



## Farmaceutica REMEDIA S.A.

### NON-FINANCIAL STATEMENT for 2019

According to the provisions of OMF no. 2844/2016 for the approval of the Accounting Regulations with the International Financial Reporting Standards applicable to the entities that, at the balance sheet date, exceed the criterion of having a number of 500 employees during the financial year, the entity formed by the commercial companies: Farmaceutica REMEDIA S.A. and Farmaceutica REMEDIA Distribution & Logistics S.R.L., hereinafter referred to as REMEDIA, draws up the non-financial statement. REMEDIA is engaged in actions and projects in the fields of environmental, social and personnel protection, respect for human rights, quality, health, fighting corruption and giving bribes, ethics and integrity in business.

This statement confirms the position of the company management to transmit the stage and the actions taken in these fields as well as to establish a transparent way of internal and external communication. Non-financial information is addressed to clients, suppliers, employees, business partners, investors, local communities in the areas where the company operates, the scientific and academic community.

#### 1. REMEDIA profile

Farmaceutica REMEDIA S.A., a company founded in 1991, has a key role in the health sector in Romania, being specialized in distribution, integrated sales, marketing and medical promotion of the pharmaceutical products. Valentin-Norbert TARUS, the majority shareholder of the company, has developed strategic partnerships with international producers in the pharmaceutical market, facilitating their success on the Romanian market since 1990. The company operates 83 pharmacies in 14 counties, especially in Hunedoara and Alba plus the city of Bucharest, representing about 20% of the turnover and offering a diversified range of pharmaceutical products of approximately 5.000 products, medical devices, food supplements, dermatological products, cosmetics, as well as a series of specialized counseling services adapted to the needs of patients. Following legislative regulations regarding the separation of the wholesale activity from those of retail, Farmaceutica REMEDIA S.A. decided to keep only the retail activities, and to transfer during 2015 the wholesale distribution and the related services to Farmaceutica REMEDIA Distribution & Logistics S.R.L., a company owned 100% by Farmaceutica REMEDIA S.A.

Farmaceutica REMEDIA Distribution & Logistics SRL is specialized in wholesale distribution, marketing and medical promotion activities in the health field and operates sales through 9 (nine) logistics centers to pharmacies and other distributors and to public hospitals and private clinics. The company also offers diversified logistics services nationwide for the pharma market, marketing and medical promotion services for international pharmaceutical companies,

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as well as registration of pharmaceutical products.

The marketing and promotion activities are also supported by the publications British Medical Journal - the Romanian edition, in the national top of the specialized magazines as of 1998, Medica Academica published under the aegis of the Romanian Academy of Scientists since 2009 and Maedica, of the Journal of Clinical Medicine since 2017.

## **2. The policies adopted by the company**

The management of REMEDIA is based on the Sustainable Development Policy orienting the company towards reducing and controlling the harmful impact of its activities on the environment and the population, complying with the applicable legal regulations.

Responsible approach to the values of the social, environmental and resource saving aspects with direct effects on the performance of the company and the confidence of the business partners, the organizational culture defines the Mission and Values available on [www.remedia.ro/company](http://www.remedia.ro/company):

### **MISSION**

Launching and promoting innovative pharmaceutical business concepts; offering quality healthcare services adapted to the customers needs; respecting the ethical and professional international standards.

### **VALUES**

#### **Professionalism**

People are our most valuable capital. The investment in motivational and professional development programs for our employees is a priority in achieving individual and team performances.

#### **Performance**

Motivation is a fundamental element for personnel loyalty, based on implementation of KPI evaluation system.

#### **Ethics**

We apply high professional and ethical standards in all our business components.

#### **Adaptability**

We create sustainable competitive advantages in the partnership relationships and we continuously adapt to the demands and expectations of our clients and beneficiaries.

#### **Quality**

Our company has implemented the quality management system in accordance with SR EN ISO: 9001-2008

#### **Transparency**

Our shareholders and stakeholders are permanently informed through the reporting system according to the legal regulation regarding the market capital and international financial standards.

