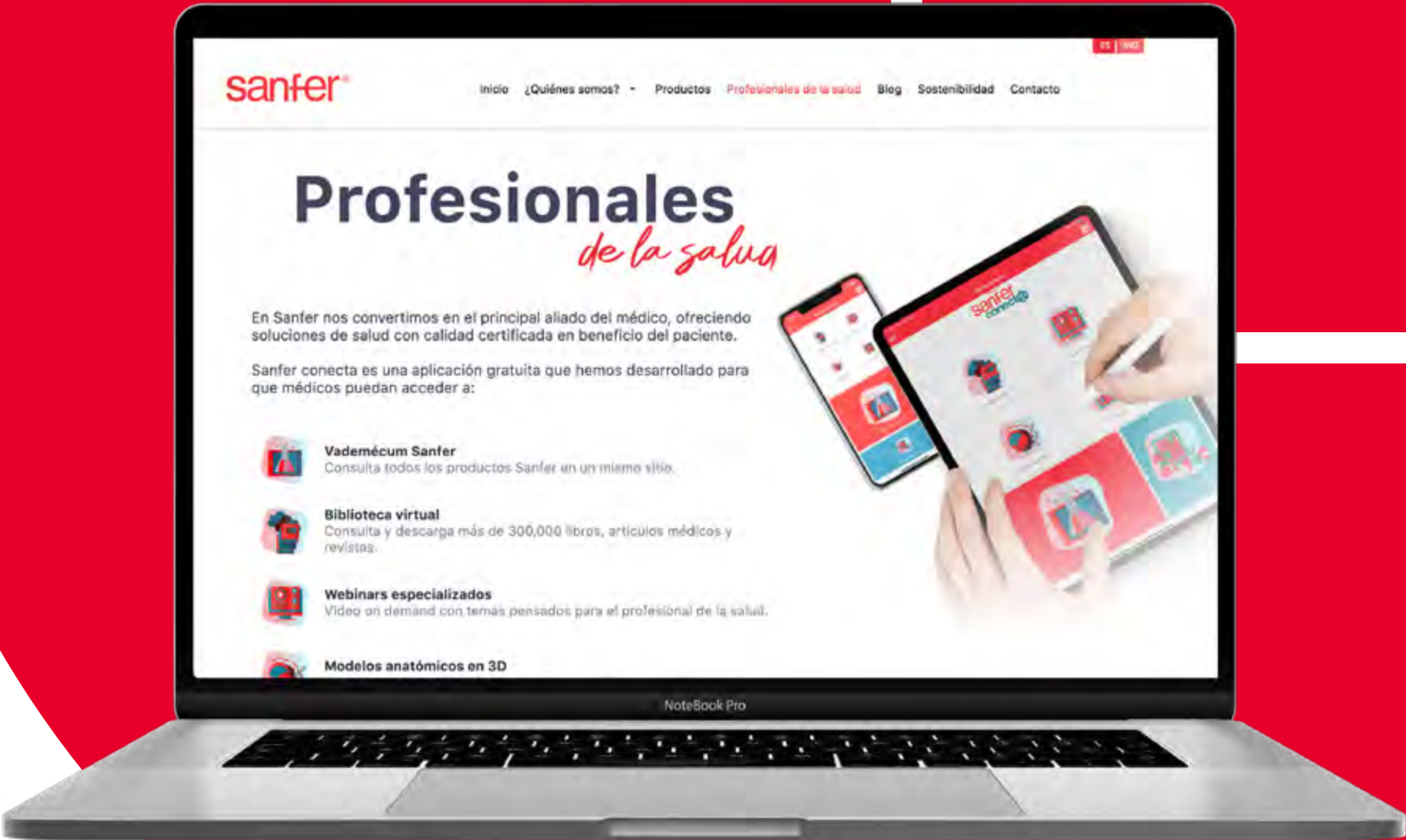
We have policies and protocols for handling information through our Information Technology (IT) area. We also have a Policy for the Treatment of Personal Data and Sensitive Personal Data. Our Compliance Officer is responsible for generating and strengthening guidelines in this area. Among our initiatives, we also have privacy notices for specific interactions and a hotline to attend and enforce ARCO rights in real time.



We did not receive any complaints regarding customer privacy breaches or data losses in 2023

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We are part of three CETIFARMA working subgroups focused on Data Protection, Patient Organizations, and Transparency with third parties. We are committed to integrity practices and benefitting patients by establishing transparency parameters in the industry.



OUR CORPORATE GOVERNANCE

Board of Directors

Our highest governance body is the Board of Directors. It is made up of 11 members and their respective alternates: a Chairman, a Secretary, and nine more members. Three of them are independent. Their responsibilities include to:

1. Determine general strategies for directing our business and oversee our management.
2. Approve operations with related parties.
3. Appoint the company's top executives, as well as establishing guidelines on their functions and compensations.
4. Approve strategies and guidelines for financing, accounting, control, and internal audits.
5. Approve the external auditor's hiring.
6. Establish auxiliary committees as it deems necessary.
7. Determine business strategies.
8. Oversee the management of the Company and its subsidiaries.
9. Present an annual report regarding activities and compliance with objectives and goals to the Shareholders' Meeting, together with the Audit Committee's report.
10. Submit the audited financial statements for the approval of said Assembly.

The Board of Directors created an Audit Committee that is responsible for preventing, securing, and mitigating conflicts, which is integrated by members of the highest governance body.

Board of Directors meetings are held at least every two months. However, extraordinary meetings may be held when necessary. These sessions can be called by two directors or the secretary of the Board. Matters discussed during the Board of Directors' meetings must be voted on by a majority of those present to be approved, except in cases that require a "majority decision".

The members of the Board of Directors are appointed by our shareholders. In accordance with our bylaws, to avoid and mitigate conflicts of interest, as well as to promote transparency and objectivity, **at least two members of the board must be independent**. In addition, our members cannot be members of any Board or similar bodies of any direct competitor of ours.

The members of the Board of Directors, as well as the Audit and Advisory Committees, are entitled to receive a fixed compensation per meeting. This remuneration is defined by the Company's Bylaws and will be adjusted annually in line with inflation.



To carry out its functions, the **Board of Directors** is supported by an **Executive Committee** and three more committees: **Management Committee, Audit Committee, and Advisory Committee.**



We have an Executive Committee made up of our chief officers who represent the most relevant and strategic areas of the company's operations. This committee meets twice a month to evaluate the development, operation, and growth of the company, as well as to identify any deviations or risks in a timely manner. This governance body carries out an evaluation based on reports of the company's operations and functioning. It studies the strategies, tools, and policies that are implemented with the objective of materializing the company's values and mission. When deemed necessary, the Executive Committee may escalate and consult matters with the Board of Directors.

Additionally, a woman joined the Board of Directors this year, which represents a significant step forward towards promoting diversity and inclusion. With her incorporation, perspectives are broadened, and debates are being enriched with different points of view and experiences. This action reflects the company's commitment to gender equity and contributes to a more inclusive organizational culture.

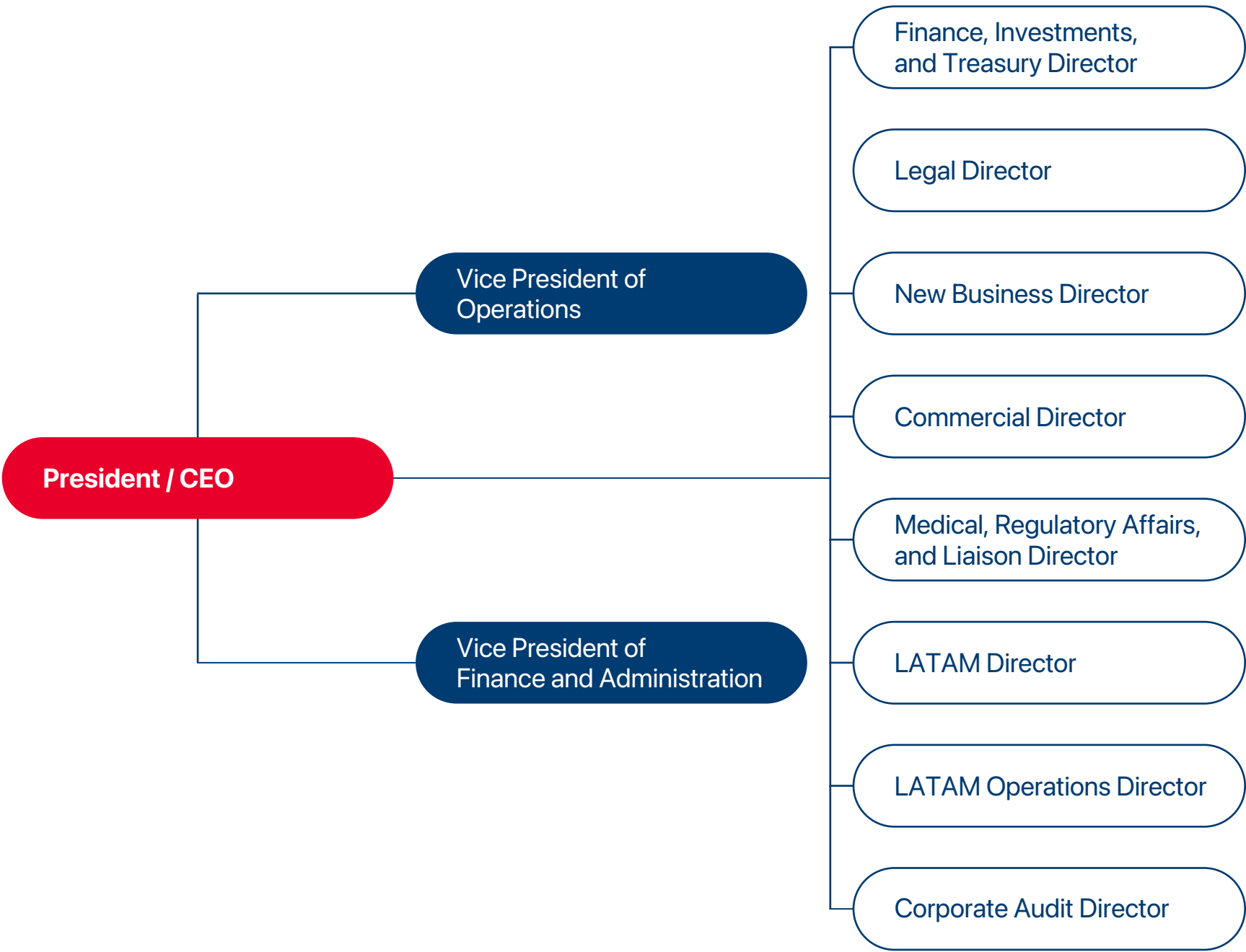

Woman incorporated to the Board of Directors in 2023

1



MANAGEMENT TEAM

Our management team is comprised of a president, two vice presidents and seven corporate officers.





Material Topics

Innovation, research, and development
Product Quality and Safety
Supply chain management
Customer satisfaction

Other Relevant Topics

Animal health and welfare
Access to medication

GRI 3-2

Committed to Healthcare

The quality, safety, and effectiveness of our products is crucial for us. We constantly look for ways to innovate and tirelessly work to reach as many people as possible.

INNOVATION, RESEARCH, AND DEVELOPMENT

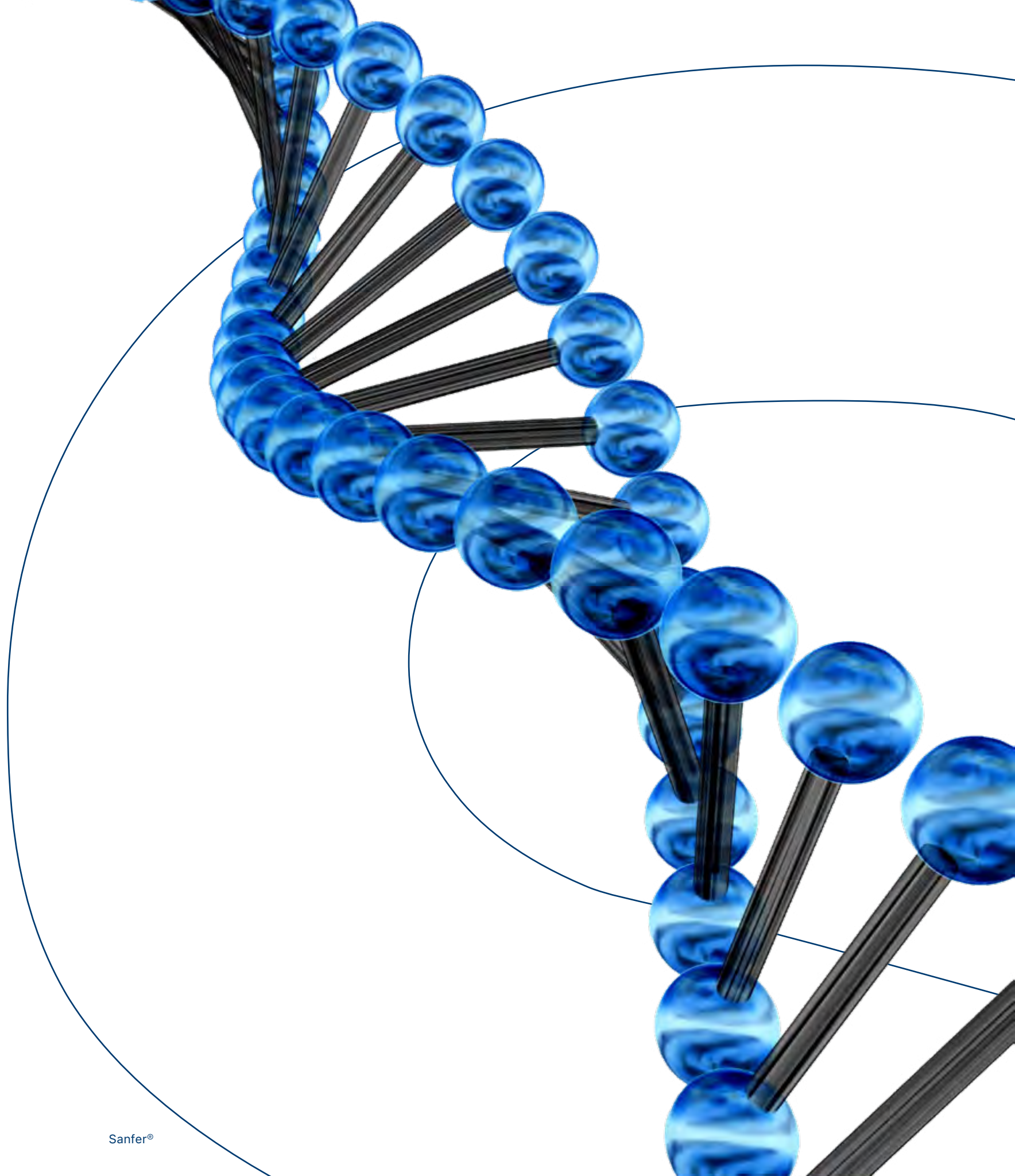
Continuous innovation is fundamental to our industry. That is why our Innovation and Development team is constantly working on our portfolio and the technologies we use. We aim to offer products that are increasingly more effective and consider patients' and physicians' preferences, always aligned with current treatment guidelines for various diseases. We focus on improving the posology (number of daily doses) of specific drugs and the combination of multiple drugs prescribed together to provide access to complete treatments at affordable prices.

We also strengthen our production lines every day. By generating capabilities for new product categories, such as injectable products or soft gelatin capsules, we are independent from foreign manufacturers, mitigating supply chain risks.

