

Julphar

Gulf Pharmaceutical
Industries Co. (P.S.C)

2024

Environmental, Social & Governance Report

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About the Report

Report Overview
This document is the Environmental, Social & Governance (ESG) report of Gulf Pharmaceutical Industries Co.P.S.C hereinafter referred to as Julphar for the year 2024. This report marks the fifth consecutive reporting year of Julphar's performance on key economic, governance, environmental, and social topics. Consistent reporting on ESG subjects over the past few years highlights our commitment towards transparent disclosure of information across all aspects of our ESG journey.

Reporting Period and Frameworks
This report discusses our annual ESG performance for the calendar year beginning from 1 January 2024 to 31 December 2024. Julphar adheres to the Global Reporting Initiative ("GRI") 2021 Universal Standards. In addition, we have also disclosed against the requirements of Abu Dhabi Stock Exchange's ESG Disclosure Guidance for Companies. Disclosures reported under these frameworks are also mapped with United Nations' Sustainable Development Goals (UN SDGs).

Data Management
At Julphar, we periodically review our data collection processes and controls to ensure coherent and timely reporting. The data required under the reporting frameworks is collected from the respective departments on an annual basis. Due to inherent measurement uncertainties, some of our disclosures in this report are estimated or based on assumptions.

Reporting Topic Boundaries
This report covers information and data related to our activities in UAE, including our Head Office, and manufacturing plants. Data from contractors and suppliers are not included in this report unless otherwise stated. This report has been approved by the authorized management. This report has not been subjected to external assurance.

Contact Point for the Feedback on the Report
At Julphar, we value the views and opinions of our stakeholders, therefore we encourage feedback and comments on the content of this report.

Please contact us at: info@julphar.net

Introduction



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Chairman
**Sheikh Saqer Humaid Abdulla
Alqasimi**

Message from the Chairman

Dear Stakeholders,

Over the past year, Julphar has continued to advance its Environmental, Social, and Governance (ESG) commitments, reinforcing our role as a responsible and forward-thinking pharmaceutical company. Our focus on sustainability, innovation, and ethical business practices remains central to how we operate and create value for our stakeholders.

In 2024, we took significant steps to reduce our environmental footprint by integrating energy-efficient practices, adopting renewable energy where possible, and enhancing water conservation and waste management. These initiatives reflect our ongoing efforts to minimize our impact on the environment while optimizing operational efficiency.

Beyond sustainability, our commitment to social responsibility remains steadfast. We expanded healthcare access, strengthened community outreach, and upheld the highest standards of corporate integrity. Our investment in research and development has also been instrumental

in driving innovation, particularly with the successful registration of key biosimilars such as Insulin Glargine and Insulin Aspart, products critical to expanding affordable access to insulin in the MEA (Middle East and Africa) region.

We also continue to prioritize employee well-being, diversity, equity, and inclusion. Through wellness programs, mental health support, and targeted initiatives like Pink Month for breast cancer awareness, we are fostering a workplace where all employees feel valued, supported, and empowered to grow.

As we move forward, our commitment to sustainability, healthcare innovation, and ethical leadership remains stronger than ever. We are grateful for the trust and support of our stakeholders and look forward to shaping a healthier, more sustainable future together.

“

These initiatives reflect our ongoing efforts to minimize our impact on the environment while optimizing operational efficiency.



In 2024, we reduced energy consumption by implementing energy-efficient lighting, upgraded chillers for reduction in energy usage, reduced water usage and expanded recycling efforts.

Message from the CEO

Dear Stakeholders,

As we reflect on the achievements of 2024, I am proud to share that Julphar has continued to deliver on its mission of bringing sustainable value to the patient community by providing innovative, high-quality, accessible, and affordable pharmaceutical products. Our unwavering commitment to this mission, has positioned Julphar as a leader in the pharmaceutical industry across the Middle East and Africa.

Our business momentum remained strong, marked by the launch of 9 new products in the UAE and 72 new product registrations across all markets. To sustain our growth and innovation, we strengthened our research and development (R&D) and licensing partnerships, with 8 out of 9 new product launches in 2024 developed in-house. These efforts will continue, with 60+ new products expected to launch by 2030. A significant milestone was our first product launch for multiple sclerosis, reinforcing our commitment to addressing unmet medical needs. We also announced our investment in a state-of-the-art manufacturing facility in Saudi Arabia, positioning Julphar as a key player in advanced biologics, sterile, and general formulations.

Our financial performance reflected these strategic advancements, with Julphar significantly improving profitability generated by 5% revenue growth and enhanced production efficiencies. These achievements not only strengthened our market position but also reaffirmed our role in contributing to the UAE's economic diversification and healthcare sector development, aligning with the "We the UAE 2031" vision.

Sustainability remains at the heart of our operations. In 2024, we reduced energy consumption by implementing energy-

efficient lighting, upgraded chillers for reduction in energy usage, reduced water usage and expanded recycling efforts. Our social responsibility efforts were equally impactful, including medicine donations, free health camps, community health awareness programs, and partnerships with hospitals that enhanced public well-being.

Additionally, we reinforced our commitment to employees, conducting engagement surveys, focus group discussions, and culture transformation programs to ensure a thriving workplace.

Looking ahead, our strategic priorities for 2025 and beyond are clear. We will continue to expand our product pipeline, with plans to launch 14 new products in 2025 and more than 60 new products by 2030. The construction of our new manufacturing facility in the Kingdom of Saudi Arabia (KSA) will be a key focus, alongside efforts to expand our presence in key MENA markets through local manufacturing partnerships. As part of JULPHAR 2030 manufacturing strategy, we will further enhance our capabilities and quality systems at our head office campus in Ras Al Khaimah.

I would like to extend my deepest gratitude to our shareholders, employees, customers, and business partners for their unwavering support and trust in Julphar. As we embark on the next phase of our journey, we remain committed to our vision of becoming a global leader in the pharmaceutical industry, guided by our core values of innovation, quality, and sustainability.

Chief Executive Officer
Basel Ziyadeh



About Julphar

Established in 1980 under the vision of His Highness Sheikh Saqr Bin Mohammad Al Qasimi, Gulf Pharmaceutical Industries Co. (P.S.C.) (Julphar) has grown to become one of the leading pharmaceutical manufacturers in the Middle East and Africa. Headquartered in Ras Al Khaimah, UAE, Julphar specializes in generic medicines and specialty products, addressing key therapeutic segments including Diabetes, Gastrointestinal Tract, Respiratory, Dermatology, and Cardiology.

With 10 internationally certified facilities and a capacity of over 1 million boxes of medicine daily, Julphar supplies its products to more than 40 countries across five continents. As one of the largest pharmaceutical drug manufacturers in the Middle East and Africa, Julphar plays a vital role in ensuring access to high-quality, affordable healthcare solutions.

40

Countries across five continents

10

Internationally Certified Facilities

1M+

Boxes of Medicine Produced Daily

Julphar's Mission, Vision & Values

Julphar is dedicated to improving lives by providing high-quality, innovative, and affordable healthcare solutions. With a rich heritage dating back to 1980, we have grown into a trusted partner for patients, healthcare professionals, and governments across the Middle East, Africa, and beyond.

We are proud of our heritage and excited about the future. Julphar remains dedicated to playing a vital role in shaping a healthier future for the region and beyond.



OUR MISSION

"We strive to provide a better quality of life for the entire family, by delivering best-class solutions and real values with compassion and professionalism."



OUR VISION

"To become a leading pharmaceutical company, recognized internationally for innovation."

OUR VALUES

"We have a rich heritage and our business is part of the UAE's fabric."



Leadership

We strive for excellence in all aspects of our work, embracing our responsibility as a global leader in healthcare.



Integrity

We uphold the highest ethical standards, acting with honesty, transparency, and unwavering integrity in everything we do.



Compassion

At the heart of our values, compassion guides our commitment to serving people and patients, ensuring we approach every interaction with empathy and understanding.



Collaboration

We work together as one team, fostering strong relationships that amplify our impact and drive collective growth.



Innovation

We recognize that cutting-edge research and development is essential to fostering innovation and securing the future of the pharmaceutical industry.



Respect

We cultivate a culture of professionalism, valuing diverse perspectives and honoring the contributions of individuals from all backgrounds.

Julphar's Value Chain

Julphar's value chain is the backbone of its commitment to delivering high-quality, accessible pharmaceutical products to patients across the globe. With 10 internationally certified manufacturing facilities, including a biotechnology drug substance plant, Julphar manages a vertically

integrated structure that spans from in-house development to production and distribution. This integrated approach allows Julphar to maintain stringent control over its supply chain, ensuring competitive pricing, efficient delivery, and superior product quality. Julphar's value chain encompasses a

comprehensive range of activities, from research and development to manufacturing, distribution, and ultimately, reaching patients across the region. Key components of the value chain include:

Manufacturing Excellence



With a production capacity of over 1 million boxes of medicine per day, Julphar's facilities adhere to international standards such as Good Manufacturing Practices (GMP), ensuring high-quality products that meet patient needs. Julphar's global footprint extends across 10 internationally certified manufacturing facilities worldwide, complemented by an advanced local facility in Ethiopia. This robust network empowers us to meet the growing demand for high-quality medicines.

Supply Chain & Logistics



Ensuring timely and efficient delivery of our products through a robust distribution network, leveraging the expertise of MenaCool, our logistics subsidiary. This includes 40 trucks, of which 30 are temperature-controlled.

Strategic Partnerships



Collaborating with global pharmaceutical leaders, Julphar ensures a steady supply of raw materials and access to cutting-edge medical technologies. This also includes collaborations with academic institutions and other partners to advance scientific knowledge and bring new therapies to market.

R&D and Innovation



We invest in research and development to identify and develop innovative medicines that address unmet medical needs. This drives Julphar's ability to launch innovative products, advance treatment options, and expand into new therapeutic areas. With around 2,700 registration licenses across all markets, we deliver a wide range of essential medications.

Retail Pharmacy Network



Providing accessible healthcare services through Planet Pharmacies, our retail pharmacy network, offering convenient access to medications and healthcare advice. As of December 2024, Planet Pharmacies manages 292 retail pharmacies across the UAE, Saudi Arabia, and Oman while also providing distribution services in the UAE and Oman. It caters to various product segments within the healthcare sector, including pharmaceuticals, nutraceuticals, and medical devices.

Marketing & Sales



Our dedicated sales and marketing teams work closely with healthcare professionals to promote the appropriate use of our medicines and build strong relationships with our customers. In 2024, we successfully produced 163 million packs of essential medicines, including key offerings like Mebo, Triaxone, Risek, Epotin, Amydramine, Julmentin, Vancolon, Azomycin, Cefuzime, and Adol.

Customer Service



We prioritize customer satisfaction and provide excellent support to healthcare professionals and patients.

Julphar's Approach to Sustainability and ESG

At Julphar, we recognize that the future of our company, employees, communities, and the environment are deeply connected. As a leading global healthcare company, our commitment to improving health and well-being goes beyond providing high-quality medicines and healthcare solutions. Through our commitment to ESG principles, we aim to leverage our resources and expertise to drive positive change in the communities where we operate while contributing to a healthier and more sustainable planet.

Our ESG approach is driven by the same passion that inspires us to deliver innovative healthcare solutions to patients worldwide. As we work to improve lives through our products and services, we uphold the highest standards of governance, quality, and ethical conduct to ensure we deliver on our mission responsibly.

Our company's values—integrity, innovation, and accountability—have guided us since our founding, and we believe they are essential to fostering long-term, sustainable business success. At Julphar, sustainability is a cornerstone of our growth strategy, reflecting our commitment to creating long-term value for all stakeholders while addressing global challenges. By embedding these principles into our ESG approach, we strive to be leaders in healthcare, setting a strong foundation for future generations while helping to address global health challenges.

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At Julphar, we are committed to improving lives by providing high-quality, innovative, and affordable healthcare solutions.

Contributing to UAE's Sustainable Development

"We the UAE 2031" sets a clear path for the country's future, driving progress across four key pillars: a forward society, forward economy, forward diplomacy, and forward ecosystem. At Julphar, we actively support this vision by embedding sustainability into our operations and ensuring that our contributions extend beyond healthcare to support the UAE's long-term ambitions.

In support of the UAE Net Zero 2050, we are continuously improving the environmental efficiency of our operations. Over the past year, we have taken significant steps to reduce our carbon footprint, including upgrading conventional lighting to energy-efficient LED alternatives, which have significantly improved energy efficiency across our

facilities. Additionally, we have refined our operational strategies by scheduling key equipment to function only during designated time periods, effectively managing energy demand while maintaining production efficiency.

Furthermore, aligned with the UAE Green Agenda 2030, we have taken decisive steps to enhance resource efficiency, particularly fuel consumption. By maximizing the efficiency of select boilers while shutting others down, we are minimizing diesel usage and lowering emissions. These measures not only reduce our carbon footprint but also contribute to a more sustainable and cost-effective operational model.

“We the UAE 2031” sets a clear path for the country's future

Forward
Society

Forward
Economy

Forward
Diplomacy

Forward
Ecosystem

Alignment to Reporting Frameworks: ADX, GRI & UNSDGs

Reporting Period and Boundaries
This report marks the fifth consecutive year of reporting on Julphar's key ESG topics. It reflects our activities and achievements for the period commencing 1 January 2024 to 31 December 2024, unless stated otherwise and covers Julphar's activities in the UAE, including our head office and manufacturing plants. Unless otherwise noted, this report does not include data from contractors and suppliers.

Reporting Frameworks
We align our reporting with recognized international standards to ensure transparency and consistency. The report adheres to the Global Reporting Initiative (GRI) 2021 Universal Standards and is in line with the requirements of the Abu Dhabi Securities Exchange's (ADX) ESG Disclosure Guidance for Companies. In addition, we map our efforts to the United Nations Sustainable Development Goals (UNSDGs).

We appreciate the insights and feedback of our stakeholders and welcome any comments on this report. Please feel free to reach out to us at: info@julphar.net



Materiality Assessment and Key Material Topics

At Julphar, identifying and prioritizing key ESG issues is fundamental to our sustainability strategy.

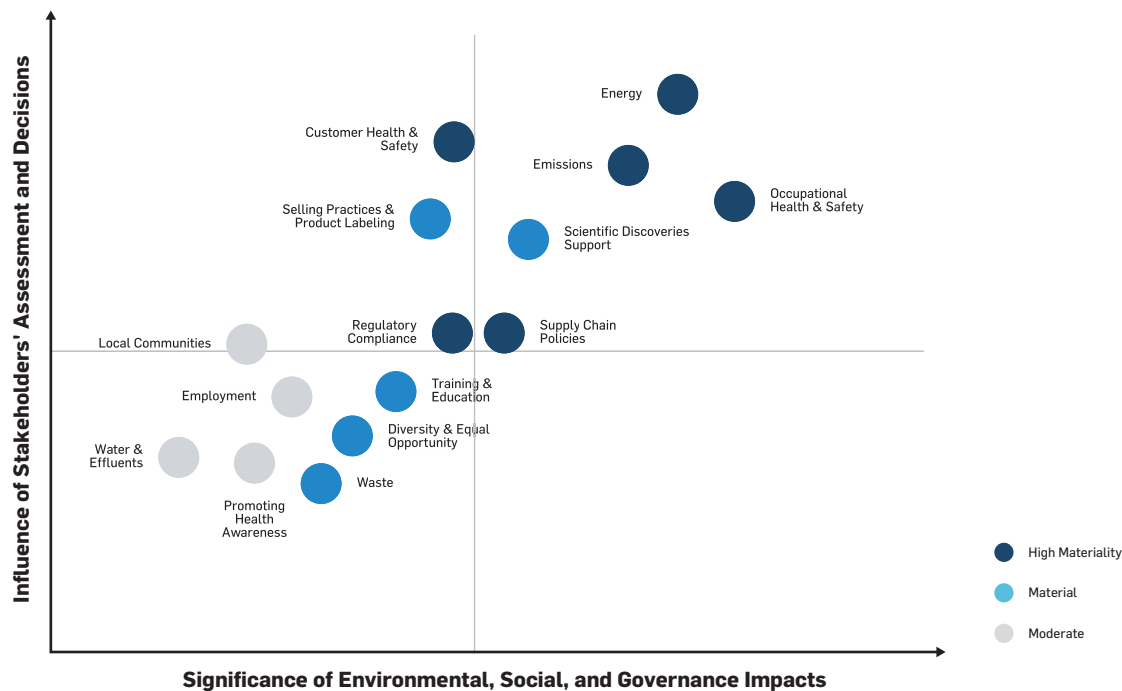
We continuously assess and refine our materiality approach to ensure it reflects industry developments, regulatory expectations, and stakeholder concerns. This process allows us to align our operations with best practices, uphold ethical standards, and drive long-term value creation.

As part of our 2024 review, we conducted a benchmark and materiality assessment to determine whether the material topics previ-

ously identified were still relevant and aligned with industry standards. This study looked at peers and new trends, as well as comparing Julphar's current material topics with those recognized by the Sustainability Accounting Standards Board (SASB) and Morgan Stanley Capital International (MSCI) for the pharmaceutical industry. Given that our business model has remained largely unchanged, our core material topics continue to be valid. However, we have added one new material

topic, "Selling Practices and Product Labeling," to strengthen our commitment to transparency and ethical business conduct.