The company policies are available on the company's website in the section [www.remedia.ro/en/investors/corporate-governance](http://www.remedia.ro/en/investors/corporate-governance)

### **2.1. Personnel policy**



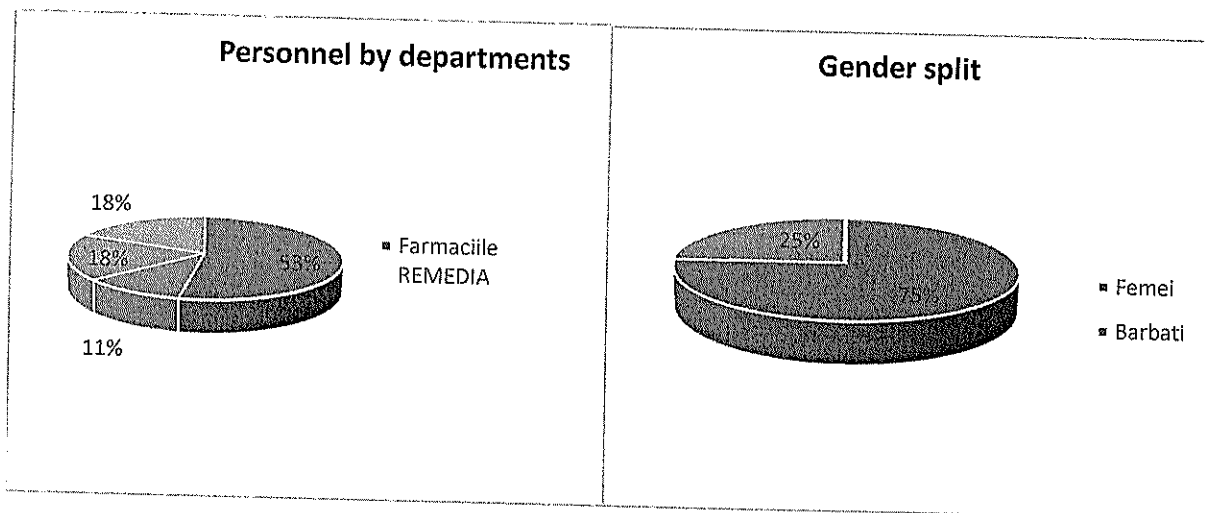
REMEDIA has updated in 2019 the personnel remuneration policy in accordance with the business strategy and respects the principles of balance between the employees' objectives and the medium and long term business objectives in the following directions:

- Increasing the level of professional competence of all employees through permanent training and follow-up;
- Creating a system of internal promotion of employees with potential and who obtain special results;
- Building a system of motivation and retention of staff;
- Creating a pleasant working environment;
- Strengthening the organizational culture.

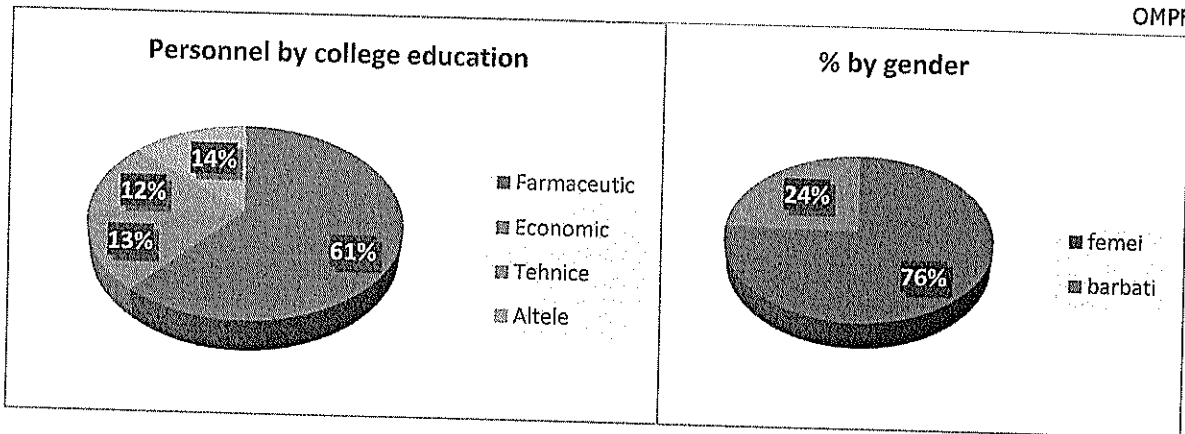
The remuneration policy is centered on motivating and retaining the staff with a high professional, moral and educational level and uses financial and non-financial components. The structure of the remuneration contains a fixed part and a variable part, granted for the achievement of the indicators established by the management as a mix between profitability indicators and indicators specific to the pharmaceutical market. Multiple benefits are provided in the collective labor contract, such as bonuses offered on Easter, Christmas, as well as holiday bonuses, meal vouchers, aid granted, etc. To improve the performance, REMEDIA provides for its employees training courses as well as personal development courses.

