

2021 CORPORATE SOCIAL RESPONSIBILITY REPORT

Shaping the Future Sustainably



SEVERT
ARZNEIMITTEL

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Preface

Dear Readers¹,

Every day, we enjoy running a company whose naturopathic preparations help people to become or stay healthy for good.

We want customers to be able to prescribe, sell or use our products in good conscience. And not just because of their quality and effectiveness, but also safe in the knowledge that the products are made by a family business that is in close touch with nature that takes its responsibility to society and the environment seriously. The Hevert Mission Statement defines the underlying principles, which are also the foundation of our values and goals.

Our planet is dear to our hearts, which is why we strive to practice environmentally friendly and low-impact business. We were able to reduce our consumption resources once again in 2021. And now we are even going a step further: **Hevert is going climate-neutral**. Together with the natureOffice climate protection agency, in 2021 we prepared a carbon footprint report that has showed us where we can still reduce our carbon emissions moving ahead. Unavoidable carbon emissions will be compensated by our support for international conservation projects. It is important to us to tackle environmental protection both internally in our day-to-day operations and externally in procurement and environmental protection projects.

For many years, Hevert has been working to create better living conditions and prospects for the people, and above all the children, of the village of Gando in Burkina Faso. After having already helped to fund the construction of an elementary school, a library, a women's center, sanitary facilities and a mango plantation, in 2021 the Hevert-Foundation made a major donation of EUR 100,000 to the Kéré Foundation to help build a high school. The donation will be used to complete construction and to buy school furniture and shady mango trees. We are very proud that we can give to the Kéré Foundation so generously thanks to the support of our customers.

We also attach special importance to responsibility for our employees. We therefore regularly carry out employee satisfaction surveys. In 2020, we took part in the scientific employee and management survey by the zeag Center for Employer Attractiveness and St. Gallen University. The survey revealed that Hevert's employees above all value its family focus and transparent communications, and we were awarded the "2021 Top Job Certification" for excellent employer qualities. The results serve as an independent benchmark for management style and corporate culture and reaffirm our corporate strategy.

With our annual Corporate Social Responsibility (CSR) Report, we would like to transparently disclose how our company practices sustainability and social engagement, both to you and to all interest groups, particularly our customers and business partners. We want to motivate our partners and other companies to increase their sustainability efforts as well. The aim of our family business is to have a beacon function in terms of environmental protection, sustainable business practices and responsibility towards employees and society. This report is an important step to achieve this goal.

Hevert received the "Climate-neutral Company" label in January 2022

¹ Gender-neutral language is used throughout this document.

We already have big plans for the future. And we know that we can only achieve our goals by engaging with our stakeholders. That is why you are welcome to approach us with questions and suggestions at any time (info@hevert.de). (102-14)

Sincerely,



Marcus Hevert
Managing Director
Hevert-Arzneimittel



Mathias Hevert
Managing Director
Hevert-Arzneimittel

“Socially ecologically sustainable practices are not just a priority at Hevert-Arzneimittel, they are an obligation. As a family business with a tradition of more than 65 years, sustainability has always been at the heart of our company’s philosophy.”

Mathias Hevert, Managing Director of Hevert-Arzneimittel.



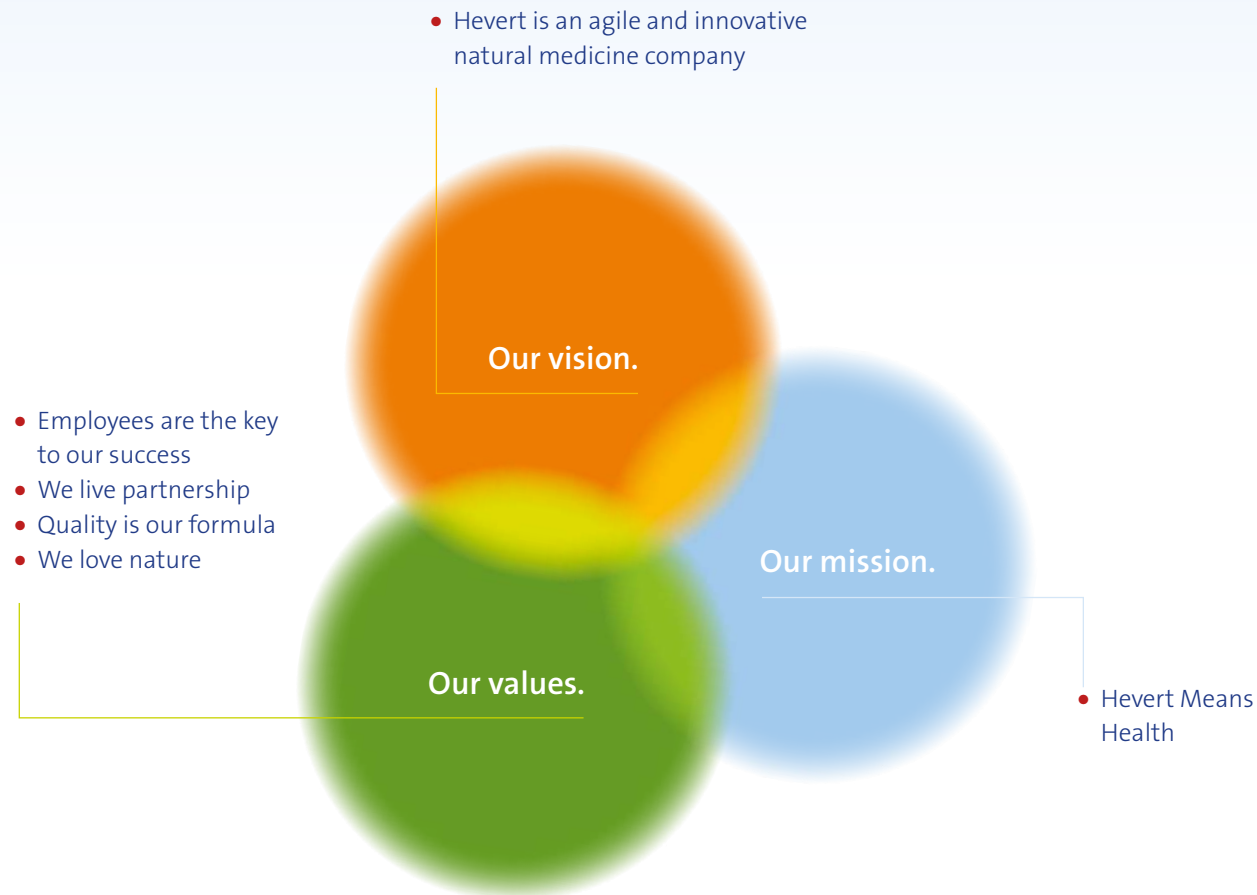
1. COMPANY PORTRAIT



1.1. STRATEGY AND CORPORATE SOCIAL RESPONSIBILITY

As part of extensive strategy work that takes place every five years, the company's vision was last subjected to critical review by Hevert's Executive Committee (see 1.2) in 2020. External market conditions and changes were given as much consideration as developments within the family business.

Vision, mission and values are combined in the Hevert Mission Statement



The family-run company's vision is: "Hevert is an agile and innovative natural medicine company". Behind it is our mission: "Hevert Means Health." That is why we have dedicated ourselves to the development and production of naturopathic preparations. The satisfaction of our customers is central to all we do. We impress them with high-quality preparations, advice and services, as well as further training. We achieve this through healthy growth, taking reasonable risks and getting solid returns on our investment.

As a family business in close touch with nature, we are actively committed to naturopathy, environmental protection, sustainable business practices and responsibility towards our employees, partners and society.

Corporate social responsibility (CSR) plays an important role for Hevert. For the family business Hevert-Arzneimittel, assuming social responsibility and a commitment to environmental protection and to charitable causes have always been and still are a matter of course. This commitment is also described in the company's values:

- Employees are the key to our success
- We live partnership
- Quality is our formula
- We love nature

(102-16)

1.2. ORGANIZATION AND RESPONSIBILITIES OF CORPORATE SOCIAL RESPONSIBILITY

Hevert has established structures and responsibilities within its organization that ensure the continuous support of CSR issues.

As larger organizational units, the divisions and staff departments are assigned to management at Hevert-Arzneimittel.

A division is a grouping of several departments overseen by a division director. A department handles a dedicated, clearly delimited set of duties with corresponding responsibility that is also aimed at easing the managerial burden of the division director and devolving responsibility.

Staff departments report directly to management. They perform activities that relate to the company as a whole, such as controlling or process and project management.

The area of corporate social responsibility is looked after by a cross-divisional committee, the CSR team. The team makes sure that there is a balanced relationship between activities in the fields of activity stated in the company values – naturopathy, environmental protection, sustainable business practices, employees and social and regional commitment. The CSR team's work mainly focuses on monitoring the activities implemented and coordinating the various CSR working groups.

Commissioned directly by the Managing Directors, the team assesses and monitors whether corporate and interpersonal dealings conform to the defined mission statement at all levels. Both should be ensured through interdivisional meetings held throughout the company. Its tasks include the further development of the strategy on corporate social responsibility as well as the coordination of the different CSR work groups. Managing Director Mathias Hevert is a permanent member of the team. Co-Managing Director Marcus Hevert is a member of the CSR working group Nahe Region Concept and Social Commitment. (102-20)

The CSR team meeting is held every four weeks. In addition, team members are available as contacts for resolving issues within the company.



Overview of the seven existing work groups

In addition to the core team, toward the end of 2011 work groups were formed to address the implementation and further development of objectives and measures in accordance with the values of the company. As a result, the topic of sustainability was shared by additional persons in the company, assisting the CSR team on operational issues. The doors of the work groups are open to all employees – according to individual interest and available time. Existing work groups with CSR-related subjects were integrated into the reporting.

Seven standing work groups are occupied today with the implementation, assessment and monitoring of specific measures and their further development. Implementation of content frequently occurs in cooperation with the responsible divisions/staff departments/departments and falls under the responsibility of the respective division/staff department/department head.



Hevert's Executive Committee

Every work group should ideally contribute a member to the CSR team, ensuring close coordination with it. Owing to high capacity utilization and bottlenecks in individual departments, this principle of cooperation was only fulfilled to a limited extent in 2021. The task at hand for 2022 is to work on a solution for this.

Along with these specific work groups and their members, all employees are committed to taking corporate social responsibility, from management all the way to the apprentices.

Thus the Management Board of Hevert-Arzneimittel is responsible for compliance and further developing the voluntary commitment to sustainability described in the Hevert Mission Statement. It has delegated responsibility for implementing the procedures that make this possible to the CSR team.

The Hevert Executive Committee is responsible for the implementation of the CSR measures in the respective divisions: Company Services, Supply Chain Management, Quality Unit, Marketing, National/International Sales and Scientific and Regulatory Affairs. The managing directors and the six division directors have personally committed to acting in accordance with the Principles of Management and Cooperation. The principles are written from the perspective of the executives and form the basis for understanding what management is and how it acts. Above all, they serve to establish a company-wide culture of success at Hevert. (102-17)

The department and staff department heads at Hevert provide a bridge between the steering work of the division directors and the operational activities of the employees.

Last but not least, however, the implementation of the values of the Hevert Mission Statement is the personal responsibility of every individual employee. The corporate mission statement sets out a clear direction for day-to-day activities. However, it can only become rooted in our business routine if it is supported by everyone.

(102-16)

1.2.1 CSR materiality analysis

A materiality analysis is used to review and reconsider the sustainability strategy. It often leads to changes or realignment of the strategy. Its focus is on subject areas that are at the heart of the company's operations. Hevert focuses on social, environmental and economic values, and bases its core business and CSR activities on these values as much as possible.

As a specialist for natural medicines, Hevert attaches the utmost importance to nature – the source of life and activity for people, plants and animals. This is why Hevert has chosen the shape of a tree to depict the main sustainability themes. (102-47, 103-1)

1.2.2. Hevert-Foundation

The Hevert-Foundation is an independent institution that helps ensure even greater sustainability of the charitable work that Hevert-Arzneimittel and the Hevert shareholders do. (102-20)

The underlying thought is this: Anyone who wants to truly help and make a difference over the long run needs to take on responsibility and make an ongoing commitment. Regarding this, the Hevert-Foundation and Hevert-Arzneimittel go hand in hand. As a company, economic interests must take precedence at Hevert-Arzneimittel. As an independent foundation, however, the Hevert-Foundation can commit itself exclusively to charitable causes.

The purpose of the Hevert-Foundation covers a wide spectrum. It promotes naturopathy, conservation and health, access to education, youth welfare, elder care and civic engagement for charitable, non-profit causes. As the main sponsor, Hevert-Arzneimittel GmbH & Co. KG annually donates some of its profits to the Hevert-Foundation and provides the necessary infrastructure to the Foundation. Therefore, donations from external supporters can be used for charitable purposes in their entirety. (413-1)

Using its own website and social media activities on Facebook, the Foundation gets the word out about its long-term and one-off commitments and bangs the drum for fundraising projects. A new feature on the homepage is the "Expert Tips" section, which gives readers useful information on the Hevert environmental team every month. Selected posts aim to raise awareness of honest, responsible and sustainable practices and environmental issues in general, enabling a diversity of opinions and encouraging a dialog. Posts by the Hevert Foundation are also regularly shared by Hevert-Arzneimittel in order to increase their reach. (102-43)

All data protection regulations are a top priority in digital communications. There were no substantiated complaints regarding breaches of data privacy or losses of data in the reporting period. (418-1)



The Hevert tree of sustainability illustrates the key sustainability themes: The trunk stands for Hevert's brand essence, "sustainable health". The branches show the values and sustainability themes



In 2021, the Hevert Foundation donated a total of approximately EUR 162,520 to various fundraising campaigns and promoted some of its own initiatives. The Foundation also focuses on the Sustainable Development Goals (SDGs) of the United Nations. These 17 political objectives with 169 subgoals serve to ensure sustainable development on an economic, social and environmental level. They are part of the 2030 Agenda and officially went into effect on January 1, 2016.

The Hevert Foundation actively pursues the following objectives:



GOAL 1 End poverty in all its forms everywhere

The basic idea behind sustainable aid is to help people all around the world escape poverty in all of its forms.

Hevert is especially passionate about the commitment by the architect Diébédó Francis Kéré, whom Hevert has supported since 2006. In 1998, Kéré founded the non-profit association “Schulbausteine für Gando e. V.” to finance the construction of an elementary school in Gando, his home village in the West African country Burkina Faso. The association was renamed the “Kéré Foundation e. V.” in 2016. Funded solely by donations, today it is dedicated to supporting education and health, and ensures adequate and healthy nutrition for the people of the village of Gando in the West African nation of Burkina Faso. Its primary goal is to break the cycle of poverty and inequality. Architect Kéré’s believes in the philosophy of “Helping others to help themselves”, the use of natural building materials and the participation of the local people.

The regular donations by the Hevert family business, and the Hevert-Foundation, provide the association with planning security. With the additional support of its customers, Hevert was already able to donate more than EUR 400.000 to the Kéré Foundation.



Mathias Hevert with students in Gando

GOAL 2 End hunger, achieve food security and improved nutrition and promote sustainable agriculture

This goal relates to a basic human need – access to nutritious, healthy foods – and how we can cover this need for everyone sustainably.

A friendly, charitable partnership between Hevert and the SOS Children's Villages, which provide a safe home for orphans and abandoned children, has also existed for over 15 years. The SOS Children's Villages help children and youths in the most impoverished nations – locally and in the long term. Financed by sponsorships and donations, the children and their guardians receive advice, medical care, food and clothing. Hevert is currently sponsoring a child from Monrovia in Liberia and one from Dakar in Senegal.

GOAL 3 Ensure healthy lives and promote well-being for all at all ages

Goal 3 aims to improve reproductive and human health, end contagious diseases, reduce non-contagious diseases and other health risks, secure health care and access to safe, effective, high-quality and affordable medications and immunizations for everyone and help people in need.

Hevert has long been supporting the German medical aid organization action medeor. Action medeor works to improve human health around the world and campaigns to ensure that the needy receive access to medication and medical care. Its vision has been one of hope for more than 50 years: No person in this world should die of treatable diseases. The Hevert Foundation provides financial support for the organization.



Residents from the village Gando

GOAL 4

Ensure inclusive and quality education for all and promote lifelong learning



Goal 4 aims to ensure that everyone has access to high-quality education and the opportunity for lifelong learning. This is not just about imparting knowledge, but also about improving the quality of life by providing access to inclusive education, the availability of trained teachers and adequate school facilities.