Our conviction to invest in Mexico to strengthen current infrastructure and development, seek greater self-sufficiency, and improve effective access to medicines led us to the acquire Probiomed in 2022. This made us a major player in the biotechnology market, enables us to provide patients with state-of-the-art medicines. In addition, **thanks to the acquisition of Mavi Farmacéutica in 2023, we have increased our coverage within national territory.** This acquisition allows us to incorporate new distribution channels and provides us with the opportunity to offer treatment alternatives aimed at consumers from different socioeconomic levels. We want to encourage the adoption of quality treatments within the C, C-, D+ and D socioeconomic segments.

We are also working with each of our regional subsidiaries to develop brands that cover different countries in which we operate. This strategy aims to increase the value of intangible assets and increase production efficiencies at our facilities. Initially focused on new chemical entities, this strategy has been extended to the Biotechnology field, supported by Probiomed's infrastructure.

Another source of innovation comes from commercial agreements with international companies. Thanks to the relationship we maintain with companies with major research activity, we can offer more innovative therapeutic options to our customers. This involves the incorporation of technologically superior and even patented products whose safety and efficacy have already been validated in markets with rigorous health surveillance.



PRODUCT QUALITY AND SAFETY

A culture of quality is present in all our companies, as well as in our supply chain. Ensuring quality and safety of our products is fundamental to both our business and our mission to improve the health of the population.

To achieve these high standards we set, we have a **Quality Management System** in our production facilities that aligns with the industry’s best standards. We ensure that:

- **All** inputs undergo a rigorous evaluation prior to their use in the manufacturing process.
- **All** finished products are thoroughly tested before market release.
- **All** business units have their own quality handbooks that serve as guidelines to support their corresponding management systems.
- **All** our products are equipped with security locks.

We also use different technologies to maintain our products’ traceability throughout our supply chain, preventing their falsification or deviation. We use technology to verify the authenticity of the materials used to manufacture products, invisible ink printing technologies that are only visible under ultraviolet light on the packaging label, aluminum, and case; we also use barcodes on all packages and labels.

Our facilities meet and exceed the strictest norms and standards that regulate the sector in Mexico and Latin America and those of our global partners. Please see the **Regulatory norms and standards section in the Annex** for details.

Case Study

When Probiomed was integrated into Grupo Sanfer, the use of the ERP Lx (Enterprise Resourcing Planning) computerized system, which was already used by the group, was implemented in all Probiomed locations. The Lx System's performance was validated under our Quality Management System's guidelines, and standardized databases were implemented for the management of the Quality System Deviation Management.

Our internal and external audits system (some of them performed by health authorities) has a risk analysis approach. These provide and ratify our Good Manufacturing Practices certificates, which are necessary to maintain our operational excellence. Observations generated during these audits are systematically analyzed, identifying the root cause of the problem and Corrective and/or Preventive Actions (CAPAs) are implemented to reduce or eliminate the root cause identified. Verification of compliance with CAPAs is performed through the CAPA system.



Our KPIs

We monitor various indicators to measure and improve our progress in terms of the quality and safety of all our products. These include:

- 100% of significant product and service categories for which health and safety impacts are assessed.
- 100% compliance with internal audit program.
- Renewal of product quality and safety certifications.

2023 Achievements

- We built and enabled Dinafarma's semi-solid product line. COFEPRIS granted us the extension of our operating license thanks to our 100% compliance with sanitary requirements.
- We received the GMP (Good Manufacturing Practices) certification at Aerobal for Pharma and at Gridimex, in addition to recertification at Dinafarma.
- Grimann obtained over the counter (OTC) product certification for its client, Walgreens. COFEPRIS also approved the withdrawal of assurance of precursor chemical handling. We remodeled and began operating a solid line to ensure it complies with applicable regulations at both documentary and operational levels, reducing the risk of receiving regulatory observations.

2023 Challenges

During 2023 we received one sanction related to customer quality and safety, due to improper handling of a sample received as a gift from a supplier to perform tests in the Development area, without considering that, being a sample of raw material classified as a controlled substance, it was not assured to have the complete documentation as a regulated activity. As a result of this non-compliance, an action plan was implemented to mitigate the findings and were presented to the Regulatory Entity. Once the activities were completed and accepted by the Regulatory Entity, as well as the payment of the penalty, the administrative sanction procedure was concluded.

Measures to reduce counterfeiting risks

With a focus on ensuring that our customers' experiences are always positive ones, we have developed several strategies to reduce the risk of counterfeiting our products. These include:



	Authenticity verification	Encourage verification of the authenticity of pharmaceutical products through authentication of security codes, holograms or other security devices provided by the manufacturer.
	Buy from reliable sites	Recommend that customers purchase pharmaceuticals only from trusted and/or authorized sources, such as pharmacies, authorized distributors and direct suppliers.
	Surveillance of suspiciously low prices	Alert customers of the possibility of counterfeit products when prices are significantly lower than expected in comparison to similar products in the marketplace.
	Packaging inspection and labeling	Train customers and business partners to carefully inspect the packaging and labeling of pharmaceutical products looking for signs of tampering, printing errors, missing information or any other indication of counterfeiting.
	Information and education	Provide information and educational materials to customers and business partners on how to identify counterfeit products.
	Collaboration with regulatory authorities	Encourage collaboration among customers, business partners and regulatory authorities to report suspicious activity, share information on counterfeit products and collaborate on enforcement actions.
	Continuous supply monitoring	Encourage customers and trading partners to implement continuous supply monitoring systems to detect and prevent the entry of counterfeit products into the supply chain.
	Suspected counterfeit report	Establish reporting channels for customers and business partners to report any suspicion of counterfeit products to the manufacturer or relevant regulatory authorities for investigation and action.

PHARMACOVIGILANCE

The main purpose of our Corporate Unit of Pharma-Tech Surveillance (UCFV-TV), or Pharmacovigilance, is to ensure the safety and efficacy of authorized and commercialized drugs, thus satisfying legal and regulatory requirements. This unit is supported by the Pharmacovigilance System and processes for Risk Analysis and Management.

Our Pharmacovigilance system is an essential part of the quality management system. It is governed by rigorous operating procedures and its performance is evaluated through key performance indicators (KPIs) for continuous improvement. This enables all activities to be planned, executed and monitored, ensuring compliance with Good Pharmacovigilance Practices (GVP) with high quality standards.

One of the UCFV-TV's main tasks is to guarantee the reception of **Individual Case Safety Reports (ICSR)** and any other incident related to drug safety. Our communication channels operate 365 days a year, 24 hours a day. We also perform a bimonthly monitoring of communication channels to ensure their optimal functioning and guarantee the continuous reception of reports.

Communication channels and continuous report reception process:



At Sanfer we have a permanent training program on Pharmacovigilance that we provide to all team members on a mandatory basis. These trainings explain the importance of reporting ICSRs, when, how and where to report cases, as well as the related regulations. There is induction training for new collaborators and annual training for all personnel in general. In higher risk areas, the number of training hours per year is increased to strengthen the Pharmacovigilance System.

1 Achievement

We are pleased to announce that the Multidisciplinary Team for Risk Analysis, Management and Evaluation (EMAGER) started its sessions in February 2023. This team is composed of highly specialized personnel in various Pharmacovigilance processes. This diversity allows to carry out Risk Analysis, Management and Evaluation efficiently, ensuring timely decisions for the benefit of patients' safety.

It is essential to highlight that Grupo Sanfer is among the first national pharmaceutical companies to implement these processes, even ahead of the requirements established by the local health authority. This reflects a high commitment and responsibility towards the health of our patients.

This milestone marks a significant step in the efforts of the Corporate Unit for Pharmaco-Technovigilance (UCFV-TV). By thoroughly assessing the safety of our medicines and recommending risk management measures, EMAGER is actively contributing to the protection of public health.

2 Achievement

The Information for Prescribing (IPP) is one of the most critical reference documents for our products, as it communicates product safety information. For this reason, the Corporate Unit of Pharmaco-Technovigilance (UCFV-TV) has developed the Prescription Information Administrator (ADIPP in Spanish, *Administrador de la Información para Prescribir*) database, designed to manage the information in an adequate and efficient way.

This innovative tool does not only optimize the process of preparing, modifying and updating the safety information of our products, but also allows us to:

- **Quick access to current and updated information that considers** the latest updates made in medical or security sections.
- **Support for informed risk management decisions** based on the latest evidence and updated clinical guidelines.
- **Prevention of adverse reactions and prescription errors.**
- **Adequate surveillance and monitoring of Adverse Drug Reactions (ADRs)/Adverse Events (AEs)** by providing a centralized safety information system.
- **Regulatory compliance** related to the prescription of medicines.

3 Achievement

As part of a continuous improvement process, the Corporate Unit of Pharmaco-Technovigilance (UCFV-TV) has restructured and increased its staff of health professionals from 15 to 22 team members. All of them are fully dedicated on the development and implementation of Pharmacovigilance activities, strengthening the UCFV-TV.

It is important to highlight that Grupo Sanfer has one of the largest Pharmacovigilance units in the market. Having a robust and specialized team to carry out an effective risk analysis and management is our priority. This guarantees the commercialization of safe and effective medicines that promote the health of patients.



PARTICIPANT SAFETY IN CLINICAL TRIALS

We are committed to maintaining the safety of all individuals involved in our clinical studies. Therefore, we ensure that each of our studies rigorously complies with all national regulations applicable^{2, 3, 4, 5}.

We submit these studies to evaluation and approval processes by the Ethics and Research Committees certified by the National Bioethics Commission (CON-BIOETICA). Subsequently, the Federal Commission for the Protection against Sanitary Risks (COFEPRIS) evaluates and authorizes the execution of our clinical protocols^{4,5}.

The research centers and third parties authorized in interchangeability studies, which are selected to carry out our clinical studies, have the proper authorization or current certification granted by COFEPRIS².

Each of them has a pharmacovigilance unit that is responsible for ensuring the timely and adequate reporting of any adverse events that may occur during the studies, both to the corresponding authority and to the sponsor³.

The team of researchers who participate in our studies are certified in Good Clinical Practices, which guarantees the protection of the rights, safety and well-being of the participants in accordance with the principles of the Declaration of Helsinki, ensuring the reliability of the data obtained in the clinical trial.

In each of our clinical studies we have civil responsibility insurance, providing peace of mind to the participants in case of a serious adverse event requiring hospitalization.

Inspections carried out by the Ministry of Labor and Social Welfare (*Secretaría del Trabajo y Previsión Social*) have shown positive results for our operations up to date. During 2023, we did not register any safety-related incidents affecting the health and safety of our product and service categories. We have not received any sanctions, nor have we identified any non-compliance in the processes related to pharmacovigilance.

² NORMA Oficial Mexicana NOM-012-SSA3-2012, which establishes the criteria for the execution of research projects for health in human beings.

³ NORMA Oficial Mexicana NOM-177-SSA1-2013, which establishes the tests and procedures to demonstrate that a drug is interchangeable. The requirements to be met by the Authorized Third Parties performing the interchangeability tests.

⁴ NORMA Oficial Mexicana NOM-220-SSA1-2016, Installation and operation of the pharmacovigilance system.

⁵ Comisión Nacional de Bioética (CONBIOETICA).



During 2023, we did not register any safety-related incidents affecting the health and safety of our product and service categories.

We have **liability insurance** for each clinical study.

Supply chain management

Our supply chain is fundamental to our operations. We seek to collaborate with suppliers who share and support our sustainability principles and values, as well as meeting the highest quality standards.

One of our key efficiency indicators is the fulfillment rate between the product ordered and the product invoiced. We want to ensure adequate product delivery times. Achieving this level of efficiency has not been trivial. To achieve this, we are working on having stability in our supply chain, which in the global context is complex.

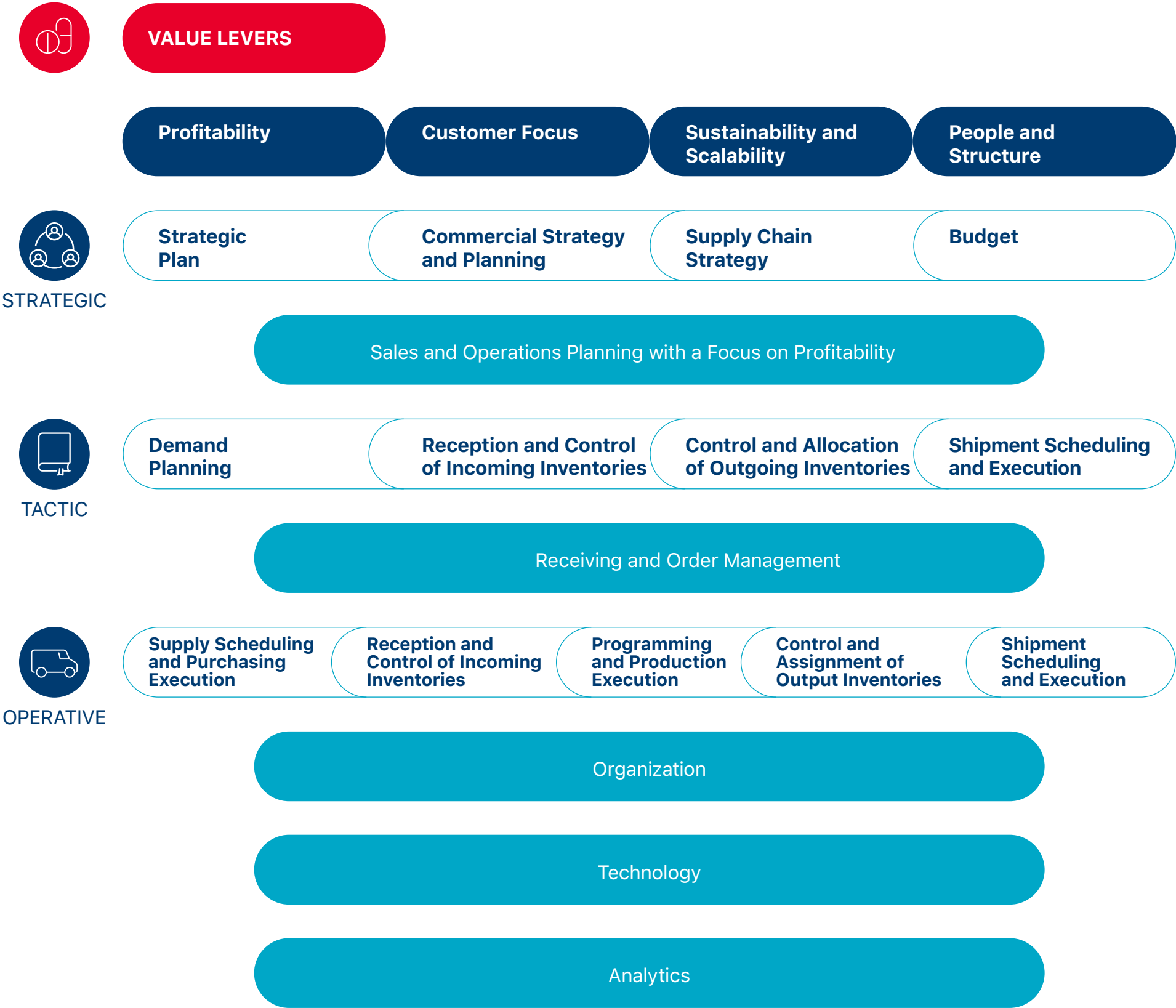
During the year, we kept promoting the following initiatives through our Integrated Planning team:

1. S&OP⁶ System

To improve the accuracy of demand forecasting for our products and plan raw material supply. We have sought and secured "alternative suppliers" to support our operations. We have a committee that evaluates potential supplier options and analyzes the necessary improvements to be approved by COFEPRIS. In 2023 we achieved a 26% reduction in the number of shortages vs 2022. This resulted from the correct management and monitoring of demand to have products available for invoicing and filling purchase orders.

2. Less dependency on foreign products

We want to ensure the uninterrupted supply of our products by reducing the risk of foreign supply chains.