REMEDIA had as of 31.12.2019 a number of 593 employees.

Their distribution by departments is as follows:



REMEDIA promotes a fair policy of promoting all categories of staff, regardless of gender, religious or other orientation or disadvantaged persons

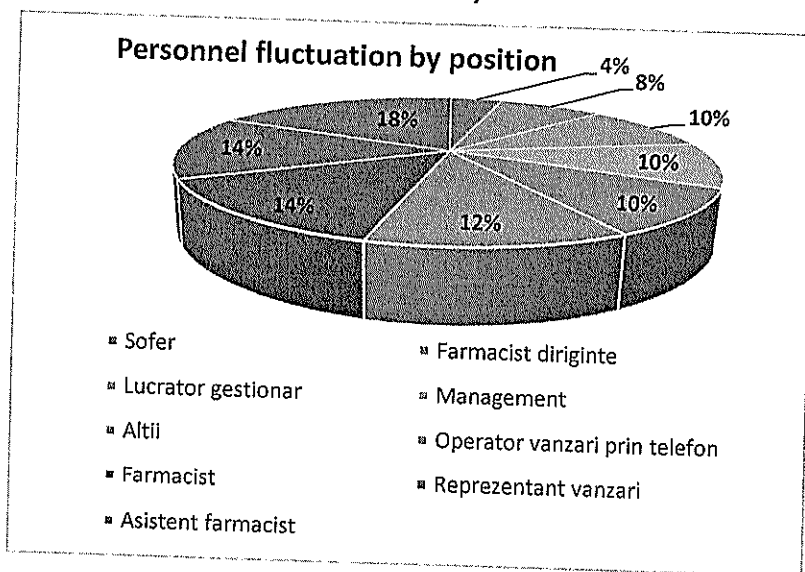


Out of the 593 employees, 44% have higher education, 30% have post-secondary education and 26% have average education.

REMEDIA does not have a union of employees, they have 3 representatives of the employees who participate in the negotiation of the collective labor contract and who represent the employees in the relations with the 2 companies.

The reports of the Remuneration Committee within the Board of Administrators evaluate the implementation of the essential elements of the remuneration policy.

The risks identified by REMEDIA are related to the fluctuation accentuated by personnel with impact in ensuring the efficient performance especially of the retail activities, but also of distribution. In 2019, the fluctuation indicator in REMEDIA was 35%, higher in the retail and distribution area (pharmacy assistant - 18%, sales representative - 14%, pharmacist - 14%, telephone sales operator 12%, management - 10%, administration worker - 10%, others (support - HR, marketing, administrative staff) - 10%, executive pharmacist - 8%, driver - 4%.)



REMEDIA has taken measures to reduce the identified risk and increase staff retention by maintaining a balance with the labor market and a system of fairness between employees by providing training for the sales force in distribution and by setting clear objectives and directions for all employees.

## 2.2. Policy regarding the protection of the environment

REMEDIA is permanently concerned about the impact of the basic activity of the company on the environment and respects the legislation in the field regarding the protection of the environment, being ISO 14001: 2015 certified.

At the base of the environmental policy is the identification and control of the environmental aspects and the risks associated with all the activities that are carried out in the society, in order to ensure compliance with the legal regulations, to prevent pollution but also to respect the right of the personnel to live in an unpolluted environment.

The company's policy in this area is to:

- minimization of the quantities of waste generated and their selective management according to the regulations in force;
- reducing water and energy consumption;

REMEDIA contributes to the protection of the environment, by selective collection of waste resulting from its activity. In 2019, over 9 tones cardboard and paper packaging wastes to the authorized companies and about 1,8 tones waste sourced from plastic packaging for recovery according to the legal regulations in force.

The services for the tracking and management of the waste at national level, are outsourced to a specialized supplier, who draws up the necessary documents and reports them in due time to the Regional Agency for Environmental Protection.