Stiftung Lesen (German Reading Foundation) works to ensure that reading is part of every childhood and youth. After all, the joy of reading and literacy skills are essential for personal development. As a member of the Foundation's circle of friends, Hevert-Foundation helps to maintain and expand the "read aloud" network programs for the long term.

Children's educational paths in Germany remain closely linked to the homes in which they are raised.

For this reason, ArbeiterKind.de encourages schoolchildren from non-academic backgrounds to consider a university education, and helps them complete their degrees and get started with their careers. Getting people to talk about their own education and encourage others is ArbeiterKind.de's recipe for success. Thanks to the help of the Hevert-Foundation, ArbeiterKind.de has continued to grow in Berlin and Rhineland-Palatinate.

The sanitary facilities in Gando are now completed

GOAL 6

Ensure access to water and sanitation for all

Goal 6 aims to meet the challenges relating to drinking water, sanitary systems and hygiene and water-related ecosystems. Without high-quality, sustainable water resources and sanitary systems, advancements relating to many other sustainability goals, including health, education and the elimination of poverty are not possible.

Burkina Faso is one of the world's poorest countries. Much of the population, especially in the rural areas, have no access to proper toilets or do not know about the relationship between better hygiene and health. Insufficient hygiene practices are often directly linked to poor health, high rates of child mortality and malnutrition in toddlers due to frequent diarrhea. To counteract these conditions, the Hevert-Foundation supports the Kéré Foundation with the construction of sanitary facilities in the village of Gando and the expansion of the secondary school, which is still running despite coronavirus.



GOAL 13

Take urgent action to combat climate change and its impacts

Protecting the environment and resources is especially important at Hevert. A number of environmental protection activities have already been implemented over the years and are being taken further all the time; more detailed information can be found in section 4 (We Love Nature).

For the first time in 2021, Hevert worked with the natureOffice climate protection agency to create a carbon footprint report that analyzes its consumption. An operational climate protection plan will now be devised that will be implemented imminently in 2022.

No matter how green it wants to be, every business generates carbon. Hevert intends to reduce its carbon emissions, and to compensate for any unavoidable carbon emissions. This is done by supporting several international conservation projects.

Information on Hevert's carbon offsetting activities and the relevant projects can be found on its website. Background information on climate neutrality is provided as well.



The international PROJECT TOGO in West Africa is reforesting land that will not be used for lumber later on



Burn Cookstoves project, Kenya, East Africa: Efficient and clean cooking with special ovens contributes to climate protection, health and more free time, for instance for education

Hevert is striving to make its necessary business travel as climate-friendly as possible. However, as more and more carbon is being released, compensation projects, in reforestation, for example, are also being supported.

Since the start of the coronavirus pandemic, most Hevert employees are barely traveling at all any more, and air travel was dispensed with entirely in 2021. Generally, if business travel by rail is not possible, all flights by employees are compensated by atmosfair. Inbound/outbound travel by all Hevert Academy event participants is offset by the Plant-for-the-Planet foundation, which plants trees around the world to help counteract climate change. This is a cause that the Hevert-Foundation is happy to help: EUR 2,193 was paid for 2021. In return, Hevert received the Plant-for-the-Planet certificate.

GOAL 14

Conserve and sustainably use the oceans, seas and marine resources for sustainable development

Oceans make the Earth a place where people can live. Rainwater, drinking water, weather, climate, coastlines, most of our food and even most of the oxygen in the air are provided and regulated by the ocean. A careful approach to this vital global resource is a key component for a sustainable future. Coastal waters especially are frequently blighted by massive pollution. The Hevert-Foundation is therefore a backer of clean-up missions by everwave, an association and start-up aiming to clean up ocean inlets and recycle plastic waste. A team of scientists, architects, engineers and sea lovers works passionately to protect our oceans. Part of its mission is education in schools. With Hevert's help, everwave has created an environmental education kit for interactive lessons that teaches children about marine conservation and recycling early on.

GOAL 15

Sustainably manage forests, combat desertification, halt and reverse land degradation, halt biodiversity loss

The constant growth of the world population poses a risk to stable ecosystems, which are nonetheless enormously important to the common good. Thanks to their biodiversity, protected and restored ecosystems can play a role in slowing climate change and increasing resistance to natural disasters. The efficient use of resources will aid humanity's long-term survival.

Hevert donates to NABU (Nature And Biodiversity Conservation Union), which has been committed to maintaining the diversity of our domestic animals and plants for more than 100 years. Just like NABU, Hevert also wants future generations to have an earth that is livable and has a large number of habitats and species, as well as clean air, clean water, healthy soil and the largest amount of finite resources possible. Hevert would like to help NABU more successfully advocate for people and nature. (102-16)



everwave's trash boat CollectiX
on the Ružín reservoir in Slovakia

1.3. HEVERT IN NUMBERS – THE 2021 BALANCE SHEET

Among Hevert's strengths is its independence as an SME with a sustainable corporate strategy and that plays a special role in regional responsibility. Being an independently run family company allows Hevert to pursue not only yield-based company goals but to also finance measures that do not immediately serve to optimize business indicators. A key example is the Hevert-Foundation, which was founded in 2015 and through which a number of charitable projects and initiatives are supported. (see section 1.2.2). (102-15)

Due to the company's legal structure and size, capital market-oriented financing instruments are largely inaccessible to the company. To finance growth measures, classic vehicles such as bank credits are typically available. (102-15)

Assets	2020	2021	Liabilities	2020	2021
Fixed assets	9,031	9,959	Equity	11,118	10,329
Short-term assets	12,003	9,708	Provisions	628	1,120
Liquid assets	674	1,642	Liabilities	10,147	10,021
Total assets	21,895	21,308	Total equity and liabilities	21,895	21,469

Turnover and sales	2020	2021
Sales revenues	31,919	35,335
Sales volume (finished goods)	3,646,968 units	4,356,697 units

in thousand euro (102-7)

1.4. ORGANIZATIONAL PROFILE

Founded in 1956 by Dorothea and Emil Hevert, Hevert-Arzneimittel GmbH & Co. KG (102-1) is an independent family-run company. After their Dr. Wolfgang Hevert took over the running of the company, the company has been owned in equal shares by the grandchildren of the founders, shareholders Sarah Hevert-Ernst, Marcus and Mathias Hevert since 2003. The operative management is conducted by the brothers Marcus and Mathias Hevert. (102-5)

Hevert-Arzneimittel's headquarters are located not far from the Rhine-Main region and Mainz in the small town of Nussbaum, near Bad Sobernheim, nestled in an idyllic side valley of the Nahe River.

The company added another location in 2017 with its office in Berlin. Hevert's Berlin office serves as a space firstly for discussion with policy makers, customers, business partners and opinion leaders, and is also an attractive location for employees.

In 2021, Hevert made the decision to concentrate on its Nussbaum headquarters for its new work concept, and to close the Eckweilerstrasse site in nearby Bad Sobernheim at the start of 2022. Employees here were transferred to Nussbaum. This did not affect the high-bay warehouse logistics site in Bad Sobernheim or Hevert's Berlin site, which are still operating.

(102-3, 102-4)

With more than 100 preparations, Hevert's extensive portfolio has something for nearly every treatment area relevant to natural medicine. (102-7)

The existing product portfolio is categorized in the specialty areas psyche, sleep, colds, micronutrients, digestion and detoxification. In terms of the current relevance in terms of turnover and sales, the most important products are Calmvalera, Sinusitis Hevert SL, Vitamin D3 Hevert and Vitamin B Komplex forte Hevert. On the market, these products are actively positioned and advertised to health care practitioners, pharmacies and end users.

The core value of the umbrella brand Hevert is "sustainable health". The brand enjoys the trust of many German health care professionals, i.e. physicians, pharmacists and natural practitioners, and allows the authentic and distinctive positioning of the company and its preparations with new customers domestically and abroad. The satisfaction of our customers is central to all we do: Hevert impresses them with high-quality products and services, such as therapeutic concepts, further training and health tips.



Hevert Berlin office



1956

Founded by Dorothea
and Emil Hevert: "Hesopharm"



1957

Emil Hevert dies;
Dorothea Hevert
runs the company alone

1963

Name change from "Hesopharm"
to "Hevert-Arzneimittel"



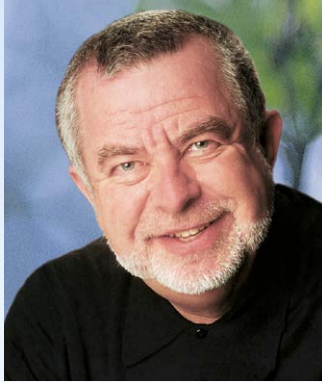
1972

Dr. Wolfgang Hevert
joins the company

1975

Opening of
company building,
Bad Sobernheim





1986

High-bay warehouse
on Haystraße,
Bad Sobernheim



1990

Dr. Wolfgang Hevert
becomes managing director –
sole management

1996

Opening of state-of-the-art
pharmaceutical production
building, Nussbaum

2003

Dr. Wolfgang Hevert dies and
Mathias Hevert takes over
company management



2008

First export by Hevert to
Belarus with Hevert Pulmo,
Hevert Sinusitis SL and
Hevert Pankreaticum





2011

Addition
to Nussbaum

Company foundation
in the USA: Hevert
Pharmaceuticals Ltd.



2012

2014

Marcus Hevert joins
company management

Opening of the Hevert Daycare Center

Modernization and
expansion of the production



2015

Launch of
the Hevert-
Foundation
(HEF)

2016

60 year anniversary of Hevert

Release of the Hevert Brand
Song – By My Side

You can download the album
for free using the QR code.



The Hevert shareholders together
with musician Charlie Grant



2017

Opening of the development laboratory

Opening of the office in Berlin

2018

Rhineland-Palatinate Attractive Employer award

Fair Family certificate of quality



2019

Winner of the "Großer Preis des Mittelstandes"

2021

TOP JOB award for excellent employer qualities

Recognition as an innovative company

2022

Hevert becomes climate-neutral



* Climate-neutral company through carbon offsetting
www.natureoffice.com/DE-077-490020





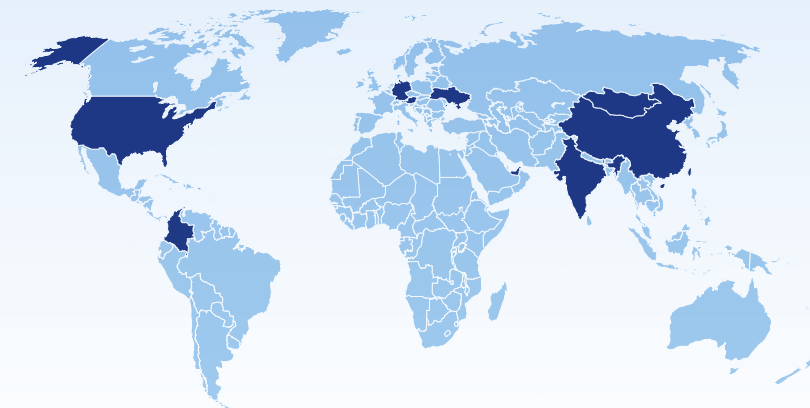
Pastor Emanuel Felke

The success of many of our homeopathic remedies such as Calmvalera and Sinusitis Hevert SL is based on the Hevertoplex range developed by doctors and natural practitioners. Unlike homeopathic single remedies, complex remedies contain several homeopathically prepared active ingredients and are easy to use because they have a broad spectrum of action and are clearly tailored to individual indications. A large number of the formulas upon which Hevert medicines are based were created in collaboration with students of the famous Pastor Emanuel Felke, one of the pioneers of naturopathy and the co-founder of complex homeopathy. Felke practiced for many years in Bad Sobernheim, not far from Hevert's current headquarters.

The founders' son, doctor and pharmacist Dr. Wolfgang Hevert, expanded the company's repertoire with several new product developments and holistic treatment concepts based on his treatment experience as a doctor. To this day, his naturopathic knowledge is imparted to doctors, natural practitioners and pharmacy employees in publications and specialist lectures at the Hevert Academy for Naturopathy.

In addition to oral dosage forms, Hevert offers doctors and natural practitioners a wide range of solutions for injection, including high-dose B vitamins (e.g. Vitamin B12 Hevert plus Folsäure Hevert (folic acid)) and homeopathic complex and single remedies (e.g. Lymphaden Hevert injekt). (102-2)

Approximately 10% of Hevert preparations are exported. Primarily to Mongolia, the United Arab Emirates, China, India and Austria. The world map below provides an overview of all the countries in which Hevert is active (dark blue = on the market).



Hevert export world map

Hevert exports its products to various countries in Europe, North and South America and Asia. The company ships to sales partners whose customers are doctors, wholesalers and pharmacies.

(102-6)



Hevert Verwaltung GmbH*



Hevert-Arzneimittel GmbH & Co. KG*

- Nahe River Ventures Inc.*
- Hevert Pharmaceutical LLC*



Sepia GmbH*

1.4.1 Company management

Team spirit, reliability and trust are the building blocks of a successful partnership at Hevert. A dependable leadership style is a vital prerequisite for motivation and successful teamwork.

The company is managed equally by the shareholders of HG Holding GmbH & Co. KG, Sarah Hevert-Ernst, Marcus and Mathias Hevert.

Two shareholders, Marcus and Mathias Hevert, act as managing directors. The shareholders are independent in their decision making. Limitations only exist regarding all economic decisions that were agreed with participation certificate or silent partnership holders and external investors. (102-18, 102-22)

*100% interest



Managing Directors Marcus (right) and Mathias Hevert with their sister and fellow shareholder, Sarah Hevert-Ernst

The general meeting is the highest governance body and defines the company's values and strategy. It is responsible for the achievement of economic, ecological and social goals. The general meeting also orders the generation of the sustainability report. (102-26, 102-32)

Any consultation typically takes place directly between the highest governance body and the corresponding stakeholders. In some cases, the internal specialist area Corporate Communications takes over this task. Stakeholder communications are released by a managing partner in some cases (e.g. press releases). Other consultation procedures, such as information on the company's financial situation, are handled by suitable individuals. (102-33)

The performance of the general meeting is not measured or assessed. (102-28) The profit share of the HG Holding GmbH & Co. KG, which is equally shared among the three shareholders, is distinct from the compensation for management duties received by the two managing directors, Marcus and Mathias Hevert. They receive a fixed monthly salary in line with the industry average as well as an annual, profit-related bonus. (102-35)

Since 2003, the general meeting has been supported by a strong Advisory Board: Chairman of the Advisory Board and founding member Dr. Axel Sander, with Frank D. Kube and Franz-Josef Hans. Together, they support the family-run company particularly in the areas of law, marketing/sales and finance. (102-23)

Hevert added another location in 2017 with its state-of-the-art office building in Berlin. This is located close to a neighborhood park in Kreuzberg.



2. EMPLOYEES ARE THE KEY TO OUR SUCCESS



2.1. LIVING AND CREATING DIVERSITY

Hevert would not be the successful company it is today without its dedicated employees. Competence, motivation and friendliness come first for the Hevert team. The committed and cooperative collaboration is at the heart of Hevert's corporate culture and is highly appreciated by visitors and business partners.

As of December 2021, Hevert-Arzneimittel employed a total of 86 men and 118 women in its four company locations. (102-7)



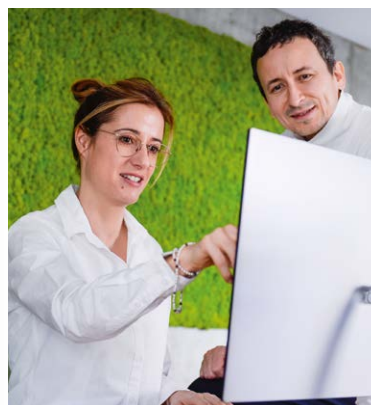
The 204 employees (including apprentices, student trainees and the marginally employed) comprise 149 full-time workers and 55 part-time workers, 71 of whom industrial employees and 133 administrative employees. In total, 72% of employees came from the region (of which 47% were male and 53% were female). There were 185 permanent employees and 19 employees on fixed-term contracts, including seven apprentices and one intern.

Male employees: Of the 80 male employees on indefinite contracts, 75 were full-time and five part-time. Five full-time male employee and one part-time male employee were on fixed-term contracts.

Female employees: Of the 105 female employees on indefinite contracts, 65 were full-time and 40 part-time. 13 of these employees had fixed-term contracts, with seven working full-time and six part-time.

The company largely uses its own in-house employees, with officially recognized freelance employees being the exception.