⁶ Sales and Operations Planning.

A relevant element for the positive impact on the communities in which we operate is the origin of the entities with which we have contact and commercial relationships. It is understood that a greater interaction with local suppliers generates more revenue in our community. For this reason, we are working on creating a detailed list of suppliers that identifies two elements:

- **Local supplier per transaction**

Organization or individual that provides a product or service to the reporting organization and is based in the same geographic market as the reporting organization (i.e., no international payments are made to a local supplier).

Considering this concept, of the total amount of payment exercised in 2023 by all group companies in Mexico, the payment to local suppliers was as follows:

Local

60%

Foreign

40%

On the other hand, we are working on the development of a specific list of suppliers based on the percentage of value added that is generated locally, which we expect to conclude in 2025, considering the following definition:

- **Local supplier by value added**

Suppliers are considered "local" when a significant proportion of the value added (Process by which the monetary value of a good or service increases) is performed in the country.

Effective access to medicines

Our main commitment is to the population's health. We understand that effective access to medicines is a part of this. Therefore, we work to ensure that the population has access to the necessary products, at the right time and in the right place.

We have worked to develop an extensive portfolio that includes more than 200 brands with more than 700 drug presentations, addressing conditions that represent 89% of the medical prescriptions in our country. We also cover a large part of the national territory through our distribution channels, reaching more than 40,000 points of sale in Mexico.

For more than 5 years, Laboratorios SANFER has been actively participating in various loyalty programs of the main drugstore chains and self-service stores nationwide. Our main objective is to encourage adherence to treatment and facilitate continuous access to our medicines. **With a portfolio of 30 medicines, we seek to strengthen adherence to treatment in different therapeutic classes, from hypertensive or cholesterol-lowering products, to antidepressant or ophthalmologic medicines. Through this program, more than 480,000 units are shipped each year, to which Sanfer adds 140,000 units as a bonus to the patient. We also actively collaborate with insurance companies and health administrators to offer treatments at affordable prices for their policyholders.**

SANFER's participation in these loyalty programs is much more than a commercial strategy; it is a deep commitment to each patient's health.

As part of our commitment to the most vulnerable population, through Fundación Sanfer, we have established alliances with institutions and civil society organizations. In 2023, we managed to donate more than 454,000 units of medicines and household products, with a total value of +71 million pesos.

This philosophy that allowed our national development as a strategic partner of transnational companies has been successfully replicated in other Latin American countries, such as Chile, Ecuador and Central America. We have been able to extend our agreements to these countries, becoming a regional partner of the main pharmaceutical companies worldwide. An example of this is an agreement with Menarini to bring products from its gastroenterology and pain line to Ecuador.



Brand
portfolio

+200



Drug
presentations

+700



Conditions treated
in our country

89%



Points of Sale
in Mexico

+40,000



Donated
medicines

+454,000



A perception study was conducted with the medical community through 42 interviews.

We increased our social media community by 39%

GRI 3-3

CUSTOMER SATISFACTION

Our customers, patients and/or consumers are at the center of our decisions. For this reason, we constantly perfect our competences and strive for excellence. We also generate feedback mechanisms to actively find areas of opportunity and monitor indicators that measure the link between consumers and our products.

In our latest Kantar OTC brand study (2022), our main products were positively evaluated. Our goal is to maintain this position and increasingly elevate more products to this level.

We have different contact channels ranging from surveys and e-mails to telephone numbers for reports and complaints. We also generate an active presence in social networks to be available and inform the community about topics of interest in health matters. In 2023 we grew our social media community by 39%.

The medical community is another very important stakeholder for us. We decided to conduct a market study with this stakeholder group to have an in-depth understanding of their perception of us regarding different therapeutic areas we participate in. The study consists of 2 phases: qualitative and quantitative. In 2023 we conducted an exploitative (qualitative) phase through in-depth interviews with physicians specializing in: Neurosciences, Infectiology, Antiseptic, Gyneco-Urinary, Pain, Gastroenterology, Obesity and Cardio metabolism.

We conducted a total of 42 interviews in Mexico City, Guadalajara and Monterrey. We sought to find the most important indicators and metrics to measure satisfaction with our value proposition, our continuing medical education offering, our contribution to improving the health of Mexicans through our product portfolio, and our sustainability strategy.

In 2024 we will implement phase 2 with a satisfaction survey.



Material Topics

Attraction and retention of talent
Human capital development

Other Relevant Topics

Health and safety of people
Diversity, equity, and inclusion

GRI 3-2

Committed
to our people

Having a strong and comprehensive organizational culture is key to our success. Our team members are an essential part of this culture, and we always seek to ensure their well-being, development, and inclusion in everything we do.

WORKFORCE

At the end of 2023, our workforce in Mexico was comprised of 5,486 team members.

They each play a fundamental role in the smooth running of our daily operations. Their commitment, skills, and dedication drive innovation, productivity, and the quality of the services and products we offer.

Team members in Mexico

5,486

Women (41.9%)

2,297

Men (58.1%)

3,189

31

Half Time (0.6%)

1,083

-30 years (19.7%)

5,455

Full Time (99.4%)

3,375

<30-50> years (61.5%)

4,816

Permanent (87.8%)

1,028

+50 years (18.7%)

670

Partial (12.2%)



GRI 2-23, 2-24, 3-3, 401-1, 401-3
SASB HC-BP-330A.2

TALENT ATTRACTION AND RETENTION

We remain committed to attracting and retaining the best talent to optimize our operations and ensure customer satisfaction.

We have a Recruitment Policy that allows us to identify the most suitable candidates for each position, without discrimination or bias. We diversify our recruitment sources to ensure good access to the labor market.

We are aware that the labor market is becoming increasingly competitive and are committed to offering competitive benefits that align with market standards. We also focus our initiatives on training our team to find talent within their respective spheres of influence. This year, we conducted a training session called "We interview.... But how?". The training provided an opportunity for participating managers, leaders, and supervisors to understand the purpose of the interview process and the importance of obtaining objective information for each position.

Our seniority rate is very high due to our team members' perception of a positive work environment for their growth and career development. Much of the rotation we have comes from temporary manufacturing projects for our partners at our facilities.

One of the most significant challenges for our organization is the generational change in key positions within the company. In 2023, two major changes were implemented with regards to the Vice-Presidency of Finance and Administration and the Corporate Operations Division. The transition will be extended to the Human Resources and Corporate Purchasing Divisions. In all cases, a gradual transition has been carried out, sharing the knowledge acquired throughout Sanfer's trajectory. This will allow the organization to continue operating without interruptions.



Integral well-being

We offer multiple benefits that exceed legal requirements to provide the best possible conditions for all our team members and their families.

We conduct annual assessments of the organizational environment to ensure compliance with all internal regulations and policies covering human rights, labor, harassment prevention, and discrimination.

We monitor any accident to ensure our team members receive the appropriate support and protection.

We offer several benefits and advantages to our team members, including:

- Life Insurance
- Food vouchers
- Major Medical Insurance
- Savings fund
- Christmas bonus
- Funeral services
- Dining room
- Parental leave
- Capacity and Disability Coverage
- Vacation Bonus
- Additional vacation days
- Differential integration and training events
- Pension Plan

In addition, we have implemented various initiatives that contribute to enhancing the work environment within the company. One aspect of this is to incorporate our team members' families into our activities. Some examples of these initiatives are as follows:

- Children's Day event, integrating parents and children from the entire company.
- New Year's Eve events in various locations.
- Children's drawing contest.

To reinforce team health as a fundamental part of overall wellness, we have developed a range of services and programs, including:

- Annual flu and pneumococcal vaccine.
- Mastography brigades.
- Health and wellness talks.
- Sports promotion activities.
- Nutrition training.





Team health and safety

Ensuring the health and safety of our team members is a top priority for us. Our facilities operate in accordance with management systems based on the ISO 9001:2015 guidelines. We adhere to all applicable regulations, which can be found in the **Regulatory norms and standards** section of the Annex of this report. Our rigorous standards apply to all team members, contractors, and visitors.

In each of our facilities we have:

- **Health and Safety Commission**

An internal entity responsible for conducting regular facility assessments to identify potential occupational hazards and evaluate associated risks. Generates comprehensive reports that include the unsafe conditions and/or acts identified, along with the corresponding corrective actions to mitigate risks. Quarterly follow-up is conducted on incidents encountered.
- **Brigade teams**

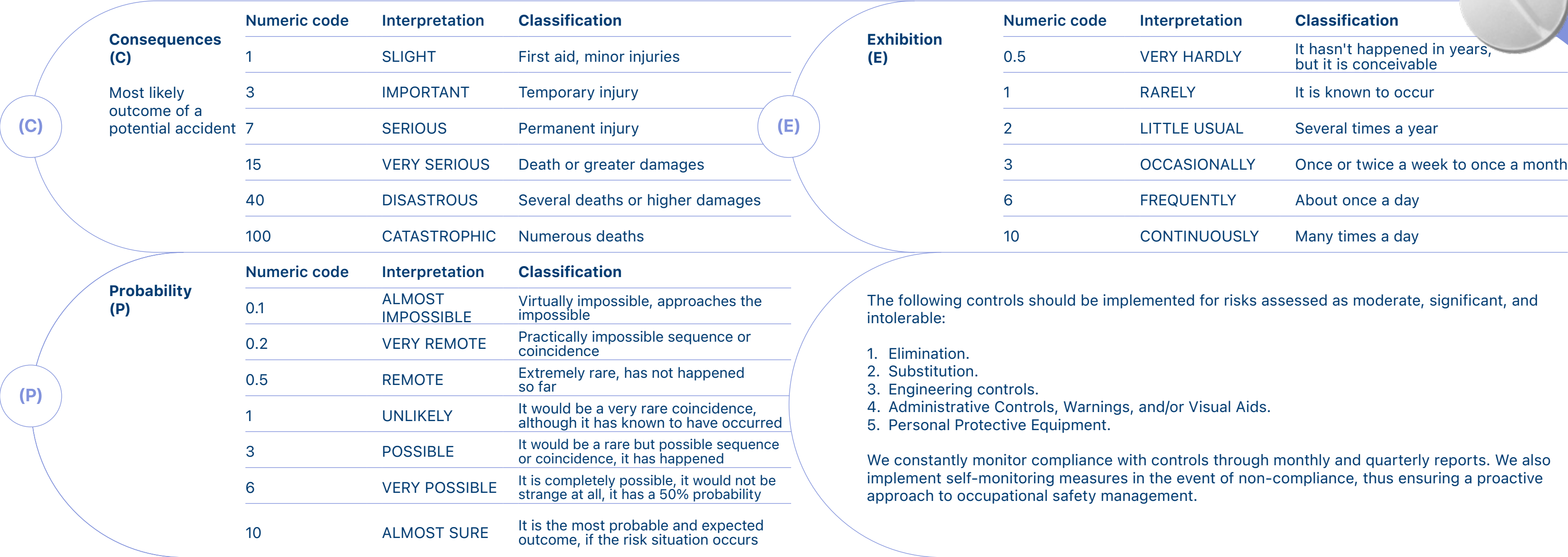
That are trained to prevent and respond to fires, search and rescue situations, and the evacuation of facilities in case of emergency.
- **Comprehensive annual training**

On health and safety in the workplace for our facility personnel.
- **Methods to identify potential hazards and risks**

Health and safety walk-throughs, machinery and equipment risk analysis, safety inspections, and Gemba Walks to detect hazards, risks, and instances of non-compliance with regulations.

Risk control method

The identification of potential hazards across all our facilities is based on the Safety and Hygiene Commission's tours, risk analyses of machinery and equipment, and safety inspections. The probability of risk events occurring is analyzed, as well as the level of exposure to them and the potential severity of the consequences. As an example of the process followed in these inspections, the process held in our poultry facility in Sonora is presented below. Based on this data, the risk index is calculated:



We have also implemented a clear and transparent process for team members to report any anomalies in the chain of command. This includes introductory training and a clear protocol for handling reports, ensuring that team members are protected from potential retaliation.

Accident Investigation

We have an accident and incident investigation process in place at our facilities. In the case of Aerobal, this includes:

1. Photographic and/or video evidence

- The Safety, Hygiene, and Environment Department staff is responsible for taking visual evidence of the area where the accident occurred to analyze the possible causes.

2. Accident investigation

- Personnel from the Safety, Hygiene, and Environment Department, together with a member of the Safety and Hygiene Commission and the immediate supervisor of the injured person, conduct the accident/incident investigation.
- The version of events is registered, answering the questions about who was injured, where and when it happened, what happened, how and why the accident/incident occurred.

3. Determination of causes and controls

- The basic and immediate causes of the accident/incident are analyzed, and controls are implemented to prevent its recurrence and reduce the probability and severity of the risk.
- The injured person's immediate supervisor oversees the implementation of the controls and provides information, instruction, and training to the worker on the selected control measures.

4. Final report and closure

- The final report is recorded, with the Safety, Hygiene, and Environment Manager filling in all the information collected.
- The participation of several members, such as witnesses, immediate supervisors, and members of the health and safety committee is requested to complete the final report.
- The final report is signed by the members of the research team and submitted to facility management and the managers of the affected areas.

5. Statistic recording

- The Safety, Hygiene, and Environment Manager registers the accident/incident in the statistics to calculate the severity index and the frequency index using the appropriate formulas.

We facilitate our team members' access to medical and health services, mainly through our affiliation with IMSS and our internal campaigns. As a result of our strict controls and constant awareness, we maintain an exceptionally low accident rate.



Fatality rate from recordable workplace accidents

0.0



Injury rate from workplace accidents with serious consequences

0.0

DIVERSITY & INCLUSION

We strive to provide a workplace where differences are respected. We promote an inclusive work environment based on tolerance and equal opportunity.

As part of our commitment to gender equity, we work to close the gender pay gap.

2023 Annual average female/male wage ratio

Directors*	Sales representatives
1.10	1.00
Managers	Non-unionized team members
1.00	1.01
Administrative Chiefs	Workers
1.04	0.92
Total	
1.01	

We are also working to include people with disabilities in our workforce. Currently, we have personnel with intellectual disabilities in the corporate dining areas, as well as in the Litogri-mann facility's cleaning area.

* Does not include members of the Executive Committee.

Non-discrimination

We are committed to non-discrimination and fostering an inclusive work environment. This is reflected in the implementation of remediation and training plans, as well as the ongoing evaluation of results. The review of cases and the specific measures taken show a proactive approach to eliminating discrimination in the workplace.

1. Thorough investigation of discrimination cases, workplace harassment, and sexual harassment, interviewing both parties involved.
2. Concrete action taken in cases of violations, including the dismissal of team members found guilty of discrimination.
3. Awareness talks on the prevention of discrimination. Workplace harassment and sexual harassment talks were provided to all Group companies.
4. Implementation of remediation plans, with results evaluated through routine internal management review processes.
5. Interviews conducted by the Compliance Officer with whistleblowers and defendants to verify the veracity of the facts.
6. Implementation of training plans to prevent discrimination, workplace harassment, and sexual harassment for all members of Group companies.





We covered 90% of the mandatory training matrix for new personnel.

During 2023, our team members received 83,955 hours of training, 15.3 hours on average per person.

GRI 3-3, 404-2

HUMAN CAPITAL DEVELOPMENT

The development and continuous training of our team is a key aspect of our company's success and sustainability.

We seek not only to improve individual performance, but also to contribute to the growth and innovation of the organization. From technical skills training to promoting a safe and healthy work environment, our company is committed to integral development.