Farmaceutica REMEDIA S.A. collects expired medicines, including those taken from the population by handing them further centralized to the companies empowered to destroy and eliminate them. For the year 2019, about 1,3 tones expired drugs were destroyed according to the legal norms. At the same time, REMEDIA Pharmacies selectively collect waste.

In accordance with the EU Directives adopted since April 2019, REMEDIA Pharmacies have no longer purchased plastic transport bags, biodegradable or recyclable bags beeing introduced, thus implementing measures to reduce waste and comply with relevant legislation.

There are no litigations regarding the violation of the legislation regarding the protection of the environment.

## 2.3. Occupational health and safety policy

REMEDIA complies with national legislation on occupational safety and health (OSH). Thus, no occupational safety events, accidents at work or cases of occupational disease have taken place, and the evolution on occupational health is achieved and supervised by outsourcing services to authorized occupational medicine offices.

The management of the company defined the policy in the field of OSH in accordance with the general policy of the company, the health and safety of work being an integral part of the performance of its activity.

The policy in the field of OSH expressing:




- Commitment to create the organizational framework, provide resources for the implementation, maintenance and continuous improvement of the way of organizing the SSM activity;
- Obligation to comply with the regulations and legal requirements of the OSH in force, as well as to follow the alignment with the provisions of the European Directives in the field to which Romania has adhered;
- The principles of avoiding, evaluating and combating the risks of accidents and occupational disease;
- Applying the ergonomic criteria for the layout of workplaces;
- Availability to stakeholders (inside and outside the organization) of the performance achieved by the company in the field of OSH;
- The policy in the field of OSH is the starting point in establishing the objectives regarding the occupational safety and health;
- Establishing the management representative (the designated person) in the field of OSH who has the responsibility of following the way the work health and safety policy is carried out and has the authority to impose the application of this policy;
- Informing all employees of the policy in the field of OSH through trainings, job postings, information within the Committee on Safety and Health at Work, in order to be aware of the attributions and responsibilities arising from the existence of a management plan of the OSH;
- The policy, objectives and mode of operation of the OSH activity will be periodically analyzed in order to be in line with the new requirements and conditions imposed by the standards and regulations in the field, with the changes that have occurred in the organization structure, etc.

Starting from the OSH policy, REMEDIA has set the general objectives in the field. These objectives represent the general goals of the OSH performance of the Company. When establishing the general objectives, the risks of accidents identified and their impact on the OSH associated with these aspects, the legal provisions and the regulations in force regarding the OSH were considered.

#### GENERAL OBJECTIVES

Through the objectives set, the Company undertakes:

- to prevent and minimize the risks of accidents and occupational diseases and to reduce their consequences;
- to permanently adapt the productive activity to the human factor;
- to ensure the improvement of the personnel and to ensure the conditions for the continuous improvement of the level of his professional training;
- to ensure the improvement of the managerial capacity, by adapting the requirements of the legislation in force and by improving the information and communication system;
- to provide the necessary organizational framework and adequate resources for investments so that the quality of OSH activities can be continuously increased;
- take steps to ensure that all staff are aware of their responsibilities in identifying and eliminating risks and to prevent injury to themselves or others;
- take measures to ensure that all staff receive an appropriate level of medical care and recovery (if applicable).



## MAIN PURPOSES

- zero accidents with temporary incapacity for work;
- a minimum number of cases requiring medical care;
- minimum possible risks;
- respecting the Romanian and EU legislation, as well as international standards and codes, and where reasonable, with the improvement of the efficiency standards specified in these documents;

## 2.4. Quality policy


In **REMEDIA Pharmacies**, a quality management system is implemented in order to document the best practices for satisfying the demands and expectations of patients, in compliance with the Pharmacy Law no. 266/2008, with the subsequent modifications and completions, as well as all the legal provisions in force issued by the regulatory authorities in the pharmaceutical field, being ISO 9001: 2015 certified.

The Quality Manual represents a basic document of quality management, which by its procedures define responsibilities and working methods based on the rules of good pharmaceutical practice whose application guarantees that the services provided by the pharmaceutical staff are adequate, efficient and patient oriented.

