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Independent Assurance Report on the Consolidated Non-Financial Information Statement of Laboratorios Farmacéuticos Rovi, S.A. and subsidiaries for 2020

(Free translation from the original in Spanish. In case of discrepancy, the Spanish language version prevails.)

To the shareholders of Laboratorios Farmacéuticos Rovi, S.A.:

Pursuant to article 49 of the Spanish Code of Commerce, we have provided limited assurance on the Non-Financial Information Statement Consolidated (hereinafter NFIS) for the year ended 31 December 2020, of Laboratorios Farmacéuticos Rovi, S.A. (hereinafter the Parent) and subsidiaries (hereinafter the Group) which forms part of the 2020 consolidated Group's Directors' Report.

The consolidated Directors' Report includes additional information to that required by prevailing mercantile legislation governing non-financial information that has not been subject of our assurance work. In this regard, our assurance work was limited only to providing assurance on the information contained in table "Information required by Law 11/2018" of the accompanying consolidated Directors' Report.

Directors' responsibilities

The Directors of the Parent are responsible for the preparation and presentation of the NFIS included in the Group's Directors' Report. The NFIS has been prepared in accordance with prevailing mercantile legislation and selected Sustainability Reporting Standards of the Global Reporting Initiative (GRI Standards), in accordance with each subject area in table "Information required by Law 11/2018" of the aforementioned Group's Directors' Report.

This responsibility also encompasses the design, implementation and maintenance of internal control deemed necessary to ensure that the NFIS is free from material misstatement, whether due to fraud or error.

The Directors of the Parent are also responsible for defining, implementing, adapting and maintaining the management systems used to obtain the information required to prepare the NFIS.



Our independence and quality control

We have complied with the independence and other ethical requirements of the International Code of Ethics for Professional Accountants (including international independence standards) issued by the International Ethics Standards Board for Accountants (IESBA), which is based on the fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour.

Our firm applies International Standard on Quality Control 1 (ISQC1) and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

The engagement team was comprised of professionals specialised in reviews of non-financial information and, specifically, in information on economic, social and environmental performance.

Our responsibility

Our responsibility is to express our conclusions in an independent limited assurance report, based on the work performed.

We conducted our review engagement in accordance with the requirements of the Revised International Standard on Assurance Engagements 3000, "Assurance Engagements other than Audits or Reviews of Historical Financial Information" (ISAE 3000 Revised), issued by the International Auditing and Assurance Standards Board (IAASB) of the International Federation of Accountants (IFAC), and with the guidelines for assurance engagements on the Non-Financial Information Statement issued by the Spanish Institute of Registered Auditors (ICJCE).

The procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement, and consequently, the level of assurance provided is also lower.

Our work consisted of making inquiries of management, as well as of the different units and areas of the Parent that participated in the preparation of the NFIS, in the review of the processes for compiling and validating the information presented in the NFIS and in the application of certain analytical procedures and sample review testing described below:

- Meetings with the Parent personnel to gain an understanding of the business model, policies and management approaches applied, the principal risks related to these questions and to obtain the information necessary for the external review.
- Analysis of the scope, relevance and completeness of the content of the NFIS based on the materiality analysis performed by the Parent and described in the section "Bases for authorisation of the Statement of Non-Financial Information" considering the content required in prevailing mercantile legislation.
- Analysis of the processes for compiling and validating the data presented in the NFIS for 2020.
- Review of the information related to the risks, policies and management approaches applied in relation to the material aspects presented in the NFIS for 2020.



- Corroboration, through sample testing, of the information relative to the content of the NFIS for 2020 and whether it has been adequately compiled based on data provided by the information sources.
- Procurement of a representation letter from the Directors and management.

Conclusion

Based on the assurance procedures performed and the evidence obtained, nothing has come to our attention that causes us to believe that the NFIS of Laboratorios Farmacéuticos Rovi, S.A. (and subsidiaries) for the year ended 31 December 2020 has not been prepared, in all material respects, in accordance with prevailing mercantile legislation and with the GRI Standards selected, in accordance with each subject area in the table “Information required by Law 11/2018” of the aforementioned consolidated Directors’ Report.