The new updated materiality matrix makes our priorities clear and shows Julphar's proactive approach to meeting both stakeholder expectations and changes in the industry. Please find the materiality matrix for 2024 below:



The top 6 material topics in 2024 for Julphar are:

Energy

Customer Health & Safety

Emissions

Occupational Health & Safety

Regulatory Compliance

Supply Chain Policies



Stakeholder Engagement

At Julphar, we recognize that strong stakeholder engagement is crucial for our long-term success. We believe in building and nurturing meaningful relationships with all those who are impacted by our operations and who have an interest in our success. Our stakeholders, including patients, employees, regulators, healthcare organizations, non-profit organizations, suppliers, investors, and local communities, play a vital role in shaping our strategic direction and corporate responsibilities.

Julphar has established a structured and evolving stakeholder engagement framework to ensure continuous, meaningful, and transparent dialogue. This framework helps us identify key challenges, prioritize material issues, and integrate them into our long-term sustainability and business strategies.

By actively engaging with our stakeholders, we gain valuable insights into their expectations, concerns, and priorities. This allows us to align our business strategy, product development, and ESG initiatives with the evolving needs of the healthcare ecosystem. Our engagement process enables us to foster long-term partnerships, build trust, and drive shared value creation.

Stakeholder Engagement

Stakeholder Structure	Channels of Engagement	Focus Areas
Patients	Interactions facilitated by patient advocacy groups.	<ul style="list-style-type: none">Quality production and quality careAccess to health and medicines
Employees	Annual employee satisfaction surveys, roundtable conferences, reviews of performance metrics, training events, town hall meetings, and team meetings.	<ul style="list-style-type: none">Improvements in employee engagementWorkforce analyticsTraining and developmentEmissions, effluents, and wasteDiversity, inclusion and equal opportunityData privacy and securityEmployee health, safety, and well-being
Regulators	Collaborative participation and discussion on public policy	<ul style="list-style-type: none">Accessibility of health and medicationsNational developmentQuality manufacturing and patient safetyCorporate governanceEmiratizationEnvironmental impactsSocio-economic impacts
Healthcare Industry	Contribution to industry associations.	<ul style="list-style-type: none">Quality production and patient well-beingPricingPandemic readiness and disaster relief
Non- profit organization	Cooperation with community partners and collaboration with respect to social and environmental initiatives.	<ul style="list-style-type: none">Addressing the environmental and socioeconomic impacts of our operations of emissions, effluents, and wasteCommunity development campaigns and workshopsCSR activities
Global health leaders	Interactions with global health governance organizations, participation in global health congresses and meetings.	<ul style="list-style-type: none">Accessibility, affordability and availability of quality healthcarePandemic preparedness and catastrophe reliefClimate action and resiliencePatient safety and high-quality productionResponsible supply chain
Customers	Tenders, questionnaires, surveys, audits.	<ul style="list-style-type: none">Transparent and agile supply chain managementQuality manufacturing, patient safetyExcellence in service and high-quality products
Suppliers	Questionnaires and audits.	<ul style="list-style-type: none">Management of environmental matters, such as, waste management, low carbon emissions, etc.Business ethicsResponsible human rights practicesTransparent and agile supply chainData privacy and securityHigh-quality raw materials
Investors	Investor outreach, presentations and conferences, regular meetings with various investor groups, and participation in ESG rankings and ratings.	<ul style="list-style-type: none">Intellectual propertyCorporate governanceClimate action and resilienceBusiness ethicsAnti-bribery and corruptionAccess to health and medicinesPricing



Julphar is committed to continuous improvement in its stakeholder engagement practices. We will continue to refine our approach, strengthen relationships with key stakeholders, and ensure that their voices are heard and considered in all our business decisions.

Economic performance

As a leading pharmaceutical company in the Middle East and Africa, Julphar remains committed to driving financial growth, expanding market reach, and strengthening our product portfolio. In 2024, we achieved revenues of AED 1,743 million (Including our discontinued operations), with a notable 5% revenue growth and continued to navigate an evolving economic landscape, ensuring resilience in our operations while maintaining a steadfast focus on delivering high-quality, affordable medicines to our patients.

In 2024, Julphar sustained a solid financial performance, bolstered by strong sales. Our revenue growth was driven by an expanding portfolio in key therapeutic areas, increased market penetration, and strategic partnerships that enhanced our distribution network.

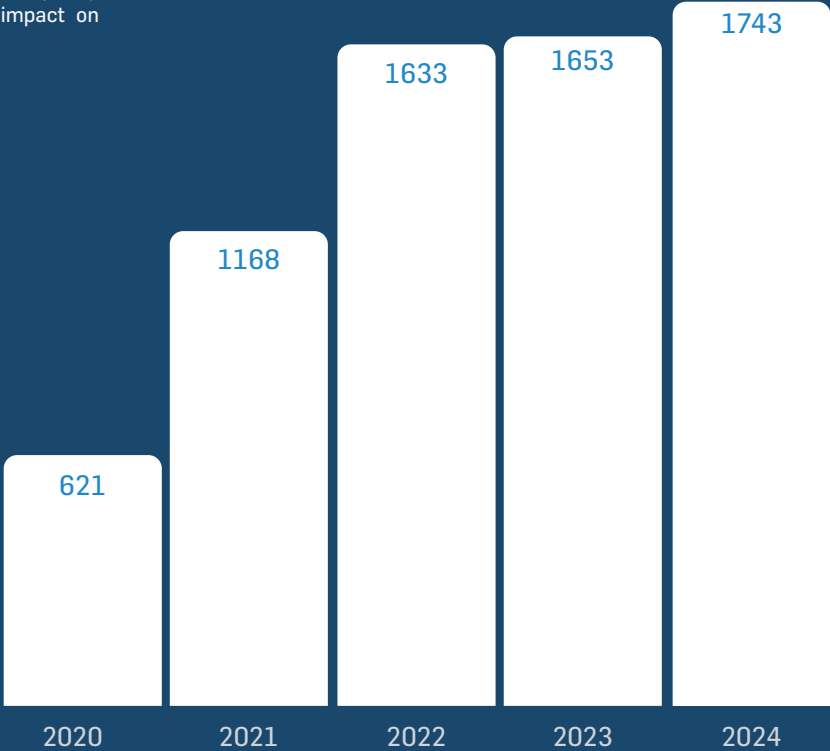
Recognizing the importance of geographical diversification, we are increasing our presence in key markets in Africa in addition to our continued portfolio expansion in Julphar's core markets in the Middle East Region. By evaluating opportunities in new territories and enhancing our presence in existing markets, we aim to create additional revenue streams while ensuring accessibility to essential medicines for a wider patient population.

With expansion comes risk, and Julphar remains proactive in adapting to market challenges by implementing robust risk management frameworks. We continue to enhance our systems and processes, ensuring that our business remains agile, responsive, and resilient in an evolving global landscape. Through operational excellence, digital transformation, and process optimization, we are future-proofing our business to sustain long-term financial success.

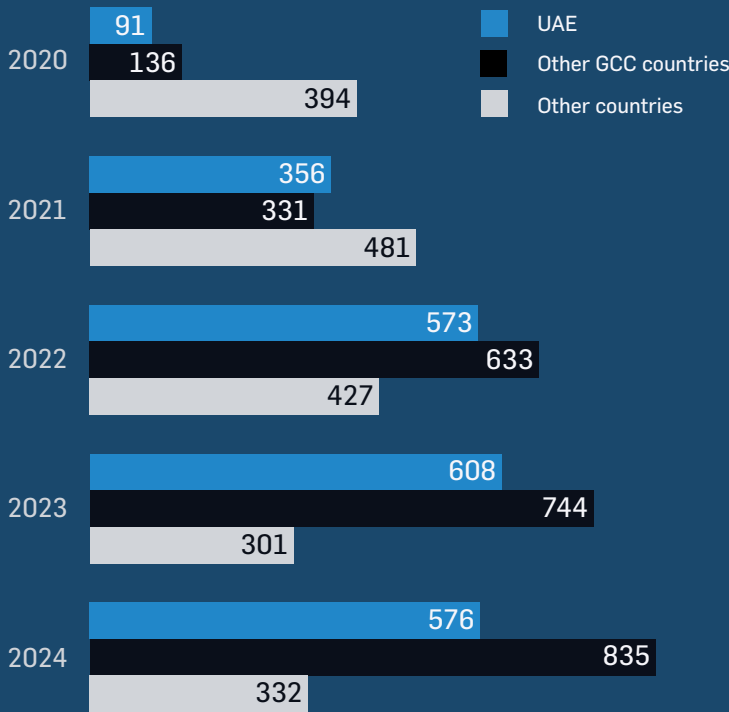
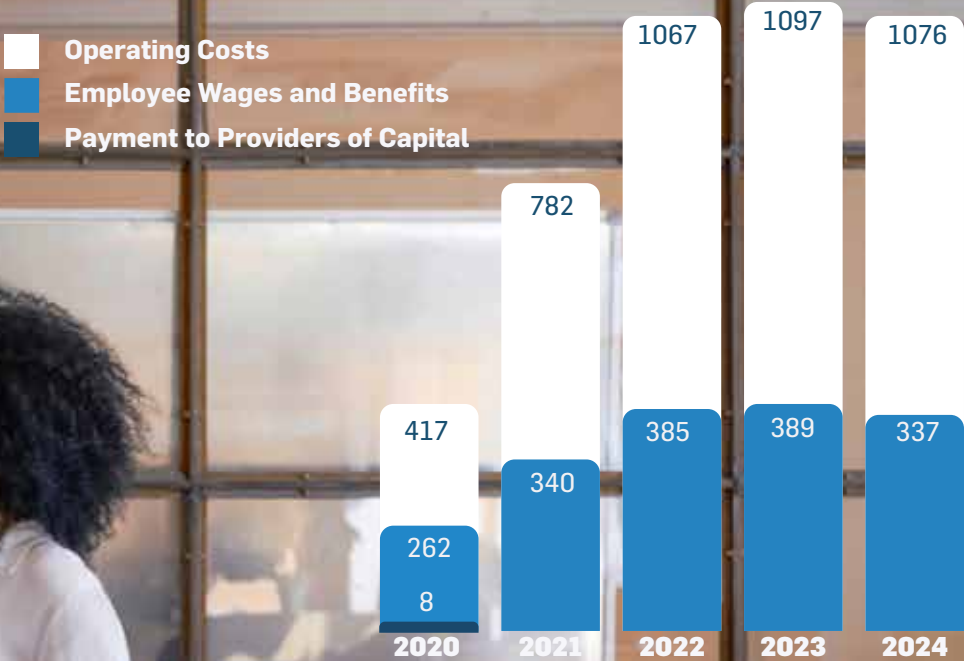
Julphar's growth strategy is deeply rooted in its commitment to improving access to healthcare. We will continue to prioritize the development and distribution of cost-effective medicines, ensuring that patients receive the treatments they need without financial burden. Our focus on affordability and quality underscores our dedication to making a positive impact on public health.

“Steady economic expansion over 5 years.”

Direct economic value generated (in Million AED)



Total Economic Value Distributed



Geographic Split



2024 Highlights

0

Waste Initiative



Reduce Paper Consumption



Streamlined Regulatory Compliance for Different Countries



72

Successfully Registered Products in Different Markets

5%

Revenue Growth Including Discontinued Operations

- Successfully registered biosimilars (Insulin Glargine & Insulin Aspart)
- Integrated green chemistry to reduce hazardous materials and solvent use
- Launched a Small-Scale Plant in 2024 for precise, waste-reducing production



Awards, Certifications and Partnerships

In 2024, Julphar was honored at the Gulf Medical University Recognition Ceremony for its outstanding contributions to healthcare and medical education. This acknowledgment highlights our continuous efforts to advance pharmaceutical innovation and industry knowledge.

Additionally, the Ministry of Health and Prevention recognized Julphar at the "Partners' Appreciation Ceremony," where our long-standing commitment to fostering strategic collaborations and delivering high-quality healthcare solutions was acknowledged by key industry stakeholders.

Furthermore, Julphar maintains Good Manufacturing Practice approvals from several esteemed health authorities worldwide, reinforcing our commitment to quality and regulatory excellence. These approvals include the following:

- Emirates Drug Establishment - EDE
- SFDA (Saudi Food and Drug Authority) Audit
- Egyptian Drug Authority (EDA)
- Ethiopian Healthy Authorities
- Jordan FDA (Food and Drug Administration)
- Tanzania Food and Drug Authority
- Kenya Ministry of Health
- Yemen Ministry of Health
- Kuwait Ministry of Health
- Uganda Ministry of Health
- Libya Ministry of Health

Such recognitions reinforce our mission to enhance health and well-being through innovation, quality, and partnerships with industry leaders.

Future Commitments

We recognize that sustainability is a continuous journey, and we are committed to setting ambitious goals that drive long-term environmental, social, and economic value. Beyond our commitments to sustainable and profitable revenue growth, market expansion, and product innovation, we are further dedicated to:



Zero Waste

As part of our ongoing efforts to minimize environmental impact, Julphar has set an ongoing target to achieve zero waste. This commitment aligns with our sustainability vision, ensuring responsible resource management and waste reduction.



Digitalization and Paperless Processes

We are actively implementing a digitalization roadmap to achieve zero paper use in our processes by the end of 2026. With an approved budget and ongoing implementation, this initiative underscores our commitment to operational efficiency and environmental responsibility. By embracing digital transformation, we aim to streamline processes, reduce paper consumption, and enhance sustainability across our business functions.

As we move forward, we will continue to integrate sustainability into our core strategy, leveraging innovation and operational excellence to create a lasting positive impact.

Governance Practices

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PEACE, JUSTICE AND STRONG INSTITUTIONS

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Board Composition

Julphar’s Board of Directors (Board) consists of nine members, each bringing extensive experience and leadership across various industries. This blend of knowledge ensures comprehensive oversight and supports the company’s vision for sustainable growth.

Board Diversity and Structure

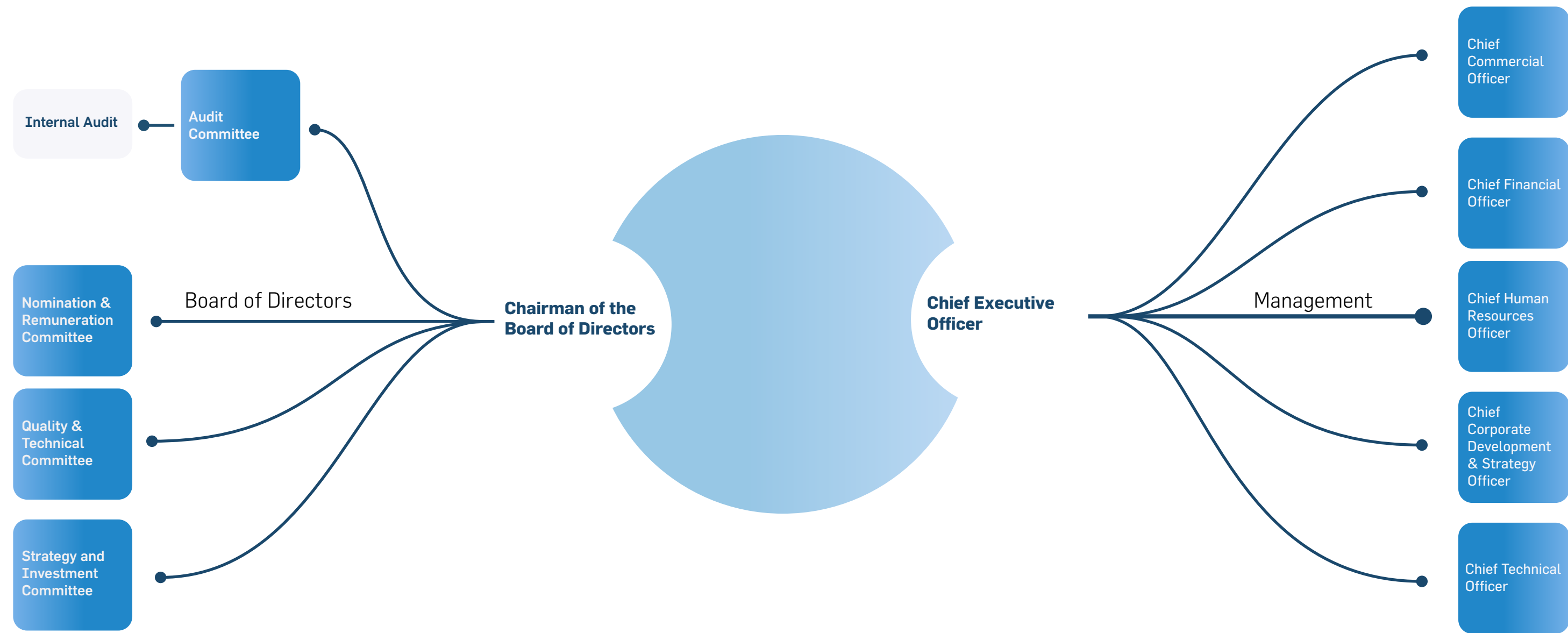
The diversity within Julphar’s Board enhances its ability to navigate the complex pharmaceutical landscape. Members bring varied backgrounds, including finance, pharmaceutical manufacturing, healthcare consultancy, and international investments. This diversity strengthens the Board’s capacity to address challenges and seize opportunities effectively. With professionals from different regions and industries, the Board provides well-rounded perspectives that are essential for informed decision-making.

Board Independence

Independence is a key pillar of Julphar’s Board governance. The majority of members are independent, and all are non-executive members, ensuring that decisions are made impartially and in the best interests of the company and its stakeholders.