The above HR figures were calculated on the basis of the wage and salary program and the time management program for determining working hours. (102-8)



Hevert employees

Reconciliation of work and family is a priority at Hevert. It has gone without saying for a long time at Hevert that work performed by women is valued equally to the work done by men. For example, as before, 13 women held leadership positions as heads of division, heads of department or regional managers (the latter specifically for the field service) in 2021. Individualized working time arrangements permit great flexibility for all employees, for instance when planning care times and parental leave. In general, everyone returns to their jobs after parental leave or even continue to work reduced hours for the family-run company Hevert during their parental leave. Typically, women request 2 years of parental leave and men about one to two months. In 2021, 11 female employees and two male employees went on parental leave. Three female employees returned from parental leave, with one of them starting work while parental leave was still in effect. In 2021 the rate of return to the job was 100%. (401-3)



One employee (middle, with flowers) celebrated her 30th anniversary of working at Hevert-Arzneimittel in 2021

Hevert focuses on diversity in the company and leverages the strengths of individuals for the company's success. Inclusion and equality are highly prized and actively practiced. In 2021, a total of three female employees and one male employee with disabilities were registered for the levy payable under legislation on severely handicapped persons.

Hevert also awarded permanent positions to two apprentices who passed their final exam in 2021. These employees are also from the area.

Three employees retired, and two are still working for Hevert at a very low level.

(401-1)

In keeping with the company's belief that "employees are the key to our success", Hevert makes no distinction between permanent, temporary or part-time employees when assigning responsibility. However, participation in the employee benefits program is only possible after the probation period and is not open to apprentices. The company thereby hopes to create an incentive for ongoing employment after completing an apprenticeship or trial period.

The following overview shows in detail the benefits that Hevert offers employees, regardless of whether they work full time or part time:

- Capital-forming benefits
- Christmas and holiday bonus
- Company bonus
- Company pension (direct insurance)
- Group accident insurance
- Hevert employee benefits program for optimized pay
- Company training and professional development
- In-house English courses
- Hevert program for high-potentials to promote young talent at the company
- Hevert program for high-performer retention
- Free beverages and organic fruit and vegetables
- Workplace health management
- Delivery and subsidization of lunches once a week
- Contribution to fitness studio membership
- Work clothes
- Company-owned parking at the Nussbaum and Bad Sobernheim sites
- Travel allowance for public transportation at the Berlin site
- Mentoring concept (new employee induction)
- “Mobile Work”
- Flexible work hours (e.g. 4 day work week)
- Free childcare (from 1 year to school age) at the Hevert Daycare Center at the Nussbaum location
- Vacation program for children of employees (age 6–12 years) during the summer and fall vacations at the Nussbaum location
- Company bike (also for private use)
- Electric company car for all employees through gross deferred compensation (also for private use)
- Allowance for work screen eyewear
- Ideas management with bonus system



Electric car kick-off event

In July 2021, there was a kick-off event in Nussbaum to mark the launch of electric company cars for all interested employees, who can finance a company car at low cost through gross deferred compensation. Hevert also provided an allowance for the cost of electricity. Those interested had the chance to test drive an electric car and find out more at Autohaus Nahetal and Scherer Automobil Holding. 15 orders for electric cars were placed by the end of 2021.

Additional benefits for apprentices:

- Allowance for travel to the vocational school
- Reimbursement of school book costs
- Covering cooperation costs for apprentices becoming laboratory chemists, pharmaceutical production technicians as well as machine and plant operators
- Coverage of the cost of external exam preparation
- Coverage of additional expenses for school and apprenticeship projects
- Annual apprentice event (e.g. group canoe trip)
- Internal apprentice workshops

(401-2)

Hevert's head office is located in a region that is considered structurally weak. With its wide range of secure jobs, the family-run company plays an important role as an employer in this region. However, the decision to maintain the regional location often means that vacant positions for highly qualified applicants are often difficult to fill. (102-15)

When competing for highly qualified employees, Hevert does not always have an easy time to convince applicants to move to the idyllic Nahe Valley or the surrounding area or to commute. With the additional office building in Berlin, the Rhineland-Palatinate-based family business has also been providing employees with jobs in one of the most popular metropolises in Germany since 2017. Eight employees worked in Berlin as of the end of 2021. (102-15)

The Remote Working Policy implemented in 2020 had become established in 2021. Within the space of just a year, additional agreements on remote working were signed with 87 employees to provide more flexibility, particularly as regards the place of employment.

2.1.1 Training and internships

For many years, Hevert has been considered a role model for training sites in the region. This makes the family-run company very proud, and we aim to maintain and improve this level.

The following six vocational programs and a dual-study course with training are available:

- Pharmaceutical production technician (m/f/o)
- Laboratory chemist (m/f/o)
- Office management assistant (m/f/o)
- Industrial management assistant (m/f/o)
- IT specialist – systems integration (m/f/o)
- Warehouse logistics specialist (m/f/o)
- Dual-study business administration course/
Mainz University of Applied Sciences (m/f/d)

To ensure Hevert can offer high-quality training despite a high workload of the divisions, the pharmaceutical company does not offer all of these vocational programs every year. For the pharmaceutical production technician and laboratory chemist positions, the company works with partners who can offer the necessary content that Hevert cannot. There are a total of five to nine apprentices at the company. One to four new apprenticeships are advertised each year.

After the apprenticeship has ended, all apprentices automatically receive an offer for a temporary employment contract of six months, or a permanent position. This is supposed to give apprentices the opportunity to prepare for the exams with plenty of time so that they do not have to apply for a position until afterward. Of course, our apprentices are also assisted with their final exams and the costs of external exam preparation courses are covered. Provided the performance is good, apprentices are offered employment.

Hevert is not only particularly keen that the content of its training programs is taught, but also that the apprentices gain practical experience. For this reason, they work directly in day-to-day business from the very beginning and, throughout their apprenticeship, are guided not just by their instructor, but also a contact person in the corresponding department. This is because communication among all employees is a big deal at Hevert.





Apprentice event: canoe tour

The company's instructors meet four times a year to discuss the teaching content. Naturally, these meetings were again attended by the elected representative for apprentices in 2021 to communicate any of their concerns.

The annual apprentice event took place in August 2021 in the Bad Kreuznach district of Rhineland-Palatinate. All apprentices took part in a canoe tour from Meisenheim to Odernheim. Besides teambuilding, one of the main points was to get to know one another. The participant feedback was consistently positive and the event became the first highlight for Hevert's new trainees.

Training fairs and networks

The family-run company participates in a number of training fairs to present Hevert as a training site regionally and nationally. However, in-person events were mostly canceled in 2021 because of the pandemic, with the exception of the training fair in Idar-Oberstein, which was held in September in line with the stringent COVID restrictions in place at the time. In the same month, for the first time there were four live appearances at the local radio station Antenne Bad Kreuznach & Idar Oberstein. Hevert-Arzneimittel was presented by employees as a training company, as were four apprenticeships available in 2022.

Under normal circumstances, the company presents at a total of four training fairs in the region. "Berufswelt live" is a particularly interesting event during which students can get a first-hand look at vocations for which training is offered and take part in short, practical exercises. In the past, Hevert presented the pharmaceutical production technician course with the help of its apprentices.

To stay in touch with other training sites and students, the company is active in the regional school/industry working group for the state of Rhineland-Palatinate (Landesarbeitsgemeinschaft Schule/Wirtschaft Rheinland-Pfalz) and attends its regular meetings. Hevert is also involved in the STEM+ project, where apprentices lend a hand to get kids passionate about science, technology, engineering and mathematics (STEM).

Internships at Hevert

- **Internships for students**

Hevert offers internships in a number of areas at regular intervals. Students can choose from a one or two-week internship or just a one-day taster. This is a highly popular course, which means that not all requests can be accepted for capacity reasons. No high school internships were offered during the pandemic.

- **Vocational internships**

Alongside internships for students, Hevert is offering a growing number of vocational internships. For example, this is done as part of a cooperation with the Kaiserslautern University of Applied Sciences to offer its students internships in applied pharmacy, which sadly did not play out in 2021. However, an internship in the cultivation of medicinal plants was offered.



Internships allow insights into working life

2.2. CHANGE MANAGEMENT – SHAPING CHANGE SUCCESSFULLY

From 2018 to 2020, Hevert initiated various activities as part of a change management project. The aim was to provide management and employees with the core skills they will need to cope with constant change moving ahead. Activities that started because of the project and that were continued in 2021 as well include the management development program and the “scout group”.



The scout group’s role at Hevert is to network the information from various projects and share it with all employees. It thus plugs any gaps in information between different divisions. In practice, written information and newsletters have a large range but limited impact. As “ambassadors for change”, its members speak at departmental or team meetings, reporting on the status of project work and listening to their co-workers’ suggestions, notices and concerns. The group had eight members from different departments in 2021 and met on a monthly basis. At these meetings they not only discussed what they had learned, but also the framework for introducing remote working and any questions about the new strategy.

The management program taken by all Hevert managers continued successfully in 2021 as well. Six courses were offered on “Leadership & Communication”, “Leading with Goals” and “Change Management and Resilience”. In total, 22 heads of department and managers from all divisions received training. The courses and the interdisciplinary approach between employees garnered positive feedback from participants and will continue next year as well.

Hevert had to switch to working digitally in 2020 because of COVID. Team talks, external meetings and works meetings had to be held virtually, and these new digital formats continued in 2021 as well. A new work project was set up in 2020 on the basis of the new reality. In conjunction with this project, initial concepts, e.g. remote working, were developed and introduced as early as 2020. In 2021, this continued with concepts for desk sharing and for enhancing social interaction in extraordinary times.



An open work environment is the best way to cope with change together

A survey of requirements on desk-sharing was carried out in the summer. Many employees were open to desk-sharing with dedicated booking zones, but also wanted more places to meet and talk with colleagues. Based on the results of the survey of requirements and following discussion with management, concepts were drawn up for desk-sharing at the Berlin and Nussbaum locations. Challenges included the high demand for meeting rooms, areas to work on sensitive data and space for document archiving. Furthermore, solutions were needed for the IT set-up of workspaces and employees to enable the easy handling of desk-sharing. Taking all these requirements into account, the concept was finalized and submitted to the Executive Committee, which approved it. The desk-sharing location will be implemented at the locations by the middle of 2022.

In order to help out its employees in times of rising complexity and constant change, Hevert established an initiative for a modern corporate culture. The prime directive of this initiative was and is to show employees recognition and appreciation. The initiative therefore has the following goals:

- Feedback as a success-critical issue for corporate. Positive and negative criticism should be expressed constructively and seen as an opportunity.
- An appreciative corporate culture as a success factor.
- Dedicated employees with more innovation and greater productivity.
- Actual recognition that contributes to a better all-round feeling and more self-confidence.

The first issues were defined in February and March to raise employee awareness of the new corporate culture. Past mistakes were named and conditions were set out for how feedback should be given.

The next step was a workshop with the Executive Committee to find a common line.

Also, the “Job of the Month” was created in March. Each month, one employee is interviewed about their responsibilities. The aim of this is to increase the visibility of the diversity of our employees and jobs within the company.

Another aspect of the initiative for a modern corporate culture is the “Wall of Success” on Yammer, Hevert’s internal social network. The Wall of Success was launched in April with the aim of celebrating success within the company together, making all employees feel seen and to motivate them to engage with each other.



2.3. WORK-LIFE BALANCE AND HEALTH PROMOTION

2.3.1. Flextime

A well-balanced work-life style is the basis for a healthy way of living. With flexible working hour models, the company supports the staff in arranging their work around their private needs as far as possible. This is, for example, very important for working parents with small children. Hevert aims to offer its employees the opportunity to optimally combine their private and professional life. One particular opportunity is the Hevert flextime model, where, by increasing their daily work hours to up to 10 hours, employees can generate one work-free flex day per week.

2.3.2 Working hours arrangements in the coronavirus pandemic

Among other things, the coronavirus pandemic led to the closure of schools and daycare, which meant that some parents had to look after their children at home. The option of remote working, and the “new work” concept currently being implemented at Hevert, improve our employees’ work-life balance as they allow for greater flexibility of hours and the place of work. In conjunction with the coronavirus pandemic, standard working hours were suspended for working parents who had to look after their children in 2020 and 2021. The new flexible working hours arrangement is intended to help with home schooling and the supervision of small children at this time.

2.3.3 The Hevert Daycare Center

The family business takes particular pride in the Hevert Daycare Center, which was opened in the fall of 2014. With its own nursery school teacher and child minder, the company is able to offer regular daycare and children’s programs throughout the year.

The daycare center is regularly approved for up to ten children. Children and grandchildren aged between one and six can be supervised by nannies at the daycare center all day. However, for special days and events, the number of children may be exceeded. For most employees the daycare center is a safety net for when other options have been exhausted.

The daycare center’s “nature” concept was revisited in the summer of 2021. The concept includes the key points for the facility and its teaching methods, and is important for both parents and educators. “Nature” has two meanings in this context:

1. The daycare center itself and its surroundings are designed to be environmentally friendly and sustainable, and are located in the direct proximity of the nature all around with meadows, fields and woods.
2. The children experience natural working every day with a focus on natural education: Intensive nature experiences and spending time outdoors optimally stimulate the children’s development.

Children cared for per day and hours of childcare provided:

- 2017 – 2.2 children/day, 1,493 hours
- 2018 – 2.4 children/day, 1,303 hours
- 2019 – 2.7 children/day, 1,526 hours
- 2020 – 2.9 children/day, 1,843 hours
- 2021 – 3.5 children/day, 1,776 hours

2021 highlights at the Hevert Daycare Center



Also in 2021 a wide-ranging program of children's activities was arranged with the support and organization of "Nahe der Natur", a museum for nature conservation run by the Altmoos family in Staudernheim. This program, entitled "Fun in the Water, Woods and Meadows", ran from August 16 to August 27, 2021. Eight children aged seven to eleven took part.

The Hevert Daycare Center remained open throughout the entire pandemic and lockdown period, allowing lab and production employees especially to work as usual. The daily occupancy rate rose significantly in 2021 compared to previous years, partly because of COVID.



In addition to the vacation program, a number of fun events were held at the daycare center as well:

- Carnival party with games and face paint
- Fun and excitement decorating and hunting Easter eggs
- Trip to the barefoot park in Bad Sobernheim
- Decorating fences: Painting the wooden boards, hanging up painted plant pots and planting plants
- Plant day at the daycare center: Planting, tending and harvesting vegetable patches
- Going to the playground in Nussbaum
- Designing and hanging birdhouses and filling them with bird food
- Visiting Hevert's animals
- Experiments: Germinating beans, magic plumbing, blooming flower
- Building a leaf sofa
- Fall party with children, parents and friends
- Designing a winter/Christmas table
- Designing a fall table
- Crafting Christmas decorations and decorating the tree
- Baking Christmas cookies



The Hevert Daycare Center team provides children with a kind and stimulating atmosphere

2.4. SAFETY IS THE TOP PRIORITY – OCCUPATIONAL HEALTH AND SAFETY

2.4.1 Safety

Safety is a great asset and a basic human requirement. A safe place to work and employee health therefore play a key role at Hevert. Employee well-being, motivation and performance are essential for business success as well. (103-1)

Hevert runs a workplace health management scheme to protect its employees against work-related hazards and to prevent health problems and long-term employee absences. Workplace health management comprises occupational health and safety, workplace integration management and workplace health promotion activities. This holistic approach is the foundation for a responsible management policy and a good working atmosphere within the company.



Workplace health management consists of three pillars: occupational health and safety, workplace integration management and workplace health promotion.

Workplace health management procedures are based on risk assessments. Hevert respects the statutory occupational health and safety standards and regulations when implementing these procedures. As far as possible, occupational safety aspects are integrated into corporate structures and processes. Management is responsible for the safety of the employees under them. A valuable contribution to the development and enhancement of the work and health culture within the company is made by employees who voluntarily perform occupational health and safety duties, e.g. safety officers. (103-2)

The effectiveness of workplace health management is regularly assessed. This is achieved by different communication channels and assessment tools. External oversight falls to government health and safety agencies and the Employers' Liability Insurance Association of the Raw Materials and Chemical Industry (BG RCI). There were two inspections by BG RCI officers in 2021. They identified potential for improvement in work instructions.

Management receives current information through the Industrial Safety Committee and the employee representative body. The results of employee surveys and health and safety inspections are key sources of information. Employees can share their criticisms, wishes and suggestions with their supervisors directly or pass them on to the Industrial Safety Committee and the employee representative body. For example, suggestions for improvements can be submitted through the ideas management system.