Use and distribution

This report has been prepared in response to the requirement established in prevailing mercantile legislation in Spain, and thus may not be suitable for other purposes and jurisdictions.

KPMG Asesores, S.L.

(Signed on original in Spanish)

Ramón Pueyo Viñuales

23 February 2021

LABORATORIOS FARMACÉUTICOS ROVI, S.A. AND SUBSIDIARIES

Statement of Non-financial Information for the year ending 31 December, 2020

The Board of Directors of Laboratorios Farmacéuticos Rovi, S.A. ("the Company") authorises the following Statement of Non-Financial Information in accordance with Law 11/2018, which amended the Code of Commerce, the revised text of the Capital Companies Act and the Account Auditing Law in respect of non-financial information and diversity.

1. BASES FOR AUTHORISATION OF THE STATEMENT OF NON-FINANCIAL INFORMATION

In the light of the aforementioned Act, the Company has analysed the impacts derived from its business model and considers the following non-financial aspects to be relevant, based on the materiality matrix shown below and published on ROVI's website in the 2019 CSR Report (www.rovi.es).

- General Group information: business model, geographical presence, objectives, strategy and market trends.
- Environment: pollution and waste management, sustainable use of resources and climate change.
- Social and employee issues: employment, organisation of work, employee health and safety, labour relations, training, universal accessibility and equality.
- Human rights.
- Corruption and bribery.
- Information on social contribution: commitment to sustainable development, subcontractors and suppliers, consumers and tax information.

The most important issues for ROVI and its stakeholders are based on the internal and external consultation carried out in 2017. The result of this analysis is 20 material issues, considering their influence of the success of the business and their importance to stakeholders, grouped into eight categories, shown below, related to the Sustainable Development Goals (SDG) of the United Nations Global Compact.

Good governance and ethical conduct

1. Responsible governance
2. Ethics and compliance
3. Risks and crisis management

Transparency and dialogue

4. Information transparency
5. Dialogue and relations with stakeholders

Product quality and safety

6. Product quality
7. Pharmacovigilance and product safety

Environment

8. Circular economy → SDG 12
9. Atmospheric emissions → SDG 12
10. Climate change
11. Drug pollution

Relations with customers, patients and health professionals

12. Attention to and relations with customers, patients and health professionals

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- Work environment
 - 13. Safety and welfare → SDG 4
 - 14. Training and development → SDGs 4 & 8
 - 15. Attracting and retaining talent → SDG 4 & 8
 - 16. Internal dialogue and communication

- Supply chain
 - 17. Responsibility in the supply chain

- Health and welfare of society
 - 18. Access to medicines → SDG 3
 - 19. Research and development → SDG 4
 - 20. Contribution to the socioeconomic progress of the communities in which ROVI operates → SDGs 8 & 9

Materiality Matrix



As a result of the process of analysing the matters that are material for ROVI and its stakeholders and the content of Law 11/2018, it was decided that, given the nature of the activity, issues concerning food waste, biodiversity, light pollution or impact on protected areas are not considered material, given the specific features of the industry and the Group's activity.

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2. GENERAL INFORMATION

2.1. Group's business model (business environment and organisation)

The Company is the head of a pan-European pharmaceutical specialty group that enjoys great stability and has three diversified growth engines (the "Group", "ROVI" or "ROVI Group"):

- Proprietary Division, which is a leader in the low-molecular-weight heparin (LMWH) field.

In 2020, this Division accounted for 50% of the Group's total sales (47% in 2019).

ROVI has been engaged in the development of heparin-based drugs for more than 70 years and has a well-positioned vertically-integrated structure, with its own LMWH manufacturing plant.

ROVI has two of its own research products:

- Hibor® (bemiparin). Low-molecular-weight heparin (fast-acting anticoagulant) used to prevent and treat venous thromboembolic disease.
- Enoxaparin biosimilar Becat®. Enoxaparin is the main LMWH in the world. It is an anticoagulant medicine that belong to the world-leading low-molecular-weight heparin group and was first marketed by ROVI in 2017: It is used to prevent deep vein thrombosis and pulmonary embolism.

- Pharmaceutical Specialties Division, the leader in Spain:

ROVI holds a sound leading position in the Spanish market and is a principal partner for licences among the most important pharmaceutical companies worldwide.