As a starting point, we address corporate and mandatory topics, such as values and code of ethics, anti-fraud policy, Norma 035, pharmacovigilance and technovigilance. We then offer training that covers more specific skills for each work position. Some examples are:

- Our Human Resources team was trained in the Competency-Based Interviewing Workshop, where they gained both theoretical knowledge and practical skills.
- Our New Product Development team received training in effective communication, which covered both theoretical and practical aspects.
- In Tehuacán, 20 managers, chiefs and supervisors participated in a workshop on management skills. This workshop focused on the importance of working together to achieve objectives, building effective work teams and strategies for managing conflicts within the team.
- Within the commercial area, the program focuses on:

Representatives

Knowing the products in detail and communicating their features to customers in an appropriate and timely manner.

Sales Managers

Develop soft skills in three dimensions: personal interrelationships, mental structure, and feelings/emotions.

Personal Staff

Digital issues, soft skills development, individual coaching, integration workshops, and team interaction.

We provided a 10-hour supervisory skills course for managers, supervisors, and personnel under development to prepare them to effectively lead teams.

These trainings are offered in virtual, classroom, and hybrid modalities. We have internal technology platforms, such as Sanfer Campus, our multimodal platform that has been our LMS for the last decade, which digitally influences and develops the skills of the entire commercial team, with reliable traceability in terms of results and performance. We also use external platforms such as CREHANA and Top Performer.

During 2023, our team members received 83,955 hours of training, 15.3 hours on average per person.

External Scholarships

As part of our team members' benefits, we have increased our budget to support scholarships. This allows us to strengthen and develop our team and, as a result, improve the effectiveness of our organization in legal, administrative, and operational areas.

It is important to highlight that in the past, our team members who received scholarship support have completed their studies 100% of the time, and in 2023, those who reached the end of their studies have also done so. This encourages responsibility, perseverance, and self-discipline in the beneficiary, while for the company it means maintaining this important driver of productivity and development.

Performance evaluations

We conduct performance evaluations for all our team members every year. This year, 1,354 team members from all our plants participated. We have two performance evaluations:

In the marketing and sales area, we have a program called EDS (Sanfer Performance Evaluation), which aims to evaluate the performance, processes, behaviors, results, and attitudes of our entire sales team. We perform this evaluation every six months and classify all team members into different categories (5), considering 5 key indicators:

- 1. Visits
- 2. Certifications and examinations
- 3. Market share
- 4. Evolution index

"Diamonds" are the highest performing group, followed by "sapphires" and "jades" with average performance, while "granites" are in the lowest performing category. We also include the "crystals" category for those who have been at the company for less than 6 months.

Diamond and sapphire representatives are recognized with development opportunities, both internally and externally, and are rewarded with bonuses and incentives.

At the corporate level and in our facilities, our performance evaluation is designed to measure key behaviors and attitudes, covering qualitative aspects such as commitment, quality of work, attitude, skills, customer focus, and leadership, as well as quantitative aspects through SMART (specific, measurable, achievable, relevant, time-bound) objectives. We also include a training needs (DNC) section and evaluate compliance with corporate training. We address ethics, values, and psychosocial risks.

☆	Diamonds	SUPERIOR performance
☆	Sapphires	EXPECTED performance
☆	Jades	AVERAGE performance
☆	Granites	INFERIOR performance
☆	Crystals	-6 months in the company

External Scholarships



Diplomas

3 Men 3
Women 0



Specialties

3 Men 2
Women 1



Masters

9 Men 6
Women 3



International

3 Men 2
Women 1



Bachelor's degree

1 Men 1
Women 0



Material Topics

Environmental management

Other Relevant Topics

Climate Change
Management and consumption of water
Waste management

GRI 3-2

Committed to the Environment

We aim to reduce and mitigate the environmental impact of our operations and ensure a sustainable balance in the production of products and services.

ENVIRONMENTAL MANAGEMENT

Climate change represents a significant challenge to the continuity of our business.

Climate change and its effects on biodiversity have a direct impact on human and animal health, as well as on the availability and quality of the materials and natural resources used to manufacture the medicines, additives, and other products in our portfolio. This has led us to develop adaptation and mitigation strategies in all phases of our production processes.

We are committed to reducing Grupo Sanfer's environmental footprint through the efficient management of its operations. Our objective is to optimize our energy and water consumption, as well as to reduce greenhouse gas (GHG) emissions, and implement a circular economy approach to waste management.

We are focused on establishing concrete measures to address these issues, reaffirming Sanfer's commitment to sustainability and environmental responsibility at every step of our production chain.

In 2023, we strived to improve the quality and recording of environmental information, in addition to incorporating Probiomed's own data, a new subsidiary of the Group.

Aerobal maintained its Clean Industry Certification at the State level with the State of Mexico's Environmental Protection Attorney's Office (PROPAEM, *Procuraduría de Protección al Ambiente del Estado de Mexico*) and, at the end of 2023, applied for the Clean Industry Certification at the national level with the Federal Attorney's Office for Environmental Protection (PROFEPA, *Procuraduría Federal de Protección al Ambiente*).



CLIMATE CHANGE

We continue to implement initiatives to analyze, control, and reduce energy consumption and greenhouse gas (GHG) emissions, both in our operations and in the supply chain. With fiscal year 2022 as a starting point, we are reaffirming our commitments to reduce our environmental impact in the future.

Energy consumption

Energy consumption in our production centers is directly related to the use of electricity. In 2023, we added the activity of three facilities that Probiomed provides. This expansion contributed to a 31% increase in electricity consumption compared to 2022, which would otherwise have been a 7% increase due to the growth in production that we witnessed throughout the year.

To increase the proportion of our energy consumption from renewable sources, in 2023 we installed photovoltaic panels at five work centers, which will start operating in 2024.

Total energy consumption (kWh)

2022	2023	Var.
35,620,020	38,006,388	6.7%

Greenhouse Gas Emissions (GHG)

Scope 1
Includes those directly related to consumption in production processes.

Scope 2
Addresses indirect generation mainly linked to electricity consumption.

This year, we reported an 8% increase in emissions compared to 2022 due to the higher growth in the volume of our operations.

We also installed photovoltaic panels at five facilities in our animal health unit, which will start operating in 2024.

Further details on energy consumption and emissions for the year at each of the Group’s facilities, as well as their ranges and intensities, can be found in the **Environmental Data** section of the **2023 ESG Data annex** in this report.

Between 20% and 25% of the energy consumed at the Aerobal facility comes from **solar energy**, as we have installed 1,000 solar panels.

In 2023, **photovoltaic panels** were installed at five work centers, which will start operating in 2024.

	Total emissions (thousand tons CO ₂ e)		
	2022	2023	Var.
Scope 1	31,473	34,537	9.7%
Scope 2	13,125	13,990	6.6%
Total	44,598	48,527	8.8%



Water management and consumption

We recognize the value of water as a crucial natural resource, and we strive to use it efficiently in everything we do. In accordance with the pharmaceutical industry standards, we apply rigorous water quality controls at our manufacturing plants and production centers.

Consequently, we are also involved in the treatment and recycling of wastewater from production processes prior to discharge into public sewage systems or absorption wells.

Some of the initiatives related to water management in our operations are as follows:

- The facilities located in Lerma, State of Mexico, have agreements with the company Reciclagua Ambiental, located in the same municipality, to treat water from the industrial park before discharging it into the Lerma River
- At Aerobal we have an absorption well to return residual water from the osmosis system to the aquifer.
- At Grimann we carried out an improvement plan for the water treatment plant in accordance with the NOM-001-STPS program.
- At Salud Animal we seek to obtain CONAGUA's authorization to use treated water to irrigate green areas.

More details on the annual water consumption for each of the Group's facilities, as well as the corresponding sources of supply, can be found in the **Environmental Data** section of the **2023 ESG Data** annex of this report.

Total water consumption (m³)		
2022	2023	Var.
465,501	487,212	4.7%

Waste management

We implemented a waste management process that ensures the responsible disposal of all materials through proper selection, handling, and disposal. We always comply with current legislation on waste, whether hazardous or non-hazardous.

We comply with the waste disposal regulations established for the pharmaceutical and poultry sectors. We follow the processes established by local and federal authorities, such as SEMARNAT.

- For hazardous waste, we coordinate the collection, transportation and final disposal (incineration in most cases, or collection centers in others), all under processes approved by SEMARNAT.
- Waste with recycling potential are sold to specialized companies, promoting the circular economy as much as possible.
- Urban solid waste is disposed of by an authorized supplier in a sanitary landfill approved by the Ministry of Environment and SEDEMA.

Some of the most significant achievements to date are as follows:

- At Aerobal's plants, 99.8% of the hazardous waste generated is sent to its final disposition (recycling and co-processing). This hazardous waste is used as a raw material to feed the cement kilns, thus exploiting its calorific energy as biomass. Thanks to this, Aerobal is close to achieving the Zero Waste to Landfill goal.

- We changed the packaging of our Laxoya medicine to a more sustainable one made of recycled cardboard and FSC certification, which will be launched in 2024.
- At the Probiomed facility in Tenancingo, organic canteen waste is processed for composting and used in green areas.
- 45% of the packaging produced by Litogrimann for Sanfer uses cold foil technology, making it recyclable and reducing consumption and waste during production.
- Manure produced in poultry farms is used 100% as organic fertilizer in agricultural production activities, providing nutrients that favor soil productivity.

	Waste generated (ton)		
	2022	2023	Var.
Peligrosos	2,137	2,119	-0.8%
No Peligrosos	15,155	14,720	-2.9%
Total	17,292	16,839	-2.6%

Use of materials

We are committed to the responsible use of materials incorporated in our products’ manufacturing, ensuring that they meet the highest quality standards. We are also working to identify how we can increase the proportion of renewable materials over non-renewable materials.

More details on the use of materials during the year for each of the group's facilities, as well as the generation and disposal of different types of waste, can be found in the **Environmental Data** section of the **2023 ESG Data** annex to this report.

Total weight	2022 ⁷	2023
Renewable materials	19,810	14,146
Non-renewable materials	31,366	33,956
Ratio	0.39/0.61	0.29/0.71

⁷ This data has been restated from its original publication in the 2022 Sustainability Report. Please see GRI 2-4 content for details.

Biodiversity conservation

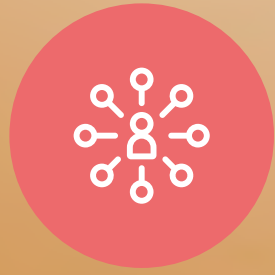
We actively contribute to the protection and conservation of the Tehuacán-Cuicatlán Biosphere Reserve (RBTC), where six of our work centers operate. We are members of the reserve's Business Advisory Council, which helps update the reserve’s Management Program. As an integral part of this program, we have implemented awareness-raising initiatives aimed at the care and conservation of species, focusing especially on two species classified as "threatened" and another two as "special protection" according to NOM-059-SEMAR-NAT-2010.

We mapped the Northern Roadrunner (*Geococcyx californianus*), a wildlife species that, although not classified in any risk category, deserves priority attention due to its presence in a protected natural area.

We will continue to work jointly with the Tehuacán-Cuicatlán Biosphere Reserve Department to carry out ecological restoration and reforestation actions with native plants in an area of two hectares, contributing to the conservation of this important protected natural area.

Type of species	Species name	Risk category	
		NOM-059-SEMARNAT-2010	IUCN
Flora	Sotolin (<i>Beaucarnea gracilis</i>)	Endangered	Not listed
Flora	Golden Barrel Cactus (<i>Echinocactus platya</i>)	Under special protection	Near threatened
Fauna	Rattlesnake (<i>Crotalus spp.</i>)	Under special protection	Minor concern
Fauna	Golden Eagle (<i>Aquila chrysaetos</i>)	Endangered	Minor concern





Other Relevant Topics

Community outreach
Health education
Human rights

Committed to the Community

We firmly believe that, to achieve our goals, it is fundamental to assume our responsibility to promote social development and community well-being, especially for those in vulnerable situations.

COMMUNITY OUTREACH

In 2018, we created Fundación Sanfer, a non-profit organization that acts as the social arm of the Group and is dedicated to supporting vulnerable populations. Its efforts are aligned with our mission, focusing on the development of assistance projects and actions that promote the health of the Mexican population. We believe that prevention and timely treatment of disease are effective and profitable strategies for contributing to well-being.

To achieve its mission, Fundación Sanfer has established three objectives with their respective lines of action:

- **Health:** Forming assistance projects and actions to prevent, promote, care for, and improve health in Mexico.
- **Emergency support:** Establishing mechanisms to support vulnerable populations affected by emergencies and/or natural disasters.
- **Community outreach and accountability:** Creating networks and support mechanisms for the social development of the country's communities.

To achieve this goal, Fundación Sanfer seeks to bring primary healthcare services closer to the people and promote the prevention and treatment of diseases in vulnerable, hard-to-reach, and underserved communities through multidisciplinary medical care brigades in the field throughout the year.



Fundación Sanfer in 2023

- During the year, Fundación Sanfer continued its prevention and health promotion program, bringing diagnostic services, primary health-care, and deworming campaigns to vulnerable populations through two partner organizations. Through three health brigades we provided services such as HIV testing, electrocardiograms, vaccinations and, for the first time, mastograms for low-income women and workers in production plants.
- *Donated surgery.* As an extraordinary measure, Fundación Sanfer organized a campaign among Grupo Sanfer team members and solidarity donors, and together they managed to raise the necessary funds to carry out the double atresia microtia surgeries of a 13-year-old girl. We all contributed to improving her quality of life.
- *Medicine donations to vulnerable populations.* During 2023, it collaborated with 16 partner organizations to provide medical services to vulnerable populations. More than **454 thousand units of medicines** were donated, benefiting an equivalent number of patients, with a market value exceeding \$71 million pesos. Throughout the year, we continued our efforts

to increase the quantity and value of medicines donated, with a 76% increase in total value and a 125% increase in units. This effort doubled in the last two months of the year with medicines donated to hurricane Otis victims, resulting in a **273% increase in value and 529% increase in units of medicines donated compared to 2022.**

- *Deworming.* Intestinal parasitic infections are a threat to children's growth and development. In the adult population, effects can vary considerably. Vulnerable Mexican populations are more likely to be affected by parasites. During 2023, we delivered 41,812 units of anthelmintic⁸ medicines to various organizations and communities, and 36,125 units to the population affected by Hurricane Otis in the state of Guerrero. We also contributed to hygiene promotion and infection prevention efforts by donating hygiene and cleaning products through the *Unidos por Acapulco* project.

⁸ A drug used in the treatment of helminthiasis, i.e. infestations by worms, helminths or roundworms. Anthelmintics cause the rapid and complete eradication of parasitic worms from the body.