The policy regarding the quality of the pharmaceutical service within the REMEDIA Pharmacies consists in the delivery of medicines and other health products of guaranteed quality, accompanied by an adequate information and counseling of the patient, constantly improving the services, in order to ensure the patient satisfaction at the highest level.

The following procedures were updated and implemented during 2019:

- a) procedures which are the basis of the pharmacy authorization by the College of Pharmacists, such as:
  - Procedure for evaluating the prescription;
  - Procedure for issuing Rx drugs;
  - OTC issuance procedure;
  - Procedure for the releasing of medicines in emergency regime plus the file of the pharmaceutical assistance sheet;
  - Procedure for advising patients;
  - Procedure for registration of professional activity;
  - Operational procedure of self-inspection.
- b) operational, such as:
  - Pharmacy supply procedure (automation and prioritization process providers)
  - Procedure for closing / opening / relocation of the pharmacies
  - Procedure regarding the pricing policy
  - The procedure regarding the stock management transfer in-between REMEDIA Pharmacies



In the **Wholesale distribution activity** within REMEDIA, the procedures have been implemented and respected so that the distribution activity is carried out at the highest quality standards, according to ISO 9001: 2015 and the Good Distribution Practice Guide.

During 2019, there were changes with impact on the development of the distribution activity, by reorganizing the quality department's activity, with the following objectives that were met:

1. relocation of the logistics center in Craiova to a new location authorized by ANMDM in April 2019, equipping with the following logistics:

- the acquisition and commissioning of a new TESTO system for monitoring the temperature and humidity conditions with direct download in the computer of the responsible person;
- purchasing an electric lysis for unloading at the reception to reduce the unloading time of the freight trucks;
- purchase of a new ergonomic pallet system to increase the storage space.

2. relocation the logistics center in Timisoara to a new location authorized by the NAMMD in October 2019, in which investments were made to improve the processes of the distribution chain and to comply with Ord MOH no. 761/20 for the approval of the Guide of good distribution practice and of Ord MOH no. 131/2015 for the approval of the Norms regarding the authorization of the wholesale distribution units of medicinal products for human use and the certification of good distribution practice and the registration of the brokers of medicinal products for human use.

The investments consisted of:

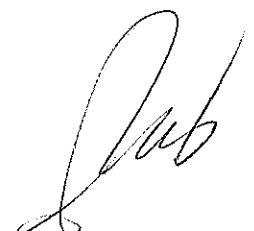
- purchase of a Syncro system for temperature and humidity monitoring in the warehouse;
- purchase of an electric lysis for unloading / loading of pallets;
- purchase of a new palletizing system to increase the storage space;
- the acquisition of a computer and a new generation multifunctional for the office of the responsible person;

3. implementation of serialization according to the MOH Order no. 1473/2018 creating the framework for applying the provisions of Directive 2001/83 / EC of the European Parliament and of the Council by establishing detailed rules for the safety elements that appear on the packaging of medicinal products for human use for all logistics distribution centers.

4. the external audits were finalized with audit reports without major or critical non-conformities;

5. the ISO 9001: 2015 recertification was obtained;

6. all the outsourced transport providers were audited;





7. the logistics centers Craiova, Pitesti, Galati, Tg. Mures were authorized ANSVSA for the possession, marketing and transport of food supplements of animal origin;

8. the following quality management systems were updated:

- the quality management manual revision 2019 was implemented;
- the Serialization Procedure was introduced, and a second revision, according to the audit report from the NAMMD Timisoara inspection was run by the end of 2019;
- procedures for interfacing with the beneficiaries of consignment and outsourced contracts were introduced and implemented;
- "Returned pharmaceutical products" procedure was revised and implemented;
- "Operation of canceled / reversed invoices" procedure was implemented.

In conclusion, there were no major or critical deficiencies in terms of the quality management system that would endanger the distribution activity. The concentrated effort of all the departments made the activity run without interruption or repercussions with impact on the quality standards imposed by the legislation in force.

## 2.5. Social responsibility policy

For REMEDIA, social responsibility is a long-term commitment and it means more than a charity. Social responsibility means involvement in sustainable projects and partnerships, detailed in the Policy regarding the support of different forms of artistic and cultural expression, sports, educational or scientific activities.