The Company has a diversified portfolio of 18 products of its own and 18 licensed products, with a sales force formed by approximately 250 highly-qualified people.

The most important products in terms of their contribution to the Group's EBITDA are:

- Neparvis® (sacubitril/valsartan). This product is indicated in adult patients for treatment of symptomatic chronic heart failure with reduced ejection (the proportion of blood leaving the heart) fraction. The product is marketed by ROVI under a licence from Novartis.
- Absorcol®, Vytorin® and Orvatez® (ezetimibe) / (ezetimibe and simvastatin) / (ezetimibe y atorvastatin). Adjunctive therapy to diet in patients with hypercholesterolemia. These products are distributed by ROVI under a co-marketing agreement with MSD.
- Hirobriz® Breezhaler® and Ulunar® Breezhaler® (indacaterol maleate) / (indacaterol maleate and glycopyrronium bromide). Long-acting bronchodilators indicated for the maintenance treatment of Chronic Obstructive Pulmonary Diseases (COPD). These products are marketed by ROVI under licence from Novartis.
- Volutsa® (solifenacin succinate and tamsulosin hydrochloride). Indicated for the treatment of moderate to severe storage systems symptoms (urgency, increased micturition frequency) and voiding symptoms associated with benign prostatic hyperplasia (BPH) in men who are not responding adequately to monotherapy treatment. This product is marketed by ROVI under licence from Astellas Pharma.

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Additionally, ROVI is one of the market leaders in the marketing of contrast agents, hospital products for imaging diagnosis. This area comprises a broad product portfolio, including those marketed under licence from Bracco: Iomeron® and Iopamiro® (for computed tomography and intervention), Multihance® and Prohance® (for magnetic resonance imaging), Sonovue® (for ultrasounds), and Bracco Injeenering: EmpowerCTA+®, EmpowerMR® and CT Exprès (contrast injection systems and compatible disposable material).

- Global-scale high-value-added contract manufacturing with differentiated capabilities. ROVI is one of the world leaders in the manufacture of prefilled injectables, exporting to more than 50 countries. International sales represent around 90% of the contract manufacturing business. ROVI has been successful in positioning itself strategically to take advantage of the growing trend among pharmaceuticals to outsource their manufacturing processes, providing a very cost-competitive manufacturing position. Thus, uses the manufacturing capacity available at its facilities by providing high-added-value service of the complete development, transfer and manufacture of injectables and solid oral forms.

Through its production plants for injectables and solid forms, located in San Sebastián de los Reyes, Madrid and Alcalá de Henares, it offers contract manufacturing services for a wide range of pharmaceutical forms, including prefilled syringes, vials, suppositories, tablets, hard capsules and sachets.

Within the framework of its contract manufacturing operations, in July 2020, ROVI announced its collaboration in the manufacture outside the United States of the fill-finish of Moderna's COVID-19 vaccine.

In addition, ROVI has a sound, low-risk R&D policy, where the patented ISM® platform opens up new channels of growth.

ROVI allocates a large part of its resources to research, in order to remain in the vanguard in both the product area and the manufacturing and development systems area. ROVI operates with a low-risk strategy, concentrating on chronic diseases with broad medical needs and establishing strategic international alliances to tackle the most arduous clinical trials. Currently, ROVI has a portfolio of numerous products in the research and development phase and focuses on the innovative drug release technology ISM®, developed in-house and patented, which allows the prolonged release of the compounds administered by injection.

At the date of preparation of this document, three candidates associated to this technology are undergoing clinical trials:

- Monthly Risperidone ISM® (registered with the trademark Doria®), indicated for the treatment of schizophrenia. It is in the process of approval in Europe and, in November 2020, the dossier for its marketing was filed in the USA.
- Letrozol ISM®, indicated for the treatment of breast cancer. It is in Phase I, which began in November 2017.
- Risperidone, administered three-monthly. It is in the pre-clinical phase.

ROVI has a series of competitive edges that have positioned it as one of the main leaders in its market niche in a sector which, moreover, has high entry barriers:

- Unique knowledge of LMWH (low-molecular-weight heparins): as a result of ROVI's 70 years' experience, its main product, Bemiparin, has positioned itself as one of the principal treatments for venous thromboembolic disease worldwide. Likewise, in 2017, ROVI launched a biosimilar to enoxaparin, the leading molecule in the market and aspires to become a leading company in the LMWH field.