MEDICINE AND HYGIENE PRODUCTS DONATION 2023

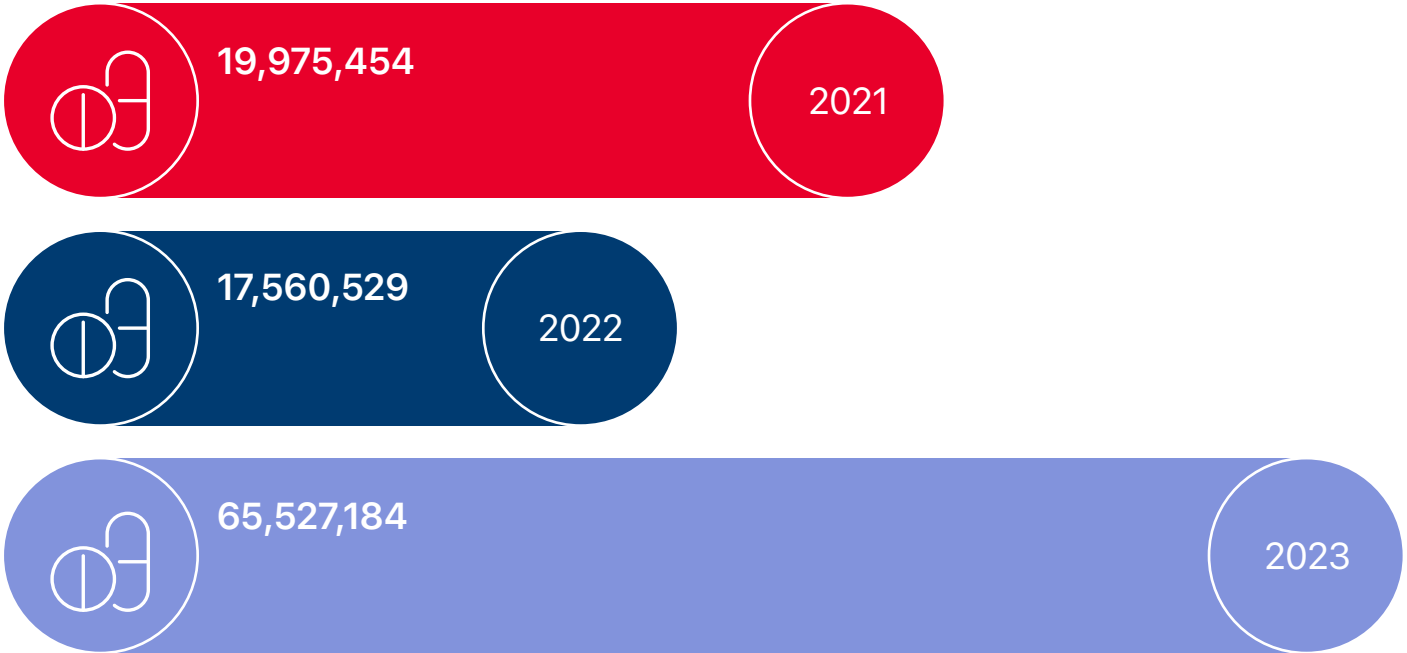
	Value	Units
Total Donations	\$65,527,184	314,497
UxA Hygiene and Cleaning Products	\$5,748,550.40	140,000
Total in-kind donation FS	\$71,275,734.43	454,497

2023 MAIN THERAPEUTIC CLASSES BY UNITS DONATED

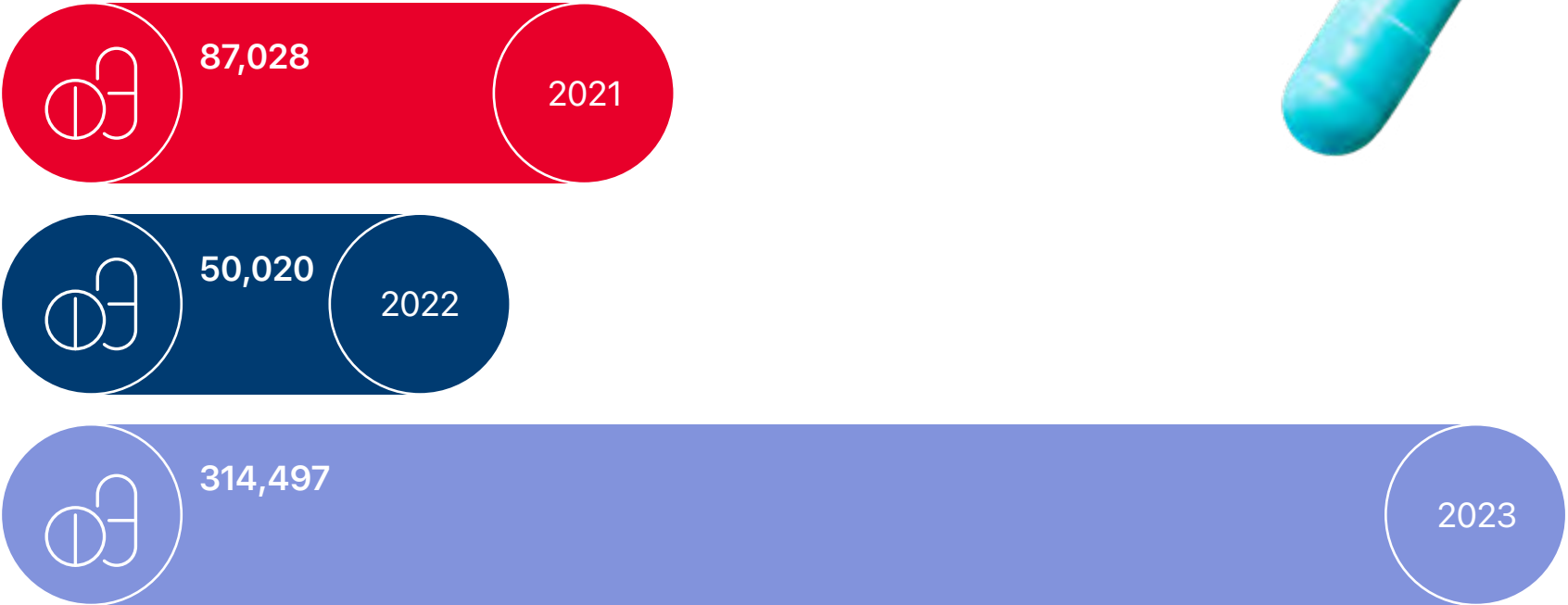
Speciality	No.
Anthelmintics	53,329
Antiseptics and disinfectants	45,301
Intestinal anti-inflammatories	36,800
Antihistamines	36,620
Dermatological antifungals	35,180
Analgesics	28,536
Non-steroidal antirheumatics	21,566
Drugs for constipation	7,924
Anti-ulcerants	6,246
Expectorants	4,911



COMMERCIAL VALUE OF DONATED MEDICINES



MEDICINES DONATED PER UNIT



Medical Brigades

Prevention, health promotion, and primary healthcare are essential tools to reduce the burden of disease and prevalence of both communicable and chronic diseases, especially in vulnerable populations. Over the course of 2023, we carried out three health brigades in collaboration with Medical Impact and the respective municipalities in each area. Two were in Zinacantepec and Coxcatlán in Puebla, and the other in Tenancingo, State of Mexico, with the following results:

Conditions addressed

- Musculoskeletal
- Gastrointestinal
- Cardiovascular
- Endocrinological
- Respiratory
- Gynaeco-obstetric
- Neurological

Types of appointments offered:

- General medicine
- Rehabilitation
- Nutrition
- Psychology

Resultados de Brigadas Médicas



People assisted

1,781



People dewormed

4,644



Medicines

1,296



HIV tests

372



Vaccines applied

269



Ultrasounds

60

Mastography Brigades

The purpose of the mastography brigade, which took place in June and July 2023, was to provide early detection studies of breast cancer to the population of Tenancingo, State of Mexico, and to the working population in Lerma plants. A mobile unit with the capacity to perform up to 70 mastography studies per day was deployed. An effective follow-up system was implemented for women who needed additional studies due to inconclusive or suspicious results, to ensure that they received the appropriate diagnosis and treatment.

Location	Standard Radiological Studies		% Inconclusive Radiological Studies		% Suspicious or Highly Suspicious Radiological Studies		% Total Women Sanfer		% Total Women	
Tenancingo - State of Mex	118	86%	13	9%	7	5%	19	14%	138	
Aerobal	53	76%	12	17%	5	7%	70	100%	70	
Grimman	42	76%	8	15%	5	9%	55	100%	55	
Total	213	81%	33	13%	17	6%	144	55%	263	

Health education

We seek to promote continuing medical education in the therapeutic areas in which we participate. We work closely with medical societies to create high quality academic programs, always seeking to obtain recertification points for the various specialties.

Through this program, we provide the latest medical news to pharmacists, nurses, and healthcare professionals, with the goal of broadening knowledge for the patients' benefit. This allows us to offer doctors the best options for their daily medical practice.

In 2023, we invested \$24.9 million pesos in events such as webinars, roundtables, and conferences, both internal and external, reaching an audience of 192,000 people.

Doctor Scholarships

We also have an initiative to provide scholarships to physicians in various medical specialties and events. In doing so, we seek to strengthen medical fundamentals that can be applied in a wide range of clinical situations. This scholarship program contributes significantly to improving the quality of medical care by fostering the professional development of physicians in accordance with the guidelines and directives of the respective medical societies and associations. Through this program, we provided scholarships to **1,234 doctors at 55 different events.**

Speciality	No.
General Medicine	232
Gynecology	193
Pediatrics	177
Ophthalmology	147
Surgeon	87
Cardiology	67
Internal Medicine	66
Gastroenterology	65
Nephrology	51
Psychiatry	39
Angiology	29
Traumatology/Orthopedics	24
Urology	13
Oncology	12
Otorhinolaryngology	8
Nursing	8
Hematology	6
Residents	3
Other	6

Kidzania ESG

We believe that education and play are fundamental tools for empowering new generations and providing them with the knowledge necessary for a better future. For this reason, in September 2023 we inaugurated the "Sanfer Pharmaceutical Plant" in Kidzania, Cuicuilco. In this space, we want to use games to communicate the existence of medicines as an essential pillar of medicine, the technology, innovation and quality that must be considered in their development and manufacture, and the importance of this in healthcare. **In the last 3 months of 2023, we had more than 2,500 children per month.**

We believe that a better future for all can only be achieved if new generations retain their spirit of curiosity, creativity, and respect for others. Focused play and learning spaces such as Kidzania's Pharmaceutical Plant will help us to nurture these qualities.



Sanfer Conect@

We have the Sanfer Conect@ app, which gives the medical professionals access to the largest library of scientific and academic information in the medical and health sciences area. We also offer our library of webinars held throughout the year. We are committed to incorporating these programs on an annual and unrestricted basis, adhering to the highest standards and policies of ethics and good promotional practices.



In 2023 we reached **80,000 users of the app Sanfer Conect@**

HUMAN RIGHTS

Respect for and protection of human rights are fundamental elements of our business philosophy.

All our actions are governed by the Federal Labor Law, which ensures the integrity of every person involved in our operations.

Our Code of Ethics and Conduct clearly establishes the treatment that should govern all interactions between team members and third parties, always in strict compliance with human rights. This is effectively communicated to all members of the organization.

We have policies and procedures designed to assess the organizational environment, prevent psychosocial risks, and identify significant traumatic events:

-  **Human Rights Policy**
-  **Human Capital Policy**
-  **Occupational Health and Safety Policy**

We also have an active ethics hotline to facilitate the reporting and follow-up of cases where rights have been violated. The ethics hotline is managed by the Corporate Internal Audit Department, which reports to the Audit Committee. All information is treated confidentially. Please visit the **Ethics and Compliance** section for details on this hotline.

As a sign of our efforts to comply with human rights, **Grimann received the State of Mexico "No Child Labor" distinction in 2023.**



ABOUT THIS *report*

Sanfer's 2023 Sustainability Report is our 2nd annual publication. It reports on the **social, environmental, and corporate governance performance of our company**, aligned with our sustainability strategy.

The information presented is of the January 1 to December 31, 2023 period; it comprises the operations of Sanfer Farma S.A.P.I de C.V. in Mexico, excluding real estate and MAVI; and covers the operations of the following entities:

- Laboratorios Sanfer
- Grimann
- Dinafarma
- Corex
- Laboratorios Hormona
- Litogrimann
- Sanfer Salud Animal
- Aerobal
- Probiomed
- Incubadora Mexicana
- NUTEK
- Alpes Sanfer
- Distribution Center

The report has been developed in accordance with the GRI Standards, as last updated in 2021, as well as the SASB standards for the pharmaceutical sector. These contents are linked to its most recent materiality exercise which includes the business vision, as well as the perspective of its stakeholders. It also reports on its contribution to the Sustainable Development Goals (SDGs).

The information was compiled by the Sustainability area and the review and approval process was supervised by the CEO. There is no external verification of the information for this report.

Details regarding the restatement of data in this report compared to the 2022 publication due to adjustments in its calculations can be found in the GRI index (GRI content 2-4).

Any questions or comments related to this report can be addressed through the following contact point:

Viviana Linares Luna Parra
Liaison Director
viviana.linares@sanfer.com.mx





Annexes

Regulatory norms and standards

Our facilities meet and exceed the strictest norms and standards that regulate the sector in Mexico and Latin America, as well as those of our global partners, among which the following stand out:

Specific standards on the quality and manufacture of products:

Regulation/ Designation	Description	Aerobal	Avícolas	Dinafarma	Grimann Farmacéutica	Grimann Farmoquímica	Gridimex	Litogrimann	Probiomed	Salud Animal	Laboratorios Sanfer
Labeling											
NOM-137-SSA1-2008	Labeling of medical devices	×									
NOM-141-SSA1/SCFI-2012	Labeling for prepackaged cosmetics products	×									
NOM-072-SSA1-2012	Labeling of drug products and herbal remedies	×		×	×	×	×		×		
NOM-189-SSA1/SCFI-2018	Products and services. Labeling and packaging for household cleaning products	×									
NOM-012-ZOO-1993	Specifications for the regulation of chemical, pharmaceutical, biological and food products for use in animals or consumption by them		×							×	
NOM-064-ZOO-2000	Guidelines for the classification and prescription of veterinary pharmaceutical products by the level of risk of their active ingredients		×							×	
SENASICA 01-021 and SENASICA-01-22	Activity letters to market group I products (controlled)										
M.B.B.	"Biocompatible Biotech Medicine": statement on the origin of the drug and internal procedural requirements to comply with labelling standards								×		

Regulation/ Designation	Description	Aerobal	Avícolas	Dinafarma	Grimann Farmacéutica	Grimann Farmoquímica	Gridimex	Litogrimann	Probiomed	Salud Animal	Laboratorios Sanfer
Manufacturing											
NOM-059-SSA1-2015	Good manufacturing practices of drug products	x		x	x		x	x (used for reference)	x	x (used for reference)	x (chapter 16 applies)
NOM-251-SSA1-2009											
NOM-257-SSA1-2014	In matters of biotechnological drug products								x		
NOM-164-SSA1-2015	Good practices for Drug Substances					x			x		
NOM-EM-022-SE/SSA1-2021	General specifications for ethyl or isopropyl alcohol-based topical antiseptics - Trade and health information.										
NOM-0241-SSA1-2012	Good Manufacturing Practice for medical devices	x									x (chapter 19 applies)
Provision 2372/2008, ANMAT	Guidance for Inspectors on Good Manufacturing Practice for Medicines and Other										
NOM-259-SSA1-2022(1)	Products and services. Good manufacturing practices in cosmetic products.	x			x						
UNE-ISO 12647-1 2013	PROCESS CONTROL FOR THE PRODUCTION OF HALF-TONE COLOR SEPARATIONS, PROOF AND PRODUCTION PRINTS PART 1: PARAMETERS AND MEASUREMENT METHODS						x				
UNE-ISO 12647-2 2013	PROCESS CONTROL FOR THE PRODUCTION OF HALF-TONE COLOR SEPARATIONS, PROOF AND PRODUCTION PRINTS PART 2: OFFSET LITHOGRAPHIC PROCESSES						x				

Regulation/ Designation	Description	Aerobal	Avícolas	Dinafarma	Grimann Farmacéutica	Grimann Farmoquímica	Gridimex	Litogrimann	Probiomed	Salud Animal	Laboratorios Sanfer
ISO 19011:2018	Guidelines for Auditing Management Systems							×			
ISO 9001-2015	Quality Management Systems	×						×			
FSC-STD-40-004 Año 2021	FSC Chain of Custody Verification										
NSF/ANSI 455-4-2020	Good Manufacturing Practices for Over-the-Counter Drugs				×						
SENASICA 2020	Good Manufacturing Practice Manual for Chemical, Pharmaceutical, and Biological Products for Animals		×							×	
RESOLUTION NUMBER-0 / 001160 DE 2016	Which establishes the Good Manufacturing Practices Manuals and the Guidelines for the Inspection of Laboratories or Establishments for the Production of medicines, in order to obtain the Certificate of Compliance with Good Manufacturing Practices.				×						
Storage & Distribution											
NOM-259-SSA1-2022 ⁽¹⁾	Products and Services. Good manufacturing practices in cosmetic products				×		×				
NOM-251-SSA1-2009	Hygiene practices for the processing of food products, beverages, or food supplements										×
FEUM 6a- Ed 2018	Supplement for Depot & Distribution Warehouses								×		×
CFR21 Part 210 & 211	Code of Federal Regulations Title 21				×						×
Norma Técnica 147	Good storage and distribution practices					×					×

- ⁽¹⁾ This Mexican Official Standard sets out the necessary minimum requirements of good practice for the processing and importation of cosmetic products, intended for the final consumer in the national territory.