The HR department keeps records on work accidents, occupational diseases and lost days. These are examined and analyzed by management with the assistance of the Industrial Safety Committee; safety measures are revised if necessary. Health and safety matters are regularly discussed by the Executive Committee and in the departments, and suggestions for improvements are devised. Employees can read about general health and safety matters on the internal website or ask their supervisors any specific questions. (103-3, 403-2, 403-4)

HR recorded 28 work accidents in 2021, three of which were reported to the BG RCI. Work accidents must be reported if an accident at work or on the way to/from work renders an employee unable to work for more than three calendar days. The time off after a work accident is around two days on average. (403-9)

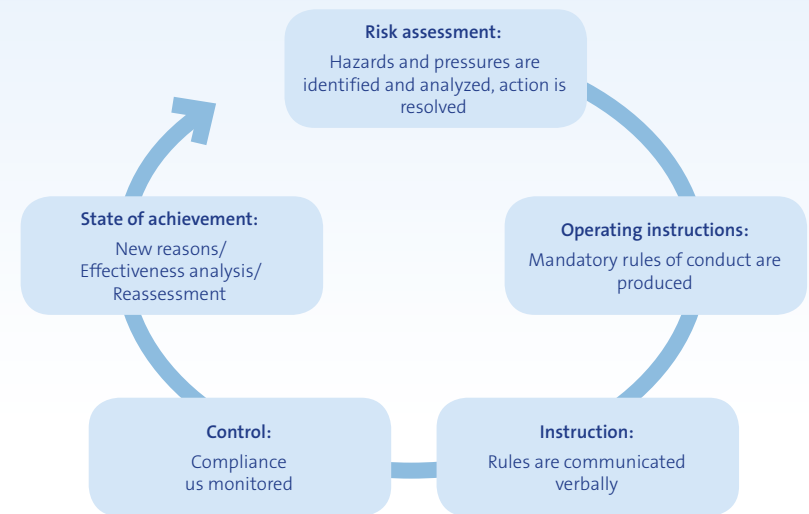
2.4.2 Occupational health and safety

Occupational health and safety works on procedures to protect employees from work-related hazards and pressures. Its goal is to ensure safe workplaces, to prevent work-related accidents and illnesses and to reduce time-off.

Hevert does not yet have a full occupational health and safety management system. It is currently working to add the outstanding elements. The company's occupational health and safety management system is currently based on the requirements of the German Occupational Health and Safety Act and the Guidelines of the Employers' Liability Insurance Association of the Raw Materials and Chemical Industry, and it is coordinated by the Industrial Safety Committee. This applies to all Hevert employees at all business sites. (403-1, 403-8)

The company's management and employees receive assistance on occupational health and safety matters from an external company physician (AMD TÜV) and an external work safety expert (DEKRA). The occupational health and safety organization also comprises two fire protection officers, eleven safety offices, 14 fire safety assistants and 22 first-aiders. (403-1)

In 2021, Hevert introduced a uniform approach to hazard assessments that is gradually being introduced at all organizational units. This approach is based on an occupational safety control loop. Clear regulations and uniform standards are intended to simplify the production of risk assessments. Management and safety officers will be trained by the work safety expert. (403-2)



Occupational health and safety control loop

Training improves the understanding of occupational health and safety requirements and contributes to proper conduct in an emergency. Management is responsible for issuing initial and recurring workplace instructions. Basic information on general occupational health and safety matters can be communicated by the work safety expert, the company physician or other knowledgeable persons in the form of seminars, workshops and presentations.

There were six basic sessions on general occupational health and safety matters in 2021. One person completed a course to become a safety officer and another trained as a fire protection officer. In September, the Industrial Safety Committee successfully conducted alarm and evacuation drills at two company locations. Prior to this, fire safety assistants gave a refresher on what to do and how to behave in an emergency in an internal training session. In October, the Industrial Safety Committee raised “industrial safety responsibility” awareness among Hevert’s Executive Committee. (403-5)

Hevert employees are required to halt work in hazard situations and to immediately report identified hazards to supervisors in order to prevent health, property and financial damage. This information is one of the grounds for revising risks assessments and safety precautions. (403-2)

On the basis of the hazard assessments and GxP provisions, Hevert determines the necessary workplace medical examinations for the individual activities with the company doctor. Such activities include aptitude testing and compulsory, recommended and elective preventive care. Besides the standard options, in conjunction with recommended care, the company physician provided 20 flu vaccinations and 10 initial and second COVID-19 vaccinations. Six employees requested and received a consultation on work screen ergonomics. (403-3)

To prevent the hazards that can be caused by third parties, all outside visitors must confirm at reception that they are aware of general rules of conduct. Outside visitors are accompanied by an employee responsible for their visit and informed of specific safety rules as necessary. Information on visitors and service providers is recorded. (403-7)

2.4.3 Workplace integration management

“The greatest wealth is health.” That’s our motto. Hevert therefore offers assistance to all employees who were unable to work for more than six weeks within the past 12 months. This assistance takes the form of workplace integration management.

The aim of workplace integration management is to investigate why employees are unable to work and to look for ways to avoid or at least minimize the causes. Any need for rehabilitation to ensure the employee’s ability to work should be identified early on and the necessary services initiated promptly. This is intended to preserve the employee’s job in the long term.

In 2021, workplace integration management processes were carried out by members of the HR department. 31 employees were invited to an initial interview during this period. 16 of them consented and took part in the further process. The workplace integration management process was successfully completed by five employees in 2021, though two did not successfully complete the process. The process, which will be continued in 2022, was still ongoing for nine employees. (403-6)

2.4.4 Workplace health promotion

We use workplace health promotion to help maintain and promote employees’ health. Workplace health promotion activities should also have a positive effect on employee motivation and satisfaction. In conjunction with the coronavirus pandemic and the rising popularity of remote working, Hevert decided in 2021 to digitalize workplace health promotion to better reach those employees working remotely, as well as sales employees and those at the Berlin site. Together with the external partner CoMotion, we have established a health app for the company that employees can use to access content on nutrition, relaxation and exercise wherever they are.



Employees staying fit while working from home

2.4.5 Activities in 2021

The workplace health promotion activities are broken down by the categories of nutrition, relaxation and exercise.

For all areas, there is the option to access existing app content with interesting recipes, relaxation exercises and exercise units or to take part in live courses. These courses are announced in the newsletter. Using their individual access, employees can log in to the health app to schedule professional and private obligations, should there be any interest. If employees have specific questions about the content, they can speak to experts from the various departments in order to, for example, put together a personal nutrition plan.

Most of the courses are held online because of COVID. The following courses, activities and workshops were available.

- **Functional fitness**

An intensive full-body workout for stability.

- **Yoga class**

Selected exercise to strengthen and stretch the back, core and shoulder musculature. The meditation and relaxation units help to regenerate the nervous system.

- **Stress management lecture**

Subject: Boosting individual resilience.

- **Individual activities**

Using the health app, individual activities ranging from nutrition to training plans can be discussed with a health expert. A customized plan is then drawn up for the individual employee.

- **Fitness studio**

For all employees who work out at their local gym, Hevert has offered a gym subsidy of up to EUR 20 per month for several years. This also provides an opportunity to integrate field service staff and the Berlin employees into the workplace health management concept.

- **Company bike**

In the context of workplace health management, in conjunction with its partner Bikeleasing, the family-run company Hevert has been giving employees the opportunity to lease bicycles since September 2019. These bicycles can also be used outside of work, of course. The use of tax and social security benefits also make this environmentally-friendly and healthy form of mobility particularly attractive for the employees.



Group yoga during the pandemic

2.5. EMPLOYEE SATISFACTION

2.5.1. Employee representative body

The employees of Hevert-Arzneimittel have had their own elected representative body since 2009. The employee representatives have represented employees' interests to management and the division directors.

The current employee representative body, which consisted of six members at the time, was elected in 2017. In the spirit of Hevert's motto "Naturally Successful Together", employee representatives and management work together on a basis of trust. The MIV currently has four members.

As the most important link between employees, company management and the Human Resources department, the employee representative body has brought up and discussed a number of personnel and organizational matters and contributed to finding solutions. The workforce representation is completed by a youth and apprentices spokesperson, who is elected for two years and specifically represents the interests of apprentices and younger employees. The goal is to create a solid foundation for communication between employees managers up to executive level at all three locations. (403-1, 102-18)

2.5.2 Employee satisfaction survey in connection with TOP JOB participation

An employee satisfaction survey was carried out with zeag GmbH (Center for Employer Attractiveness) in 2020. The goal was to gauge employee satisfaction in order to plan improvements on this basis. Another survey in 2021 was called off because the extensive analysis of results from 2020 made this superfluous.

The results of the employee satisfaction survey speak for themselves: In the TOP JOB overall rankings, Hevert-Arzneimittel was placed in the TOP JOB employer range and received the TOP JOB 2021 employer's certificate in February 2021.

(102-44)

2.6. TRAINING AND PROFESSIONAL DEVELOPMENT

2.6.1. The Hevert Employee Academy

All Hevert employees are given the opportunity to take part in a number of internal and external further training courses. This includes courses for professional and personal development. Employees should be given the chance – and at the same time be motivated – to acquire higher qualifications.

The Hevert Employee Academy presents a number of different internal training courses by subject area, as well as mandatory and optional training and online (self-study) and classroom courses (with a trainer). Classroom training had to be held online in 2021 because of COVID.

306 courses were offered in 2021. All training on GxP and quality management was mandatory for employees.

Participants included both first-timers and those looking for a refresher. Some of these courses must be repeated at certain intervals. (404-1)

Independent thinking allowed – an open corporate culture encourages the active involvement of employees

2.6.2 High Potential Program

Hevert launched the Hevert High Potential Program as a pilot scheme in 2019. The aim of the program is to improve employee retention and loyalty.

The purpose of the Hevert High Potential Program is to recognize and actively foster high-potential employees. High potentials usually have the following characteristics:

- good motivation
- good flexibility
- good ability to work under pressure
- good mental agility
- good capacity for holistic, networked thinking
- potential for new management or project leadership responsibilities and
- good self- and social competence.

The core component of the program is challenging and exciting work or projects. The participants are guided by development interviews and training. A supporting program includes networking meetings, training events and practical days.

The Hevert High Potential Program had three participants in 2021. Together with the new program participants, the Organizational & HR Development department, the manager in charge and the responsible division director developed both a target vision and individual development plans. This is not only intended to aid their personal development, but also to support Hevert's strategic interests.



Development interviews were carried out every six months, firstly to get general feedback on the program and its modules and then to reflect on upcoming development stages and adapt them if necessary. Thanks to the regular feedback, the program has continuously evolved and been adapted to the requirements of the target group.

The program's annual training event was held at the company's Berlin site in early August. The topic was "Preparing, leading, facilitating and processing workshops". The feedback from participants was largely positive.

The annual Hevert High Potential Program networking event took place at the Nussbaum site on September 20, 2021. Key items on the agenda were the dialog between program participants and the Executive Committee and the discussion of the new corporate strategy.

The first participant of the High Potential Program successfully completed it ahead of schedule and took on a new position in the company more attractive to him.

Participants of the High Potential Program regularly meet to train and talk



2.6.3 High Performer Program

The new development program for high performers at Hevert, the High Performer Program, was presented to the Executive Committee and then launched in February.

The Hevert High Performer Program, like the High Potential Program, is geared towards key employee retention, and was designed for employees who consistently exceed expectations and demonstrate a continuous and significant commitment.

Four employees from very different parts of the company applied for the program when it began in 2021. Their applications were successfully checked by the HR and Organizational & HR Development departments. All candidates satisfied the conditions for participation and were presented to the Executive Committee at the start of May.

As only two spots were available on the program for 2021, only two applicants were selected. The core component of this program is challenging and exciting work. The participants are guided by development and coaching interviews, training and a corresponding support program.

The final discussion of the development plans took place between the current participants and the manager in charge in July, and the first steps, such as coaching sessions, training and shadowing have already taken place. In order to further optimize the application procedure, a survey was conducted among applicants for the 2021 High Performer Program.

Until the middle of September, employees were able to apply for the Hevert High Performer Program starting in 2022. Their applications were successfully checked by the HR and Organizational & HR Development departments and then submitted to the Executive Committee. One further co-worker was added to the Hevert High Performer Program, which means that the program will start with three participants for the next round in 2022.

2.7. IDEAS MANAGEMENT

At Hevert, independent thinking is not only allowed but explicitly encouraged. Hevert's ideas management system enables employees to make a contribution to the company's ongoing development by submitting ideas and suggestions for improvements.

Ideas and suggestions for improvement were submitted using a ticket system in 2021. Employees were supposed to describe the current status of a project with potential for improvement, define the desired situation and explain how to achieve it. An ideas manager then passed the proposal on to those in charge, who would assess and maybe even use it. If implemented successfully, the idea was funded by the Ideas Management Working Group.

21 ideas were submitted in 2021. Some of these proposals were successfully implemented, thereby improving procedures and contributing to the company's ongoing development. Ideas focused on issues such as safety, cleanliness, savings or environmental protection. Seven of the ideas submitted are still being examined by the respective departments.

The "Hevert Detox" campaign was launched in July 2021 to facilitate the transition to remote working and future work arrangements within the company.

All employees were called on to think about ways to save and streamline, and to submit their ideas.

For example, the process by which magazines are circulated in the company was reconsidered and, where possible, digital subscriptions were purchased instead. The aims of this are that the employees interested can read magazine articles as quickly as possible and even when working remotely, which saves paper. The circulation of magazines within the company was thus reduced from 129 magazines to 53 subscriptions.

Moreover, all employees were called on to give up superfluous physical items in offices and departments. In a major clean-up operation, all shelves and cupboards, storage and work areas were reviewed and cleared out by employees. This created room for desk-sharing and spaces to meet and talk with colleagues.



3. QUALITY IS OUR FORMULA



Quality is the reason for Hevert's success. The Hevert preparations work naturally, are of high quality and have very few side effects.

The regulatory framework requires that all pharmaceutical companies in Germany meet high quality standards to ensure efficacy and safety for patients. Hevert also applies these high standards to dietary supplements.

Not least, product quality at Hevert is also the result of ongoing research and development. Research and development, whether conducted in-house or with external partners, should contribute to the safety and optimal effectiveness of preparations to benefit patients worldwide.



From the plant in the field to the finished preparation in the hands of the user, our goal is always to meet the strictest quality standards



3.1. CUSTOMER HEALTH AND SAFETY

The safety of Hevert medicinal products is initially examined by the Federal Institute for Drugs and Medical Devices (BfArM) as part of the marketing authorization procedure. After marketing authorization is granted, the company's pharmacovigilance² system ensures continued drug safety. All incoming side effect reports are entered in a database and assessed by experts. In addition, the scientific literature is regularly reviewed for risks associated with the active ingredients used by Hevert. This information is then used to generate the current risk-benefit assessment for each individual medicinal product, which may also lead to changes in the product information, such as directions for use or the inclusion of potential side effects. The number of side effect reports is low in consideration of the number of sold packs (fewer than 100 reports per year), and very few of them are serious side effects, such as allergic reactions.

The labeling of medicinal products is governed by the Arzneimittelgesetz (AMG – German Medicines Act). This is specifically regulated by section 10 AMG, and includes rules for the naming, composition, expiry date and sales classification (e.g. “pharmacy only” for medicinal products that are only permitted to be sold in pharmacies). The statement that medicinal products are to be kept out of the reach of children is also mandatory. Any special precautions for disposing of unused medicinal products or other special precautions to prevent risks to the environment must be listed in accordance with the German Medicines Act. However, due to the low concentrations of substances, such notes are not required for homeopathic medicinal products. (417-1)

Hevert also increasingly sells dietary supplements that must be labeled in accordance with the applicable regulations in order to protect consumers. The legal basis for this labeling is EU Regulation No. 1169/2011, known in Germany as the “Lebensmittelinformationsverordnung” (Food Information Regulation). It contains an obligation for manufacturers to provide information such as details of ingredients, coverage of daily nutritional requirements, ingredients with an allergy risk and the best before date. The same stipulations for the labeling of dietary supplements have thus been in place throughout the EU since 2014. (417-1)

With just a few exceptions, the market availability of the Hevert range was excellent in 2021. Vitamin A+E Hevert was not available for some time as the vitamin A active ingredient is not currently available on the market at the requisite pharmaceutical quality. Vitamin D3 K2 Hevert plus Calcium and Magnesium 1000 IE and 2000 IE were temporarily unavailable. Multiple batches had to be recalled because of a 2-chloro-ethanol contamination that affected a large number of dietary supplements and foodstuffs in Europe.