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- Diversified portfolio protected by patents: ROVI has a portfolio of products of its own and licensed, for most of which there is growing demand and which are not affected by the reference pricing system in Spain for nine therapeutic areas.
- Infrastructure with operating advantages: ROVI is one of the main companies in the contract manufacturing business in the sector and among the world leaders in prefilled syringe production.
- Low-risk innovation. ROVI operates with a low-risk strategy, concentrating on chronic diseases with broad medical requirements.

At 31 December, 2020, ROVI had a total of 1,419 employees and sales of 419,961 thousand euros in the period ended at said date.

ROVI is listed on the Barcelona, Bilbao, Valencia y Madrid stock exchanges. In 2018, the Company carried out a capital increase, after which the share capital consisted of 56,068,965 shares with a face value of 0.06 euros each. The quoted price of the share at 31 December, 2020 was 37.90 euros, having risen 55% in comparison with the end of the preceding year.

2.2. Geographical presence

Laboratorios Farmacéuticos Rovi, S.A. has its current registered office in Madrid (C/ Julián Camarillo, 35). In addition to these offices, in 2017, ROVI opened new offices in Pozuelo de Alarcón, Madrid (Calle José Isbert 2), where the management team and the marketing and sales areas are located, as well as other central group services.

ROVI has three research centres and six plants to manufacture its own products and provide services to third parties, located at facilities in Madrid (production and R&D), San Sebastián de los Reyes (production), Alcalá de Henares (production and R&D) and Granada (production and R&D). Furthermore, in 2019, ROVI announced that the construction of a second heparin plant would commence in Granada.

At the end of 2020, ROVI was present in more than 75 countries and had local offices in the following:

- Spain, where a large part of its marketing operations are conducted, as well as all the manufacturing services and R&D activities.
- Poland
- France
- Portugal
- Italy
- Germany
- United Kingdom

In the last five of these countries, ROVI has corporate structures through which it carries out pharmaceutical product marketing activities directly. In the case of the Polish subsidiary, product marketing had not commenced at 31 December, 2020.

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Additionally, through strategic alliances with international partners, at the end of 2020, through the LMWH Division, ROVI was present in more than 75 countries, distributing its main product, Bemiparin, in 58 countries all over the world, while it was pending registration in 14 countries. In addition, at 31 December, 2020, ROVI was marketing its enoxaparin biosimilar in Germany, United Kingdom, Italy, Spain, France, Austria, Latvia, Estonia, Portugal, Poland, Costa Rica, Sweden, Finland, South Africa, Israel, Peru, Holland, Panama and the Dominican Republic. Likewise, all the EU countries where ROVI had applied for approval of the national registration of its enoxaparin biosimilar had approved registration. In total, ROVI had signed marketing agreements for its enoxaparin biosimilar in 98 countries.

Furthermore, international sales account for around 90% of the contract manufacturing business, with exports to over 50 countries.

2.3. The organisation's objectives and strategies

In a complicated environment which, nevertheless, offers new opportunities, over the last few years, ROVI has been getting ready to take advantage of the circumstances with:

1. The marketing of an enoxaparin biosimilar, which began in September 2017 and with which ROVI aspires to become one of the main European players in a market where enoxaparin sales total 1,300 million euros, due to the competitive edge provided by the vertical integration of processes in the Group. Additionally, ROVI intends to increase its presence in other markets with heavy growth potential through licensing agreements. Among other measures to increase its capacity, in 2019, ROVI announced that construction of a second heparin plant in Granada would begin.
2. The development of drugs to treat complaints with high application prospects. Currently, ROVI's product portfolio in the research and development phase focuses mainly on the development of new prolonged-release systems based on ISM[®] technology, as mentioned above.
3. The development of operating synergies and the extension of the scope of the value-added manufacturing services with present and potential customers. Prefilled syringes are expected to boost growth in the sterile injectable medicines market by more than 10% by 2023.
4. Launching new products in the market. ROVI's solid leadership in the Spanish market positions the Company as a principal partner for the main international pharmaceutical companies in Spain.
5. The manufacturing agreement signed with Moderna, whereby ROVI provides filling and finishing capacity for vials by acquiring a new production line and other equipment for compounding, filling, automatic visual inspection and labelling to provide support to the production of hundreds of thousands of the candidate vaccine outside the U.S.A.