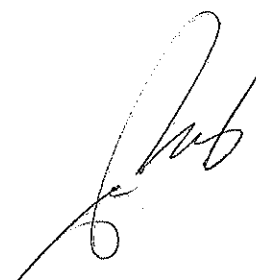
In this respect, REMEDIA has developed over time, a comprehensive program of social responsibility, supporting different forms of artistic and cultural expression, sporting, educational or scientific activities to promote a healthy lifestyle, team spirit development, performance enhancement. individual and group, protecting the environment, encouraging cultural life, actively following the following directions:

### - The Education and sports

The company has understood, at a higher level and before many companies operating in Romania, the innovative concept of Corporate Social Responsibility.

The projects supported by the company over the years have gained the strength and consistency of the tradition.

REMEDIA has been supporting the "**Cetate Deva**" Sports Club for over ten years, sponsoring sports, aerobic and athletic gymnastics teams by offering financial support of over 32,000 lei in 2019, as well as their own teams of non-professionals for participating in sporting events such as running, marathon, cycling, soccer, his, with the promotion of corporate images of society. Dedicated to improving the level of health of the community in which it activates, REMEDIA launched in 2014 in Deva, the project "Run for health". REMEDIA attaches the importance of education to education and tries to be with young people. The school performances of the students of "**Cetate Deva**" National College and **Sabin Drăgoi** High School are rewarded annually at a special event, the students with special re-results at various educational objects received prizes from the City of Deva and REMEDIA.



### - The art

The society cultivates art both by supporting international art symposiums from the Retezat Massif organized annually, as well as hosting the works of the artists participating in these events, within the FIVE PLUS Art Gallery, Vienna of the exhibitions of painting, sculpture, visual art of the Romanian artists.

### - The music

Promoting musical events and concerts in the FIVE PLUS Art Gallery, Vienna with the participation of Romanian and international artists in ascension or renown  
Promotion of the JOHANN STRAUSS International Festival, organized annually with the Romanian Association of Walz fans.

### - Lifestyle

Sustaining the participation in the events organized by the company at the Cascada Cottage in the Retezat massif and the Anastasia Pension in the Danube Delta, while also offering communication and teambuilding opportunities for the company's own staff.

REMEDIA is a traditional supporter of patient associations, including the Romanian Hemophilia Association. The partnerships "with soul" between the company and these aim to maximize access to treatment and contribute to increasing the quality of patients' lives.

In accordance with the Policy regarding the support of different forms of artistic and cultural expression, sports, educational or scientific activities Sponsorships are carried out according to the legal provisions in force based on contracts, which include a wide range of sponsorship benefits, such as: promotion sponsorship brand advertising and the right to carry out promotional activities directly and / or online.

## 2.6. Communication policy with shareholders and stakeholders

REMEDIA is permanently oriented towards shareholders and potential investors and organizes annually the event "**Business at home**", attended by shareholders, investors, experts in the field of private pension and investment funds, brokerage companies, financial analysts, journalists.

The event, at the **6th edition in 2019**, celebrated 22 years of presence on the Bucharest Stock Exchange, [www.bvb.ro](http://www.bvb.ro) - RMAH symbol, and over **25 years of activity on the pharma** market and presented the activities carried out by the company on the spot. In the distribution and sale of pharmaceutical products within the logistics center in Bucharest and the financial results for the previous financial year, when, traditionally, the President of the Board of Administrators of REMEDIA gave an interview to the journalists who participated in this event.



## **2.7. Code of conduct and ethics in business**

The REMEDIA Code of Conduct and Business Ethics establishes policies and practices regarding compliance with law and business ethics. In business relationships, the code of conduct serves as a guide through principles that reflect REMEDIA values.

REMEDIA aims to achieve an added value for all customers, an attractive return for its own shareholders and potential investors, to be an ideal employer for our employees. To accomplish all of this, integrity and professionalism are required at the highest level.

The success of the company's business depends on the confidence of our customers, shareholders, employees, suppliers, service providers, authorities, our competitors, but also the company as a whole.

Therefore, it is indispensable that both management and employees pay particular importance to respecting legal obligations and internal policies and to respect the fundamental values promoted by the company.

This Code is a tool that ensures and promotes a common system of values.

The objective of the company is to develop a profitable business, attractive to shareholders and investors, transparency by observing the standards of behavior and the legislation in force.