The Board operates under established governance principles, with oversight reinforced by

committees such as the Audit Committee. This framework ensures accountability and minimizes potential conflicts of interest, enabling transparent and ethical decision-making. Julphar’s Board members uphold the company’s values of transparency and accountability, providing essential oversight to align operations with strategic goals and stakeholder expectations.





Independent Committees Reporting to the Board

Julphar's governance framework is supported by several independent committees, each tasked with specific responsibilities to ensure effective oversight and governance. These committees operate under clear charters and provide clear support to the Board of Directors:

Audit Committee

The committee consists of 4 members responsible for overseeing the integrity of financial reporting, risk management, and compliance within the company. It ensures the accuracy and reliability of financial disclosures, adherence to legal and regulatory requirements, and evaluates the efficiency of internal controls.

Additionally, it supervises both internal and external audits, ensuring transparency and accountability in financial practices. It collaborates closely with the Internal Audit and Risk Management function to identify, assess, and mitigate key risks, including financial, operational, cybersecurity, and compliance-related risks. The committee also establishes the company's risk appetite, assessment frameworks, and mitigation strategies, ensuring a proactive approach to enterprise risk management.

Furthermore, it also reviews and approves the internal audit charter, risk assessment processes, and delegation of authority, providing recommendations to the Board to enhance governance, accountability, and financial integrity.

Nomination and Remuneration Committee

Develop a policy to apply for membership of the Board and Executive administration, develops remuneration policies, and reviews compensation to ensure alignment with Julphar's strategic goals.

Quality and Technical Committee

Focuses on compliance with stakeholder requirements, supervises quality and innovation in production strategies, and evaluates the effectiveness of R&D activities. The committee also reviews key business policies and ensures their successful implementation.

Strategy and Investment Committee

Reviews and monitors strategic initiatives, annual budgets, and business plans. The committee evaluates investment risks, ensures compliance with regulations, and examines contracts of strategic importance.

Follow-up and Supervision of Insider's Transaction Committee

Ensures compliance with the Securities and Commodities Authority (SCA) and ADX regulations, monitors insider transactions, and maintains accurate records for reporting purposes.

These committees collectively strengthen Julphar's governance, enabling focused oversight and alignment with corporate objectives.

Ethical Business Practices

Julphar remains committed to conducting business with integrity, transparency, and accountability. Upholding ethical practices is a cornerstone of our operations, enabling us to build trust with stakeholders while fostering sustainable success.

Code of Conduct Adherence

Our Code of Conduct (CoC) defines the ethical standards and professional behavior expected from all employees. It provides clear guidelines for fostering a respectful, inclusive, and collaborative work environment while addressing key issues such as corruption, tax compliance, conflict of interest, and employee grievances. Our CoC is readily accessible to employees and is integrated into our onboarding process through dedicated training. This ensures that all team members uphold Julphar's values of ethical excellence.

Anti-Corruption Measures

Julphar adopts a zero-tolerance approach to corruption in any form. We strictly prohibit engagement in the solicitation, acceptance, or offering of bribes to secure business progression or competitive advantages. Our stringent policies are designed to prevent bribery, conflicts of interest, and unethical practices. These measures extend to all levels of our operations, including suppliers and customers. Any violation triggers a thorough investigation followed by appropriate action. In 2024, no corruption cases were identified, reflecting our strong commitment to integrity.



Compliance and Risk Management

Compliance with laws and regulations is integral to our operations. At Julphar, we uphold the highest standards of regulatory and ethical compliance to safeguard our reputation and maintain the trust of stakeholders.

Regulatory Compliance

By implementing robust policies and fostering a culture of respect, collaboration, compassion, ethics, and integrity, Julphar ensures adherence to legal and regulatory frameworks. Our CoC promotes responsible professional behavior and directly addresses areas such as bribery, tax evasion, and conflicts of interest. Any breach of these standards results in detailed investigations and corrective actions.

Whistleblower Policy

Julphar has a Whistleblowing policy that encourages employees to report any violations or inappropriate behavior. Employees can find this policy in the intranet, and it ensures that all concerns are addressed confidentially and thoroughly, promoting a culture of transparency and accountability within the organization.

Enterprise Risk Management Policy and Framework

At Julphar, we view risk management as a vital and integrated element of our decision-making process. By proactively identifying and evaluating risks, we ensure that our operations remain resilient and aligned with our strategic goals. Our approach leverages various tools, such as sustainability assessments and stakeholder engagement, to prioritize risks and opportunities effectively.

A key focus of our framework is supply chain risk management, supported by a dedicated third-party due diligence policy. This ensures that potential risks within our supply chain are identified and addressed promptly.

Our risk management system follows a dual structure:

- **Primary responsibility:** Senior management and individual departments are directly accountable for implementing risk policies and ensuring they are operationalized effectively.
- **Secondary oversight:** The Executive Team provides an additional layer of scrutiny, overseeing risk management activities to ensure alignment with organizational objectives.

Risk Assessments Conducted

Julphar conducts regular risk assessments across its operations to identify, evaluate, and address potential vulnerabilities. These assessments are integral to our proactive risk management strategy, enabling us to implement effective mitigation measures and ensure business continuity. Risk registers are maintained to monitor and track identified risks, and their effectiveness is periodically reviewed to align with best practices and evolving challenges. Additionally, our Audit Committee plays a key role in reviewing the effectiveness of our Risk & Compliance function.

Data Privacy and Cybersecurity

At Julphar, we recognize the critical importance of data privacy and cybersecurity in maintaining stakeholder trust and protecting sensitive information. In 2024, we continued to strengthen our cybersecurity, ensuring compliance with industry best practices and regulatory requirements.

Throughout the year, Julphar received no complaints or breaches regarding customer privacy, nor did we experience any losses or theft of information. This underscores our commitment to robust data protection measures and proactive risk management.

As part of our efforts to enhance cybersecurity awareness among employees, we launched a “Phishing Awareness” campaign via educating our workforce on identifying and mitigating potential cyber threats. By fostering a culture of cybersecurity vigilance, we aim to minimize risks and safeguard our digital infrastructure.

Moving forward, we will continue to invest in advanced security measures, employee training, and system enhancements to uphold the highest standards of data privacy and cybersecurity.

Social Contributions



Our People	32
Workforce Diversity, Equity, and Inclusion	
Total Workforce	
Employee Welfare and Wellbeing	
Employee Turnover and Retention	
Learning and Development	
HR Policy & Labor Rights Practices	51
Occupational Health and Safety	53
Lost Time Injury Rate (LTIR)	
Health and Safety Training	
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Customer Health and Safety	
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Research & Development Strategy and Aspirations	
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Regulatory and Medical Affairs	69
Pharmacovigilance and Risk Management Program	
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Sustainability in Supply Chain	
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Strategic Partnerships	
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Investment in Community Programs	
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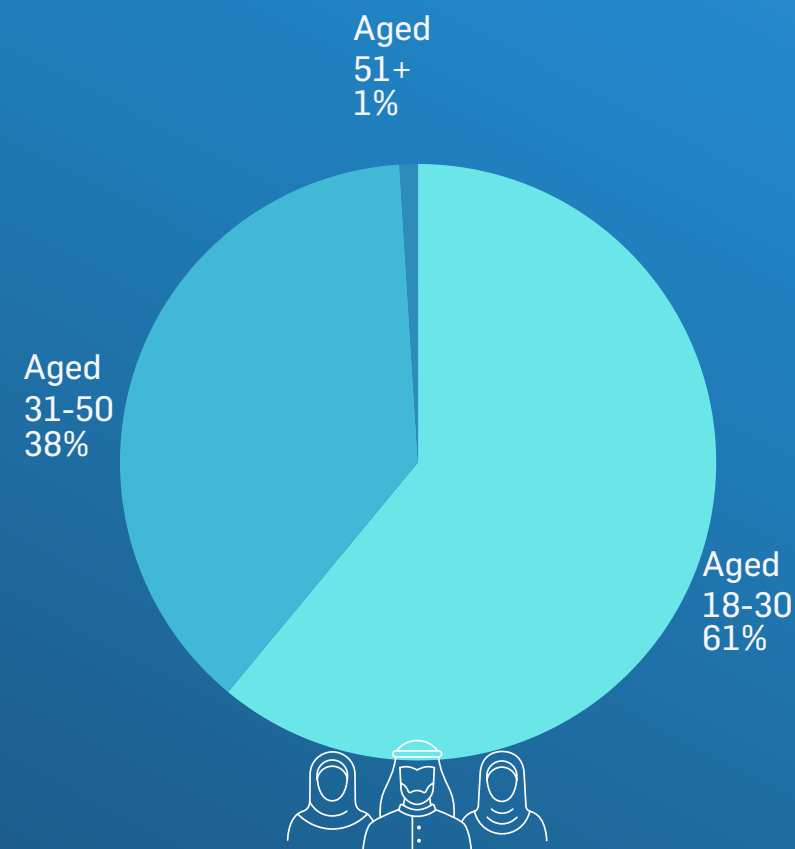
At Julphar, we believe that our greatest asset is our people. They are the heart of our operations, the drivers of innovation, and the foundation of our commitment to delivering high-quality, accessible healthcare solutions to communities around the world. As we continue to grow and evolve, we remain steadfast in our dedication to fostering a workplace that values diversity, empowers talent, and prioritizes the well-being of every individual.

Inspired by global best practices and aligned with the sustainability frameworks, we have implemented comprehensive strategies to nurture a culture of inclusion, safety, and professional development. In 2024, we focused on enhancing employee engagement, promoting gender equality, and ensuring a safe and healthy work environment for all.

Workforce Diversity, Equity, and Inclusion

We believe that diversity and equal opportunity are not just ethical imperatives but also strategic enablers of innovation, growth, and sustainability. As a global pharmaceutical company, we are committed to fostering an inclusive workplace where every individual, regardless of gender, ethnicity, age, disability, or background, feels valued, respected, and empowered to contribute their unique perspectives and talents.






In 2024, we made significant strides in advancing our diversity, equity, and inclusion (DEI) agenda. Our efforts were guided by a clear vision: to build a workforce that reflects the diversity of the communities we serve and to create an environment where everyone has an equal opportunity to succeed. This year, we expanded our initiatives to foster a culture of DEI, with a focus on increasing gender representation in leadership roles and creating opportunities for underrepresented groups.



Age Group Distribution in new hiring



Total Employees by Management Level

	Senior Management	45
	Middle Management	218
	Junior Management	707
	Execution Team	1784
	Support Staff	578

New Employees by Management Level

	Senior Management	7
	Middle Management	16
	Junior Management	76
	Execution Team	174
	Support Staff	48

New Employees by Nationality

321 New Employees from 26 Nationalities

These figures underscore our ongoing commitment to DEI, as we strive to build an inclusive culture where all employees can thrive and contribute meaningfully to Julphar’s success.

Empowering Women in the Workforce

24%

Women in total workforce as a % of total workforce

17%

Women in all management positions as a % of all management positions

19%

Women in junior management as a % of all junior management positions

10%

Women in senior management positions as % of all senior management positions

16%

Women in management positions in revenue-generating functions as a % of all excluding support functions

28

Number of Nationalities within the company (ethnic diversity) - Only for women

8

Women appointed to junior management

4

Women promoted to middle management positions

At Julphar, we are committed to fostering an inclusive and equitable workplace where women thrive in leadership, STEM (Science, Technology, Engineering, and Mathematics), and key business functions. Our focus on gender diversity and women's empowerment is reflected in our workforce composition, leadership representation, and career advancement opportunities.

Women represent 24% of our total workforce, underscoring our dedication to gender balance. Their presence in management roles continues to grow, with 17% of all management positions and 10% of senior management positions are held by women, reflecting our commitment to

increasing female representation at the highest decision-making levels.

Julphar's diverse workforce includes women from 28 nationalities, reflecting our global and inclusive outlook. In 2024, our commitment to career progression resulted in the appointment of 8 women to junior management and 4 to middle management, highlighting our focus on nurturing and advancing female talent across all levels.

Through targeted initiatives, leadership programs, and inclusive policies, we remain steadfast in empowering women to lead, innovate, and shape the future of Julphar.



Commitment to Emiratization and National Talent Development

By actively supporting the Emiratization initiative, Julphar is steadfastly dedicated to advancing the UAE's vision for sustainable development and economic growth. Emiratization is a strategic priority for us, reflecting our dedication to empowering UAE nationals, fostering their professional growth, and integrating them into key roles within our organization. In 2024, we continued to strengthen our efforts to attract, develop, and retain Emirati talent, ensuring that they play a pivotal role in driving Julphar's success and contributing to the nation's pharmaceutical industry.

In 2024, we successfully exceeded our Emiratization target of 28.75%, achieving 29.04%, reflecting our commitment to national workforce development.

Leadership representation remains a priority, with 16 Emiratis holding senior leadership positions. Our dedication to gender diversity within Emiratization is evident, with 86% (193 employees) of our Emirati workforce being female, while 14% (32 employees) are male.

Julphar continues to actively contribute to the UAE's nationalization agenda by providing career development opportunities, leadership training, and mentorship programs for Emiratis. Through these initiatives, we aim to build a skilled, future-ready Emirati workforce, driving both the company's growth and the UAE's long-term economic vision.

Particulars	FY 2024 (Numbers)
Number of Emiratis in senior leadership positions	16
Emiratization target *	28%
% of emiratization target achieved	29%
Total number of National/Emirati employees	225
Number of female national/Emirati employees	193
Number of male national/Emirati employees	32
Turnover of Emirati Nationals (voluntary)	8%

**Emiratization target and percentages as per Nafis*

Total Workforce

At Julphar, our people are at the core of everything we do. They are the driving force behind our mission to improve lives through innovative, accessible, and high-quality healthcare solutions. As a global pharmaceutical leader, we recognize that our success is deeply rooted in the talent, dedication, and diversity of our workforce.

The decrease in workforce numbers from 3,462 in 2023 to 3,332 in 2024 is part of a strategic transformation aimed at optimizing resource utilization and enhancing organizational efficiency. This follows the successful implementation of Lean Management principles continued from 2023, which involved comprehensive manpower mapping, resource allocation, and the adoption of a zero-budget concept. These initiatives have enabled us to streamline operations, reduce redundancies, and build a more agile and productive organization.

3,332
Total workforce
2024

Employee Welfare and Wellbeing

Our employees are our most valuable resource, and Julphar understands that their welfare is essential to our success as a leading pharmaceutical company. In 2024, we continued to prioritize the welfare of our workforce by offering comprehensive benefits and support programs tailored to meet the diverse needs of our employees across different regions. Our commitment to employee well-being is rooted in our core values of care, respect, and inclusivity, ensuring that every individual feels supported, valued, and empowered to thrive both personally and professionally.

Comprehensive Benefits and Support Programs

Health and Wellness

Medical Insurance

We provide comprehensive medical insurance coverage for all employees, including their eligible family members, ensuring access to quality healthcare services.



Life Insurance

Employees are covered by life insurance policies, with compensation multiples aligned with job levels and seniority, offering financial security and peace of mind.



Inability Coverage

In the event of work-related incidents, employees are supported through disability coverage, ensuring they are cared for during challenging times.



Doctor and Clinic Support

Employees working at Julphar's Corporate manufacturing campus are provided free professional medical / health care clinic services, promoting preventive care and timely medical attention.



Work-Life Balance and Leave Policies

Parental Leave

We offer generous parental leave to support employees during significant life events, ensuring they can balance their professional and personal responsibilities.



Maternity Leave and Expenses

Female employees are provided with extended maternity leave and financial support for maternity-related expenses, fostering a supportive environment for working mothers.



Annual Leave

Employees are entitled to annual leave, allowing them to recharge and spend quality time with their families.



Special Leaves

We recognize the importance of cultural and religious practices, offering pilgrimage leaves (Hajj and Umrah), bereavement leaves, and study leaves to accommodate diverse needs.



Maternity leave

A total of 60 days, of which 45 days are fully paid and the next 15 days are half paid.

72/45 Employees who took Parental & Maternity Leave (Male to Female)

Paternity/ Parental leave

5 working days paid leave, within six months from the child's birth date.

72/45 Total number of employees who returned to work after parental leave ended (Male to Female)

100% Return to work rate

100% Return to work & still employed 12 months after return to work rate



Our commitment to employee well-being extends beyond policies and benefits; it is embedded in our corporate culture. Through regular engagement programs, well-being workshops, and open communication channels, we ensure that our employees feel supported and heard. In 2024, we placed a strong emphasis on social well-being of our employees and nurtured it through initiatives such as:

Cultivating a Culture of Excellence

Our leadership championed transparency, inclusion, and continuous improvement, ensuring that these values are integrated into every aspect of our organization.