International expansion is one of the strategic goals at both organisational and marketing level, mainly through the distribution of the enoxaparin biosimilar.

Additionally, all the companies that form the ROVI Group are aware of the health improvements provided by their products and wish to provide a response to certain social demands in relation to the impacts of their activities on society and the environment. For this reason, ROVI's economic development must be compatible with its conduct in respect of ethics, society, employment, the environment and respect for human rights.

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The knowledge, communication and implementation of these values, which express the Group's commitment to business ethics and corporate social responsibility, guide the actions of the Board of Directors and other Group bodies in their relations with stakeholders. In this respect, the Group has support tools the objectives of which are to:

- Favour attainment of the group's strategic objectives.
- Improve the group's competitiveness by implementing management practices based on innovation, equal opportunities, productivity, profitability and sustainability.
- Manage risks and opportunities derived from the changing environment responsibly, maximising the positive impacts of the group's activities in the different territories where it operates and minimising any adverse impacts as far as possible.
- Promote a culture of ethical conduct and increase business transparency, in order to generate credibility and confidence among stakeholders, including society as a whole.
- Promote trust relationships and value creation for all stakeholders, providing all of them with a balanced and integrating response.

2.4. Main factors and trends that may affect future evolution

The IQVIA report "The Global Use of Medicine in 2019 and Outlook to 2023" suggested growth expectations that would raise global billing to over 1.5 billion dollars. The accuracy of these forecasts could be seen in 2019, when MSCI World Health Care Total Return, an investment fund that captures the return on an index composed by equity securities in the health sector in developed markets, rose by 22%.

However, at that time, nobody could have predicted the appearance of the COVID-19 global pandemic and the tremendous impact it would have. Although it might have seemed that it would benefit the pharmaceutical industry overall, either directly, through the development and manufacture of antiviral medicines or the development of vaccines, or indirectly, given the sudden demand for healthcare material (diagnosis kits, masks, gloves, etc.) to combat the crisis that broke out as from February 2020, Spanish pharmacies closed 2020 with little movement on the previous year's billing, if we do not include the effect of products that protect against COVID-19 (+0.2%), according to the figures provided by IQVIA. If we take this effect into account, according to IQVIA, the pharmaceutical market increased by 4.4% in comparison with 2019.

Undoubtedly, at business level, it is true that the pharmaceutical sector is the one with the best prospects, given the defensive nature of the industry. Medicines are a basic necessity and are able to withstand economic slowdowns like the one that may come after the coronavirus epidemic, which has been demonstrated by their response to the pandemic and the resulting economic crisis.

Apart from this extraordinary situation, in its latest report dated 26 February, 2020, the consultancy firm IQVIA continues to bet on growth of between 3% and 6% until 2023. Three therapeutic areas will accumulate around 70% of the total absolute growth: oncology, anti-diabetics and autoimmune diseases.

According to IQVIA, positive growth is expected in the hospital area until 2023, although there will be deceleration in comparison with previous years. As positive factors for the growth in value, it mentions:

- Ageing of the population;
- Large number of launches of innovative medicines: 239 products in the last five years with total consumption of approximately 4,261 million euros;

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- Launch of orphan drugs;
- Increase in volume of patients treated:
 - Early diagnosis
 - Updating of clinical guidelines
 - Increase in life expectancy
 - Chronic pathologies

On the other hand, possible brakes that will be placed on growth in terms of value will be:

- New generic medicines and biosimilars.
- Centralised purchasing for hospital products.
- Innovative agreements: shared risks, payment for results in accordance with the cost efficiency of the treatment.

For 2021, ROVI expects operating revenue to grow by between 20% and 30%, including the production of Moderna's COVID-19 vaccine. Notwithstanding, given the uncertainties associated to the evolution of the COVID-19 pandemic (which ROVI will continue to monitor closely), it is not yet possible to make an accurate assessment of the impact of the pandemic on the coming year.