## **2.8. Policy to prevent fraud and corruption**

Anti-fraud policies apply to all REMEDIA employees as well as third parties who represent or act on behalf of the company, regardless of their identity: subcontractors, agents, intermediaries and business partners.

To this end, REMEDIA employees, engaged to work with business partners, have the obligation to inform them about the company's policy regarding anti-fraud, especially the partners involved in business development and drafting pre-contract proposals.

All types of illegal acts or treatments and fraud, as defined by the Criminal Code are prohibited.

As a measure to prevent fraud and corruption, a communication procedure has been implemented in this regard. The internal auditor represents the interface between any employee and the REMEDIA Board of Administrators or Audit Committee.

The Audit Committee of the Board of Administrators evaluates the internal control system, analyzes the effectiveness of the internal audit function, the degree of adequacy of the risk management and internal control reports, promptness and effectiveness with which the executive management solves the problems or deficiencies identified following the internal control.



Reports of the Audit Committee of the Board of Administrators, which evaluates the internal control system, analyzing the effectiveness of the internal audit function, the degree of adequacy of the risk management and internal control reports, the promptness and effectiveness with which the executive management solves the problems or deficiencies identified following internal control.

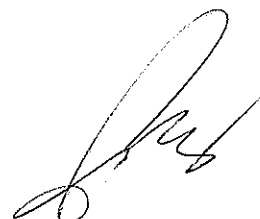
Also, no incidents were reported in the process of controlling the measures and procedures for the prevention of fraud and corruption;

REMEDIA complies with all legal regulations in force, including those regarding money laundering and prevention.

## 2.9. Company development policy

REMEDIA continued during 2019 the modernization process both in the logistics centers and the transport activities, as well as in the own pharmacies, by continuously improving the information systems used and equipping them with new equipment, as follows:

- The increase of the storage area at national level following the relocation of the Craiova deposit from 200 sqm to 500 sqm and of the Timisoara warehouse from 300 sqm to 545 sqm; at the warehouse in Bucharest expanded the cold storage space with another 24 cubic meters;
  - Car fleet development through the acquisition of 8 new RENAULT Traffic / Master cars with Carrier / Thermo King temperature maintenance system
  - Development of information systems:
    - a. In-house development and implementation of a complaints reporting system, as well as tracking / monitoring in their solution
    - b. Development and improvement of the WMS warehouse management information system
    - c. Development and improvement of the transport management system TMS
    - d. Development of the electronic filing system of invoices;
    - e. Implementation of a unique product code verification program (serialization)
    - f. Implementation of the serialization process according to the legal provisions (SNVM)
    - g. Implementation of the electronic punctuality system for employees in pharmacies.
    - h. Implementation of real-time reporting of transactions on the BICARD platform ([www.bicard.ro](http://www.bicard.ro)).
  - Modernization of the communication infrastructure (upgrade server).
  - j. The automation of taking over the invoices of clients from the management program to the accounting program was continued
  - k. Modernization of automatic data exchange at the REMEDIA group level (stocks/ orders / invoices)
  - l. Automatic reports for management.
- 
- Optimization of flows by finalizing the capital repair of the conveyor belt (conveyor) installed in the Bucharest warehouse and replacing the conveyor PLC with an updated one that allows interfacing with WMS and national workstations
  - Purchase for the logistic structure of Zebra scan equipment used together with the



WMS system for the serialization module

- Purchase of transport boxes, unique coding and integration into the TMS transport management system
- Replacement of data systems at the level of local warehouses: batch / product per geocode
- Automation of taking over customer invoices from the management program in the Accounting Program
- Securing the internal information exchange (headquarter - pharmacies) (according to GDPR and not only)
- The first inventory with intelligent terminals in logistics centers that use unique bar codes on packaging

By developing the logistics services component for the implementation of the European Directive no. 2011/62 / EU on counterfeit drugs, respectively the implementation of the process of serialization of medicines, REMEDIA obtained in 2019 GS1 license certificate for the remaining 7 deposits and their registration with OSMR.

The efficiency of logistics costs by searching and finding the best delivery options, together with the implementation of WMS (warehouse management system) and TMS (Transport Management System) were the main logistical objectives of the year 2019.

All the spaces necessary for opening and modernizing pharmacies were arranged in compliance with the demands of REMEDIA Pharmacies, increasing the visibility and adapting to the needs of customers by equipping them with open space counters, computers, scanners, illumination advertising.