Women's Health Initiative – Breast Cancer Awareness

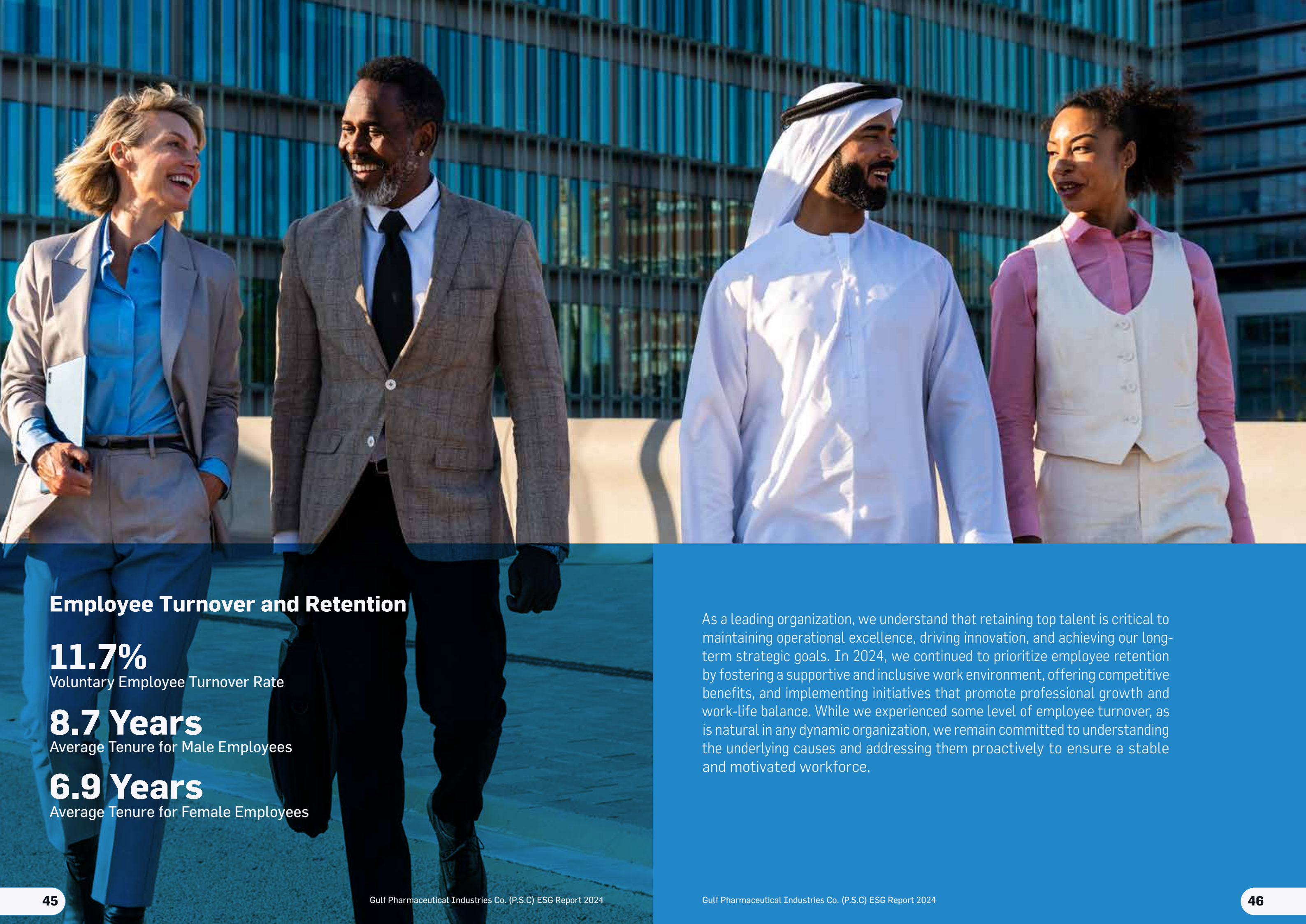
October being Breast Cancer Awareness Month, we launched a Breast Cancer Awareness Initiative, highlighting the importance of early detection, and prevention. The initiative aimed to educate, support, and empower employees, fostering a workplace culture that prioritizes well-being, awareness, and solidarity in the fight against breast cancer.



As we move forward, Julphar remains committed to enhancing employee welfare and well-being through innovative programs and policies. We will continue to listen to our employees, adapt to their evolving needs, and foster a culture of care and inclusivity. By investing in our people, we are not only building a stronger organization but also creating a positive impact on the communities we serve.

We are confident that a happy, healthy, and empowered workforce is the key to achieving our vision of a healthier, more sustainable future. Together, we are shaping a workplace where every individual can thrive and contribute to our shared success.





Employee Turnover and Retention

11.7%

Voluntary Employee Turnover Rate

8.7 Years

Average Tenure for Male Employees

6.9 Years

Average Tenure for Female Employees

As a leading organization, we understand that retaining top talent is critical to maintaining operational excellence, driving innovation, and achieving our long-term strategic goals. In 2024, we continued to prioritize employee retention by fostering a supportive and inclusive work environment, offering competitive benefits, and implementing initiatives that promote professional growth and work-life balance. While we experienced some level of employee turnover, as is natural in any dynamic organization, we remain committed to understanding the underlying causes and addressing them proactively to ensure a stable and motivated workforce.

Learning and Development

Learning and development (L&D) remain at the heart of Julphar’s strategy to maintain competitiveness, foster innovation, enhance productivity, ensure compliance, and attract and develop top talent. By empowering employees with the skills, knowledge, and expertise needed to excel in their roles, Julphar ensures its workforce remains agile and aligned with the evolving demands of the pharmaceutical industry. Through a culture of continuous learning and professional growth, we strengthen our ability to achieve strategic objectives and sustain leadership in a competitive market.

Julphar has established clear principles for employee development, prioritizing proper training and certification. For instance:

Medical Representatives are required to obtain certification from HR - L&D before engaging with healthcare providers, ensuring they are well-equipped to represent Julphar’s products and values.

Hiring Managers must also be certified by the HR - L&D before conducting interviews, ensuring a consistent and high standard of talent acquisition across the organization.

These practices reflect our commitment to excellence and demonstrate how a well-trained workforce underpins our mission to deliver high-quality, accessible healthcare solutions.

Capability and Talent Development

In 2024, Julphar enhanced its focus on capability development by conducting structured analyses to identify learning needs. We gathered input from employees and Level 1 managers to address specific skill gaps and broader team-level requirements. This approach enabled a more targeted and impactful training program across the organization.

Talent Development Initiative

This initiative further supported internal growth by providing employees opportunities to explore new career paths by taking over open vacancies within the company. This initiative exposes high-performing employees to different functional and cross-functional projects while also undergoing the “Competence Development Program” and the “Leadership Development Program”. These initiatives help align personal aspirations with business goals while preparing employees for future leadership roles.

Competency Framework

Our competency framework remains integral to Julphar’s performance management system, supporting employee development across all levels. It applies to two broad job categories: team leader and above, as well as senior specialist and below. The framework focuses on eight core behavioral competencies: Change and Learning Agility, Professional Competence and Business

Acumen, Problem Solving and Decision Making, Taking Ownership and Accountability, Process Compliance, Time and Task Management, and Teamwork and Collaboration.

In 2024, we continued to refine our competency profiles to serve as clear roadmaps for employee development. These profiles outline the essential skills and mastery levels for each role, using a five-point scale to assess employees and align their growth objectives with organizational expectations. This personalized approach ensures continuous improvement and positions employees for long-term success.



Case Study

Updating and Implementing the Training Curriculum

In 2024, Julphar revised its training curriculum under the principle of responsible business practices, which involved a comprehensive review of the existing curriculum to align it with the company's strategy. Key steps included:

Updating the training framework enhancing capabilities and alignment with business objectives

Introduced new training programs for front end field staff.

Introduced, dedicated training curriculum for the commercial team.

Future plans include delivering this updated training curriculum while maintaining flexibility to amend it as needed to address emerging challenges and opportunities

L&D Highlights for 2024

99.6%
of full-time employees

Underwent performance assessments during 2024, which included identifying specific learning and development requirements for individuals. The Learning & Development team played a crucial role in developing and preparing talents to take on higher responsibilities, aiming to fulfill both individual and organizational goals.

Julphar		Total training hours FY 2024
Total training hours delivered		22,618
Total training hours delivered to female employees		7,423
Total training hours delivered to male employees		15,195
Total training hours delivered to Senior Management employees		767
Total training hours delivered to Middle Management employees		4,038
Total training hours delivered to Non-Management employees		17,813
Amount invested in training (AED)		763,833 AED
Mandatory Training Modules		2024 (Training Hours)
Employee Code of Conduct		145
ESG		620
Whistleblower Policy		795

Julphar’s Learning and Development strategy is closely aligned with RAK’s Vision 2030 and the UAE’s Vision 2031: Forward Economy, which emphasizes the development of a knowledge-based economy driven by innovation, talent, and sustainability. By investing in the upskilling and reskilling of our employees, we are not only enhancing their capabilities but also contributing to the UAE’s goal of building a competitive and future-ready workforce.

HR Policy & Labor Rights Practices

At Julphar, our HR policy provides a structured, ethical, and inclusive framework that guides our workforce. We have a comprehensive HR policy that covers various aspects of human capital management. These policies establish standard operating procedures for key human resource functions, aligning with global best practices and reinforcing our commitment to diversity, equity, inclusion, employee well-being, ethical labor practices, and governance.

By embedding these principles into its HR framework, Julphar fosters a workplace culture that aligns with its ESG goals and creates value for employees, stakeholders, and the broader community.

Operating with the highest ethical standards, we strictly prohibit child labor, forced labor, slavery, and nepotism, ensuring a fair and respectful workplace. Clear policies guide our practices, reinforcing integrity and compliance across all levels. To uphold these standards, we have established comprehensive guidelines and training programs, including "Workplace Harassment Awareness" lectures, ensuring awareness and accountability. We remain dedicated to fostering a safe, ethical, and inclusive environment that protects the rights and dignity of every employee.



Occupational Health and Safety

At Julphar, the health, safety, and well-being of our employees are paramount. As a pharmaceutical manufacturer, we recognize the inherent occupational hazards associated with our industry, including exposure to hazardous chemicals, biological agents, ergonomic risks, and physical dangers. We are committed to maintaining a safe and healthy work environment across all our facilities, ensuring that every employee can perform their duties without risk to their physical or mental health.

Our Occupational Health and Safety (OHS) management system is designed to identify, mitigate, and eliminate workplace hazards, fostering a culture of safety, responsibility, and continuous improvement that aligns with industry regulations and global sustainability frameworks.

We have established a comprehensive OHS management system guided by internal Environmental Health & Safety (EHS) and Standard Operating Procedures (SOPs) to reduce workplace injury and illness risks.

We conduct regular hazard identification and risk assessments across all facilities to detect potential workplace hazards. Our OHS management system is built on a foundation of proactive hazard identification, risk assessment, and incident investigation. Our incident investigation procedures ensure that root causes are identified and corrective actions are taken. Key components include:

Lost Time Injury Rate (LTIR)

We are committed to fostering a safe and healthy work environment by continuously enhancing our safety protocols and ensuring all employees are well-equipped to handle workplace risks. Through rigorous training, proactive hazard identification, and continuous monitoring, we strive to minimize workplace injuries and create a culture of safety across all operations. Our focus on occupational health and safety is reflected in our efforts to reduce workplace injuries and enhance employee awareness through comprehensive training programs. In 2024, we achieved significant progress in these areas, as highlighted below.

The LTIR is a key metric that measures the frequency of workplace injuries resulting in lost workdays. In 2024, Julphar reported:

Number of Recordable Injuries

5

Number of days lost due to Injuries

8

73% reduction in lost workdays compared to 2023 (30 days)

91% reduction compared to 2022 (93 days)

Hazard Identification and Risk Assessment

Periodic risk assessments across all Julphar facilities to identify potential hazards associated with activities, equipment, and work environments.

Control measures are implemented to mitigate or eliminate risks, ensuring a safe workplace for all employees.

Incident Investigation and Reporting

Any workplace incidents are thoroughly investigated to determine root causes and prevent recurrence.

We maintain a transparent reporting system to encourage employees to report hazards and near misses without fear of reprisal.

Supplier and Contractor Safety

Requires all suppliers and contractors to submit HSE Plans, Method Statements, Risk Assessments, and Aspect Impact Assessments before commencing work.

Regular audits and monitoring ensure compliance with Julphar's safety standards.



Safety Performance Metrics	2022	2023	2024
Number of Major Incidents	3	3	0
Number of Minor Incidents	3	3	5
Work-Related Injuries	6	6	5
Work-Related Fatalities	0	0	0
Lost Workdays	93	30	8

By implementing robust safety protocols, continuous employee training, and proactive risk management, Julphar ensures a secure work environment that enhances productivity and well-being. Our OHS initiatives not only support the development of a world-class healthcare sector but also contribute to the broader UAE goal of building a thriving, forward-thinking society where people's health and safety are prioritized as key pillars of national success.

Julphar's commitment to OHS aligns with the "We the UAE 2031" vision by fostering a safe, healthy, and resilient workforce, which is essential for driving national progress in healthcare, economic growth, and sustainability.

Key Initiatives to Reduce LTIR

Permit-to-Work System

To ensure the health and safety of employees and assets, we implemented a robust Permit-to-Work (PTW) system. This system requires formal authorization for high-risk tasks, ensuring that all safety protocols are followed before work begins. The PTW system has significantly reduced the likelihood of accidents by enforcing strict controls and accountability.

Proactive Hazard Identification

Regular risk assessments and hazard identification exercises were conducted across all facilities. Control measures were implemented to eliminate or mitigate risks, reducing the potential for workplace injuries.

Incident Investigation and Corrective Actions

All incidents were thoroughly investigated to identify root causes and implement corrective actions. Lessons learned from incidents were shared across the organization to prevent recurrence.

Enhanced Safety Culture

We fostered a culture of safety by encouraging employees to report hazards and near misses without fear of reprisal. Safety awareness campaigns and recognition programs were introduced to reinforce positive safety behaviors.



Health and Safety Training

Employee safety and well-being are fundamental to our operational excellence. We are committed to equipping our workforce with the knowledge, skills, and awareness necessary to create a safe and compliant work environment. Through structured training programs, we ensure that all employees, regardless of their role, are well-prepared to identify, prevent, and manage occupational hazards effectively.

Comprehensive OHS Training Approach

Julphar's Environmental Health and Safety team, in collaboration with the Julphar Training Centre (JTC), conducts rigorous OHS training programs to instill a culture of safety, responsibility, and proactive risk management across all levels of the organization.

Julphar's OHS training covers a wide range of critical topics designed to equip employees with the knowledge and skills necessary to ensure workplace safety. Training sessions focus on workplace hazard identification and control, helping employees recognize and mitigate physical, chemical, biological, and psychological hazards.

Employees are also trained on the proper selection, use, and maintenance of Personal Protective Equipment (PPE) to minimize exposure to workplace risks. Emergency preparedness and response is another key area, ensuring that employees are well-versed in fire safety protocols, first aid procedures, and evacuation plans. Chemical safety training emphasizes the correct handling, storage, and disposal of hazardous materials to prevent contamination and health risks.

Additionally, ergonomics and musculoskeletal disorder prevention are incorporated into training to promote safe workplace practices, reducing strain and injury risks associated with repetitive tasks and improper posture. Specialized training on lockout/tagout procedures and machine safety ensures employees understand how to safely operate and maintain machinery, while fall protection and ladder safety training equip them with the necessary precautions to prevent height-related accidents.

Furthermore, Julphar ensures that all employees remain compliant with occupational health and safety regulations through ongoing training on national and international safety standards.



Training Delivery Methods

To maximize learning effectiveness, Julphar employs a variety of training methods, ensuring accessibility and engagement for all employees:

Classroom Training

Instructor-led sessions for in-depth knowledge transfer.

Online Training

E-learning modules and webinars for flexible learning.

On-the-Job Training

Hands-on guidance and practical demonstrations.

Simulations & Scenario-Based Training

Interactive exercises to reinforce emergency response and risk mitigation.

Workshops & Seminars

Knowledge-sharing platforms featuring industry experts

Key Objectives of OHS Training

Raise awareness of workplace hazards and risks.

Educate employees on Julphar's policies, procedures, and regulations.

Develop skills to identify, report, and control OHS hazards

Promote a culture of safety and accountability.

Reduce workplace incidents, injuries, and fatalities.

To maintain the effectiveness of its OHS training, Julphar implements a rigorous evaluation and continuous improvement process. Employee knowledge and competency are assessed through examinations and practical demonstrations, ensuring they can effectively apply safety principles in real-world scenarios. Regular employee observations and feedback sessions help identify areas for improvement, allowing the company to refine training content based on real-time workplace challenges. Additionally, training evaluation forms are distributed to collect insights from employees, ensuring that training programs remain relevant, engaging, and aligned with evolving safety needs. Through continuous monitoring, performance tracking, and proactive adjustments, Julphar remains committed to strengthening its safety culture and ensuring the highest standards of workplace health and safety. To maintain compliance and track progress, Julphar maintains accurate, up-to-date training records, ensuring that every employee completes mandatory safety training annually.



First Aid Training

Julphar held a first aid training course in the company's training center (JTC) in cooperation with the EHS department and the "Sanid program" to equip employees with essential life-saving skills. The course was attended by more than 50 employees and the session covered emergency response, CPR, burns, fractures, and basic first aid techniques.

Strengthening the Safety Culture at Julphar

As part of our ongoing commitment to enhancing workplace safety, Julphar's EHS Council conducts monthly reviews, addressing:

Incident Reports & Root Cause Analysis – Preventive action planning.

Regulatory Updates & Compliance Checks – Staying ahead of legal requirements.

Policy & SOP Updates – Adapting best practices to evolving industry standards.

Training Program Enhancements – Identifying gaps and introducing new safety initiatives.

Future Commitments:

Expand digital OHS training platforms for improved accessibility.

Introduce real-time hazard reporting tools for proactive risk management.

Strengthen contractor and supplier OHS training to ensure safety beyond internal operations.