2.5. Reporting framework used to select key non-financial result indicators

The key non-financial result indicators used in this Statement on Non-Financial Information are those that are generally applied and that meet the guidelines of the European Commission on the subject, as well as the standards of the Global Reporting Institute (GRI) for each one of the matters discussed herein.

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3. ENVIRONMENT

3.1. ROVI's objective in relation to performance concerning environmental variables

ROVI's commitment to environmental protection is firm and constant and forms part of its day-to-day activity. Together with the principles of quality and occupational safety for protection of ROVI's employees, the Group assumes care of the environment as an indispensable foundation for its actions.

In this respect, ROVI carries on its activity with the firm commitment of contributing to sustainability from an environmental standpoint, which materialises through pollution prevention, efficient resource management and fomenting responsibility in respect of the environment in accordance with the Group's Environmental Policy.

By defining environmental objectives and goals, ROVI undertakes to improve day by day, upholding a firm vision of a more sustainable future in which to develop. The main goals that ROVI has defined in relation to the environment are:

- Attaining efficient energy management, rationalizing the use of natural resources.
- Promoting the best guidelines for risk and waste management, including the principles of risk prevention, waste minimization and, whenever possible, recycling in its activities.
- Obtaining certifications of the environmental management systems. At present, the environmental management systems of the Group companies Rovi Pharma Industrial Services, S.A.U. and Laboratorios Farmacéuticos ROVI S.A. are certified under the standard ISO14001:2015.

Additionally, ROVI is committed to making a joint effort with its suppliers and contractors to minimise the impact of their activities on the environment and the risks derived for safety and health, both in the environment and for their workers.

3.2. Main environmental risks that affect the organisation

ROVI has a corporate Risk and Opportunity Management Procedure, the objective of which is to define a work method that allows environmental risks and opportunities to be identified, together with an action plan to address them and the planning and review of the resulting actions, taking the context of the organisation and the stakeholders into account. This procedure is applied to all the activities carried on by any of the Group's plants and/or companies, including internal and external factors that affect or may exert an influence on the preparation of the product, provision of the service and/or operational control.

In accordance with the corporate Risk and Opportunity Management Procedure, ROVI detects the risks and opportunities related to:

- Environmental aspects.
- Legal and regulatory requirements.
- Other questions and requirements related to the organisation and its context, and the needs and expectations of stakeholders.

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Among the main risks related to the environmental activity, apart from those inherent thereto, are those concerning access to and verification of the environmental regulations in the different areas in which ROVI operates, as well as possible restrictions imposed by the authorities in particular locations and specifically the following:

- Non-compliance with legal requirements due to either deficient identification of legal requirements concerning the environment, or environmental aspects or in emergencies, when this may lead to possible sanctions or stakeholder dissatisfaction.
- Failure to adapt to a change in the trend in legislation or any applicable new legislation on a timely basis.
- Possible administrative restrictions in force in particular locations.
- Impact on material and human assets due to an environmental incident caused by neighbours or employees.
- Bad environmental practices on the part of external companies providing services on a permanent basis or the Group personnel supervising them.
- Non-compliance with noise regulations that leads to contingencies or disciplinary sanctions.
- Pollution due to exceeding the pollutant emission limits on boilers or discharges to groundwater that may lead to an administrative sanction.
- Incidents in transporting hazardous waste that may lead to a sanction.
- Deficiencies in personnel training on environmental matters.
- Releasing emissions into the atmosphere due to the absence of mechanisms to prevent the product leaking from the equipment.
- Failure to verify invoices for consumption leading to inappropriate consumption of water or energy.
- Mixture of different kinds of waste and generation of hazardous waste.
- Absence of energy efficiency certification.
- Failure to file the annual waste report and minimisation plan on a timely basis.

Specific control of environmental risks stems from, among other mechanisms, the Environmental Management System applied by the aforementioned Group companies, certified under the standard ISO14001:2015, and all the tools that form part of it.

Likewise, ROVI has information systems that keep the employees updated on these matters. Personnel communicate smoothly and cooperate with the different public authorities that ensure environmental conservation, which allows constant updating of the changes in legislation that apply to ROVI.