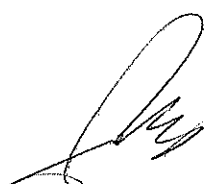
Particular attention is given to increasing the quality of processes, monitoring GDPR procedures and securing the exchange of information in order to comply with EU Regulation 2016/679 on the protection of individuals with regard to the processing of personal data.

A priority objective is to consolidate the digital transformation of the company and optimize services by developing new platforms - BI, machine learning, B2B, e-shop - and integrating IT&C platforms - WMS, TMS, ERP.

REMEDIA has identified in the operational processes with impact on the mechanisms of efficient functioning of the current activities and has taken measures to prevent the following risks:

- Transactional risks: execution errors, registration errors, matching errors, compensation, capacity risks, evaluation risks, confidentiality risks, frauds;
- Risks related to the control of operations: exceeding the limits, volume risks, risks of inadequate accounting records, failure to identify the operations in this case according to the risk indicators and predetermined analytical variables.
- System risks: insufficient processing capacity, interruptions in system operation (hardware, software, storage, telecommunications programming errors, inadequate support services for Systems

REMEDIA has taken the following prevention measures to overpass the above identified



risks:

- Implementation of the latest versions of ERP
- Re-design, testing and implementing the existing deposit software (WMS)
- Reorganization and strengthening of the IT team

## **2.10. Policies regarding forecasts and financial risks.**

The REMEDIA policy regarding the financial forecasts and risks presents the medium and long term strategic financial forecast and the short term forecast.

Strategic forecasting is a continuous operation in which all departments of the company are involved. The management of the company aims, according to the Policy, to identify and evaluate the operational, financial risks, generated by legislative changes, the fluctuation of personnel, the functioning of the IT systems according to the strategic objectives of the company and takes into account the significant risks detected in previous years, as the case may be. .

The beneficiaries of the financial forecasts are

- shareholders;
- Leadership;
- Creditors / Financers (goods suppliers / banks);
- Environment / business partners.

The financial forecast is presented in the following forms:

- Short-term forecast and consists of budgeting;
- medium and long term strategic forecast and consists of the elaboration of strategic plans by the managers and approved by the Board of Administrators and the GMS, by the case.

The categories of risks and their management are identified by the company in the policies presented above, on the components:

- Probability of occurrence;
- The level of impact, respectively the severity of the consequences and their duration.

The internal audit of REMEDIA covers several aspects such as: efficiency of operations, trust in financial statements, fraud prevention and investigation, asset protection including compliance with applicable law. The purpose of the audit is to evaluate and prevent some risks with the purpose of:

- to verify that the activity of the organization is in accordance with the policies, programs and its management, according to the legal provisions;
- to evaluate the adequacy of the financial and non-financial controls arranged by the management of the economic entity, and if these are applied and to what extent,

in order to increase the efficiency of the activity;

- to evaluate how adequate are the financial and non-financial information provided to the management of the economic entity, in order to know the realities of our organization



- to protect the balance sheet and off-balance sheet assets and to identify the methods of preventing fraud and losses of any kind.
- to prevent risk exposure, to identify, evaluate and assess possible risks.
- to take measures regarding the anticipation of the risks, or to diminish the probability of the occurrence of the risks and the impact on the results.

The company's policy is that any event, action / inaction, situation or behavior with an adverse impact on the company's activity represents a risk.

REMEDIA identified the following situations exposed to the risk and took action to protect against the risk:

- setting a cash ceiling in the cashier. Even if by law there is no ceiling on the amount that can remain in the cashier, through internal procedures we have set such a ceiling to avoid a possible fraud.

A measure of risk prevention is also the separation of responsibilities regarding payments to business partners - several employees are involved in the process and each has limited liability. Thus, one employee operates the payments, another approves them, and another records the invoices. These responsibilities are described in the job description and then the internal audit department follows their compliance.

- in the case of pharmacies, being exposed to several inherent risks, as a preventive measure, all are subject to inventory, at short intervals, so as to avoid as much as possible the risk exposure. Where appropriate, effective action was taken with priority where fraud was possible.

Chairman of the Board of Administrators  
"TARUS" Valentin Norbert TARUS e.U.

through the representative  
Valentin Norbert TARUS