Through comprehensive training, continuous improvement, and a strong safety culture, Julphar remains dedicated to minimizing workplace hazards and ensuring the well-being of all employees, contractors, and stakeholders.



Details of trainings

Number of Occupational Health and Safety Training Programs Conducted

Staff Attending Occupational Health and Safety Training

2022

2023

2024

2

22

19

191

726

620

Details of 2024 Trainings

OHS fundamentals, hazard identification, and control

Personal protective equipment usage and maintenance

Emergency preparedness, fire safety, and first aid

Chemical safety, ergonomics, and machine guarding

Sessions Conducted

8

3

5

3

Number of attendees

228

124

192

76

Social Responsibility

Julphar believes in making a positive difference beyond delivering healthcare products, we are committed to making a meaningful impact on the communities we serve. As a leading pharmaceutical manufacturer in the MENA region we recognize our responsibility to enhance health and well being and drive positive social change.

Guided by our core values of integrity, innovation, and compassion, we integrate social responsibility into our operations, ensuring that we contribute to a healthier, more equitable world.

Julphar maintains a steadfast focus on customer health and safety by upholding the highest standards of product safety and quality assurance. These priorities ensure that every product we deliver contributes not only to improving individual well-being but also to building trust with the communities we serve.

Customer Health and Safety

Customer health and safety remain central to Julphar's mission as a leading pharmaceutical company. In 2024, we continued to uphold the highest standards to protect patients' well-being, comply with global regulations, and enhance public trust in our products. By prioritizing safety and quality, we aim to deliver exceptional healthcare outcomes while fostering patient satisfaction and confidence. These principles guided all of our actions, from manufacturing and product safety to compliance and customer engagement.

Furthermore, all marketing communications related to advertising, promotion, and sponsorship are conducted in strict accordance with each country's CoC. For instance, if a product is classified as a medicine, any promotional content is directed exclusively to healthcare professionals. Additionally, to make sure that marketing materials are in compliance with company policies and legal requirements, permission from the Communications Department must be obtained prior to posting them on social media.

Case Study

Enhancing Accessibility with Braille Labeling

With evolving labeling requirements, Julphar has taken significant preliminary steps to make medicinal information accessible to visually impaired patients.

Initiated preliminary Braille packaging for expert evaluation from Braille-supporting organizations by capturing critical product information in Braille for safe and independent use by visually impaired patients. This, in future, will empower visually impaired patients with greater access to essential information and reinforce Julphar's dedication to delivering safe and accessible healthcare solutions.

Looking ahead Julphar continues to work towards fully integrating Braille labeling across its product range. These efforts not only enhance accessibility for visually impaired patients but also reflect Julphar's broader dedication to inclusive healthcare solutions.



Ensuring Product Safety

Ensuring the safety of our products is one of Julphar's core responsibilities. Our proactive approach combines adherence to regulations, implementation of robust manufacturing practices, and ongoing assessments to address potential risks.

Good Manufacturing Practices

We maintain unwavering adherence to international GMP standards to ensure consistent product quality, prevent contamination, and create safe production environments. This includes implementing regular audits, employee training, and strict hygiene protocols to minimize errors and ensure the safe handling of raw materials and finished products. By keeping the entire production process, from design to end-of-shelf life, under strict control, we safeguard the health and safety of our consumers.

Proactive Safety Reviews

While all of our products undergo comprehensive safety checks, we went further in 2024 by reviewing our top 5 products based on 62 complaints received to identify and address any potential risks.

Extensive Testing and Transparency

We conduct rigorous product testing and ensure transparent communication about potential risks. Clear labeling and collaboration with health authorities allow us to meet evolving consumer needs and comply with regulatory changes.

Electronic Patient Leaflet (e-PIL)

In alignment with different GCC health authorities, Julphar initiated the implementation of e-PIL project, a digital initiative aimed at replacing traditional paper leaflets with electronic product information. This transition enhances accessibility to up-to-date medicinal information through digital platforms while promoting harmonization across the GCC region. The e-PIL project has been implemented on some products so far. This shows Julphar's dedication to patient safety, regulatory compliance, and sustainability by lowering the amount of paper used and the damage it does to the environment



Maintaining Quality

At Julphar, maintaining the highest standards of product quality is integral to ensuring customer trust and satisfaction. A comprehensive quality framework guides our operations to meet global benchmarks.

Supplier Collaborations

In 2024, we strengthened our partnerships with existing partners to introduce innovative medical solutions to the MEA region. Our continued partnership with Jungbunzlauer Ladenburg GmbH in Germany also guaranteed a consistent supply of high-quality Sodium Citrate, essential for upholding the superior quality of our products.

Compliance and Monitoring

We actively monitor local, national, and international regulations to ensure full compliance with all applicable standards. Our robust systems include regular internal audits and continuous employee training, ensuring that all processes align with current legal and ethical requirements

Improving Customer Satisfaction

Customer satisfaction is fundamental to Julphar’s success. We are dedicated to understanding and addressing customer needs while maintaining transparency and trust through open communication.

Handling Complaints

Julphar is committed to ensuring customer satisfaction through efficient and thorough complaint handling. Our dedication lies in understanding and addressing customer needs, all the while maintaining transparency and trust through an open communication process. Managed by the dedicated Quality Assurance (QA) Compliance Department, all complaints—whether from regulatory bodies, healthcare professionals, or customers—are documented, categorized, and investigated based on their potential health impact:

Immediately
Critical complaints

Within 15 days
Major complaints

Within 30 days
Minor complaints

For complaints involving adverse events or drug inefficacy, both the Regulatory & Medical Affairs Department and QA teams collaborate to ensure swift action.

Investigations cover all aspects of manufacturing, packaging, and product analysis to identify root causes and implement corrective measures. Insights from these reviews support continuous improvement and reinforce Julphar’s dedication to product safety, customer health, and trust.

In 2024, out of 64 total reported cases, 15 complaints were substantiated following final

investigations, resulting in a substantiated complaint rate of 0.24%. No product recalls were required. Our overall complaint rate reflects the accessibility of our network, ensuring that customers can easily reach us to report concerns. We prioritize transparent communication, providing timely feedback to customers to ensure their confidence and safety while using our products.

Received complaints	62	46	30	34	64
Valid Complaints	33	22	8	11	15
Invalid Complaints	29	24	22	23	49
Complaints Rate	1.4%	1.8%	0.6%	0.5%	1.1%

Research and Development

At Julphar Research & Development Centre, we are dedicated to advancing the frontiers of science to develop life-changing medicines. Our R&D efforts serve as the cornerstone of our business, ensuring that innovation, scientific breakthroughs, and patient-centric solutions drive every aspect of our operations.

By continuously pushing boundaries and addressing unmet medical needs, we remain steadfast in our mission to improve patient outcomes and enhance global health.

In 2024, our R&D division reinforced its commitment to innovation, sustainability, and patient-centricity, driving every aspect of our business operations. By meticulously structuring our organization around this purpose, we ensure that scientific breakthroughs and cutting-edge solutions remain at the heart of everything we do.



Research & Development Strategy and Aspirations

Julphar's R&D strategy is built on a foundation of excellence, efficiency, and sustainability, guided by our unwavering commitment to improving patient outcomes and addressing unmet medical needs. Our approach is centered on the following key pillars:

1

Innovation and New Product Development

We focus on creating new therapies in a wide range of therapeutic areas. To make sure that product development is strong and efficient, we use cutting-edge technologies and the Quality by Design (QbD) and Quality by Digital Design methods.

Our R&D pipeline includes over 50 products in various stages of development, spanning therapeutic areas such as gastrointestinal disorders, diabetes, obesity, cardiovascular diseases, respiratory conditions, infectious diseases, dermatology, and oncology.

2

Sustainability and Green Chemistry

We integrate green chemistry principles into our R&D processes, emphasizing the use of sustainable methods, eco-friendly materials, and proper waste management to minimize environmental impact.

Our commitment to sustainability extends to the development of diverse dosage forms, including tablets, capsules, injectables, creams, ointments, and more, ensuring that our solutions are both effective and environmentally responsible.

3

Efficiency and Cost-Effectiveness

We streamline our R&D processes to bring high-quality, affordable medicines to market swiftly while maintaining strict compliance with global regulatory standards.

The establishment of our Small-Scale Plant in 2024 exemplifies this commitment, enabling flexible, cost-effective production of small batches for R&D and commercial purposes.

4

Strategic Collaborations and Continuous Learning

We foster partnerships with academic institutions, research organizations, and industry leaders to accelerate innovation and share best practices.

Our participation in global events such as the Convention on Pharmaceutical Ingredients (CPHI), KSA, and the A3P conference in UAE highlights our dedication to collaboration and knowledge exchange. Continuous learning is a cornerstone of our R&D culture, with our team regularly participating in seminars and training programs to stay updated on evolving technologies and regulatory requirements.



Key Breakthroughs

Our R&D achievements in 2024 reflect our commitment to ESG principles, demonstrating how we integrate sustainability, social responsibility, and ethical governance into our innovation-driven operations.

By aligning our R&D strategy with ESG principles, Julphar is not only advancing healthcare innovation but also contributing to a more sustainable, equitable, and ethical future. Together, we are shaping a healthier world for generations to come.

Environmental Achievements

Green Chemistry and Sustainable Practices



We integrated green chemistry principles into our R&D processes, reducing the use of hazardous materials and solvents, minimizing waste, and promoting eco-friendly drug development.

Our Small-Scale Plant, operational in 2024, exemplifies our commitment to sustainability by enabling precise, small-batch production that reduces waste and avoids surplus inventory

Energy Efficiency and Waste Management



Advanced machinery and processes in our R&D facilities were optimized for energy efficiency, contributing to reduced carbon emissions.

Proper waste management protocols were implemented across all R&D operations, ensuring compliance with environmental regulations and minimizing our ecological footprint.

Social Achievements

Addressing Unmet Medical Needs



We submitted 20 new products to health authorities and launched 6 new products, addressing critical healthcare challenges in areas such as diabetes, obesity, cardiovascular diseases, and infectious diseases.

We successfully tech transferred Insulin Glargine, Insulin Aspart, Insulin Aspart Mix, and Liraglutide, advancing diabetes management by providing enhanced glycemic control, improved stability, and greater convenience for patients. Liraglutide, a GLP-1 receptor agonist, also supports HbA1c reduction and weight management in individuals with type 2 diabetes, reinforcing our commitment to innovative treatments that improve patient outcomes and quality of life.

Our R&D pipeline, which includes over 50 products in development, focuses on diverse therapeutic areas and dosage forms, ensuring accessibility and affordability for patients worldwide.

Community Engagement



We strengthened our collaborations with universities such as AURAK and Amity University, bridging the gap between academia and industry to nurture future talent and drive groundbreaking research.

Participation in global events like CPHI, KSA and the A3P conference in Dubai highlighted our commitment to knowledge sharing and industry collaboration.

Governance Achievements

Regulatory Compliance



We achieved 0 overdue Corrective Actions and Preventive Actions (CAPAs), Change Controls, and Deviations, maintaining the highest standards of regulatory compliance and quality assurance.

900

Stability analyses

13+

Cleaning method validations

70+

Analytical method validations

Ethical Leadership and Transparency



Our leadership championed a culture of transparency, inclusion, and continuous improvement, ensuring that ESG principles are integrated into every aspect of our R&D operations.

We upheld ethical governance practices, ensuring that all R&D activities align with global regulatory standards and industry best practices

Regulatory and Medical Affairs

The Regulatory Affairs Department plays a vital role in ensuring Julphar's products comply with global regulations, securing timely approvals, and facilitating market access. By efficiently managing product registrations, renewals, and post-approval changes, the team accelerates access to medicines while adapting to evolving regulatory landscapes and industry best practices. Working closely with R&D, the department streamlines regulatory pathways for innovative products, ensuring their swift approval and alignment with Julphar's mission to deliver best-in-class healthcare solutions.

Additionally, the Medical Affairs team ensures that product labeling, packaging, and promotional materials meet regulatory requirements, maintaining scientific accuracy and compliance.

Committed to regulatory excellence and patient-centric healthcare, the department establishes efficient pathways for new drug formulations, biosimilars, and advanced therapies.

By fostering strong collaborations with health authorities, industry associations, and cross-functional teams, the team advocates for best compliance practices and contributes to policy development. Through leadership, integrity, and innovation, Regulatory & Medical Affairs continues to support Julphar's vision of delivering high-quality, accessible medicines worldwide.

Our Regulatory & Medical affairs achievements in 2024 reflect our unwavering commitment to ESG principles, demonstrating how we integrate sustainability, social responsibility, and ethical governance into our innovation-driven operations.

Environmental Achievements

Implemented ePIL for some products, promoting digital transformation and sustainability.

100% secure digital storage for registration dossiers

Social Achievements

Workforce development and training

Conducted monthly on-the-job training, enhancing regulatory and compliance skills for 40+ employees
Provided structured internship programs, training 6 interns over two years, with hands-on regulatory experience

61% Female workforce composition
4 Emirati professionals Hired and trained

Community Engagement and Social Responsibility

Initiated preliminary steps for Braille packaging for expert evaluation.

Governance Achievements

Strengthened regulatory compliance and efficiency across different countries.

Enhanced collaborative efforts with health authorities, ensuring compliance with evolving global standards.

72 Globally successfully registered products

Ethical Leadership and Transparency

Fostered a culture of inclusive workplace transformation, strengthening cross-departmental collaboration.

Actively engaged in talent development and training programs, upskilling 40+ employees in regulatory and compliance practices.

Strengthened corporate governance initiatives, aligning with sustainability best practices and ethical business standards.

Julphar's Regulatory & Medical Affairs department remains committed to continuous ESG integration, driving responsible business growth, and ensuring long-term sustainability in the pharmaceutical sector

Our Regulatory & Medical affairs achievements in 2024 reflect our unwavering commitment to ESG principles, demonstrating how we integrate sustainability, social responsibility, and ethical governance into our innovation-driven operations.

Pharmacovigilance and Risk Management Program

At Julphar, ensuring patient care and safety remains a top priority through our proactive collaboration with regulatory authorities, patients, and healthcare professionals. Our robust pharmacovigilance and risk management program plays a crucial role in continuously identifying, assessing, understanding, and mitigating adverse effects or risks associated with our medications.

In 2024, we sustained our pharmacovigilance quality management systems, ensuring compliance with Good Pharmacovigilance Practices across the MENA region. These systems are designed to drive continuous improvements and maintain adherence to all relevant regulations. Additionally, we focused on raising awareness among healthcare professionals about the safe and responsible use of medicines through targeted educational and training programs.



Sustainable Procurement and Supply Chain Management

We recognize the critical role of sustainable procurement and supply chain management in ensuring the continuity of operations, quality of products, access to essential medicines and achieving our environmental, social, and governance goals. The pharmaceutical industry operates within a complex sustainability landscape, where balancing environmental responsibility, ethical sourcing, and patient-centric healthcare delivery is essential. Our approach integrates supply chain resilience, responsible sourcing, and strategic partnerships to drive sustainability while meeting market demands and regulatory standards.

While environmental criteria are not currently mandatory in our supplier evaluation process, we actively collaborate with suppliers who demonstrate a commitment to sustainability and environmentally responsible practices. Our approach focuses on fostering strategic partnerships, reducing our carbon footprint, and promoting ethical and sustainable practices across our supply chain.

Sustainability in Supply Chain

Julphar's supply chain strategy is designed to address the unique challenges of the pharmaceutical industry while aligning with global sustainability goals. Our approach includes:

1.Environmental Responsibility

Greenfield Projects: We collaborate with suppliers committed to environmentally sustainable practices. For example, Granules India, one of our key suppliers, has achieved the Silver stage in EcoVadis and has a solid plan to reduce CO2 emissions from 2023.

Waste Management: Union Cement Company and Gulf Cement Company, our approved supplier for waste destruction, uses the heat generated from these activities to produce energy, contributing to a circular economy.

Eco-Friendly Logistics: We prioritize sea shipments over air shipments to reduce emissions and pollution.

Electric Forklifts: In our warehouses, we use electric forklifts instead of diesel-powered ones, significantly reducing our carbon footprint.

Plastic Recycling: Our supply chain and logistics teams have made significant contributions to plastic recycling initiatives.

2.Social Responsibility

Ethical Sourcing: We ensure that all suppliers adhere to ethical labor practices, including fair wages, safe working conditions, and non-discrimination policies.

Patient-Centric Approach: We collaborate with diverse healthcare providers across the GCC, both private and governmental, to ensure equitable access to quality medications.