In addition, ROVI manages indirect environmental aspects resulting from trading relations, products or services that may have adverse effects in the environmental area. For each production plant, an analysis is made of the life cycle of the process or product, where all direct and indirect environmental aspects involved (coming from suppliers) are identified bidirectionally. Once they have been identified, in accordance with the corporate Procedure for Identification and Assessment of Environmental Aspects, the indirect aspects on which ROVI is able to take action are verified.

The possible materialisation of environmental risks is managed, likewise, through the aforementioned corporate Procedure for Identification and Assessment of Environmental Aspects, which sets out how environmental risks should be identified, communicated and quantified. Likewise, ROVI has environmental liability insurance, which is renewed annually.

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Attention should be drawn to the fact that this insurance has been taken out voluntarily since, after making the relevant analysis of environmental risks, it is not obligatory for the ROVI Group's plants to hold a financial guarantee. Nevertheless, ROVI holds environmental liability insurance with a limit of one million euros per claim, which includes environmental liability, civil liability for pollution, costs of prevention and avoidance, pollution caused by transport, cleaning costs and subsidiary liability in relation to subcontractors, etc.

3.3. Policies and commitments

One of the key tools to ensure correct management of environmental aspects is the introduction of an environmental management system based on the criteria established by the international standard ISO 14001:2015. These certifications recognise the quality of ROVI's environmental management system and assure its commitment to the environment in terms that go beyond current national legislation. Therefore, at all ROVI's production facilities, production management respectful of the environment is fostered, meaning a constant effort to reduce energy consumption and manage waste more efficiently.

The ROVI Group has a department formed by nine people that is responsible exclusively for aspects related to environmental management, as well as those concerning workplace health and safety throughout the Group, and an Integrated Environmental Management and Occupational Hazard Prevention Policy which governs ROVI's activities in respect of environmental issues, most recently updated in January 2021. Additionally, each plant or work centre is allocated annual budget to cover safety and environment expenses.

Within its project of environmental management and workplace health and safety, ROVI assumes not only compliance with current legal requirements and the different third-party requirements that it meets voluntarily, but also the concept of sustainable development. ROVI's vocation is to be a business project that is sustainable in environmental terms and committed to the prevention of any damage to or deterioration in people's health.

In relation to environmental queries, ROVI has a corporate communication, participation and query procedure, though which communications (queries, complaints, etc.) related to the environment and workplace health and safety are managed. On the corporate website (www.rovi.es), the environmental certificates held by group companies are available to the public.

As mentioned previously, ROVI has a Corporate Procedure for Risk and Opportunity Management, which defines the work method that allows environmental risks and opportunities to be detected, together with the action plan to address them. Additionally, ROVI has a Procedure for Identification and Assessment of Environmental Aspects, which sets out how environmental risks should be identified, communicated and quantified, with, likewise, a Procedure for Identification and Assessment of Legal Aspects.

ROVI also has a Procedure for Management of Non-Conformity, Preventive and Corrective Actions, which sets out the mechanisms for the identification of deviations (in quality or work procedures), the implementation of actions to correct these deviations and the procedures to prevent them (preventive actions).

Among its operating procedures, ROVI has specific waste, noise and discharge management procedures, which are intended to establish the methodology to follow to control waste, noise in the external environment and liquid discharges generated at ROVI's production plants, respectively.

In 2020, ROVI decided to make a contribution to environmental initiatives, adopting a leadership position against global warming and developing and new Climate Change Policy.

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3.4. Results of application of the policies and indicators

The result of the policies and procedures applied by ROVI in environmental issues is, year after year, a favourable assessment of the Group's integrated environmental management system, both internally and externally by the certifying firms. Additionally, the whole system is periodically reviewed with the management of the different centres and the points on which these reviews are based include any improvement opportunities and significant changes that may affect the system and/or environmental management.

1. Pollution and waste management

Waste generation is inherent to the Group's activity. Precisely for this reason, the treatment and reduction of waste form an essential part of the ROVI's commitment to prevent pollution. The processes related to waste treatment are intended mainly to minimise it in the production processes and, once it has been produced, to manage it correctly to favour using and placing a value on it whenever possible.