Other best practices we align with:

- 21 Code of Federal Regulations (CFR) parts 201, 2011 and 11, Code of Federal Regulations of the United States of America
- ICH Q10 Pharmaceutical Quality System, Version 4 June 2008
- Authorized Labeling and Information for Prescribing Project (IPPs)
- WHO Report 32: Good Manufacturing Practice for Pharmaceutical Products
- WHO Report 37: Basis for Good Manufacturing Practice Standard 127 established in Chile
- Good Manufacturing Practices (GMP)
- Good Documentation Practices
- Good Laboratory Practices
- Good Storage and Distribution Practices (GDSP)

AEROBAL

Integrated Management System procedures related to safety:

- PR-SH-029/0 Environment for Process Operation
- INS-SH-093/1 Safety and Environment Annual Program
- INS-SH-094/0 Accident and Incident Investigation and Analysis
- INS-SH-095/0 Safety, Health, and Environmental Protection Regulations for Contractors
- INS-SH-096/0 Identification of the Environment and Safety of Contractors
- INS-SH-097/0 Integration and Functioning of the Health and Safety Commission
- INS-SH-098/1 Personal Protective Equipment
- INS-SH-100/0 Inspection, Preventive and Corrective Maintenance of Safety Equipment
- INS-SH-101/0 Emergency Plan
- INS-SH-107/0 High-Risk Work

Integrated Management System procedures related to occupational health:

- PR-RH-5/0, Health at work
- INS-RH-152/0, General health surveillance
- INS-RH-151/0, Specific health surveillance
- INS-RH-153/0, Medical care
- PR-RH-57/0, Product and/or health risk control
- PR-RH-54/0, Dissemination of health at work
- INS-RH-155/0, Breast-feeding and lactation room
- INS-RH-154/0, General medical service activities

Occupational health programs:

- Health monitoring program 2021-2025
- Program for the recognition, evaluation, and control of chemical substances in the work environment 2020-2023
- Hearing conservation program 2023-2026
- Training, dissemination, and information communication program (Health) 2022-2025

AWARDS AND *recognitions*

In 2023, we received the following awards, recognitions, and certifications, which endorse our commitment to sustainable development:

Name of the award/certification	Awarding institution	Company
Clean Industry Certificate	Government of the State of Mexico	Aerobal
ISO 9001-2015 Certificate	BSI	Aerobal
ISO/IEC 17025-2017	Entidad Mexicana de Acreditación AC	Salud Animal Tehuacán
ISO/IEC 17025-2017	Entidad Mexicana de Acreditación AC	Nutek
Good Manufacturing Practices Certification	SENASICA	Nutek
Good Animal Husbandry Practices Certification in the production of "Huevo Para Plato" (Eggs for Dish)	Organismo de Certificación de Establecimientos T.I.F. AC	Alpes
Good Manufacturing Practices Certificate in compliance with the FAMI-QS Code	LRQA	Nutek
ISO 22000-2018	DNV	Nutek
ISO 9001-2015	DNV	Avícola
Animal Health Laboratory Certification in the Verification area	SENASICA	Nutek
Internal Quality Control Certification of Food and Chemical-Pharmaceuticals Products	SENASICA	Nutek
Good Manufacturing Practices Certification	COFEPRIS	Grimann
100% Smoke Free Space	Government of the State of Mexico	Grimann
100% Smoke Free Space	Government of the State of Mexico	Dinafarma
Good Manufacturing Practices	SENASICA	Salud Animal
ISO 9001:2015	Factual Services S.C.	Litogrimann
Forest Stewardship Council- Chain of Custody Forest Stewardship Council- Chain of Custody	Forest Stewardship Council	Litogrimann
International Labor Standards Disney	Disney	Litogrimann

AWARDS AND *recognitions*

Name of the award/certification	Awarding institution	Company
Export Authorization (Goods and Services)	COFEPRIS	Aerobal
Good Manufacturing Practice Certification (Medicine Manufacturing)	COFEPRIS	Aerobal
Good Manufacturing Practice Certification (Medical Devices)	COFEPRIS	Aerobal
Global Business Ethics Principles Hasbro	Hasbro	Litogrimann
Safe and Healthy Workplace Environment Label (ELSSA)	IMSS	Litogrimann
Good Manufacturing Practices Certification	COFEPRIS	Probiomed- Yácatas
Good Manufacturing Practices Certification	COFEPRIS	Probiomed- San Esteban
Good Manufacturing Practices Certification	COFEPRIS	Probiomed- Tenancingo
Bioterrorism Free Company	FDA	Nutek
100% Smoke Free Space	Government of the State of Mexico	Dinafarma
Child labor free company	Government of the State of Mexico	Grimann
Child labor free company	Government of the State of Mexico	Dinafarma
Child labor free company	Government of the State of Mexico	Gridimex
Socially Responsible Company	Mexican Philanthropy Center	Dinafarma
Socially Responsible Company	Mexican Philanthropy Center	Gridimex

PARTNERSHIPS AND *memberships*

We establish long-term strategic partnerships with different organizations that allow us to achieve common goals in favor of sustainable development.

Organizations we belong to:



GRI CONTENT INDEX

Sanfer has prepared the report in accordance with the GRI Standards for the period from January 1 to December 31, 2023.

Disclosure	Disclosure name	Answer in table, omission, and/or modification	Page(s)
GRI 1: FOUNDATIONS 2021			
GRI 2: GENERAL DISCLOSURES 2021			
1. The organization and its reporting details			
2-1	Organizational details	Sanfer Farma S.A.P.I de C.V. in Mexico. Laboratorios Sanfer, S.A. de C.V., a pharmaceutical company, located at Boulevard Adolfo López Mateos 314, 1-A, Colonia Tlacopac, C.P. 01049, Alcaldía Álvaro Obregón, Mexico City, Mexico (in the contents, "Sanfer"). Sanfer is a public stock corporation (Sociedad Anónima Promotora de Inversión de Capital Variable) incorporated in 1941. It currently has operations in Argentina, Chile, Colombia, Ecuador, Mexico, and Peru.	6, 69
2-2	Entities included in the organization's sustainability reporting	This report covers the operations of Sanfer Farma S.A.P.I de C.V. in Mexico, excluding real estate and Probiomed; it covers the operations of the following entities: Laboratorios Sanfer, Grimann, Dinafarma, Corex, Laboratorios Hormona, Litogrimann, Sanfer Salud Animal, Aerobal, Incubadora Mexicana, NUTEK, Alpes Sanfer, Centro de Distribución.	69
2-3	Reporting period, frequency and contact point	Period: January 1 to December 31, 2023 Frequency: Annual Point of contact: Viviana Linares Luna Parra, viviana.linares@sanfer.com.mx	69
2-4	Restatements of information	There were certain restatements and/or updates of information presented in previous reports in the contents of this report (2022). The waste generated and water and energy consumption were reported with corrections, since after having had a change of internal management, a thorough review of the information was carried out. More careful, detailed, and complete records were made at Grimann (breakdown between Dinafarma and Gridimex), Litogrimann (general corrections in calculations) and Avícolas. Information corresponding to Probiomed's San Esteban, Tenancingo, and Yácatas work centers, which had not been reported in 2022, was also integrated.	69
2-5	External assurance	There is no external verification.	69

Disclosure	Disclosure name	Answer in table, omission, and/or modification	Page(s)
GRI 1: FOUNDATIONS 2021			
GRI 2: GENERAL DISCLOSURES 2021			
2. Activities and workers			
2-6	Activities, value chain and other business relationships		6, 12-13, 17, 44
2-7	Employees		6, 48
2-8	Workers who are not employees	There are no outsourced workers at Sanfer. All members of our staff are considered employees of the company.	Answer in table
3. Governance			
2-9	Governance structure and composition		32-34
2-10	Nomination and selection of the highest governance body		32-33
2-11	Chair of the highest governance body	Ricardo Amtmann Aguilar, who serves as Chairman of the Board, is also Sanfer's Chief Executive Officer.	Answer in table
2-12	Role of the highest governance body in overseeing the management of impacts		32-33
2-13	Delegation of responsibility for managing impacts		32-33
2-14	Role of the highest governance body in sustainability reporting	The C-Suite (executive directors) give final review and publication approval of this report. This report is sent to the Board of Directors for their knowledge and feedback.	Answer in table
2-15	Conflicts of interest		29-30, 32
2-16	Communication of critical concerns		28
2-17	Collective knowledge of the highest governance body	In order to strengthen the company's understanding and implementation of our sustainability strategy, we will seek to train the Board of Directors on ESG issues in the future.	Answer in table
2-18	Evaluation of the performance of the highest governance body		32
2-19	Remuneration policies		32
2-20	Process to determine remuneration		32
2-21	Annual total compensation ratio	Confidentiality restrictions.	Answer in table

Disclosure	Disclosure name	Answer in table, omission, and/or modification	Page(s)
GRI 1: FOUNDATIONS 2021			
GRI 2: GENERAL DISCLOSURES 2021			
4. Strategy, policies and practices			
2-22	Statement on sustainable development strategy		4-5, 7-8
2-23	Policy commitments		27-32, 37, 49, 68
2-24	Embedding policy commitments		27-31, 37, 49, 68
2-25	Processes to remediate negative impacts		28
2-26	Mechanisms for seeking advice and raising concerns		28
2-27	Compliance with laws and regulations		27, 29-30, 37, 41, 43, 51, 61, 68
2-28	Membership associations		23, 71
5. Stakeholder engagement			
2-29	Approach to stakeholder engagement		19, 21-22
2-30	Collective bargaining agreements	Sanfer has no unionized personnel.	Answer in table
GRI 3: Material Topics 2021			
3-1	Process to determine material topics		21, 51, 60
3-2	List of material topics		21
3-3	Management of material topics		36-37, 46, 49, 55, 58

GRJ CONTENT INDEX

GRI Standard	Content	Answer in table, omission, and/or modification	Page(s)
MATERIAL TOPICS			
Corporate Ethics			
GRI 3: MATERIAL TOPICS 2021			
3-3	Management of material topics		27
GRI 205: ANTI-CORRUPTION 2016			
205-1	Operations assessed for risks related to corruption		27
205-2	Communication and training about anti-corruption policies and procedures		28
205-3	Confirmed incidents of corruption and actions taken		27
GRI 206: ANTI-COMPETITIVE BEHAVIOR 2016			
206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices		29
GRI 417: MARKETING AND LABELING 2016			
417-1	Requirements for product and service information and labeling		30
417-2	Incidents of non-compliance concerning product and service information and labeling		30
417-3	Incidents of non-compliance concerning marketing communications		30
GRI 418: CUSTOMER PRIVACY 2016			
418-1	Substained complaints concerning breaches of customer privacy and losses of customer data		31
Corporate Governance			
GRI 3: MATERIAL TOPICS 2021			
3-3	Management of material topics		32-34
Innovation, research, and development			
GRI 3: MATERIAL TOPICS 2021			
3-3	Management of material topics		36

GRI Standard	Content	Answer in table, omission, and/or modification	Page(s)
Product quality and safety			
GRI 3: MATERIAL TOPICS 2021			
3-3	Management of material topics		37
GRI 204: PROCUREMENT PRACTICES 2016			
204-1	Proportion of spending on local supplies		44
GRI 416: CONSUMER HEALTH AND SAFETY 2016			
416-1	Assessment of the health and safety impacts of product and service categories		37
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	In terms of safety, there were no cases related to the health and safety impacts of the categories of products and services during 2023. PROBIOMED had one event that resulted in a fine at the Yácatas site for submitting an untimely annual report of chemical precursors.	Answer in table
Customer satisfaction			
GRI 3: MATERIAL TOPICS 2021			
3-3	Management of material topics		46
Talent attraction and retention			
GRI 3: MATERIAL TOPICS 2021			
3-3	Management of material topics		49
GRI 401: EMPLOYMENT 2016			
401-1	New employee hires and employee turnover		49
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees		50
401-3	Parental leave		49
GRI 403: OCCUPATIONAL HEALTH AND SAFETY 2018			
403-1	Occupational health and safety management system		51
403-2	Hazard identification, risk assessment, and incident investigation		51-52
403-3	Occupational health services		51

GRI Standard	Content	Answer in table, omission, and/or modification	Página(s)
403-4	Worker participation, consultation, and communication on occupational health and safety	There is a Health and Safety Committee at each plant. It is established within the company, and conducts periodic tours of the facilities to identify occupational hazards and evaluate risks at work. Since it is made up of employees from the plant itself, it serves as a mechanism for complying with the relevant regulations.	Answer in table
403-5	Worker training on occupational health and safety		51
403-6	Promotion of worker health		50-51
403-7	Prevention and mitigation of occupational health and safety management system		51
403-8	Workers covered by an occupational health and safety management system	The occupational health and safety management system covers 100% of the workforce.	51
403-9	Work-related injuries	Available in the "Social Data" section in the ESG Data 2023 appendix of this report.	51
403-10	Work-related ill health	Available in the "Social Data" section in the ESG Data 2023 appendix of this report.	Answer in table
GRI 405: DIVERSITY AND EQUAL OPPORTUNITY 2016			
405-1	Diversity of governance bodies and employees		48
405-2	Ratio of basic salary and remuneration of women to men		54
GRI 406: NON-DISCRIMINATION 2016			
406-1	Incidents of discrimination and corrective actions taken		54
Human capital development			
GRI 3: MATERIAL TOPICS 2021			
3-3	Management of material topics		55
GRI 404: TRAINING AND EDUCATION 2016			
404-1	Average hours of training per year per employee	Available in the "Social Data" section in the ESG Data 2023 appendix of this report.	Answer in table
404-2	Programs for upgrading employee skills and transition assistance programs		55
404-3	Percentage of employees receiving regular performance and career development reviews		56

GRI Standard	Content	Answer in table, omission, and/or modification	Page(s)
Environmental management			
GRI 3: MATERIAL TOPICS 2021			
3-3	Management of material topics		58
GRI 301: MATERIALS 2016			
301-1	Materials used by weight or volume	Available in the "Environmental Data" section in the ESG Data 2023 appendix of this report.	62
GRI 302: ENERGY 2016			
302-1	Energy consumption within the organization	Available in the "Environmental Data" section in the ESG Data 2023 appendix of this report.	Answer in table
302-4	Reduction of energy consumption	Available in the "Environmental Data" section in the ESG Data 2023 appendix of this report.	59, 64
GRI 303: WATER AND EFFLUENTS 2018			
303-1	Interactions with water as a shared resource		60
303-2	Management of water discharge-related impacts		60
303-3	Water withdrawal	Available in the "Environmental Data" section in the ESG Data 2023 appendix of this report.	Answer in table
303-5	Water consumption	Available in the "Environmental Data" section in the ESG Data 2023 appendix of this report.	Answer in table
GRI 304: BIODIVERSITY 2016			
304-3	Habitats protected or restored		62
304-4	IUCN Red List species and national conservation list species with habitats in areas affected by operations		62
GRI 305: EMISSIONS 2016			
305-1	Direct (Scope 1) GHG emissions	Available in the "Environmental Data" section in the ESG Data 2023 appendix of this report.	Answer in table
305-2	Energy indirect (Scope 2) GHG emissions	Available in the "Environmental Data" section in the ESG Data 2023 appendix of this report.	Answer in table