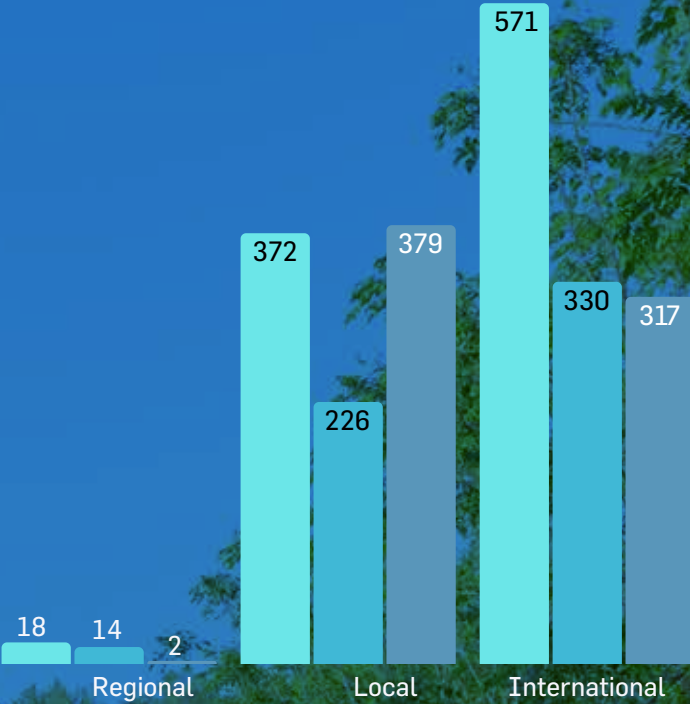
Sustainable Procurement Practices

Recognizing that the quality of our products depends on the quality of our raw materials, we have established a structured supplier assessment and oversight process. This includes:

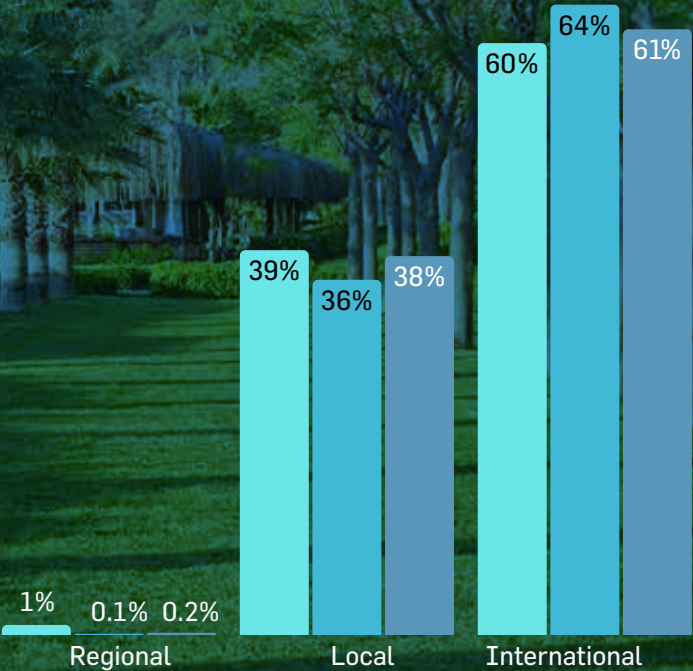
Supplier Evaluation & Risk Management: We maintain a supplier evaluation checklist, ensuring compliance with regulatory standards, ethical sourcing, and quality agreements.

Risk Mitigation Strategies: We have implemented a Single Approved Vendor (SAV) project and a Safety Stock Replenishment Strategy to mitigate risks such as material shortages, geopolitical disruptions, and price fluctuations. Our methodology includes ongoing monitoring, periodic evaluations, and proactive ordering to ensure seamless supply chain operations.

Supplier Due Diligence & Compliance: We have implemented standard operating procedures for third-party due diligence, tackling risks such as bribery, corruption, and non-compliance



Number of Local, Regional, and International Suppliers



Percentage of Total Spend on Local, Regional, and International Suppliers

2022 2023 2024

This distribution ensures that we maintain a balanced and diversified supplier network that supports the local economy while benefiting from global expertise



Distributor Management Systems

To enhance efficiency and consistency across our supply chain operations, Julphar has implemented a Distributor Management System that

Standardizes distributor onboarding and management processes.

Streamlines distribution networks across multiple regions.

Ensures robust tracking and compliance monitoring through our internal distributor committee and commercial, legal, and sales teams.

This approach ensures that Julphar maintains seamless supply chain operations, delivering high-quality, accessible, and affordable medicines across the GCC and beyond.

Strategic Partnerships

Julphar has always prioritized strategic collaborations to strengthen its supply chain, expand market reach, and drive innovation.

Julphar's sustainable procurement and supply chain initiatives are closely aligned with the UAE Strategy 2050, which aims to achieve sustainable economic growth, energy efficiency, and environmental responsibility. Julphar actively supports the UAE's transition to a circular economy and low-carbon future by prioritizing local suppliers, reducing carbon emissions through sea shipments and electric forklifts, and partnering with eco-conscious manufacturers. Our investments in green logistics, waste reduction, and Emiratisation initiatives further reinforce our commitment to the UAE's long-term vision for a resilient, knowledge-driven economy, ensuring that pharmaceutical innovation and sustainability go hand in hand.

Future Plans

We are committed to further enhancing its sustainable procurement and supply chain management practices. Our future plans include:

Mandatory Environmental Criteria in Supplier Evaluations



Expanding Partnerships with Sustainable Suppliers & Distributors

Increasing Renewable Energy & Eco-Friendly Technologies



Enhancing Transparency & Traceability in Procurement

Community Engagement

Our commitment to social responsibility extends beyond healthcare innovation, as we actively engage with communities and invest in programs that promote well-being, inclusion, and sustainability. We believe in fostering meaningful connections, empowering individuals, and driving positive change through collaborative initiatives and employee-driven volunteering efforts. Our initiatives are designed to address critical societal needs, promote health and well-being, and foster sustainable development in alignment with the UAE's vision for a prosperous and inclusive future.

Health and Wellness Initiatives

World Diabetes Day

In collaboration with the Ministry of Health and Prevention, Julphar actively participates in World Diabetes Day to raise awareness about diabetes prevention and management. Through educational campaigns and health screenings, we empower communities to lead healthier lives.

Blood Donation Campaign

Julphar Clinic and the blood bank at Saqr Hospital successfully launched its blood donation on 28 February 2024, reflecting the community's giving spirit and togetherness.





Support for Cancer Patients

Julphar celebrated UAE National Day with cancer patients, bringing hope and joy to those undergoing treatment. This initiative reflects our commitment to supporting individuals and families affected by cancer.

Julphar demonstrated its commitment to social responsibility by actively participating in the RAK Terry Fox Charity Fun Run, supporting cancer research and awareness. This initiative fostered community engagement, encouraging employees to contribute to fundraising efforts while promoting health and well-being.



Children of Determination Support Initiative

Julphar is dedicated to fostering inclusion and empowerment for children of determination. Through tailored programs, we provide resources, care, and opportunities to help these children thrive.

Sheikh Saud Bin Saqr Educational Charitable Private School Initiative

Our CSR program at this school focuses on promoting teamwork, creativity, and emotional well-being among students. By engaging in fun and educational activities, we aim to inspire personal growth and community spirit.



53rd National Day Parade

Julphar employees proudly participated in the National Day parade organized by RAK Police GHQ, showcasing their patriotism and commitment to honoring the UAE's heritage. This event highlights our dedication to community engagement and national pride.





Zayed Humanitarian Day

Julphar participated in the event on 19 Ramadan, which marks the anniversary of the passing of the late Sheikh Zayed Bin Sultan, Founder of the UAE. This event was organized in collaboration with the “Al basma” volunteer team.



International Workers Day

Julphar, in collaboration with the Ministry of Human Resources and Emiratization, proudly marked International Workers' Day with a heartfelt ceremony celebrating the vital role of workers in driving growth and innovation. This event recognized their unwavering dedication and contributions, underscoring Julphar's commitment to creating an inclusive and supportive workplace that values the efforts of every individual.

Radiation Oncology Conference

Julphar participated in the UAE's first dedicated Radiation Oncology Conference, highlighting its dedication to advancements in cancer treatments.

Julphar Cardiometabolic Summit

A specialized summit focused on addressing key challenges and innovations in cardiovascular and metabolic healthcare.

Aman 10 Campaign

Supporting public health awareness efforts during Ramadan, reinforcing community engagement and well-being.

DUPHAT 2024 Participation

Showcasing Julphar's pharmaceutical innovations at the Dubai International Pharmaceuticals and Technologies Conference (DUPHAT), reaffirming its leadership in the industry.

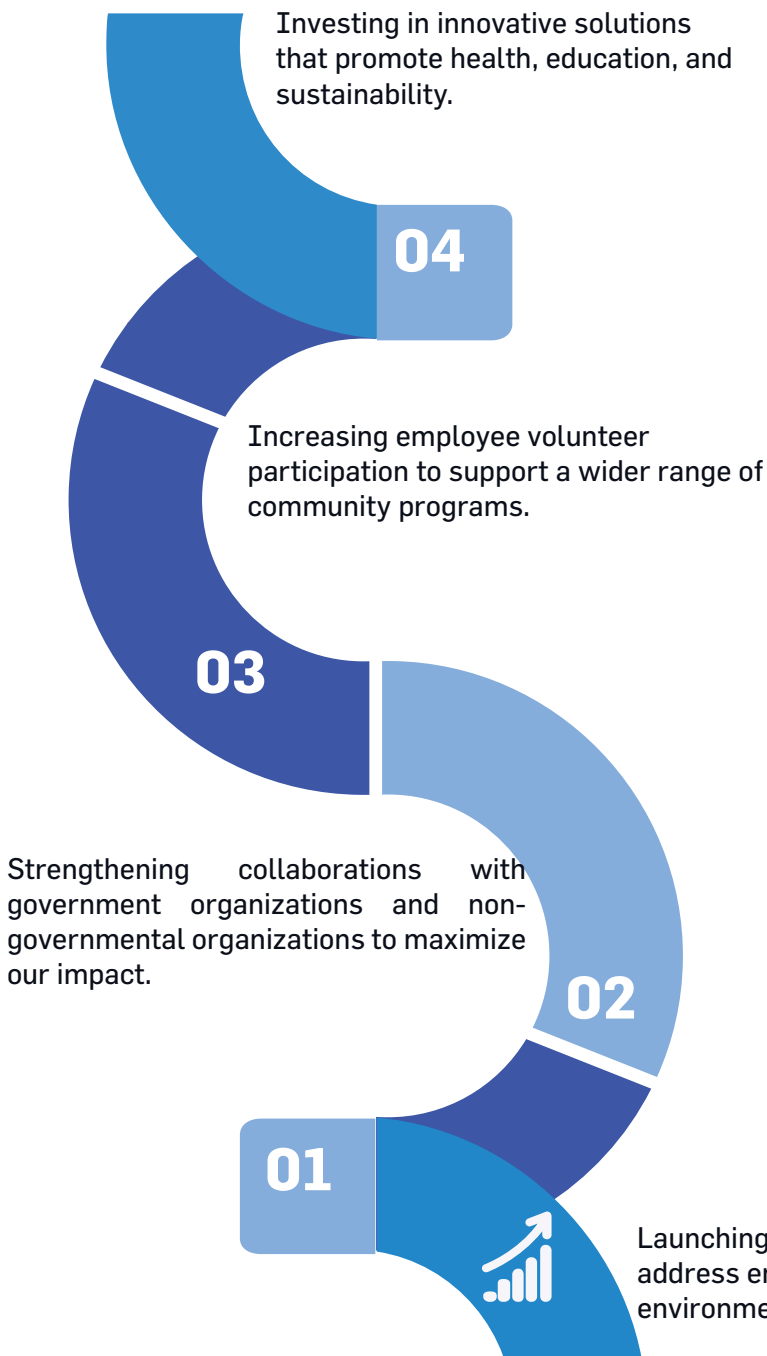


Emirati Women's Day

Julphar celebrates the achievements of Emirati women, recognizing their contributions to the nation's success. We are committed to fostering an inclusive workplace that empowers women and supports their professional growth.



Future Plan



Volunteering Hours

Julphar's volunteers comprise employees from various departments who actively participate in social and environmental initiatives. With approximately 200 volunteers, we aim to expand this number to further amplify our impact on local communities in the future.

Investment in Community Programs

Julphar actively invests in long-term community programs that create a lasting impact, focusing on health, education, and social empowerment. By allocating resources and supporting structured programs, we ensure that our contributions lead to tangible improvements in people's lives.



Environmental Impact

6

CLEAN WATER
AND SANITATION



7

AFFORDABLE AND
CLEAN ENERGY



12

RESPONSIBLE
CONSUMPTION
AND PRODUCTION



13

CLIMATE
ACTION



Energy and Emissions	92
Energy Consumption	
Key Initiatives	
GHG Emissions	
Water and Effluents	96
Water Management	
Improving Water Usage Efficiency	
Waste Management	100
Total Waste Generated	
Recycling Rate	
Julphar's Paperless Journey	

Energy and Emissions

At Julphar, we recognize the vital connection between a healthy planet and a healthy population.

As a leading pharmaceutical company dedicated to improving healthcare, we understand that environmental sustainability is not just a separate initiative but an integral component of our core mission. We acknowledge the significant impact our operations can have on the environment, particularly regarding energy consumption and greenhouse gas (GHG) emissions, which directly contribute to climate change. Therefore, we are deeply committed to minimizing our environmental footprint and actively contributing to a sustainable future.

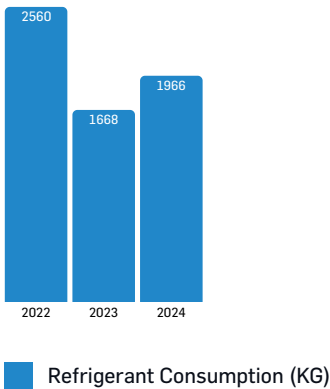
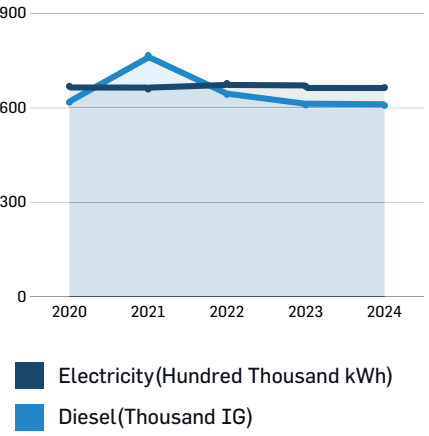
Our approach to energy and emissions management is guided by efficiency, responsibility, and innovation. We are committed to reducing our GHG emissions in line with the global imperative to limit temperature rise to 1.5°C and national frameworks like the UAE Net Zero by 2050, and we are actively engaging in this critical endeavor. Through periodic impact assessments, proactive carbon reduction

initiatives, and responsible waste and energy practices, we continuously strive to lower our environmental footprint. We believe that responsible energy management and emissions reduction are essential not only for environmental preservation but also for ensuring the long-term health and well-being of the communities we serve.



Energy Consumption

As a leading pharmaceutical company, we recognize the importance of responsible energy consumption in supporting both our business operations and sustainability goals. We continuously seek innovative solutions to optimize energy consumption across our operations, leveraging energy-efficient technologies and processes. Our strategy includes reducing reliance on non-renewable energy sources, enhancing the performance of our existing infrastructure, and transitioning to cleaner energy alternatives wherever possible. By integrating energy efficiency into our daily operations, we aim to contribute positively to the environment while ensuring the smooth and efficient running of our production and facilities.



Energy Consumption - Julphar	FY 2024
Electricity consumption (kWh)	66
Electricity consumption intensity (kWh/employee)	0.02
Diesel consumption (IG)	607
Diesel consumption intensity (IG/employee)	0.2

Key Initiatives

At Julphar, we recognize the environmental impact of our energy consumption and are committed to optimizing energy efficiency, reducing our carbon footprint, and transitioning towards sustainable energy solutions.

We actively monitor real-time energy consumption to identify peak periods and inform data-driven decisions on energy-saving and efficiency initiatives. Through a combination of operational improvements, capital expenditures, equipment retrofits, building management systems, and process optimizations, we continue to identify new opportunities to reduce emissions while maintaining operational excellence. This commitment to continuous improvement is exemplified by several key initiatives:

- 01 Illuminating Savings: Julphar's Journey to Energy-Efficient Lighting
- 02 Cooling Down Costs and Emissions: Julphar's Chiller Upgrade Strategy
- 03 Empowering Energy Conservation: Julphar's Awareness Campaigns
- 04 Electrifying Efficiency: Julphar's Warehouse Sustainability Initiative



Initiative 1
Illuminating Savings: Julphar's Journey to Energy-Efficient Lighting

Julphar has made significant strides in reducing energy consumption and promoting sustainability through a comprehensive lighting upgrade program. Our commitment to energy efficiency is exemplified by the successful replacement of over 8,000 traditional light tubes with energy-saving LED alternatives. This large-scale initiative has not only reduced our environmental footprint but also generated substantial cost savings.

Tube Replacement: Over 8,000 conventional light tubes were replaced with high-efficiency LED tubes. This single change has resulted in a significant decrease in electricity consumption, as LEDs use considerably less energy than traditional fluorescent tubes while providing the same or even better illumination.

Fixture Replacement: Building on the success of the tube replacement program, we also replaced over 1,000 conventional light fittings with modern LED fixtures. These new fixtures are designed for optimal performance and energy efficiency, further enhancing our energy savings and improving the overall lighting quality within our facilities.

Future Plans
Completing the Transition

Julphar's commitment to energy-efficient lighting is ongoing. We plan to continue our retrofit program by replacing an additional 4,000 conventional tubes with LED alternatives. This final phase will complete the transition to LED lighting across our facilities, maximizing our energy savings and minimizing our environmental impact.



Initiative 2

Cooling Down Costs and Emissions: Julphar's Chiller Upgrade Strategy

As part of enhancing energy efficiency and reducing overall power consumption, Julphar has initiated a Chiller Upgrade Strategy aimed at optimizing our cooling systems. This strategic initiative is currently underway and promises substantial energy savings and a reduced carbon footprint.