At Hevert, the Quality Management department is a service provider for all departments and offers assistance with the structuring of workflows and their monitoring. Preparing and supporting authority and customer audits as well as eliminating defects identified therein are very important annual activities. For instance, every two years an inspection by the local supervisory authority determines whether processes, requirements and guidelines satisfy standards. In addition to the German authorities, inspections by the US Food and Drug Administration (FDA) have played a key role with their inspections since 2017. Along with the internal audits regularly performed by the quality management team (self-inspections) and audits by customers, this forms a tight-knit network that guarantees product safety and process compliance with statutory requirements. (416-2)

² An umbrella term for all activities associated with monitoring the safety of medicinal products.

3.2. PRODUCT IMPROVEMENTS AND LAUNCHES FOR OUR CUSTOMERS

Continuous product improvement in the form of alternative, innovative dosage forms or new active ingredient compositions is intended to promote long-term customer retention and attract new customers to the quality of Hevert preparations. These developments are carried out in the in-house Research and Development department in cooperation with external service providers.

Since 2019, the Research and Development department has been working on optimization of formulations and processing of excipient mixtures for the entire range of tablets, among other things. The aim of the project is to find more robust formulations and to develop optimization potential within the manufacturing processes. The active ingredient, shape and size of the tablets are not to be changed if possible.

Constant difficulties with the processing of pressed mixtures were a key factor in this large-scale company project. Wet granulation, a highly complex and time-consuming manufacturing process that is also prone to error, is still used for tablets. The post-hardening of tablets over time also presents a challenge with individual preparations. Although unrestricted solubility of the tablets is ensured, Hevert is keen to optimize the mouth-feel for patients when taking the tablets, and to keep it consistent.

The use of a pharmaceutical excipient mixture new to Hevert has yielded good results. The excipient mixture consists of lactose pregranulated with corn starch. Pregelatinized starches provide innovative solutions as well as being easy to process and technically highly efficient. They improve flow properties and compressibility, and can be used as binders in tableting and for granulates or in granulation. In a number of development batches, Hevert has already used a more resource-efficient and less time-intensive manufacturing method that resulted in tablets with outstanding dissolution behavior and showed no post-hardening in a stability study. The change notice for the new formula for **Sinusitis Hevert SL tablets** was submitted in 2021. A variation application for the formula optimization for **Calmvalera tablets** was submitted and has already been approved by the Federal Institute for Drugs and Medical Devices. There are optimization proposals for other tablet preparations.



CalmNight Hevert Melatonin Spray was added to the range as a dietary supplement in March 2021. The advantages of a spray, which is a new dosage form for Hevert, are its simple use and fast, direct absorption through the oral mucosa. A spray is therefore also highly suitable for people who have difficulty swallowing and malabsorption disorders in the stomach and intestine. Melatonin preparations are not sleeping aids in the conventional sense. Instead they promote nocturnal sleep readiness according to the physiological night/day rhythm.

Senfsaat Selen Hevert 200 µg was introduced in October 2021. Instead of the usual mineral-based sodium selenite, the product contains selenium from plant sources. It is Hevert's first product in a new series of natural micronutrients in keeping with the trend for foods from natural and plant-based sources.

The second product with natural micronutrients, **Curryblatt Eisen + C Hevert**, was launched in December 2021. Instead of conventional mineral-based iron, it contains iron from purely plant-based sources and is thus better tolerated. The combination with natural vitamin C from camu camu and acerola additionally aids the absorption of iron in the body.

One international highlight is the launch of **Vitamin D3 Hevert 4000 IU** in Mongolia. This product has already been successful on the German market for several years.



3.3. DEDICATED TO NATUROPATHY

Not only for its own company, but for the whole naturopathic medicine market, Hevert campaigns for the preservation of the largest possible therapeutic diversity and quality of products and active ingredients. As part of this, the company works for naturopathy-friendly regulatory conditions as well as the recognition and acceptance of naturopathic medicines.

3.3.1. Research at Hevert-Arzneimittel

In the area of basic research as well, Hevert plays an essential role in obtaining new findings while providing a solid scientific foundation for homeopathy and naturopathy by funding external research institutes.

Basic research

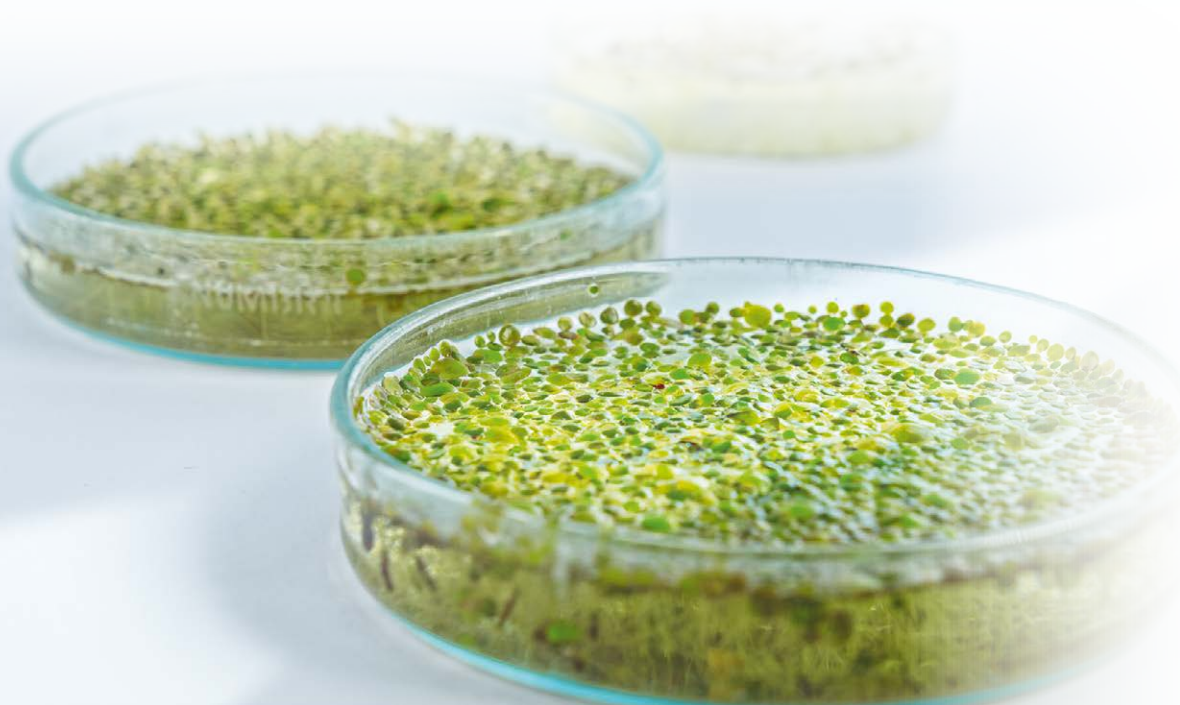
Commitment to basic research was continued in 2021 despite limited staff resources.

- **Physics review project: Status of physical basic homeopathy research**

Parts I and II of the work identified relevant publications on physicochemical research into homeopathic preparations. The data from individual experiments were analyzed in search of the most promising techniques. The third part appeared in the Journal of Alternative and Complementary Medicine in early 2021. The results of the quantitative and qualitative testing of more than 200 physical experiments were analyzed to gather information on the possible mechanisms of homeopathic preparations.

- **Project: Duckweed research**

The duckweed research project is a contract research project with Dr. Tim Jäger (†) and Dr. Stephan Baumgartner, both at the Witten/Herdecke University and the Institute of Complementary and Integrative Medicine (IKIM) at the University of Bern. Following its first publication in 2019, a further publication on this project was released in 2021. The results of both publications show the stability and efficiency of the duckweed system for testing potentized medicinal products.





Nina Bauer, doctoral candidate at the Clinic for Integrative Medicine and Naturopathy of the University of Bamberg, was awarded the Dr. Wolfgang Hevert Prize 2020

- **Research funding**

Innovation starts in the mind and requires commitment, will and courage to implement it. However, new approaches and ideas often lack recognition. Since 2006, the Dr. Wolfgang Hevert Prize – now funded by the Hevert-Foundation – has therefore been awarded for new paths in naturopathy every two years. It is endowed with a grant of EUR 10,000. The 2022 award is already open for submissions.



The Dr. Wolfgang Hevert Prize was recently awarded under the motto “New paths in naturopathy” in November 2020. The psychologist Nina Bauer, doctoral candidate at the Clinic for Integrative Medicine and Naturopathy of the University of Bamberg, was awarded the prize. With her planned study project, she wants to prove that patients with Crohn’s disease can promote their recovery through a stress and lifestyle therapy and achieve a high quality of life despite their illness.

(102-43)

- **Homeopathic combination remedy project**

The basic research project aims to determine how each ingredient works in homeopathic complex remedies. This is researching the medicinal ingredients of the medicinal product **Sinusitis Hevert SL**. In 2021, this project gathered further promising experimental results on the interactions of homeopathic substances. A publication on these results is being prepared; it will be submitted for publication in 2022. Also, the project was presented at four scientific congresses:

- Poster at the European Congress for Integrative Medicine, November 2021 online
- Presentation at a workshop at ICE 21 (Annual Congress of the Scientific Society for Homeopathy), November 2021 online
- Talk at 34th GIRI meeting, December 2021 online
- Talk at LMHI Global Colloquium, December 2021 online



3.3.2 External cooperation and funding partners

Hevert-Arzneimittel's commitment is defined by financial assistance, funding and active involvement in a wide range of committees:

Scientific Society for Homeopathy (WissHom)

The Hevert-Foundation has been an institutional member of WissHom since 2016. There is also a regular sharing of information. (102-12, 102-13)

Australian Homeopathic Association Inc.

The Hevert-Foundation is a sponsor of the AHA.

Karl and Veronica Carstens Foundation

Hevert-Arzneimittel has been supporting the Karl and Veronica Carstens Foundation and the associated Fördergemeinschaft Natur und Medizin e.V. (Association for the Promotion of Nature and Medicine) for many years. The Foundation's aims are primarily implemented by the funding of naturopathy and homeopathy research and its publication as well as the training and continued education of physicians and other health care practitioners. (102-12)

Cooperation with the Akademie für menschliche Medizin GmbH (Academy of Human Medicine) founded by Prof. Jörg Spitz

Hevert-Arzneimittel supports the Academy of Human Medicine. Prof. Spitz particularly focuses his work on disease prevention. He is known for his work on vitamin D and has been working closely with Hevert for years. (102-12)

fakom – Fachgesellschaft für Komplexhomöopathie e.V.

fakom's goals include the preservation of therapy diversity and duality through complex homeopathy in the state-of-the-art healthcare system, the interdisciplinary and complementary sharing of information between various therapeutic users from medicine and naturopathy plus support for scientific and clinical projects. Hevert takes part in member meetings and supports the **natürlich wirken** initiative. Hevert is also funding the expansion of the StartNext campaign.



3.3.3 Promoting basic research initiatives (102-12)

Hevert-Arzneimittel supports multiple initiatives and institutions in homeopathic basic research. The goal is to firmly establish homeopathy as a treatment approach and to further expand the company's expertise. Hevert is actively involved with the Homeopathy Research Institute (HRI) in London and Witten/Herdecke University (see 3.3.1).

The HRI

The Homeopathic Research Institute (HRI) is an innovative, international foundation. Its goal is to promote high-quality scientific research in the field of homeopathy. The founder is the physicist Dr. Alexander Tournier, who previously worked as an independent researcher for Cancer Research UK. Together with the HRI and using the methods available, scientists, doctors and homeopaths searched for answers to key questions such as: How does homeopathy work? Which illnesses can be treated with homeopathy? Active participation in complementary medicine associations (102-13).

Hufelandgesellschaft e.V.

Hufeland Society e.V. Hevert-Arzneimittel is represented in the medicinal product commission, the company forum and the general meeting of Hufeland Society e.V. Hufeland Society is the umbrella organization of the medical associations for naturopathy and complementary medicine in Germany and represents the interests of more than 60,000 physicians. Its objective is to achieve the comprehensive integration of complementary medicine in the health care system. Organized by the Hufeland Society, a selection of representatives from member associations and supporting members have been meeting since mid-2018 in order to improve the public perception of naturopathy. Hevert is a founder member of this working group.

International Academy of Science in Homeopathy and Integrative Medicine e.V.

Scientists, physicians and healthcare practitioners from various countries work together at the International Academy of Science in Homeopathy and Integrative Medicine e.V. The academy promotes integrative homeopathy research and public information. It is a non-profit committed to the furtherance of knowledge and fair scientific cooperation.

It supports:

- Basic research relating to the question: What mechanism of action are homeopathic remedies based on?
- Clinical Research: What are the best methods for examining the effects of an individualized medicine from a homeopathic perspective?
- Empirical observation: What systematic findings can be obtained from empirical individual observations in practice?
- Informing the public of important results.

In 2019 and 2020, the Hevert-Foundation helped the Academy to produce a paper on homeopathy research that draws conclusions on efficacy. The paper is being updated and translated into English on an ongoing basis. The aim is to provide persons in political offices with easier access to scientific homeopathy findings.

The Hevert-Foundation also helped the Academy to come up with and implement a "Digital Academy for Scientific Homeopathy" concept. The presentations, which were produced during the 2020 "Science meets Homeopathy" congress in February are to be processed and made available to various target groups in suitable form.

The Foundation also supports scientific network meetings and the dialog between scientists and researchers.

ECHAMP

Managing Director Mathias Hevert is a member of the Board of Management of ECHAMP, the European Coalition on Homeopathic & Anthroposophic Medicinal Products, which advocates for the marketability of homeopathic and anthroposophic medicinal products at EU level. A key activity in 2021 was monitoring the consultations by the European Commission on the revision of the general legislation on medicines. ECHAMP reiterated its message that the movement towards greater standardization in healthcare must not result in the loss of “established” products. ECHAMP also commented on the new draft of the Homeopathic Medicinal Products Working Group’s (HMPWG) guidance on non-clinical documentation for homeopathic medicines. Proposals by industry associations and scientists for a more appropriate calculation of acceptable quantities of toxicologically relevant compounds in line with more recent scientific practice were not fully taken into account in this document. ECHAMP feels that there are no grounds on which to treat homeopathic medicines more strictly than other medicinal products.

Homeopathic Pharmacopoeia Convention of the United States (HPCUS)

A scientific employee of Hevert-Arzneimittel is a member of the HPCUS. This non-governmental organization is responsible for publishing and regularly updating the Homeopathic Pharmacopoeia of the US (HPUS). The working groups “Council on Pharmacy” and “Standards & Controls”, in which Hevert collaborates, intensively focus on issues of the analysis of homeopathic active ingredients, the review of pharmacopoeia monographs and pharmaceutical and scientific questions about the manufacture and sales of homeopathic medicinal products in the US. The working groups are international. Their members include scientists from Europe who contribute their years of experience with homeopathic medicinal products and work toward harmonization of the standards. Hevert’s goal is the best possible compatibility of the HPUS and the European Pharmacopoeia. Work in 2021 focused on creating standard operating procedures (SOPs) that transparently describe how the bodies of the HPCUS work and make their decisions.

4. WE LOVE NATURE



A love of nature is one of four corporate values embedded in the Hevert Mission Statement. Hevert-Arzneimittel sees conservation and environmentally sustainable business practices not just as a theoretical concern, but also as a key part of its corporate culture. (103-1)

Responsibility towards environmental impact is at the heart of Hevert's environmental policy, which sets out all the company's environmental criteria. Hevert-Arzneimittel does not yet operate an environmental management system, but is gradually establishing the necessary management structures in accordance with ISO 14001 so that it can deal with environmental issues even more effectively. (103-2)

The internal and external communication of environmental issues plays a key role in the implementation and assessment of environmental management procedures, which is why it is especially important to Hevert. (103-3)

To raise awareness of environmentally friendly behavior, environmental tips are published on the company intranet every month. These announcements are also incorporated into the company's social media storytelling. Posts published in 2021 included articles on "Sustainable spring cleaning", "Environmentally conscious domestic waste separation" and "Help for a wild animal in need".

All employees can participate in decision-making processes concerning the environment through the CSR and Ideas Management work groups. Inquiries, suggestions and criticisms from Hevert customers and employees concerning environmental matters are passed on to the responsible departments of the company. These departments work on a solution and communicate their results. The environmental team used two ideas from ideas management in 2021: using toilet paper made from grass and tap water quality. As a result, Hevert switched to toilet paper with grass content, which has a better ecological footprint than conventional toilet paper. "Tap water quality" was discussed in the environmental tips.