GRI Standard	Content	Answer in table, omission, and/or modification	Page(s)
305-5	Reduction of GHG emissions	Available in the "Environmental Data" section in the ESG Data 2023 appendix of this report.	59, 64
GRI 306: WASTE 2020			
306-1	Waste generation and significant waste-related impacts		61
306-2	Management of significant waste-related impacts		61
306-3	Waste generated	Available in the "Environmental Data" section in the ESG Data 2023 appendix of this report.	Answer in table
306-4	Waste diverted from disposal	Available in the "Environmental Data" section in the ESG Data 2023 appendix of this report.	Answer in table
306-5	Waste directed to disposal	Available in the "Environmental Data" section in the ESG Data 2023 appendix of this report.	Answer in table

CODE	METRIC	UNIT OF MEASURE	Answer in table, omission, and/or modification	Page(s)
Safety of Clinical Trial Participants				
HC-BP-210a.1	Discussion, by region, of management process for ensuring quality and patient safety during clinical trials	n/a	This indicator does not apply to Sanfer, since it does not have multicenter clinical trials.	Answer in table
HC-BP-210a.2	Number of inspections related to clinical trial management and pharmacovigilance that resulted in: (1) entity voluntary remediation or (2) regulatory or administrative actions taken against the entity	Number	This indicator does not apply to Sanfer, since it does not have multicenter clinical trials.	Answer in table
HC-BP-210a.3	Total amount of monetary losses as a result of legal proceedings associated with clinical trials in developing countries	Presentation currency	We have not registered any cases related to clinical trials in developing countries. Therefore, the monetary loss as a result of legal proceedings related to this issue was MXN\$0.00.	Answer in table
Access to Medicines				
HC-BP-240a.1	Description of actions and initiatives to promote access to health care products for priority diseases and in priority countries as defined by the Access to Medicine Index	n/a	Refer to the sections "Supply chain management" and "Effective access to medicines".	44-45
Affordability & Pricing				
HC-BP-240b.1	Number of litigation resolutions on abbreviated new drug applications (ANDA) that included payments or provisions to delay the market launch of an authorized generic product for a defined period of time.	Number	There were zero cases of this nature in the reporting period with respect to the applicable regulation on this matter.	Answer in table
HC-BP-240b.2	Percentage change in: (1) weighted average list price and (2) weighted average net price across product portfolio compared to previous reporting period	Percentage (%)	Due to the nature of the business, this information is not reported publicly. It is kept as an internal data of the Budget and Commercial area.	Answer in table
HC-BP-240b.3	Percentage change in: (1) list price and (2) net price of product with largest increase compared to previous reporting period	Percentage (%)	Due to the nature of the business, this information is not reported publicly. It is kept as an internal data of the Budget and Commercial area.	Answer in table
Drug Safety				
HC-BP-250a.2	Number of fatalities associated with products	Number	There were zero cases of this nature in the reporting period. Since the scope of this report covers Sanfer companies operating in Mexico, all product safety compliance is evaluated with COFEPRIS. Although approval was obtained for some products for sale in the U.S. during 2023, none were exported or sold during the course of the year applicable to this report.	Answer in table

CODE	METRIC	UNIT OF MEASURE	Answer in table, omission, and/or modification	Page(s)
HC-BP-250a.3	(1) Number of recalls issued, (2) total units recalled	Number	There were zero cases of this nature in the reporting period.	Answer in table
HC-BP-250a.5	Number of enforcement actions taken in response to violations of good manufacturing practices (GMP) or equivalent standards, by type	Number	There were zero cases of this nature in the reporting period. Since the scope of this report covers Sanfer companies operating in Mexico, all product safety compliance is evaluated with COFEPRIS. Although approval was obtained for some products for sale in the U.S. during 2023, none were exported or sold during the course of the year applicable to this report.	Answer in table
Counterfeit Drugs				
HC-BP-260a.1	Description of methods and technologies used to maintain traceability of products throughout the supply chain and prevent counterfeiting	n/a	Please refer to the "Product Quality and Safety" section.	37
HC-BP-260a.3	Number of actions that led to raids, seizure, arrests, or filing of criminal charges related to counterfeit products	Number	There were zero cases of this nature in the reporting period.	Answer in table
Ethical Marketing				
HC-BP-270a.1	Total amount of monetary losses as a result of legal proceedings associated with false marketing claims	Presentation currency	We have not registered any cases related to false promotional claims. Therefore, the monetary loss as a result of legal proceedings related to this matter was MXN\$0.00.	Answer in table
HC-BP-270a.2	Description of code of ethics governing promotion of off-label use of products	n/a	Please refer to the "Ethical Marketing" section.	30
Employee Recruitment, Development & Retention				
HC-BP-330a.2	(1) Voluntary and (2) involuntary turnover rate for: (a) executives/senior managers, (b) mid-level managers, (c) professionals, and (d) all others	Percentage (%)	Please refer to the "Talent attraction and retention" section.	49, 92
Business Ethics				
HC-BP-510a.1	Total amount of monetary losses as a result of legal proceedings associated with corruption and bribery	Presentation currency	We have not recorded any cases of corruption and/or bribery. Therefore, the monetary loss as a result of legal proceedings related to these matters was MXN\$0.00.	27
HC-BP-510a.2	Description of code of ethics governing interactions with health care professionals	n/a	Please refer to the "Code of Ethics" section.	27

ENVIRONMENTAL									
GRI 301	Materials - 2016	2022	2023	Variation	GRI 301	Materials - 2016	2022	2023	Variation
301-1	Materials used by weight or volume				301-1	Materials used by weight or volume			
	Total weight of material (ton)	51,176	48,102	-6.0%		Sonora	0	0	NM
	Renewable	19,810	14,146	-28.6%		Tehuacán	3,360	3380	0.6%
	Aerobal	1,574	1,906	21.1%		Litogrimann	190	236	24.2%
	Grimann	1,388	1,486	7.1%	GRI 302	Energy - 2016	2022	2023	Variation
	Dinafarma	105	206	96.0%	302-1	Energy consumption within the organization (kWh)			
	Gridimex	0	0	NM		Total energy consumption (kWh)	35,620,020	38,006,388	6.7%
	Salud Animal	1,908	2,592	35.8%		Aerobal	3,093,536	3,383,346	9.4%
	San Esteban	10,965	2959.26	-73.0%		Grimann	7,354,897	7,992,440	8.7%
	Tenancingo	2	0.793	-60.4%		Dinafarma	817,211	888,049	8.7%
	Yácatas	4	3.21	-23.0%		Gridimex	1,576	1,421	-9.8%
	Sonora	5	23	358.0%		Salud Animal	2,787,558	2,938,078	5.4%
	Tehuacán	405	789	94.8%		San Esteban	1,691,388	1,745,579	3.2%
	Litogrimann	3,454	4180	21.0%		Tenancingo	4,310,830	4,287,834	-0.5%
	Non-renewable	31,366	33,956	8.3%		Yácatas	642,089	668,288	4.1%
	Aerobal	26,321	29712	12.9%		Sonora	1,705,834	1,800,628	5.6%
	Grimann	170	134	-21.0%		Tehuacán	10,821,896	11,534,658	6.6%
	Dinafarma	12	12	3.8%		Litogrimann	1,496,482	1,851,588	23.7%
	Gridimex	0	0	NM		Corporativo	896,723	914,479	2.0%
	Salud Animal	668	276	-58.7%		Renewable energy consumption (kWh)	759,463	709,425	-7%
	San Esteban	577	141	-75.6%		Non-renewable energy consumption	34,860,557	37,296,963	7%
	Tenancingo	58	55	-4.8%					
	Yácatas	10	9	-7.3%					

GRI 302	Energy - 2016	2022	2023	Variation
302-4	Reduction of energy consumption			
	Total reduction of energy consumption (kWh)	-	2,386,368	NA
GRI 303	Water and effluents - 2018	2022	2023	Variation
303-3	Water withdrawal			
	Total water withdrawn (m³)	465,502	487,517	4.7%
	Groundwater - Well (m³)	401,281	416,607	3.8%
	Aerobal	125,950	131,207	4.2%
	Grimann	21,082	19,338	-8.3%
	Dinafarma	2,342	3,187	36.1%
	Gridimex	0	0	NM
	Salud Animal	0	0	NM
	San Esteban	0	0	NM
	Tenancingo	26,505	25,138	-5.2%
	Yácatas	0	0	NM
	Sonora	54,796	36,120	-34.1%
	Tehuacán	167,263	197,508	18.1%
	Litogrimann	3,343	4,108	22.9%
	Corporativo	0	0	NM
	Third party water - Municipal Grid (m³)	64,221	70,910	10.4%
	Aerobal	0	0	NM
	Grimann	24,940	28,794	15.5%
	Dinafarma	2,771	2,466	-11.0%
	Gridimex	2,497	2,040	-18.3%
	Salud Animal	13,479	15,597	15.7%
	San Esteban	10,384	10,191	-1.9%

GRI 303	Water and effluents - 2018	2022	2023	Variation
303-3	Water withdrawal			
	Tenancingo	0	0	NM
	Yácatas	1,455	1,613	10.9%
	Sonora	0	0	NM
	Tehuacán	6,505	5,929	-8.9%
	Litogrimann	0	0	NM
	Corporativo	2,189	4,281	95.5%
303-5	Water consumption			
	Total water consumption (m³)	465,501	487,212	4.7%
	Aerobal	125,950	131,207	4.2%
	Grimann	46,021	48,132	4.6%
	Dinafarma	5,114	5,348	4.6%
	Gridimex	2,497	2,040	-18.3%
	Salud Animal	13,479	15,597	15.7%
	San Esteban	10,384	10,191	-1.9%
	Tenancingo	26,505	25,138	-5.2%
	Yácatas	1,455	1,613	10.9%
	Sonora	54,796	36,120	-34.1%
	Tehuacán	173,768	203,437	17.1%
	Litogrimann	3,343	4,108	22.9%
	Corporativo	2,189	4,281	95.5%
	Intensity of water consumption	38.6	33.5	-13.3%
GRI 304	Biodiversity - 2016	2022	2023	Variation
304-4	IUCN Red List species and national conservation list species with habitats in areas affected by operations			
	Total number of species (Num)	5	4	-20.0%

GRI 305	Emissions - 2016	2022	2023	Variation
305-1	Direct (Scope 1) GHG emissions			
	GHG emissions (Scope 1), CO ₂ equivalent (thousands of tons CO ₂ e)	31,473	34,537	9.7%
	Aerobal	985	1,030	4.5%
	Grimann	7,856	8,003	1.9%
	Dinafarma	873	889	1.9%
	Gridimex	548	449	-18.0%
	Salud Animal	760	792	4.2%
	San Esteban	290	369	27.0%
	Tenancingo	1,273	1,234	-3.1%
	Yácatas	1	1	-23.8%
	Sonora	2,311	2,371	2.6%
	Tehuacán	8,760	10,002	14.2%
	Litogrimann	118	129	9.5%
	Corporativo	7,697	9,267	20.4%
305-2	Energy indirect (Scope 2) GHG emissions			
	GHG emissions (Scope 2), CO ₂ equivalent (thousands of tons CO ₂ e)	13,125	13,990	6.6%
	Aerobal	1,021	1,131	10.8%
	Grimann	837	1,018	21.6%
	Dinafarma	93	113	21.6%
	Gridimex	667	601	-9.8%
	Salud Animal	1,179	1,243	5.5%
	San Esteban	768	792	3.2%
	Tenancingo	1,957	1,959	0.1%
	Yácatas	292	303	4.1%
	Sonora	722	762	5.6%

GRI 305	Emissions - 2016	2022	2023	Variation
305-2	Energy indirect (Scope 2) GHG emissions			
	Tehuacán	4,578	4,897	7.0%
	Litogrimann	633	783	23.7%
	Corporativo	379	387	2.0%
	Total GHG emissions (scopes 1 and 2), CO ₂ equivalent (thousands of tons CO ₂ e)	44,599	48,527	8.8%
	Aerobal	2,006	2,161	7.7%
	Grimann	8,694	9,021	3.8%
	Dinafarma	966	1,002	3.8%
	Gridimex	1,215	1,051	-13.5%
	Salud Animal	1,939	2,035	4.9%
	San Esteban	1,058	1,161	9.7%
	Tenancingo	3,230	3,193	-1.1%
	Yácatas	293	304	4.0%
	Sonora	3,032	3,133	3.3%
	Tehuacán	13,338	14,899	11.7%
	Litogrimann	751	912	21.5%
	Corporativo	8,076	9,654	19.5%
305-5	Reduction of GHG emissions (%)			
	Reduction of total GHG emissions (scopes 1 and 2), CO ₂ equivalent (thousands of tons CO ₂ e)	-	3,929	NA
	Direct GHG emissions (Scope 1)	-	3,064	NA
	Indirect GHG emissions from energy generation (Scope 2)	-	865	NA
GRI 306	Waste - 2020	2022	2023	Variation
306-3	Waste generated			
	Total weight of waste (ton)	17,295	16,839	-2.6%

GRI 306	Waste - 2020	2022	2023	Variation
306-3	Waste generated			
	Hazardous waste (total)	2,138	2,119	-0.9%
	Aerobal	349	223	-36.1%
	Grimann	172	157	-8.4%
	Dinafarma	3	5	45.6%
	Gridimex	0	0	-14.8%
	Salud Animal	1,413	1,475	4.4%
	San Esteban	29	45	56.3%
	Tenancingo	62	48	-22.2%
	Yácatas	4	3	-30.9%
	Sonora	0	0	NM
	Tehuacán	55	80	45.5%
	Litogrimann	50	82	64.0%
	Corporativo	0	0	NM
	Non-hazardous waste (total)	15,157	14,720	-2.9%
	Aerobal	1,062	1,236	16.4%
	Grimann	222	297	33.8%
	Dinafarma	2	2	0.0%
	Gridimex	6	2	-66.4%
	Salud Animal	56	54	-3.6%
	San Esteban	26	31	19.2%
	Tenancingo	14	7	-50.0%
	Yácatas	9	10	12.1%
	Sonora	637	1,443	126.5%
	Tehuacán	11,930	10,189	-14.6%
	Litogrimann	1,193	1,449	21.5%
	Corporativo	0	0	NM

GRI 306	Waste - 2020	2022	2023	Variation
306-4	Waste diverted from disposal (ton)			
	% of total waste recycled	61%	64%	3.0 pp
	Total weight of NON-hazardous waste	15,155	14,720	-2.9%
	Reuse	10,564	10,794	2.2%
	Aerobal	968	1,131	16.8%
	Grimann	118	155	31.4%
	Dinafarma	1	1	5.4%
	Gridimex	6	2	-66.4%
	Salud Animal	37	37	1.2%
	San Esteban	10	12	26.9%
	Tenancingo	2	1	-60.4%
	Yácatas	1	2	47.7%
	Sonora	0	873	NA
	Tehuacán	8,233	7,135	-13.3%
	Litogrimann	1,189	1,445	21.6%
	Corporativo	0	0	NM
	Total weight of hazardous waste	2,137	2,119	-0.8%
306-5	Waste directed to disposal (ton)			
	% of total waste disposed of	39%	36%	-3.0 pp
	Total tons of waste disposed	6,728	6,044	-10.2%
	Total weight of NON-hazardous waste destined for disposal	4,591	3,925	-14.5%
	Landfill	4,591	3,925	-14.5%
	Aerobal	94	105	12.0%