Our existing chiller systems, primarily utilizing older reciprocating technology, were identified as a significant opportunity for energy efficiency improvements. These older chillers consume a considerable amount of electricity, contributing to both operational costs and our overall environmental impact.

Anticipated Energy & Cost Savings

- Reduction in electricity consumption – New-generation screw chillers are designed to consume significantly less power compared to older reciprocating models. The upgrade is expected to cut energy use by 20-30% per chiller.
- Lower maintenance costs – Modern chillers require less frequent servicing and have longer operational life spans, leading to reduced maintenance expenses.
- Improved cooling efficiency – Enhanced cooling performance will contribute to more stable temperature control, ensuring optimal operating conditions for pharmaceutical production.
- Reduced carbon footprint – By decreasing power consumption, this initiative will help lower Julphar's Scope 2 emissions, contributing to our broader decarbonization strategy.

Julphar's Chiller Upgrade Strategy exemplifies our commitment to continuous improvement in energy management. By investing in modern, energy-efficient technologies, we are not only reducing our environmental impact but also enhancing operational efficiency and ensuring a more sustainable future.



Initiative 3

Empowering Energy Conservation: Julphar's Awareness Campaign Strategy

Julphar recognizes that technology upgrades alone are not enough to achieve our energy-saving goals. Cultivating a culture of energy consciousness among our employees is equally crucial. To this end, we have launched impactful energy-saving awareness campaigns, empowering our team to actively participate in reducing our environmental footprint.

We recently organized a comprehensive energy-saving awareness campaign at Julphar Headquarters. This initiative focused on:

- Employee Education: The campaign aimed to educate employees about the importance of energy conservation, the impact of energy waste, and practical steps they could take to reduce energy consumption in their daily work and personal lives.
- Targeted Messaging: The campaign delivered targeted messages emphasizing the reduction of power wastage, particularly in office spaces and employee housing. This included practical tips and guidelines on how to minimize energy use during non-working hours, optimize the use of equipment, and adopt energy-saving habits.

Campaign Impact

The energy-saving awareness campaign has been successful in the following areas:

- Increased Employee Engagement: The campaign has significantly raised awareness among employees about energy conservation, leading to greater engagement in sustainable practices.
- Reduced Power Wastage: We have observed a reduction in power wastage, particularly in offices and housing, as employees have adopted the energy-saving practices promoted by the campaign.

Future Plans

Annual Energy Awareness

Julphar is committed to making energy conservation an ongoing priority. Building on the success of this initial campaign, we plan to conduct energy-saving awareness campaigns annually. This will ensure that energy conservation remains top-of-mind for our employees and reinforce our commitment to sustainability. Future campaigns will continue to educate, engage, and empower our workforce to contribute to our energy-saving goals. We will explore new and innovative ways to communicate energy-saving tips and best practices, track the impact of our campaigns, and continuously improve our approach to fostering a culture of energy consciousness within Julphar.



Initiative 4

Electrifying Efficiency: Julphar's Warehouse Sustainability Initiative

Julphar is dedicated to minimizing our environmental impact across all facets of our operations, including our warehouse operations. As part of our commitment to lowering our carbon footprint and enhancing energy efficiency, we have transitioned to using only electric forklifts in our warehouses, replacing conventional diesel-powered forklifts.

Key Benefits of Electric Forklifts

- Reduced Carbon Emissions – Unlike diesel forklifts, electric forklifts produce zero direct emissions, significantly reducing our operational carbon footprint.
- Lower Energy Consumption – Electric forklifts are more energy-efficient, leading to reduced overall energy costs compared to diesel alternatives.
- Improved Air Quality – By eliminating diesel exhaust emissions, we ensure a cleaner and healthier work environment for our employees.
- Reduced Noise Pollution – Electric forklifts operate with minimal noise, improving workplace conditions and enhancing employee comfort.
- Lower Maintenance Costs – With fewer moving parts and no need for fuel combustion, electric forklifts require less maintenance, reducing operational downtime and costs.

Future Plans

Annual Energy Awareness

- Expansion of Electric Fleet – We aim to continue investing in electric material-handling equipment across all operational facilities.
- Optimization of Charging Infrastructure – Ensuring efficient battery charging solutions to maximize forklift uptime and operational efficiency.
- Exploration of Renewable Energy Integration – Assessing opportunities to power charging stations with renewable energy sources to further enhance sustainability.

The transition to electric forklifts is a tangible demonstration of Julphar's commitment to sustainable warehousing practices. It underscores our understanding of the environmental impact of our operations and our proactive approach to minimizing that impact. This initiative not only reduces our carbon footprint but also contributes to a healthier and more efficient work environment for our warehouse teams. Julphar will continue to explore and implement innovative solutions to enhance the sustainability of our warehouse operations and promote environmentally responsible practices throughout our organization.

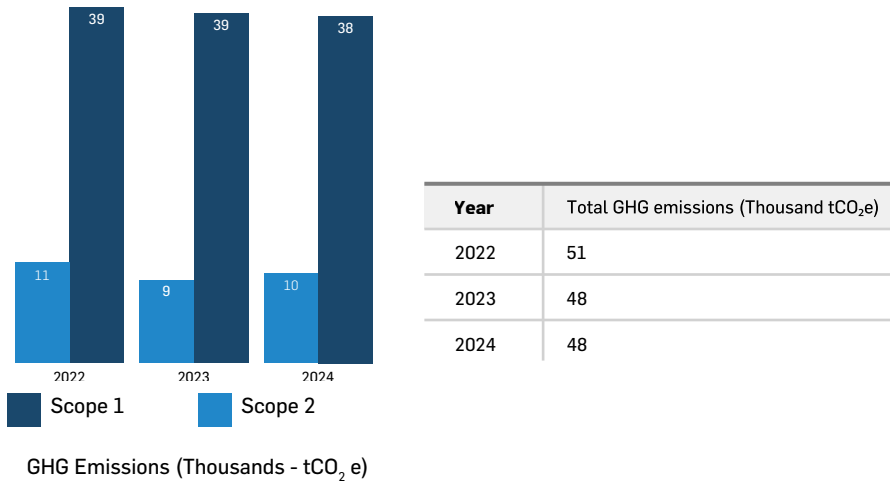


GHG Emissions

Energy efficiency is a cornerstone of our carbon reduction strategy, delivering immediate and measurable results.

Decarbonization Strategy

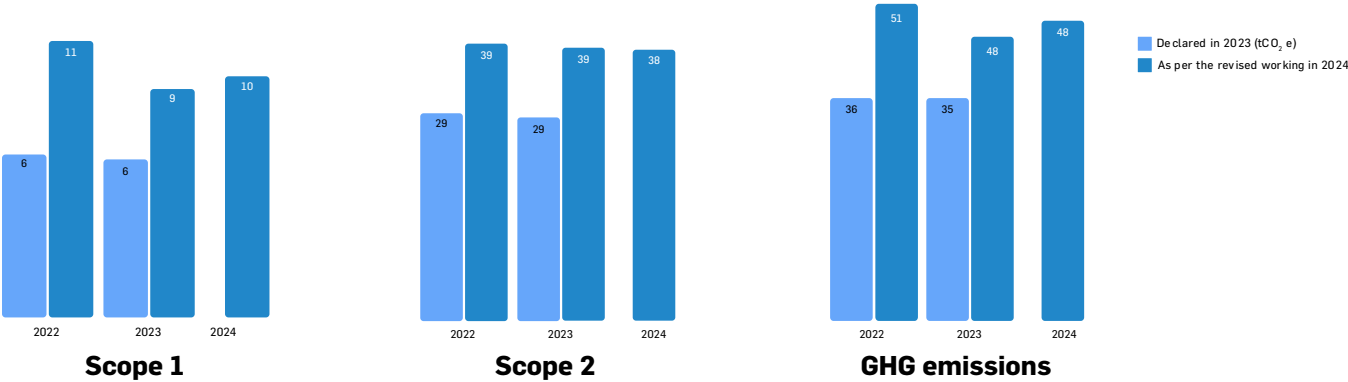
Through operational improvements, capital investments in equipment retrofits and upgrades, sophisticated building management systems, and operational changes, we have achieved significant reductions in both diesel and electricity consumption. These initiatives, combined with ongoing efforts to understand and quantify our carbon footprint, form the basis of our decarbonization plan. While we have identified and implemented several emission reduction projects, we continually seek new opportunities to reduce energy consumption, improve energy efficiency and expand the use of renewable energy.



This year, the company has reassessed its Scope 1 and Scope 2 emissions, ensuring a more accurate and comprehensive evaluation of its carbon footprint. As part of this process, we have defined the reporting boundaries in alignment with industry best practices and regulatory requirements. Additionally, we have assessed our Scope 1 (direct emissions) and Scope 2 (indirect emissions from purchased energy) to enhance the reliability of our emissions data.

To maintain consistency and transparency, we have also retrospectively reworked the Scope 1 and Scope 2 emissions data from 2022. This reassessment follows the principles of GRI 305: Emissions and is aligned with restatement practices outlined in GRI 2-4 (Restatements of Information), ensuring that any material changes in methodology, reporting boundaries, or recalculations of past emissions are clearly disclosed. By adopting this approach, we aim to provide stakeholders with a more robust and transparent view of our emissions performance and progress toward our sustainability targets.

Our ongoing energy efficiency initiatives focus on reducing emissions in both Scope 1 & 2 emissions, contributing to Julphar's long-term sustainability goals. Moving forward, we remain committed to identifying further opportunities for energy savings, GHG reduction, and operational efficiency to ensure that our environmental impact is minimized while supporting our mission to advance global healthcare.



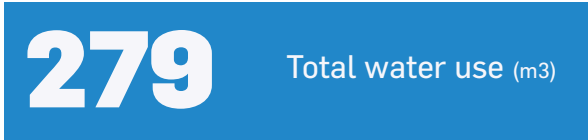
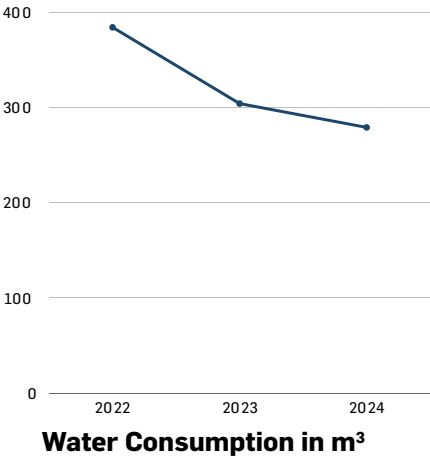
Water and Effluents

Water is a vital resource for pharmaceutical manufacturing, playing a critical role in various production processes, cleaning, and cooling systems.

Water Management

However, the industry's significant water consumption and effluent generation necessitate a strong commitment to responsible water management. Given the water-scarce nature of the Gulf region, Julphar acknowledges its responsibility to minimize water usage and ensure the safe treatment and disposal of wastewater.

At Julphar, we actively monitor our water consumption patterns on a monthly basis to identify opportunities for efficiency improvements. Our environmental impact assessment is conducted annually to evaluate and mitigate potential risks related to water use and effluent discharge. To optimize water consumption, we have implemented measures such as tracking water usage based on production batches and promptly addressing leaks through preventive maintenance programs.



Improving Water Usage Efficiency

At Julphar, we recognize the critical importance of water conservation and responsible effluent management. Our approach to improving water usage efficiency is driven by technology upgrades, process optimization, and proactive monitoring to ensure sustainable and responsible water consumption. Our focus on sustainable water management has led to the implementation of various initiatives aimed at reducing water consumption and enhancing wastewater recycling efficiency.

Key Initiatives

- 01 Wastewater Recycling and Quality Enhancement
- 02 Julphar "Go Green" Campaign
- 03 Reverse Osmosis (R.O.) Reject Water Recycling Project





Initiative 1

Wastewater Recycling and Quality Enhancement

We have taken significant strides in wastewater management by operating an in-house Effluent Treatment Plant that treats 100% of the wastewater generated at our facilities. To further optimize water use, we are enhancing the quality of recycled wastewater through advanced treatment processes to improve water quality, enabling broader applications for recycled water within our operations. The treated water is safely recycled for irrigation, in compliance with government-approved standards set by RAKWA (Ras Al Khaimah Wastewater Authority).



Initiative 2

Julphar "Go Green" Campaign

Julphar launched the "Go Green" initiative to reinforce its commitment to preserving the environment. The program encourages recycling properly, conserving water, using water wisely and limiting its usage. Through these efforts, Julphar aims to align with the UAE's Vision 2030 while fostering a greener future for its operations and communities.



Initiative 3

Reverse Osmosis (R.O.) Reject Water Recycling Project

One of our key initiatives is the R.O. Reject Water Recycling Project, currently in the execution phase. Reverse osmosis systems play a crucial role in providing high-purity water for pharmaceutical manufacturing. However, they generate reject water as a byproduct. Instead of discarding this water, we are working on a recycling system to recover and repurpose R.O. reject water for non-critical applications, such as cooling towers and utility processes. This initiative will significantly reduce overall water wastage and contribute to more sustainable water management practices.

Additionally, we undergo regular inspections and stringent regulatory checks to ensure that our effluent discharge meets the highest environmental quality standards.

Future Plans

Strengthening Water Conservation Efforts

- Continue optimizing water recycling processes to maximize efficiency and minimize wastage.
- Enhance the quality of treated wastewater to expand its safe and effective reuse.
- Implement additional water-saving technologies to further reduce our water footprint.
- Raise awareness among employees on the importance of water conservation through targeted initiatives.

Through the optimization of processes that involve water usage, we have achieved greater efficiency without compromising on our world-class quality standards. Our efforts to conserve water are integral to maintaining the high standards of our medicines while also ensuring that we preserve this essential resource for future generations. This commitment reflects our dedication to both environmental sustainability and the quality of healthcare solutions we provide to our patients.

Waste Management

Julphar has taken a proactive approach to waste management by implementing comprehensive strategies to ensure sustainable material usage and reduce its environmental footprint.

This commitment is demonstrated through rigorous supply chain management practices aimed at sourcing raw materials responsibly, with a strong focus on minimizing environmental impact. In its packaging and production processes, Julphar prioritizes the use of eco-friendly and recyclable materials, contributing to the reduction of waste generation.

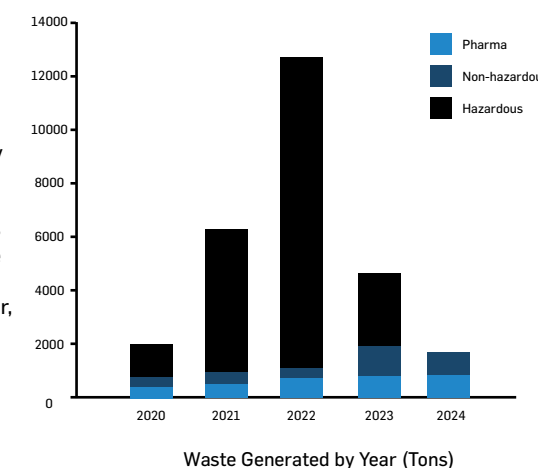
The company has also established robust waste management protocols that emphasize minimizing waste, optimizing material usage, and promoting recycling. To ensure the continued effectiveness of these measures, Julphar conducts regular waste management process reviews. These reviews assess the efficiency of current practices, identify areas for improvement, and ensure that waste management efforts are aligned with the company's broader sustainability goals. By continually refining its waste management processes, Julphar strives to maintain its commitment to reducing environmental impact and promoting circular economy principles.

Julphar has established a dedicated waste committee responsible for reviewing waste audits and recommending reduction initiatives. Additionally, each department and plant now have an assigned waste management representative, who has undergone specialized training with housekeeping teams



Total Waste Generated

Through continuous monitoring and improvements, Julphar is working to enhance its environmental performance and contribute to broader sustainability and corporate responsibility goals. In line with these efforts, Julphar has successfully reduced waste generation over the years. The company has observed a significant decrease from a total of 4,630 tons in 2023 to 1,688.5 tons per annum. This remarkable achievement is a result of the culture of operational excellence embedded at Julphar, where the focus is on minimizing defects and waste generation across all levels of operation.



This reduction of 64% compared to 2023 and 87% compared to 2022 underscores the company's commitment to improving waste efficiency and minimizing its environmental footprint.

This reduction highlights our commitment to minimizing environmental impact while maintaining production efficiency. As we move forward, we continue to focus on sustainable waste management strategies to optimize resource use and reduce waste generation.

Key Initiatives

Key initiatives, such as reducing yield losses, implementing Kaizen improvements, and switching suppliers to more sustainable alternatives, have all played a part in driving this progress. Julphar is committed to continuing this journey toward a zero-waste future, aligning its operations with global sustainability standards.



Case Study 1

From Broken Bottles to Breakthrough: Achieving Zero Waste and Superior Performance

Our production line was facing a significant challenge: excessive broken glass bottles. This issue not only led to substantial waste but also impacted our overall quality and performance. We were determined to address this problem head-on and achieve our ambitious target of zero broken bottles.

Understanding the Root Cause:

We initiated a comprehensive study using the Ishikawa (fishbone) diagram to pinpoint the root causes of the breakage. This analysis allowed us to explore various potential factors, including bottle quality, line speed, handling procedures, and environmental conditions. Through this investigation, we identified a key contributing factor: the quality of the glass bottles themselves.

A Strategic Shift for Superior Results:

Based on the study’s findings, we made a crucial decision: switching bottle suppliers. We transitioned from supplier A to supplier B, whose bottles had undergone rigorous testing and received full approval. This change wasn’t taken lightly. We prioritized a supplier that could guarantee the strength and durability needed to withstand the rigors of our production line.