Hevert employees have been surfing sustainably with the search engine Ecosia since 2019. Ecosia invests 80% of its profits in worldwide reforestation programs. The search engine is pre-installed as the standard search engine on all Hevert computers, making it another small part of the family-run company's sustainability concept. With around 58,000 Hevert searches, 3,920 trees were planted in 2021. Every employee can see their personal contribution on an individual counter. (304-2)

As in previous years, there have been no environmental fines or criminal proceedings against the company in 2021. (307-1)



Hevert employees in the medicinal plant field

4.1. MATERIALS

Hevert-Arzneimittel uses a large number of raw materials, supplies and packaging materials for its preparations. Approximately 25 grams of raw materials are used in each piece of packaging produced. Hevert is continuously optimizing its business and manufacturing processes in order to reduce its consumption of resource. It is currently focusing on the use of organic raw materials. (301-1)



Working with and in nature

Hevert strives to use bioethanol for manufacturing its preparations wherever manufacturing instructions permit. Ethanol is one of the most frequently used excipients (in terms of quantity) for the production of Hevert preparations. For more than three years, over 95% of the ethanol used at Hevert has been bioethanol. Many products were switched to 96% bioethanol as only few products require 100% ethanol for batch preparation, which is not available in the form of bioethanol. Other raw materials are not currently available on the market in organic and pharmaceutical quality. (301-1)

In 2017, Hevert initiated an organic certification process for its own medicinal plant field and for vineyard cultivation at its headquarters in Nussbaum. In 2021, the cultivation of medicinal plants and the production of grapes and their processing into wine were organically certified in accordance with Regulation (EC) No. 834/2007.

Hevert-Arzneimittel is looking for solutions to avoid palm oil in the manufacture of its preparations.

Since 2020, Hevert-Arzneimittel has only used sunflower oil-based magnesium stearate in its own production at its Nussbaum site. Hevert preparations that are produced by contract manufacturers will also be gradually switched to palm oil-free magnesium stearate. (301-1)

Hevert takes responsibility for its retail and transport packaging, which typically makes it way to consumers with the products sold and is then thrown away.

Hevert implements the regulations of packaging law and therefore helps to reduce the environmental impact of its packaging. (301-1)

Hevert's primary goal is to reduce plastic packaging. To this end, it is looking for an innovative alternative solution. (301-3) All of the paper used for the outer boxes and packaging inserts of medicinal products is FSC®-certified. FSC stands for "Forest Stewardship Council®" is an international certification system for sustainable forestry. (304-2)

Returned products are not recycled (301-3). In line with statutory regulations, all products returned by customers are disposed of by pharmacies. Products returned by wholesale customers are appraised according to quality criteria. If the goods are deemed to be saleable, they are returned to sales. Returns with quality defects are destroyed. If possible, usable dietary supplements are supplied to employees. The quantity that must be destroyed is thus reduced as much as possible.

4.2. ENERGY

Through specific energy efficiency measures and the use of renewable energies, Hevert wants to make a mark in environmental protection.

In addition to using 100% green power, Hevert has invested in solar energy. A photovoltaic plant on the roof of the Nussbaum company headquarters feeds around 100 GJ of green power into the public power grid. (302-1)

In 2019, a new photovoltaic system was installed on the roof of the Hevert Daycare Center. In 2021, this system produced 47 GJ of electricity for the center's own use. (302-1)

Around 11205 GJ of power and heat were consumed in 2021. This is 3.9% more than in the previous year. Power consumption in 2021 (5846 GJ), as against 2020 (6006 GJ) was down by 2.6%. Both the number of internally produced packages and the number of employees were used as references to visualize the annual development of power use. Power consumption per packing unit produced increased as significantly fewer units were produced by Hevert in 2021 than in 2020. As a result of the 10% reduction in headcount in 2021 (204) as against 2020 (226), electricity consumption in relation to the number of employees increased by 7.8%. (302-1)

To heat the business premises and prepare warm water, Hevert uses gas, 30% of which is biogas.

To enable an annual data comparison, the rate of gas consumption is calculated with reference to the number of internally produced packages, the number of employees and the total area in square meters. Gas consumption rose by 12% in 2021 as against 2020. This is because the 2020/2021 winter was much colder than the 2019/2020 winter. This increase contributed towards higher gas consumption rates in relation to packaging units produced and total area. (302-1)

To reduce energy consumption and save resources, Hevert has successively switched all lighting systems to LED since 2014. This change currently saves around 144 GJ of power per year. (302-4)



New photovoltaic installation at the Hevert Daycare Center

4.3. WATER

Water is needed to produce medicinal products. The responsible use of water resources is a matter of clear concern at Hevert. After going through the production cycle, water is therefore subjected to a special processing treatment. At the same time, the proper disposal of residual medicinal products and chemicals plays a key role. Drug substances and chemicals are separated into designated containers and properly destroyed by a special disposal service.

Water consumption at Hevert-Arzneimittel does not adversely affect water sources (running water, groundwater, lakes or similar). In addition to saving water in the bathrooms (by using sinks with flow reducers, water-saving toilet handles, etc.), Hevert wishes to reduce the water footprint of everyday goods by implementing the following measures:

- White “We Love Nature” tops and pants made of organic materials were introduced for all employees in 2016. This workwear concept was supplemented by Veja brand shoes and blouses/shirts made of organic materials. The production of organic cotton requires fewer substances and chemicals. As these have to be washed out after each production stage, this reduces the amount of water needed.
- Organic fruit provided to employees is purchased seasonally and regionally if possible.
- Homegrown organic vegetables from a separate field next to the one used for the cultivation of medicinal plants have been regularly available to employees since summer 2019.
- Cell phone collection campaign: Hevert offers employees at all sites the option of properly disposing of defective cell phones, smartphones or tablets. The old devices are recycled, which means that particularly rare earths from the devices are reused. The mining of rare earths requires enormous amounts of water and also minimizes the limited resources of these earths.

In 2021, the water withdrawn from the municipal power supply decreased by 35.7% as against 2020. (303-1) Production as well as the administration area of all three company locations in Rhineland-Palatinate were included in the data. The significant reduction in water consumption is thanks to the restructuring of production, the cancellation of multiple events and to office workers working from home on account of the COVID-19 pandemic.



Small vegetable plants for organic cultivation are grown in the greenhouse alongside medicinal plants

4.4. BIODIVERSITY

Biodiversity is actively promoted. With its big park, vineyard and blooming field of medicinal plants, Hevert's grounds premises are a perfect habitat for all sorts of insects.

In 2016, insect hotels were set up at the company's three locations in Rhineland-Palatinate and in the medicinal herb gardens of the Bad Sobernheim Outdoor Museum and Museum of Local History, which are jointly run by Hevert. The insect hotels offer native insects the protection that they have lost due to restrictions of their natural habitats through road construction, agriculture, etc.

In the immediate vicinity of the well-visited insect hotel, two beehives were placed on the extensive Hevert park premises in Nussbaum. Hevert was able to harvest its own honey for the first time in 2017.

Insect hotels and beehives are actively presented to visitors in order to raise their awareness of insects dying out. Information on the issue is also communicated in brochures and on online channels.

Beekeeping and insect hotels are great additions to the environmental plan to stabilize the small ecosystem surrounding company headquarters. In addition, bees moved into their new home at the Berlin location in summer 2018. On average, the worker bees move within a radius of two kilometers, and so will gather pollen and nectar in Kreuzberg, Neukölln, Tempelhof and Schöneberg. As there is hardly any agriculture in cities, the honey of "urban bees" is not affected by pesticides.



Harvesting the organic grapes

The Nahe Valley is a habitat for a large number of plants and animals. The importance of regional conservation areas therefore must be noted in this context. All company locations based in the area are located within the Soonwald-Nahe Nature Park. Some Hevert plots are part of protected habitats. A fauna and flora habitat (FFH) area, "6212-303 Nahe Valley between Simmertal and Bad Kreuznach", is situated near Hevert's headquarters in Nussbaum. This is another good reason for Hevert's environmentally friendly business practices. (304-1)



Bee brood combs at Hevert

4.5. EMISSIONS

At Hevert, only indirect energy-related greenhouse gas emissions are produced. Other emission sources are currently irrelevant at Hevert. According to the electricity provider, no CO₂ is generated in the production of 100% green power (Germany-wide average: 435 g/kWh). (305-2)

Hevert uses a gas mixture containing 30% biogas for heating purposes. Biogas also releases CO₂ during combustion, but only exactly the same quantity that its starting materials extracted from the atmosphere beforehand. Consequently, the CO₂ cycle is closed and the carbon footprint remains neutral. Only 70% of the resources consumed (3751 GJ or 1,042,861 kWh) have to be included in the calculation of emissions. According to the online portal "Klimaneutral handeln", 0.22 kg CO₂ per consumed kilowatt hour is emitted. Hevert's CO₂ emissions thus amounted to approximately 229.4 t in total in 2021. (305-2)

In addition to reducing the greenhouse gas CO₂ by using a high percentage of renewable energies, Hevert was able to reduce its emissions by switching lighting to LEDs and by offering two electric cars and e-bikes to be used by employees for traveling between the company sites in the Nahe valley. Hevert used electric mobility for its outdoor work in its large park, too. An E-Gator has been in use here since December 2019. The company cars in Hevert's fleet will gradually be replaced with electric cars. From 2021, Hevert employees can lease an electric company car, which can also be used privately, as part of their gross deferred compensation. Hevert hopes that this will help its employees to make the switch to electromobility. (305-5)

As a rule, Hevert employees try to travel to business meetings by train or other public transport or to avoid unnecessary travel and conduct video or telephone conferences with partners. With the train trips alone, Hevert saves about 20 tons of CO₂. If it is not possible to use trains or similar means of transport, employees rely on the Hevert company car fleet, which consists of very fuel-efficient car models as well as electric cars. In order to minimize emissions while driving, the company organizes and finances eco-driving courses for its field service team and for other employees as required. The driving technique of the eco-driving method has many benefits. It can reduce long-term fuel consumption by 15–20% and cut accidents in half through anticipatory driving. If flights must be booked, an emission calculator is used to determine how many climate gasses the trip causes and a corresponding financial contribution for a recognized climate protection project is made. (305-5)

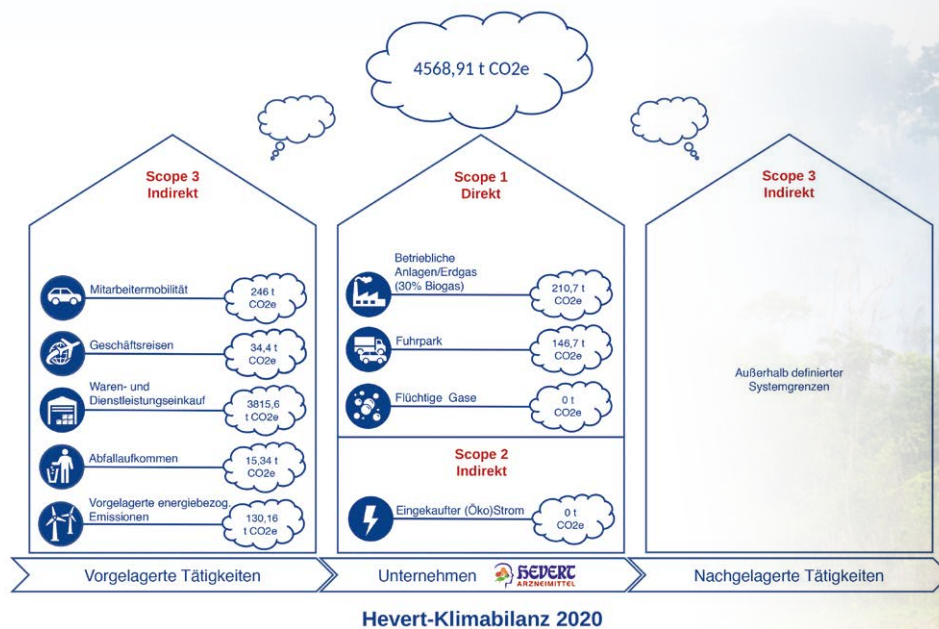
Hevert-Arzneimittel has been using a heavy goods vehicle powered by natural gas for transportation between the sites in Bad Sobernheim and Nussbaum since winter 2018. Natural gas offers significant advantages over conventional fuels in terms of environmental performance, and is used as an environmentally friendly alternative to petrol and diesel. (305-5)

Hevert appreciates the significance of every individual company doing its part to achieve the goals of the Paris Agreement. Hevert wish to operate climate-neutrally to do its part for climate protection.

The path to climate neutrality consists of various phases, such as preparing a carbon footprint report for the company, reducing greenhouse gas emissions by implementing energy efficiency measures and offsetting the remaining emissions by buying climate certificates. For the first time in 2021, Hevert worked with the natureOffice climate protection agency to produce a carbon footprint report in accordance with the Greenhouse Gas Protocol. Using this carbon footprint report, which was based on data from 2020, a works climate protection plan was produced that will be implemented in the coming years.

Greenhouse gases that Hevert is unable to avoid are offset by participation in three climate protection projects: “natural reforestation for more biodiversity in Togo”, “reduced logging through efficient ovens in Kenya” and “forest protection in Brazil”.

Hevert became a certified climate-neutral company in January 2022.



4.6. EFFLUENTS AND WASTE

Wastewater is fed into the communal sewerage system. The reduced water consumption led to a lower wastewater volume and lower rates in relation to packaging units produced and the number of employees. (306-1)

Waste is disposed of by a regional disposal service provider. Since 2020, Hevert's waste quantity accounting has become much more precise as the waste components are now weighed on site before every collection. Previously, some waste was calculated in cubic meters and converted into kilograms for reporting purposes, which caused inaccuracies in data. The company waste can largely be sent for reuse or recycling. Biodegradable wastes are generally used for biogas generation. Only medicinal product and solvent waste as well as waste with hazardous components have to be destroyed. (306-2)

Owing to the major streamlining in conjunction with the "Hevert Detox" project and the reorganization of office space, total waste volumes increased by around 33.3% as against the previous year. This entails further progress in the digitalization of documents and avoiding paper.

It is important to separate waste so that it can be recycled



4.7. SUSTAINABLE PROCUREMENT

The selective purchasing of sustainably produced goods protects nature and the environment – because conservation begins with the producer. However, the purchase costs of these sustainably manufactured products are higher than those of conventional goods and therefore increase the manufacturing costs of the Hevert products. The family business consciously accepts this competitive disadvantage. (102-15)

Since the beginning, Hevert has worked with a broad network of selected partners with whom we have, for the most part, maintained long-term relationships. Whenever possible, Hevert relies on regional partners. Hevert seeks out partners based not only on their professional expertise, but also on their environmental and social standards and for existing partners encourages their orientation towards sustainability. Examples include promoting certification such as that of the Forest Stewardship Council® (FSC®) and supporting the “Wind Energy Maharashtra India” climate protection project. Another aspect is the requirement to supply controlled, organically farmed products (see also 4.1 Replacing palm oil). The partner’s ethical standards, such as the avoidance of biopiracy or child labor, even in precursor products, are monitored by Hevert by means of audits and questionnaires sent in advance. This way, the company positively influences the purchasing behavior of its partners, supports them in their efforts to practice sustainability and paves the way for other environmentally conscious companies.

Effects of a pandemic on procurement

The COVID-19 pandemic caused procurement channels and situations to change completely.

Before the pandemic, for example, face masks were a readily available C article, but it became clear very quickly that there was not an unlimited supply, which caused prices to multiply. The dependence on cheap manufacturing countries became highly apparent. Hevert has systematically ensured that the procurement of masks satisfies standards and that the products come from Europe, where possible.

The changes in living conditions, such as the lockdown and travel restrictions, also had far-reaching consequences for employment. For example, the sharp reduction in aviation limited options for transporting goods, which meant that other methods had to be used. This resulted in enormous price increases, which made Europe far more attractive as a production location. In the long term, this development can be seen as a step towards sustainable procurement.

5. WE LIVE PARTNERSHIP

Our dealings with our customers and partners are characterized by honesty, loyalty, friendliness and responsible behavior. Together with its partners, Hevert aims to live up to its promise of sustainability.



5.1. COMPLIANCE & INTEGRITY

Actions speak louder than words. The impression made by a company is more intensive and sustainable than the effect of communicative measures.

At Hevert, “corporate compliance” refers to the entirety of all measures that are the basis for the compliance by a company, its organizational members and its employees regarding all legal requirements and prohibitions. Furthermore, entrepreneurial behavior should meet all social guidelines and values, morals and ethics.