GRI 306	Waste - 2020	2022	2023	Variation
306-5	Waste directed to disposal (ton)			
	Grimann	104	142	36.1%
	Dinafarma	1	1	-3.0%
	Gridimex	0	0	-56.2%
	Salud Animal	20	16	-19.0%
	San Esteban	16	18	16.7%
	Tenancingo	12	6	-52.0%
	Yácatas	8	7	-1.1%
	Sonora	637	572	-10.1%
	Tehuacán	3,697	3054	-17.4%
	Litogrimann	4	4	2.0%
	Corporativo	0	0	NM
	Total weight of hazardous waste for disposal	2,137	2,119	-0.8%
	Incineration with energy recovery	398	384	-3.5%
	Aerobal	348	222	-36.2%
	Grimann	0	0	NM
	Dinafarma	0	0	NM
	Gridimex	0	0	NM
	Salud Animal	0	0	NM

GRI 306	Waste - 2020	2022	2023	Variation
306-5	Waste directed to disposal (ton)			
	San Esteban	0	0	NM
	Tenancingo	0	0	NM
	Yácatas	0	0	NM
	Sonora	0	0	NM
	Tehuacán	0	80	NA
	Litogrimann	50	82	64.0%
	Corporativo	0	0	NM
	Incineration without energy recovery	1,739	1,734	-0.3%
	Aerobal	1	1	9.4%
	Grimann	172	157	-8.4%
	Dinafarma	3	5	45.6%
	Gridimex	0	0	-14.8%
	Salud Animal	1,413	1,475	4.4%
	San Esteban	29	45	56.3%
	Tenancingo	62	48	-22.2%
	Yácatas	4	3	-30.9%
	Sonora	0	0	NM
	Tehuacán	55	0	-100.0%
	Litogrimann	0	0	NM
	Corporativo	0	0	NM

SOCIAL									
GRI 2	General Disclosures - 2021	2022	2023	Variation	GRI 401	Employment - 2016	2022	2023	Variation
2-7	Employee				401-1	New employee hires and employee turnover			
	Total employees (No.)	4,437	5,486	23.6%		Total departures (No.)	1,324	1,458	10.1%
	Employees by gender (total)					Voluntary departures (No.)	1,210	1,269	4.9%
	Women	1,821	2,297	26.1%		Under 30 years	577	605	4.9%
	Men	2,616	3,189	21.9%		Men	358	375	4.7%
	Employees by type of contract (No.)					Women	219	230	5.0%
	Permanent	3,868	4,816	24.5%		Between 30 and 50 years	535	570	6.5%
	Partial	569	670	17.8%		Men	307	243	-20.8%
	Employees per working day (No.)					Women	228	327	43.4%
	Permanent	4,403	5,455	23.9%		Over 50 years	98	94	-4.1%
	Partial	34	31	-8.8%		Men	67	54	-19.4%
GRI 401	Employment - 2016	2022	2023	Variation		Women	31	40	29.0%
401-1	New employee hires and employee turnover					Involuntary departures (No.)	114	189	65.8%
	Total hires (No.)	1,652	1,073	-35.0%		Under 30 years	25	52	108.0%
	Under 30 years	765	480	-37.3%		Men	18	30	66.7%
	Men	456	282	-38.2%		Women	7	22	214.3%
	Women	309	198	-35.9%		Between 30 and 50 years	70	96	37.1%
	Between 30 and 50 years	777	516	-33.6%		Men	38	52	36.8%
	Men	424	307	-27.6%		Women	32	44	37.5%
	Women	353	209	-40.8%		Over 50 years	19	41	115.8%
	Over 50 years	110	77	-30.0%		Men	13	27	107.7%
	Men	55	42	-23.6%		Women	6	14	133.3%
	Women	55	35	-36.4%		Employee turnover (%)	-	27%	NA

GRI 401	Employment - 2016	2022	2023	Variation
401-1	New employee hires and employee turnover			
	Under 30 years	-	61%	NA
	Men	70%	66%	-4.0 pp
	Women	54%	54%	0.0 pp
	Between 30 and 50 years	-	20%	NA
	Men	22%	15%	-7.0 pp
	Women	23%	26%	3.0 pp
	Over 50 years	-	13%	NA
	Men	15%	13%	-2.0 pp
	Women	13%	14%	1.0 pp
	Voluntary turnover of all employees in the following categories:			
	Senior Executives/Managers	-	4%	NA
	Mid-level managers	-	8%	NA
	Professionals	-	8%	NA
	All others	-	44%	NA
	Involuntary turnover of all employees in the following categories:			
	Senior Executives/Managers	-	4%	NA
	Mid-level managers	-	9%	NA
	Professionals	-	5%	NA
	All others	-	4%	NA
401-3	Parental leave			
	Women	-	27	NA
	Employees who have taken parental leave (No.)	-	27	NA
	Employees who have returned to work after parental leave has ended (No.)	-	27	NA

GRI 401	Employment - 2016	2022	2023	Variation
401-3	Parental leave			
	Return to work rate of employees who took parental leave (%)	-	100%	NA
	Employees who remained at work 12 months after parental leave ended (No.)	-	25	NA
	Rate of permanence at work 12 months after the end of the parental leave (%)	-	93%	NA
	Men	-	53	NA
	Employees who have taken parental leave (No.)	-	53	NA
	Employees who have returned to work after parental leave has ended (No.)	-	53	NA
	Return to work rate of employees who took parental leave (%)	-	100%	NA
	Employees who remained at work 12 months after parental leave ended (No.)	-	53	NA
	Rate of permanence at work 12 months after the end of the parental leave (%)	-	100%	NA
	Total	-	80	NA
	Employees who have taken parental leave (No.)	-	80	NA
	Employees who have returned to work after parental leave has ended (No.)	-	80	NA

GRI 401	Employment - 2016	2022	2023	Variation
401-3	Parental leave			
	Return to work rate of employees who took parental leave (%)	-	100%	NA
	Employees who remained at work 12 months after parental leave ended (No.)	-	78	NA
	Rate of permanence at work 12 months after the end of the parental leave (%)	-	98%	NA
GRI 403	Occupational health and safety - 2016	2022	2023	Variation
403-9	Work-related injuries	-	61	NA
	Work-related fatalities (No.)	-	0	NA
	Fatality rate (fatalities per million hours worked)	0%	0%	0.0 pp
	Work-related injuries with serious consequences (No.)	-	0	NA
	Work-related injury rate per major accident (per 200,000 hours worked)	10.11%	0%	-10.1 pp
	Recordable work-related injuries (No.)	-	61	NA
	Recordable injury rate (per 200,000 hours worked)	-	100%	NA
	Hours worked (No.)	-	8,627,958	NA
403-10	Work-related ill health			
	Number of fatalities resulting from work-related illnesses (No.)	-	0	NA

GRI 403	Occupational health and safety - 2016	2022	2023	Variation
403-10	Work-related ill health			
	Number of cases of recordable work-related illnesses and diseases (No.)	-	165	NA
GRI 404	Training and education - 2016	2022	2023	Variation
404-1	Average hours of training per year per employee (No.)	-	15	NA
	Employment category			
	Directors	16.2	27.2	67.8%
	Average hours Internal Training	9.0	9.0	0.2%
	Average annual hours for Higher Education Scholarships	7.2	18.2	152.3%
	Managers	26.7	38.7	44.8%
	Average hours Internal Training	26.0	36.7	41.0%
	Average annual hours for Higher Education Scholarships	0.7	2.0	185.0%
	Administrative Managers	15.4	16.1	4.4%
	Average hours Internal Training	12.0	12.3	2.5%
	Average annual hours for Higher Education Scholarships	3.4	3.8	10.9%
	Sales representatives	79.0	40.6	-48.5%
	Average hours Internal Training	79.0	40.4	-48.9%
	Average annual hours for Higher Education Scholarships	0.0	0.3	NA
	Reliable Employees	8.4	8.2	-2.9%
	Average hours Internal Training	8.0	8.1	1.0%
	Average annual hours for Higher Education Scholarships	0.4	0.1	-80.3%

GRI 404	Training and education - 2016	2022	2023	Variation
404-1	Average hours of training per year per employee (No.)	-	15	NA
	Laborers	13.0	6.0	-53.9%
	Average hours Internal Training	13.0	6.0	-53.9%
	Average annual hours for Higher Education Scholarships	0.0	0.0	0.0%
404-3	Percentage of employees receiving regular performance and career development reviews	1,911	2,699	41.2%
	Directors	4	24	500.0%
	% of total directors	8%	1	41.8 pp
	Men	-	0	NA
	Women	-	1	NA
	Managers (8 and 7)	75	203	170.7%
	% of total managers	29%	1	54.3 pp
	Men	-	1	NA
	Women	-	1	NA
	Administrative Managers	146	89	-39.0%
	% of total administrative managers	75%	0	-46.3 pp
	Men	-	0	NA
	Women	-	0	NA
	Sales representatives	898	970	8.0%
	% of total sales representatives	89%	1	3.6 pp
	Men	-	1	NA
	Women	-	1	NA
	Promoters	76	77	1.3%
	% of total promoters	100%	1	0.0 pp
	Men	-	0	NA

GRI 404	Training and education - 2016	2022	2023	Variation
404-3	Percentage of employees receiving regular performance and career development reviews	1,911	2,699	41.2%
	Women	-	1	NA
	Non-unionized employees	712	629	-11.7%
	% of total non-unionized employees	65%	0	-22.7 pp
	Men	-	0	NA
	Women	-	0	NA
	Laborers	0	707	NA
	% of total laborers	0%	0	31.0 pp
	Men	-	0	NA
	Women	-	0	NA
GRI 406	Non-discrimination - 2016	2022	2023	Variation
406-1	Incidents of discrimination and corrective actions taken			
	Cases (No.)	-	3	NA
GRI 405	Diversity and equal opportunity - 2016	2022	2023	Variation
405-1	Diversity of governance bodies and employees			
	Age category (total)			
	Under 30 years	957	1,083	13.2%
	Men	536	615	14.7%
	Women	421	468	11.2%
	Between 30 and 50 years	2,662	3,375	26.8%
	Men	1,545	1,945	25.9%
	Women	1,117	1,430	28.0%
	Over 50 years	818	1,028	25.7%
	Men	535	629	17.6%
	Women	283	399	41.0%

GRI 405	Diversity and equal opportunity - 2016	2022	2023	Variation
405-1	Diversity of governance bodies and employees			
	Employment category			
	Directors	49	48	-2.0%
	Men (No.)	37	34	-8.1%
	Men (%)	76%	71%	-4.5 pp
	Women (No.)	12	14	16.7%
	Women (%)	24%	29%	4.5 pp
	Managers (8 and 7)	261	246	-5.7%
	Men (No.)	165	154	-6.7%
	Men (%)	63%	63%	-0.2 pp
	Women (No.)	96	92	-4.2%
	Women (%)	37%	37%	0.2 pp
	Administrative Managers	194	304	56.7%
	Men (No.)	114	182	59.6%
	Men (%)	59%	60%	1.2 pp
	Women (No.)	80	122	52.5%
	Women (%)	41%	40%	-1.2 pp
	Sales representatives	1,005	1,044	3.9%
	Men (No.)	506	536	5.9%
	Men (%)	50.3%	51.3%	1.0 pp
	Women (No.)	499	508	1.8%
	Women (%)	49.7%	48.7%	-1.0 pp
	Promoters	76	77	1.3%
	Men (No.)	0	0	0.0%

GRI 405	Diversity and equal opportunity - 2016	2022	2023	Variation
405-1	Diversity of governance bodies and employees			
	Men (%)	0%	0%	0.0 pp
	Women (No.)	76	77	1.3%
	Women (%)	100%	100%	0.0 pp
	Non-unionized employees	1,100	1,496	36.0%
	Men (No.)	564	853	51.2%
	Men (%)	51%	57%	5.7 pp
	Mujeres (Núm.)	536	643	20.0%
	Women (%)	49%	43%	-5.7 pp
	Laborers	1,752	2,271	29.6%
	Men (No.)	1,230	1,429	16.2%
	Men (%)	70%	63%	-7.2 pp
	Women (No.)	522	842	61.3%
	Women (%)	30%	37%	7.2 pp
405-2	Ratio of basic salary and remuneration of women to men			
	Directors	1.03	1.10	7.0 pp
	Managers	1	1.00	0.0 pp
	Administrative Managers	0.99	1.04	5.0 pp
	Sales representatives	0.99	1.00	1.0 pp
	Non-unionized employees	0.93	1.01	8.0 pp
	Laborers	1.05	0.92	-13.0 pp
GRI 406	Non-discrimination - 2016	2022	2023	Variation
406-1	Incidents of discrimination and corrective actions taken			
	Cases (No.)	0	3	NA

GRI 416	Consumer health and safety- 2016	2022	2023	Variation
416-1	Assessment of the health and safety impacts of product and service categories			
	Significant product categories for which health and safety impacts are assessed for improvement (%)	100%	100%	0.0 pp
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	0	1	NA
	Fines and sanctions	0	1	NA
	Warnings	0	0	0.0%
	Non-compliance with voluntary codes	0	0	0.0%
	Total cases of non-compliance with regulations or voluntary codes leading to:	0	1	NA

CORPORATE GOVERNANCE									
GRI 205	Anti-corruption - 2016	2022	2023	Variation	GRI 205	Anti-corruption - 2016	2022	2023	Variation
205-1	Operations assessed for risks related to corruption				205-2	Communication and training about anti-corruption policies and procedures			
	Percentage (%)	-	70%	NA		Percentage (%)	100%	100%	0.0 pp
205-2	Communication and training about anti-corruption policies and procedures					Employees that have received training on anti-corruption, broken down by employment category and region.			
	Members of the governing body to whom the organization's anti-corruption policies and procedures have been communicated, broken down by region.					Percentage (%)	100%	100%	0.0 pp
	Percentage (%)	100%	100%	0.0 pp	205-3	Confirmed incidents of corruption and actions taken			
	Employees to whom the organization's anti-corruption policies and procedures have been communicated, broken down by employment category and region.					Total number (No.)	0	0	0%
	Percentage (%)	100%	100%	0.0 pp	GRI 206	Anti-competitive behavior - 2016	2022	2023	Variation
	Business partners to whom the organization's anti-corruption policies and procedures have been communicated, broken down by type of business partner and region.				206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices			
	Percentage (%)	100%	100%	0.0 pp		Total number (No.)	0	0	0.0%
	Members of the governing body that have received training on anti-corruption, broken down by region.				GRI 405	Diversity and equal opportunity - 2016	2022	2023	Variation
					405-1	Diversity in governing bodies and employees			
						Male board members (%)	100%	91%	-9.1 pp
						Female board members (%)	0%	9%	9.1 pp
						By age (%)			
						Under 30 years	0%	0%	0.0 pp
						Between 30 and 49 years	27%	27%	0.0 pp
						Over 50 years	73%	73%	0.0 pp

GRI 417	Marketing and labeling - 2016	2022	2023	Variation
417-1	Requirements for product and service information and labeling			
	Percentage (%)	100%	100%	0.0 pp
417-2	Incidents of non-compliance concerning product and service information and labeling			
	Total number of cases of non-compliance with regulations or voluntary codes leading to:	0	0	0.0%
	Fines and sanctions	0	0	0.0%
	Warnings	0	0	0.0%
	Non-compliance with voluntary codes	0	0	0.0%
417-3	Incidents of non-compliance concerning marketing communications			
	Total number of cases of non-compliance with regulations or voluntary codes leading to:	0	0	0.0%
	Fines and sanctions	0	0	0.0%
	Warnings	0	0	0.0%
	Non-compliance with voluntary codes	0	0	0.0%
GRI 418	Customer privacy - 2016	2022	2023	Variation
418-1	Substained complaints concerning breaches of customer privacy and losses of customer data			
	Total complaints (No.)	0	0	0.0%
	Received by third parties and corroborated by the organization	0	0	0.0%
	From regulatory authorities	0	0	0.0%
	Identified cases of leakage, theft or loss of customer data	0	0	0.0%



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