Significant Achievements and a Path to Zero:

The impact of switching suppliers has been remarkable. We’ve already witnessed a 50% reduction in broken bottles since implementing this change. This substantial improvement demonstrates the effectiveness of our data-driven approach and the positive impact of prioritizing quality.

Target KPI: Less Than 1% Broken Bottles—Our Commitment to Excellence:

While a 50% reduction is a significant step forward, we’re not stopping there. Our ultimate goal is to achieve a target KPI of less than 1% broken bottles. We are confident that by continuing to monitor performance, refining our processes, and collaborating closely with supplier B, we can reach this ambitious target.

Key Drivers for Success:

This journey towards zero broken bottles is driven by two core principles:

- Waste Reduction: Minimizing broken bottles directly translates to a significant reduction in waste, contributing to a more sustainable and environmentally responsible operation.
- Quality and Performance Improvement: Fewer broken bottles mean smoother production, less downtime, and ultimately, higher quality products reaching our customers. This improved performance enhances our overall efficiency and strengthens our reputation for excellence.

Moving Forward:

We are committed to continuous improvement. We will continue to monitor the line closely, analyze any remaining instances of breakage, and work proactively with supplier B to ensure consistent bottle quality. Our focus remains on data-driven decision-making and a collaborative approach to achieve our target and maintain a zero-waste, high-performance production environment.

Case Study 2

Yield Improvement for Class A High-Runner Product

Objective

Julphar aimed to enhance the yield of a high-runner Class A product to improve customer service levels (CSL) while reducing waste generation in terms of both weight and cost. This initiative aligns with our commitment to operational excellence, waste reduction, and efficiency optimization.

Key Drivers:

- Waste Reduction: Minimizing material loss during production.
- Performance Improvement: Enhancing process efficiency to maximize output.
- CSL Increase: Ensuring product availability and faster response to market demand.

Approach:

Root Cause Analysis Using Six-Step Ishikawa (fishbone) Approach

- Conducted a detailed analysis to identify the root causes of yield loss.
- Assessed the impact of machines, materials, methods, measurements, manpower, and environment on yield efficiency.

Quick Wins Identified & Implemented

- Immediate process optimization to reduce material wastage.
- Operational adjustments to enhance production flow.
- Minor calibration and procedural changes to improve accuracy and consistency.

Mid/Long-Term CAPA Implementation

- Machine enhancements to optimize performance and reduce defects.
- Process standardization & training to sustain efficiency improvements.
- Advanced measurement techniques for real-time monitoring and performance tracking.

Achievements

- Quick Win Gains: +15% increase in yield from immediate corrective actions.
- Actual KPI: Yield at 96%, surpassing initial expectations.

Future Plans & Targets KPIs

- Further improvements to reach optimal yield performance.
- Implementation of long-term CAPA strategies for continued yield optimization.
- Expectation: Achieve and sustain target KPI by June 2025 through ongoing process refinements.
- This yield improvement project showcases Julphar’s commitment to continuous improvement, driving operational efficiency, reducing environmental impact, and enhancing customer satisfaction



Future plans: Key Initiatives

Plant Consolidation & Flow Operations Optimization

Plant Consolidation & Flow Operations Optimization

As part of Julphar's commitment to operational excellence and sustainability, we have embarked on a plant consolidation and process optimization initiative to enhance efficiency, reduce waste, and ensure a more sustainable manufacturing footprint.

The Fit-for-Purpose Blueprint is being developed with the following key goals:

- Optimizing plant layout and operations to improve workflow efficiency.
- Reducing resource consumption, including energy, water, and raw materials.
- Minimizing production waste through lean manufacturing and defect reduction.
- Enhancing automation and digitalization to streamline processes.
- Lowering operational costs while maintaining high-quality pharmaceutical standards.

A detailed study of Julphar's manufacturing workflow was conducted to identify inefficiencies and areas for improvement. Key initiatives include:

- Process streamlining to eliminate redundant steps and reduce material waste.
- Lean manufacturing principles to improve production flow and optimize space utilization.
- Standardization of processes across consolidated plants to enhance uniformity and minimize variability.
- Energy-efficient machinery upgrades to lower carbon footprint and improve operational performance.
- Enhanced logistics & supply chain integration to optimize material handling and inventory management.

We anticipate the following outcomes from the consolidation and optimization efforts:

- Increased Production Efficiency – Improved throughput and reduced production cycle time.
- Waste Reduction – Lower defect rates, optimized material usage, and improved waste management.
- Energy & Resource Savings – More efficient use of energy, water, and raw materials.
- Sustainable Operations – Alignment with Julphar's sustainability goals, ensuring compliance with environmental best practices.
- Cost Optimization – Reduced operational expenses while maintaining quality and safety standards.

Julphar will continue refining its Fit-for-Purpose Blueprint, ensuring that future expansions and upgrades align with sustainability principles and operational efficiency. Future initiatives include:

- Further automation & digitalization to drive efficiency.
- Advanced AI-based predictive maintenance to minimize downtime and resource wastage.
- Integration of circular economy principles for better waste recovery and material reuse.

By consolidating plants and optimizing flow operations, Julphar is positioning itself for a more sustainable, efficient, and future-ready pharmaceutical manufacturing ecosystem.

Recycling Rate

In 2024, Julphar made significant strides in its waste management and recycling initiatives, demonstrating its commitment to sustainability and environmental responsibility.

Through a strategic partnership with ALPHA Emirates, the company successfully recycled 72,641 kg of paper waste, transforming it into high-quality reusable materials and contributing to the circular economy. Additionally, Julphar collaborated with RAK Municipality to recycle 328,120 kg of carton waste, further reducing its environmental footprint and promoting efficient resource utilization.

Julphar's Paperless Journey

As part of our commitment to sustainability and digital transformation, Julphar has been actively working towards reducing paper consumption by implementing a paperless strategy across our operations. Through automation, digitalization, and eSignature integration, we are optimizing our processes to improve efficiency while minimizing our environmental impact.

Key Milestones Achieved

eSignature Implementation in GMP Processes

Transitioned from traditional paper-based approvals to an electronic signature system in compliance with CFR 21 Part 11.

Ensured secure, efficient, and regulatory-compliant documentation across all critical processes.

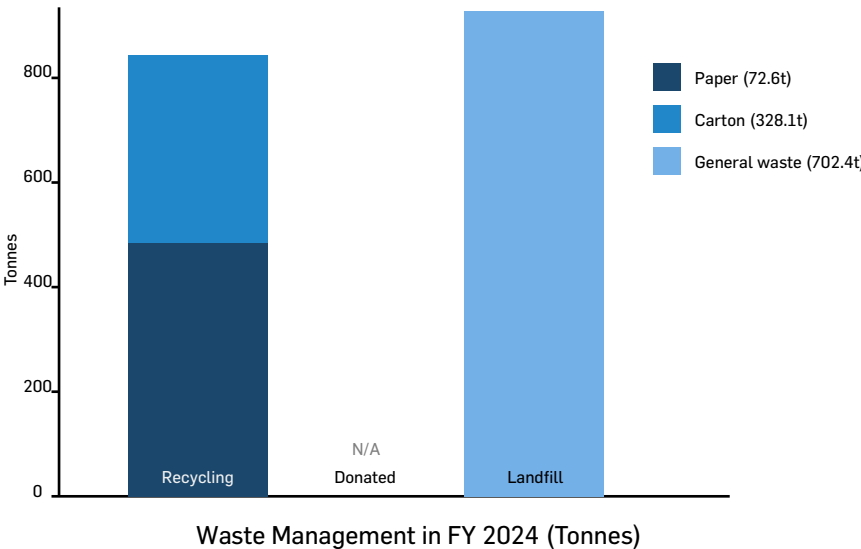
Reduced paper usage significantly by replacing manual approvals with a validated digital system.

Digital Transformation & System Integration

Successfully identified, implemented, and qualified a comprehensive eSignature software system.

Enabled seamless integration with existing GMP processes, ensuring compliance and operational efficiency.

Achieved a 50% reduction in paper usage across targeted departments.



Future Roadmap: Towards Zero Paper by 2026

Ongoing Digitalization Roadmap

A structured digital transformation plan is in place to progressively eliminate paper usage.

The transition includes the digitization of batch records, quality control documents, training records, and regulatory submissions.

Expansion of e-documentation and workflow automation to all operational and administrative functions.

Next Milestone:

By next year, aim for 75% paper reduction, with the ultimate goal of zero paper usage by 2026.









Target: Achieve 100% paperless operations by Q4 2026.










Julphar's paperless journey is a crucial step towards sustainable operations, ensuring not only a reduced environmental footprint but also improved efficiency, compliance, and innovation in our processes.






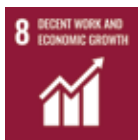

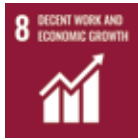
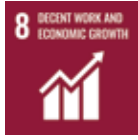
An aerial photograph of a tropical coastline. On the left, a boat moves through clear, turquoise water, leaving a white wake. The shoreline is a mix of sandy beach and dense, lush green forest. The word "Appendices" is overlaid in large white text on the left side of the image.

Appendices

Appendix 1 - ADX, GRI and UNSDG Index

ADX	Indicator	GRI	UN SDGS	Page Number/ Direct Answer	Omission
Environmental					
E1. GHG Emissions	E1.1) Total amount in CO2 equivalents, for Scope 1 *	GRI: 1-305		97	
	E1.2) Total amount in CO2 equivalents, for Scope 2 *	GRI: 2- 305			
	E1.3) Total amount in CO2 equivalents, for Scope 3 *	GRI: 3- 305			
E2. Emission Intensity	E2.1) Total GHG emissions per output scaling factor	GRI: 4- 305		97	
	E2.2) Total non-GHG emissions per output scaling factor	GRI: 7-305			
E3. Energy Usage	E3.1) Total amount of direct energy directly consumed	GRI: 1,2-302		97	
	E3.2) Total amount of energy indirectly consumed	GRI: 1,2-302			
E4. Energy Intensity	E4.) Total direct energy usage per output scaling factor	GRI: 1-302		97	
					
E5. Energy Mix	E5.) Percentage: Energy usage by generation Type	GRI: 302-1, 302-2		97	
E6. Water Usage	E6.1) Total amount of water consumed	GRI: 303-5		98	
	E6.2) Total amount of water reclaimed				
E7. Environmental Operations	E7.1) Does your company follow a formal Environmental Policy? Yes/No	GRI: 23-2		Yes	
	E7.2) Does your company follow specific waste, water, energy, and/ or recycling policies? Yes/No	GRI: 24-2			
	E7.3) Does your company use a recognized energy management system?	GRI: 307-1			

ADX	Indicator	GRI	UN SDGS	Page Number/ Direct Answer	Omission
E8. Environmental Oversight (Management)	E8.) Does your Management Team oversee and/or manage sustainability issues?	GRI: 2-12		Yes	
E9. Environmental Oversight (Board)	E9.) Does your Board oversee and/or manage sustainability issues?	GRI: 2-12		Yes	
E10. Climate Risk Mitigation	E10.) Total amount invested, annually, in climate-related infrastructure, resilience, and product development (R&D)	GRI: 203-1		N/A	
Social					
S1. CEO Pay Ratio	S1.1) Ratio: CEO total compensation to median Full Time Equivalent (FTE) total compensation	GRI: 2-21		N/A	
	S1.2) Does your company report this metric in regulatory filings? Yes/No			No	
S2. Gender Pay Ratio	S2.) Ratio: Median male compensation to median female compensation	GRI: 405-2		N/A	
S3. Employee Turnover Ratio	S3.1) Percentage: Year-over-year change for full-time employees	GRI: 401-1		45	
	S3.2) Percentage: Year-over-year change for part-time employees	GRI: 401-1			
	S3.3) Percentage: Year-over-year change for contractors/consultants	GRI 2: 8			
S4. Gender Diversity	S4.1) Percentage: Total enterprise headcount held by men and women	GRI 2: 9 / GRI: 405-1		35	
	S4.2) Percentage: Entry- and mid-level positions held by men and women	GRI 2: 9 / GRI: 405-1			
	S4.3) Percentage: Senior- and executive-level positions held by men and women	GRI 2: 9 / GRI: 405-1			

ADX	Indicator	GRI	UN SDGS	Page Number/ Direct Answer	Omission
S5. Temporary Worker Ratio	S5.1) Percentage: Total enterprise headcount held by part-time employees	GRI: 2-7		N/A	
	S5.2) Percentage: Total enterprise headcount held by contractors and/or consultants	GRI: 2-8			
S6. Non-Discrimination	S6.) Does your company have a non-discrimination policy?	GRI 2: 23		Yes	
S7. Injury Rate	S7.) Percentage: Frequency of injury events relative to total workforce time	GRI: 403-9		58	
S8. Global Health & Safety	S1.1) Ratio: CEO total compensation to median Full Time Equivalent (FTE) total compensation	GRI 2: 23 GRI: 403-9 GRI: 403-9		Yes	
S9. Child & Forced Labor	S9.1) Does your company follow a child and/or forced labor policy?	GRI 2-23		Yes	
	S9.2) If yes, does your child and/or forced labor policy also cover suppliers and vendors?				
S10. Human Rights	S10.1) Does your company follow a Human rights policy?	GRI 2-23		Yes	
	S10.2) If yes, does your human rights policy also cover suppliers and vendors? Yes/No				
S11. Nationalization	S11.1) Percentage of national employees			39	
S12. Community Investment	S12.1) Amount invested in the community, as a percentage of company revenues.	GRI 413: Local Communities 2016		17	

ADX	Indicator	GRI	UN SDGS	Page Number/ Direct Answer	Omission	
Governance						
G1. Board Diversity	G1.1) Percentage: Total board seats occupied by men and women	GRI 405-1		25		
	G1.2) Percentage: Committee chairs occupied by men and women					
G2. Board Independence	G2.1) Does the company have a separate CEO and Chairman?	GRI 405-1		26		
	G2.2) Percentage: Total board seats occupied by independent board member					
G3. Incentivized Pay	G3.) Are executives formally incentivized to perform on sustainability?	GRI: 2-20		No		
G4. Supplier Code of Conduct	E4.) Total direct energy usage per output scaling factor	GRI: 417 -2		No		
	G4.2) If yes, what percentage of your suppliers have formally certified their compliance with the code?	GRI: 308-1				
G5. Ethics & Prevention of Corruption	E5.1) Percentage: Energy usage by generation Type	GRI 2-23		Yes		
	G5.2) If yes, what percentage of your workforce has formally certified its compliance with the policy			100%		
G6. Data Privacy	G6.1) Does your company follow a Data Privacy policy?	GRI: 418-1		Yes		
	G6.2) Has your company taken steps to comply with GDPR rules?			No		
G7. Sustainability Reporting	G7.) Does your company publish a sustainability report?	GRI 2-3, 2-4		Yes		
G8. Disclosure Practices	G8.1) Does your company provide sustainability data to sustainability Reporting frameworks?	GRI: 102-54		No		
	G8.2) Does your company focus on specific UN Sustainable Development Goals (SDGs)?			Yes, UNSDG number 12		
	G8.3) Does your company set targets and report progress on the UN SDGs?			Yes		
G9. External Assurance	G9.) Are your sustainability disclosures assured or verified by a third party Audit firm?	GRI 2-5		No		

Appendix 2 - Definitions and Abbreviations

ADX: Abu Dhabi Securities Exchange

Board: Board of Directors

CAPA: Corrective Actions and Preventive Actions

CIS: Commonwealth of Independent States

CoC: Code of Conduct

CO2: Carbon Dioxide

CPHI: Convention on Pharmaceutical Ingredients

CSL: Customer Service Levels

DEI: Diversity, Equity, and Inclusion

DUPHAT: Dubai International Pharmaceuticals and Technologies Conference

EDA: Egyptian Drug Authority

EDE: Emirates Drug Establishment -

EHS: Environmental Health & Safety

e-PIL: Electronic Patient Leaflet

ESG: Environmental, Social, and Governance

FDA: Food and Drug Administration

FTE: Full-time Employee

GCC: Gulf Cooperation Council

GHG: Greenhouse Gas

GMP: Good Manufacturing Practices

GRI: Global Reporting Initiative

JTC: Julphar Training Centre

Julphar: Gulf Pharmaceutical Industries Co. (P.S.C.)

KPI: Key Performance Indicator

KSA: Kingdom of Saudi Arabia

L&D: Learning and Development

LTIR: Lost Time Injury Rate

MEA: Middle East and Africa

MSCI: Morgan Stanley Capital International

NHRA: National Health Regulatory Authority

OHS: Occupational Health and Safety

PICs: Pharmaceutical Inspection Conventions

PPE: Personal Protective Equipment

PTW: Permit to Work

QA: Quality Assurance

QbD: Quality by Design

RAKWA: Ras Al Khaimah Wastewater Authority

RAK: Ras Al Khaimah

R&D: Research and Development

R.O.: Reverse Osmosis

SAV: Single Approved Vendor

SASB: Sustainability Accounting Standards Board

SCA: Securities and Commodities Authority

SFDA: Saudi Food and Drug Authority

SOPs: Standard Operating Procedures

STEM: Science, Technology, Engineering, and Mathematics

tCO2: tons of Carbon Dioxide

UAE: United Arab Emirates

UNSDGs: United Nations Sustainable Development Goals

Julphar