Hevert-Arzneimittel strives to successfully compete on the basis of expertise, quality and reliability. In this process, company-specific and legal regulations must be met. However, where other companies have to explicitly set out new rules, Hevert has been practicing them already:

- Awareness of and compliance with applicable laws and regulations
- Respectful and inclusive interactions with colleagues, customers and partners
- Practiced commitment to environmental preservation and the sustainable use of resources

Hevert-Arzneimittel invites all employees to use the necessary sources of information and offers consultation to prevent violations of laws and regulations. There were no cases of non-compliance with laws or regulations in the social and commercial area in the reporting period. (419-1)

5.1.1 Transparency is the top priority in the pharmaceutical industry

Hevert stands for transparency, trustworthiness and reliability in the collaboration with health care practitioners, pharmacists, patients and other healthcare partners. The pharmaceutical industry is often publicly criticized of unduly influencing physicians and others in the healthcare industry. Such practices do not stand a chance at Hevert because integrity and the focus on a purely professional dialog with various cooperating partners define the cooperation with external stakeholders and are a key factor in the company’s success. (102-40, 102-42)

In this context, Hevert initiates and supports a number of events to promote the continuing professional development of physicians and other cooperating partners and to facilitate the sharing of scientific information. Here, the company focuses on the professional discussion. Leisure activities are never the focus, and at most appropriately complement them.

The principles of cooperation with our business partners have been set out in the mission statement and can be viewed by all on Hevert’s website.

“Small gifts keep a friendship alive” – everyone likes to get presents, and people often deserve them presents as well because they have done something by going above and beyond the call of duty. Such presents will remain possible at Hevert – provided they are reasonable. If employees want to give a gift, for example to a supplier’s employee whose personal efforts made it possible to move up an important delivery, the gift has to be coordinated with the appropriate division director. This procedure is governed by an internal policy. When receiving a present, employees are also asked to inform their supervisor and division director about it and to decline it if the situation requires.

“Celebrate the parties as they come” – the same rules as for gifts apply here as well. An invitation to lunch or dinner is generally no problem. However, invitations to luxury restaurants and hotels should always be considered as to whether they are appropriate. If in return, the employee feels obliged to provide the inviting party with services or information that they would not have otherwise received, the invitation should be declined. Again, in case of doubt, the supervisor should be consulted. Hevert hosts its guests in an appropriate setting. Luxury is avoided entirely. (102-17)



Central stakeholder groups of Hevert-Arzneimittel

5.2. SERVICE PROVIDERS/SUPPLIERS

5.2.1 Supply chain

The availability of raw materials and goods in line with specifications and the performance of defined services are significant to the quality of Hevert's own performance, and therefore centrally important to customer safety. For this reason, Hevert places great emphasis on a comprehensive supplier management system that focuses on quality aspects. In so doing, Hevert must comply with the legal framework under section 11 of the German Ordinance on the Manufacture of Medicinal Products and Active Pharmaceutical Ingredients.

5.2.2. Our vendor management system

Hevert aims to only purchase products or services for the manufacture, inspection or storage/distribution of its products from qualified vendors, and therefore has a holistic, company-wide system for vendor qualification. As a basis for decisions on future cooperation with a potential GxP vendor, we evaluate regulatory (GxP) compliance, as well as criteria related to environmental management and corporate responsibility.

In the case of established GxP vendors, the quality of goods supplied, products manufactured or services provided must also be taken into account in the evaluation.

The GxP vendor assessment is intended to serve as a basis for talks with the vendor with the aim of achieving improvements in performance and ensuring a long-term working relationship with the best vendors.

5.2.3. Number of rated vendors

	2019	2020	2021
Number of GxP vendors	211	223	237
Number of rated GxP vendors	100%	100%	100%

Cooperation with suppliers is approved for a set period. Further orders after the end of this period are not permitted. They therefore undergo requalification with the Quality Management department before this period ends. The above criteria are again requested here, and the new assessment takes into account the changes since the prior qualification period and the fulfillment of the requirements per se.

The activities for the re-qualification of vendors will also continue with the assistance of external service providers in fiscal 2021.(102-9, 308-1, 414-1)

5.3. CUSTOMER SATISFACTION AND REPUTATION

In its customer communications, Hevert-Arzneimittel broadly differentiates three different target groups. The largest group are end users, followed by pharmacies (pharmacists and pharmaceutical-technical assistants) and healthcare practitioners (physicians and natural practitioners).



Part of the Hevert consulting team

Within the company, the support of these target groups is provided by different departments, which plan and conduct measures tailored individually to each target group. In this way Hevert hopes to achieve a long-term increase in customer satisfaction. In conjunction with customer care, services, regional and interregional events as well as financial commitment at various levels, the company creates regular touch points for dialog, communication and relationship management. (102-42, 102-43)

The reporting of customer satisfaction and activities to determine customer satisfaction are part of the CSR process as well.

Instead of issuing Christmas greetings, Hevert decided in 2008 to use Thanksgiving as an opportunity to thank customers and business partners for being such a pleasure to work with over the years. This is done in the form of an autumn greeting. As well as greetings cards, small tokens of appreciation are also sent. Naturally, the current situation is also taken into account when selecting and shaping the theme for the fall greeting. 2021 was the second year in a row to be affected by the coronavirus pandemic, and so Hevert addressed this challenging situation in the text as well. The text focused on change and adaptation. No giveaways were sent out, and instead Hevert made a number of donations, including a major one to the Kéré Foundation in support of its education activities in Burkina Faso. (102-42, 102-43)



Mathias Hevert, Managing Director of Hevert-Arzneimittel GmbH & Co. KG and a Member of the Board of the Hevert-Foundation (left) hands Francis Kéré, Managing Director of Kéré Architecture, a check for EUR 100,000

5.3.1. Dialog with professionals

The dialog with physicians, natural practitioners, pharmacists and pharmaceutical-technical assistants is particularly important to Hevert. Hevert therefore maintains this dialog with a free hotline and its field service team that, in turn, in close contact with office sales staff and can quickly request additional information or clear up any questions. All contacts and topics of conversation, whether in person or on the phone, are recorded in a customer relationship management (CRM) system. CRM systems are software specially tailored to customer relations management. Through continuous entries, issues that were of interest to the specific customer, that could be expanded upon or unfulfilled wishes can be traced back. All regulations relevant to data protection take top priority. There were no substantiated complaints regarding breaches of data privacy or losses of customer data in the reporting period (418-1).

With comprehensive service, information and professional development programs, Hevert helps physicians, natural practitioners and pharmacies to meet the growing demand of patients for naturopathic preparations. Hevert's website is a source of extensive information for customers, and helps professional clients to enhance their therapy and consultation knowledge. (102-43)

Hevert Academy for Naturopathy

In cooperation with the Hevert Foundation, Hevert-Arzneimittel offers scientific training courses under the "Hevert Academy for Naturopathy" name.

Hevert makes every effort to offer its customers continued training that is up-to-date and tailored to their needs. The software designed specifically for the Hevert Academy, the Academy learning portal, offers many advantages: The portal provides a structured overview of the issues of interest to customers, external speakers and relevant continued training. Online seminars and classroom-based events can be booked and accompanying documents such as lecture notes can be retrieved with just a few clicks. Downloadable handouts, and tests in some cases, provide opportunities for further study and success monitoring. High-quality online self-learning units that are always available are also consistently being added to the portal. These enable customers to stay up to speed with naturopathy issues and gain training points.

The wide range of scientific training was further expanded in 2021.

Course offering and use by professional customers

Through the central learning portal referred to above, the Hevert Academy (www.hevert-akademie.de) offers a central starting point for using and managing high-quality learning options. The portal was used very intensively in 2021 – more than 180,000 times.



In 2021, the customer and user base was increased by another 32% to 3,040 users. The availability of online courses was kept at the same high level as in 2020 with 37 online seminars and 3,851 courses completed. It is worth noting that the completion rate rose faster than the growth in registrations. This suggests a high level of satisfaction. The strong growth, both in registrations and courses completed by pharmacy employee and doctor customer groups, is highly gratifying.

- **In-person events**

As the pandemic went on and contact restrictions came were imposed again, the Hevert Academy was forced to limit its in-person events. Rather than the twelve events planned, only six were held in person. These all received a very good participant rating and a recommendation rate for all events of 100%.

The Hevert Academy event concept comprises various formats. Specifically, these include:

- **Naturopathy conferences**

The Hevert Naturopathy Conferences have been established for many years and are tailored to an audience of healthcare providers. The fact that pharmacy staff members regularly participate as well is no doubt thanks to the interesting subject matter.

The format presented for the first time in 2019 with a high level of audience interaction (opportunity for testing preparations as well as specialist information and application) was once again very well received by the attending professionals in 2021.

The new format will be rolled out across Germany at two planned conferences in 2022 based on a current topic (stress as a global challenge).

- **Symposia for pharmacists and pharmaceutical-technical assistants**

There was only one symposium for pharmacists and one for pharmaceutical-technical assistants in 2021 because of the pandemic. Both featured interactive elements.

Hevert-Arzneimittel welcomed 60 participants in total to the two two-day events. The goal is to not only provide customers with further knowledge about naturopathy but to also strengthen the company's reputation, increase customer loyalty to Hevert. Invitations to the event were passed out by the field service staff to provide opportunities for contact and topics for discussion during subsequent visits following the event as well. The symposium was again certified by the Rhineland-Palatinate Regional Chamber of Pharmacists this year.

There were also four regional PTA training events – all of which were held in person.

Further regional PTA training events are intended in addition to the symposium for pharmacists planned for 2022 and a PTA symposium.



- **Online seminars**

Alongside on-site conferences, the Hevert Academy offers live online seminars and recorded online seminars on various naturopathy subjects.

For example, a curriculum-based training format with a practical series for therapists introduced in 2020 was repeated in 2021 and almost doubled the number of participants compared to 2020.

Following the successful completion of the above practical series for therapists, in the third quarter 2021, further training was available – this time exclusively – for our PartnerPlus pharmacies on “immune system consulting at the pharmacy” for pharmacists PTAs.

Both programs will continue in 2022 – requests for bookings have already been received.

- **Further expansion of self-study content**

Prompted by the rising acceptance of and demand for digital self-study content, the Hevert Academy prepared such classes early on and has been actively promoting them since the first quarter of 2020. Students can work on the learning units on various subjects anywhere and at any time on any Internet-enabled device (PC, laptop, tablet, smartphone) – and they can do it at their own learning pace. Afterwards, learning performance monitoring gives them the chance to test what they have learned. These courses were expanded further in 2021. There are plans to revise the content in 2022.

Also, a learning app is in development so that participants can easily access learning content on their smartphones as they need it. The Hevert Academy app will be available to all interested professionals from the end of the first quarter of 2022.

5.3.2 Dialog with end users

Digital Media

The online Hevert “We Love Nature Magazine” about health, naturopathy as well as various product guide pages for end users combines information from a wide range of areas, such as holistic well-being, natural healing methods, news from research, herbal pharmacy, living environments and natural pleasures. Through these channels and social media, Hevert wants to spread the word about naturopathy, enable a variety of treatments and inspire a dialog. All visitors are invited to enrich the conversation with their ideas, suggestions and criticisms. In addition, in 2021, Hevert updated its employer branding content on LinkedIn, XING and kununu. The drug manufacturer hopes that this will attract potential applicants to job adverts while also shining a spotlight on corporate culture. (102-43)

All data protection regulations are a top priority in digital communications with end consumers as well. There were no substantiated complaints regarding breaches of data privacy or losses of customer data in the reporting period (418-1).

Regional events for end users

- **Hevert Organic & Regional Christmas Market**

Over the year, the annual Christmas Market that was first held in 2015 has become a successful event and a fixture of the Nahe Valley calendar. An important goal of the event is to contribute to the attractiveness of the Nahe region as a place to live and do business. It was billed as the Organic & Regional Christmas Market for the first time in 2019. The company thus emphasized greater sustainability while at the same time focusing on organic products and impressively demonstrating its ties to the region.

The Hevert Christmas Market was sadly canceled in 2020 and 2021 because of COVID.

(see also 5.4) (102-43)



5.3.3 Company tours for all target groups

Hevert company tours

There were no company tours in 2021 because of the coronavirus pandemic.

The aim of the company tours is to allow participants to get to know Hevert-Arzneimittel as a company and its Nussbaum production site a little better. Depending on the visitor group, different presentations on healthcare and naturopathy are also incorporated into the events. The company tours are intended for professionals (pharmacists, pharmaceutical technical assistants, natural practitioners, doctors and associations) and consumers alike. Hevert hopes that it will be able to start the tours again soon. (102-43)



5.4. LOCAL COMMUNITIES AND SOCIAL COMMITMENT

Hevert would like to help those who are less fortunate to share in the company's success, and therefore takes social responsibility.

As the family-run company has always considered itself a strong partner in the Nahe region, Hevert has decided to distinguish between requests for donations and sponsorship from the immediate vicinity of Hevert headquarters in Nussbaum (radius of less than 50 km) and those from elsewhere. The decision to support a request is not arbitrary, but is based on established criteria, both for regional requests and those from beyond.

Owing to the coronavirus pandemic, the family business received significantly fewer requests for donations or sponsorship in 2021 compared to previous years. Benefit events had to be canceled or postponed indefinitely, and it was not possible to hold daycare, school or club parties.

5.4.1. Interregional involvement

In 2021, the family-run company received 14 requests for donations or sponsorship from associations and organizations from all over Germany and abroad. The following criteria are used to assess such interregional requests:

- The socially disadvantaged should be helped.
- Does this increase Hevert's national recognition?
- Does it relate to the industry and is it in line with the Hevert Mission Statement?

The number of requests relating to the assessment criterion "help for the socially disadvantaged" is relatively low. Only around half of all requests deal with the support of socially disadvantaged groups of people in a wider sense. The share is even smaller for requests "concerning the pharmaceutical sector".

Helping social institutions and associations is at the heart of what the Hevert-Foundation, founded in 2015, does. In the relatively short time since it was established, the Foundation has found firm partners that are worked with closely and that receive long-term support. In making its selection, the established assessment criteria are also taken into account, and they are regularly met in full.

In addition, the family-run company provided key support for the following initiatives in 2021:

- **Flooding disaster: Hevert provides medications and monetary donations**

The flooding in Rhineland-Palatinate caused enormous damage in many places in the summer of 2021. Hevert-Arzneimittel therefore helped the victims quickly and straightforwardly. It immediately sent activated charcoal worth EUR 20,000 as first aid and set up a company-wide fundraising campaign.

The heavy rainfall in many parts of Rhineland-Palatinate caused widespread devastation. It was clear to the management and employees of the naturopathic family business that rapid assistance on the spot was essential for the victims of the flooding in their home state. Besides this aid, Hevert also helped natural practitioners based in the Ahr Valley who had lost their supplies of medications in the floods and were therefore unable to help.



Flooding disaster in summer 2021: Hevert donated activated charcoal

- **Commitment to children with cancer**

For four years now, Hevert-Arzneimittel, together with the Hevert-Foundation, has been assisting the Sophia Kallinowsky Foundation with the annual Hevert Christmas market, thus linking its regional and interregional commitments. Little Sophia, nicknamed “Mulle”, died of a brain tumor at just three years old in May of 2016. The following year, on her birthday, her father Karsten Kallinowsky established the Sophia Kallinowsky Foundation. The Foundation wishes to help children with a cancer diagnosis to live better lives. This also includes gifting moments of happiness. Research projects of the children’s cancer ward at Johannes Gutenberg University in Mainz are also supported. The Foundation is currently funding a chair in the Pediatric Oncology Center of Mainz University Hospital.

Sadly it was not possible to hold the Hevert Christmas market in 2021 on account of the coronavirus pandemic, but Hevert still wanted to make a donation to the Sophia Kallinowsky Foundation. Hevert also wanted to raise general public awareness of the Foundation by appealing for donations through the Hevert-Foundation and on social media. The result: Hevert made a donation of EUR 1500 to the Sophia Kallinowsky Foundation, which was followed by other smaller donations by individuals in response to Hevert’s appeal.



Sophia Kallinowsky † with her father, the Foundation’s founder

5.4.2 Regional involvement

Regionally, Hevert aims to increase the attractiveness of the Nahe region as a place to live and work as well as enhance the regional recognition of Hevert-Arzneimittel and preserve the heritage of Emanuel Felke.

In 2021, the company received 11 requests for donations or sponsorship from within the region. A project has to satisfy certain criteria in order to be considered eligible:

- close proximity to the company headquarters (less than 50 km from the Nussbaum headquarters)
- increase in regional recognition
- preservation of the Felke heritage
- cost assessment (amount of internal staff and financial resources required to implement), and
- consistency with the mission statement.

The majority of all inquiries, come from institutions, associations or other applicants in the immediate vicinity of the company headquarters. Unfortunately, the percentage of requests relating to the evaluation criterion “Preservation of the Felke heritage” is extremely low. Until this day, a large number of the formulas upon which Hevert medicines are based were created in collaboration with students of the famous Pastor Emanuel Felke, one of the pioneers of naturopathy and the co-founder of complex homeopathy. Felke practiced for many years in Bad Sobernheim, not far from Hevert’s current headquarters. The preservation of this personal heritage is therefore important to Hevert, and plays a role in the assessment of requests.



6. GENERAL INFORMATION ON THE REPORT AND OUTLOOK FOR 2022





Adventure day for Monzingen elementary school



Solidarity with Ukraine

The sustainability report is published annually and covers fiscal 2021 (January 1 to December 31, 2021). In creating this report, Hevert applied the revised GRI guidelines of the Global Reporting Initiative, particularly for the selection and definition of performance indicators. Hevert's goal was to adhere as closely as possible to the GRI reporting principles and to optimize and eliminate deficiencies from 2020. (102-50, 102-52, 102-54)

Furthermore, Hevert plans to add the following activities relating to naturopathy, sustainability and social engagement in 2022:

Naturopathy and Social Commitment

- **Hevert Cup**

Hevert's biennial soccer tournament, the Hevert Cup, will be held in June 2022 and will raise money, for the sixth time, for a good cause.

- **Cooperation with Monzingen elementary school – adventure day for fourth graders**

The fourth graders took a break from their classes on two days in June to take part in a workshop with the cooperating partner Hevert-Arzneimittel. The pupils visited Hevert's headquarters in Nussbaum in order to experience the family business and homeopathy up close.

- **Medicinal Plant Day 2022**

In the summer of 2021, Hevert had been planning to take part in an initiative by the Society for Phytotherapy (GPT) – Medicinal Plant Day. Specifically, for June 2021, the CSR team had been planning fun and informative activities about growing medicinal plants for children in the 4th grade at Monzingen elementary school, Hevert-Arzneimittel's long-term partner. This was not possible because of the coronavirus pandemic and has been postponed until 2022.

- **CSR activities by Hevert employees**

Hevert employees have been demonstrating personal social commitment for many years, and not just at charitable events. Often, ideas also come directly to the CSR team from the workforce. For instance, for 2022, the CSR Employees work group is looking at various suggestions for how employees can get actively involved in the Nahe region. For example, at the end of 2019, contact was initiated with the municipality of Kirn-Land, which organizes an annual "Christmas presents campaign" for a partner community in Romania, in particular for a children's home based there. The gifts are packed up, transported to Romania and handed over by volunteers in person. So the gifts really get there. Discussions as to how much support it is logistically feasible for Hevert employees to provide are in progress with the municipality.

- **Solidarity with Ukraine: Hevert delivers medical products**

Since the outbreak of war, Hevert-Arzneimittel has been deeply moved by the fate of the Ukrainian people and its local business partner, and donated medical supplies worth several thousand euro in spring 2022.

Environmental management

- **Climate neutrality from start of 2022**

Hevert has been a climate-neutral company since the start of 2022. This includes the annual carbon footprint report. In 2022 as well, there will therefore be another carbon footprint report and more environmental protection activities to reduce carbon emissions.

No external audit of the sustainability report has been conducted.

(102-56)

6.1. CONTACTS



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(102-53)

7. ATTACHMENT

7.1. GLOSSARY (alphabetical)

GxP: GxP denotes, in summary form, all “good practice” guidelines which have special significance in medicine, pharmacy and pharmaceutical chemistry. The “G” stands for “Good” and the “P” for “Practice.” The “x” in the middle is replaced by the respective abbreviation for the specific application area – for example, Good Manufacturing Practice (GMP).

Complementary medicine: Complementary medicine involves diagnostic or treatment procedures that are outside the mainstream of conventional medicine but, as the name suggests, aim to complement conventional medicine. Complementary medicine differs from alternative medicine in that it does not aim to replace conventional medical procedures. Unlike alternative medicine, complementary medicine strives to achieve synergistic effects through the combination with conventional medicine.

Micronutrients: Micronutrients include around 45 vitamins, minerals and trace elements as well as several thousand substances of plant origin (secondary phytochemicals).

Neural therapeutics: Neural therapeutics (nerve block agents) are substances used for local anesthesia such as procaine. They are injected into or close to nerves to block the transmission of pain signals. Sometimes this can result in long-term pain relief.

Peer review: A peer review is a method used in science to assess scientific works, including scientific publications in particular. Independent experts (peers or referees) from the same specialist field as the authors are used to assess the quality.

Pharmacovigilance: An umbrella term for all activities associated with monitoring the safety of medicinal products or detecting and reducing drug risks in the clinical trials phase and after the marketing authorization is granted.

Power from renewable energies: Unlike fossil fuels such as oil, coal and gas, renewable energies are forms of energy that do not use exhaustible resources. The increased use of renewable energies is an essential part of enhancing sustainability. Using solar, wind energy, water energy, bioenergy or geothermal energy can reduce carbon emissions and the dependence on fossil fuels at the same time. In Germany, laws are regularly adopted to promote the use of renewable energies and to increase energy efficiency (e.g. the Renewable Energies Act, the Renewable Energy Heating Act or the Energy Saving Act).

Sustainable Development Goals: The Sustainable Development Goals (SDGs), or objectifs de développement durable in French, are political objectives by the United Nations meant to ensure sustainable development on an economic, social and environmental level. The goals were defined on the basis of the development process for the millennium development goals (MDGs) and became effective on January 1, 2016, for a term of 15 years (until 2030).

7.2. TABLES AND CHARTS

Fig. 1 (section 2): Headcount development

	2019	2020	2021
Employees	207	226	204
Of which apprentices	5	6	7
Of which interns/ student trainees	4	4	1
(102-7)			

Fig. 2 (section 2.): New hires in 2021 by age

	Male ♂	Female ♀
Under 20 years of age	2	0
20–29 years of age	2	2
30–39 years of age	0	1
40–49 years of age	0	4
50–64 years of age	0	0
Total	4	7

Fig. 3 (section 2): The following employees left Hevert, categorized by age groups

	Male ♂	Female ♀
Under 20 years of age	0	0
20–29 years of age	4	4
30–39 years of age	0	3
40–49 years of age	2	2
50–64 years of age	3	11
Over 65 years of age	0	0
Total	9	20

Fig. 4 (section 2): Number of training sessions and participants in 2021

Subject area	Training	Participants
GxP and Quality Management	128	1068
IT	64	511
Mission Statement, Strategy, Organization	20	260
Marketing and Sales	2	52
Market Environment	0	0
Personnel	56	919
Products and Therapy	1	8
Scientific and Regulatory Affairs	17	53
Safety	17	220
Total	305	3091

Fig. 5 (section 2): The following areas submitted ideas to Hevert's ideas management scheme

Division	2019	2020	2021
Company Services	4	5	7
National and International Sales	8	2	4
Marketing	4	0	1
Scientific and Regulatory Affairs	0	0	0
Supply Chain Management	20	8	1
Quality Unit	0	3	6
Managing Director(s)	2	3	2
Controlling	0	0	0
Process and project management	1	0	0

Fig. 6 (section 2): Ideas by subject area:

Division	2019	2020	2021
Safety, cleanliness, health	3	2	3
Work simplification, working conditions	5	2	4
Product/process quality, product ideas	4	2	3
Environmental protection	8	2	1
Energy, electricity, gas, compressed air, steam, fuels, process water	2	1	0
Employee satisfaction, motivation, social benefits, work atmosphere	1	5	3
Information, communication, customer satisfaction	3	1	1
Savings on raw materials, consumables and supplies	0	0	1
Savings in production processes	0	0	0
Savings in machines, plants, tools, systems	0	0	0
Logistics	0	1	0
Organization, administration	0	3	2
Other	9	2	2

Fig. 7 (section 4): Use of retail packaging per pack

	2019	2020	2021
Glass [kg]	73173.08	66980.21	62397.77
Paper and cardboard packaging [kg]	65291.62	60431.21	72913.79
Plastic [kg]	7903.99	8918.71	11243.33
Other compounds [kg]	30984.48	31343.89	31813.02
Total [kg]	177353.17	167674.02	178367.91
Packages sold [units]*	4522515	4642219	3853423
Rate [kg/unit]	0.039	0.036	0.046

*This figure is the quantity sold in Germany as all weights of packing fractions are calculated in the table for packs sold

(301-1)

Fig. 8 (section 4): Total energy consumption

	2019	2020	2021
Electric power consumption [GJ]	6247	6006	5846
Gas consumption [GJ]	4962	4775	5359
Total consumption [GJ]	11209	10781	11205

*Conversion factor: 1 GJ $\approx$ 278 kWh

(302-1)

Fig. 9 (section 4): Annual power consumption per package produced

	2019	2020	2021
Electric power consumption [GJ]	6247	6006	5846
Packages produced [units]	4301345	3077379	2714263
Rate [GJ/unit]	0.0014	0.0019	0.0021

(302-3)

Fig. 10 (section 4): Annual power consumption per employee

	2019	2020	2021
Electric power consumption [GJ]	6247	6006	5846
Employees	207	226	204
Rate [GJ/employee]	30.2	26.57	28.65

(302-3)

Fig. 11 (section 4): Annual gas consumption per produced package

	2019	2020	2021
Gas consumption [GJ]	4683	4775	5359
Packages produced [units]	4301345	3077379	2714263
Rate [GJ/unit]	0.001	0.0015	0.002

(302-3)

Fig. 12 (section 4): Annual gas consumption per employee

	2019	2020	2021
Gas consumption [GJ]	4683	4775	5359
Employees	207	226	204
Rate [GJ/employee]	22.62	21.13	26.27

(302-3)

Fig. 13 (section 4): Annual gas consumption per square meter

	2019	2020	2021
Gas consumption [GJ]	4683	4775	5359
Area [m²]	6900	6900	6900
Rate [GJ/m²]	0.6786	0.692	0.777

(302-3)

Fig. 14 (section 4): Water consumption per site in megaliter

	2019	2020	2021
Nussbaum [MI]	7.122	6.307	3.789
Bad Sobernheim Eckweiler Str. [MI]	2.051	0.32	0.145
Bad Sobernheim Haystraße [MI]	0.856	0.554	0.68
Total volume [MI]	10.029	7.181	4.614

(303-1)

Fig. 15 (section 4): Wastewater in megaliter

	2019	2020	2021
Nussbaum [MI]	4.705	4.15	3.291
Bad Sobernheim Eckweiler Str. [MI]	1.846	0.288	0.13
Bad Sobernheim Haystraße [MI]	0.77	0.499	0.612
Total volume [MI]	7.321	4.937	4.033

(306-1)

Fig. 16 (section 4): Annual wastewater volume per package produced

	2019	2020	2021
Wastewater [MI]	7.321	4.937	4.033
Packages produced [units]	4301345	3077379	2714263
Rate [l/unit]	1.7	1.6	1.5

(306-1)

Fig. 17 (section 4): Annual wastewater per employee

	2019	2020	2021
Wastewater [MI]	7.321	4.937	4.033
Employees	207	226	204
Rate [MI/employee]	0.035	0.022	0.02

(306-1)

Fig. 18 (section 4): Key to waste types

Key to waste types	Waste classification according to the European List of Wastes	2019[t]	2020[t]	2021[t]
150106	Mixed packaging	24.37	18.75	25.93
180109	Medicinal products, except those falling under 180108*	12.3	7.62	5.84
200101	Paper and cardboard	9.41	3.1	9.22
200201	Compostable waste	38.6	22.77	62.8
170202	Mixed glass	6.09	1	1.64
150102	Plastic packaging	4.41	2.17	1.13
150101	Paper and cardboard packaging	16.7	12.8	10.78
140603*	Other solvents and solvent mixtures	7.86	0.25	1.824
60106	Other acids	0.05	0	0
160506	Laboratory chemicals consisting of or containing hazardous substances	0.10	0	0
160507*	Used inorganic chemicals consisting of or containing hazardous materials	0	0	0.004
160508*	Used organic chemicals consisting of or containing hazardous materials	0	0	0.326
170107	Mixtures of concrete, bricks, tiles, etc.	0	1	0
170201	Wood	5.87	1.6	2.17
170204*	Glass, plastic and wood containing or contaminated with hazardous substances	0	11.65	5.79
170202	Construction and demolition waste: Glass	0	2	0
130205*	Waste oil	0	0.08	0
160601*	Lead-acid batteries	0	0.07	0
160604	Alkaline batteries	0	0.08	0
Total	All waste types	125.76	84.94	127.45

*Wastes from human or veterinary medical care or research (306-2)

Fig. 19 (section 4): Annual quantity of waste per produced package

	2019	2020	2021
Waste quantity [t]	125.76	84.94	127.45
Packages produced [units]	4301345	3077379	2714263
Rate [g/unit]	29.24	27.6	46.9

Fig. 20 (section 4): Annual quantity of waste per employee

	2019	2020	2021
Waste quantity [t]	125.76	84.94	127.45
Employees	207	226	204
Rate [kg/employee]	612.37	375.84	624.75

(306-2)

Fig. 21 (section 5): Overview of events and professional development for professionals in 2021

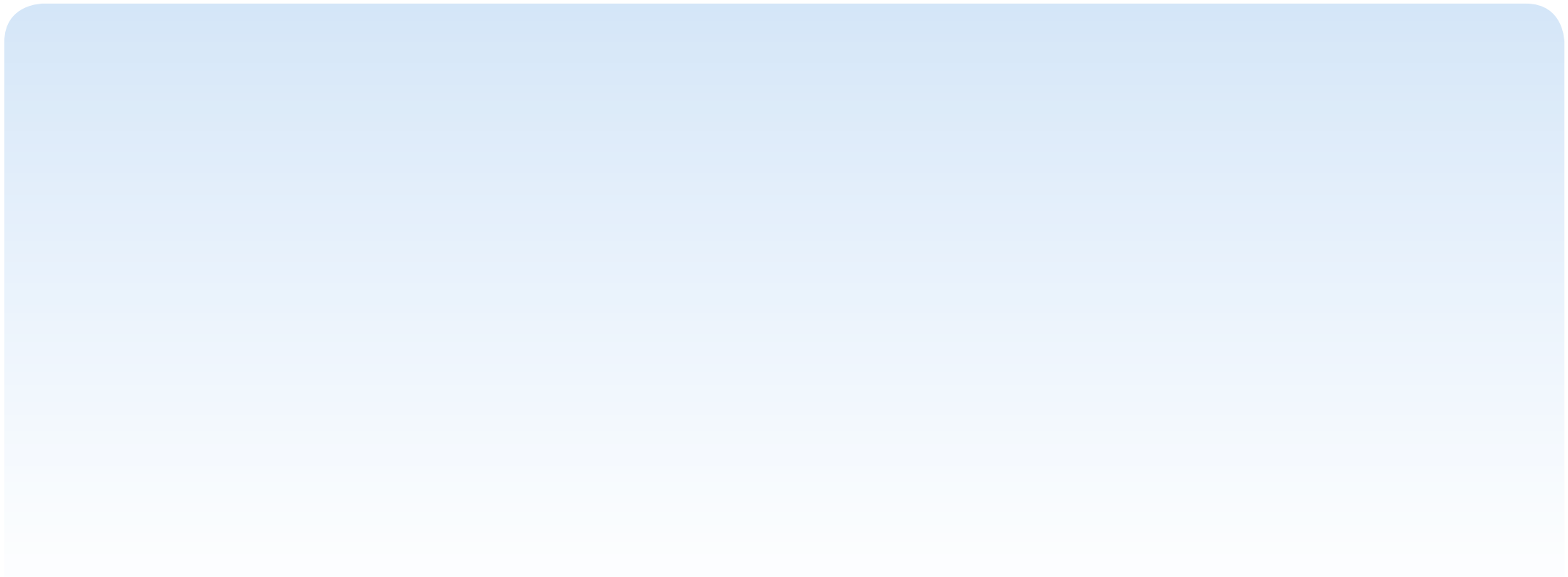
Topic	Number of
Hevert specialist conferences for naturopathy	1
Hevert pharmacy symposium	1
Pharmaceutical technical assistant symposia	0
Scientific presentations	22
Online seminars	37

Fig. 22 (section 5): Overview of inquiries regarding national social commitment in 2021

	Total number of requests	Pledge	Denial
Financial support	5	3	2
Donations in kind	9	3	6

Fig. 23 (section 5): Overview of inquiries regarding regional social commitment in 2021

	Total number of requests	Pledge	Denial
Financial support	9	3	6
Donations in kind	2	0	2



7.4. GRI INDEX (102-55)

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Hevert-Arzneimittel donates annually to the charitable Hevert-Foundation, which promotes health for people and nature.
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