In addition, through the waste managers it works with, ROVI always seeks for a value to be placed on the waste it generates, rather than its being destroyed.

2. Sustainable use of resources

Regarding energy, at all ROVI's product plants, water, electricity and gas indicators are verified and reported on a monthly basis, analysing any possible deviations. Likewise, in all the production plants and the main offices of the Distribution business, the energy has been contracted with a provider of 100% renewable energy.

Attention should be drawn to the fact that, with regard to sustainability in resource consumption, ROVI includes this point in the new projects undertaken at its industrial plants. An example of this is the introduction of evaporating equipment that processes a water outlet stream at the heparin manufacturing plant at the San Sebastián de los Reyes plant, in order to treat it and produce water that may be fed back into the process, thus reducing water consumption in the activity, with less wastewater dumping and waste.

A further point to also consider is the energy-saving actions that are taken. Annually, practically all the industrial centres fix energy saving targets. Each plant has a multidisciplinary team that defines, implements and monitors the actions identified as necessary to reach said targets. The following are included among the actions defined for 2020 at some of the plants:

- Study of the inclusion of new electricity and natural gas measuring points.
- Study of changing LED luminaires at the warehouse at the building in Calle Julián Camarillo.
- Replacement of the economizing boiler water feed pumps at Julián Camarillo.
- Installation of an infrared detector to detect internal leaks.
- Awareness-raising events.
- Installation of an external cooler for lines U200 and U1040 to allow adjustment of water pumping at the Alcalá de Henares plant.
- Replacement of the general cooler by a higher-performance model at the Alcalá de Henares plant.

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3. Climate change

At ROVI, as a contribution to the fight against climate change, not only is electricity taken into account, but the CO₂ emissions caused by the consumption of natural gas and diesel fuel, derived from electricity and automobiles, are measured, as well as other substances that act to destroy the ozone layer. ROVI's greenhouse gas emissions have always been insignificant and very much below the legally-established levels.

In 2020, as mentioned above, ROVI developed a new Climate Change Policy and, additionally, undertook a project to reduce CO₂ emission, Zero Emissions, in the course of development of which the following initiatives were taken:

- Signed a contract for 100% of the electricity used at the industrial plants to come from renewable sources, which compensates part of the tonnes of scope 2 CO₂ emitted.
- Compensation of the rest of the tonnes emitted by VER (Voluntary Emission Reduction) projects. Specifically:
 - o GHANA COOKSTOVE. The Gyapa Cookstove cooks food faster and needs less fuel. Thus, not only does it reduce carbon emissions, but it also reduces exposure to toxic fumes. The key benefits are: reduction in fuel costs, improvement in health, deceleration in deforestation, generation of employment and reduction in carbon.
 - o Madre de Dios Amazon REDD Project. Madre de Dios Amazon REDD Project consists of 100,000 hectares of tropical jungle in the Amazon, only 400 km from the historical Machu Picchu sanctuary, the "Lost City of the Incas". The project is located in the region belonging to the Vilacamba-Amoboró Ecological Corridor, one of the critical points in biodiversity. The jungle where the project is located is very importance in terms of the conservation of biodiversity, since it provides a habitat to four tropical jungle wildlife species that are in danger of extinction and eleven that are endangered. From a social point of view, the project will contribute to the sustainable development of rural producers and indigenous communities (the Yine tribe, an indigenous people in voluntary isolation, associated to the Mascho Piro tribe, and other tribes not yet identified) that live in nearby areas.

The total guarantee and unquestionable transparency of the project furnish it with the highest ratings and certifications granted by the international carbon markets. The project has been certified by FSC (Forest Stewardship Council), CCB Gold Level (Climate, Community and Biodiversity) and VCS (Verified Carbon Standard).

Regarding the compensation of scope 1 emissions through VER projects, in the first months of 2021, 1,000 additional VER have been acquired to those already mentioned.

Additionally, when implementing industrial projects, the ROVI Group always takes account of their environmental component, seeking to cause the least impact possible or employ the best available technique established in the market. An example of this is the introduction of a thermal oxidiser at the Granada plant. This is considered the best alternative technique available to ensure compliance with the Volatile Organic Compound (VOC) emission limits. It is the treatment with the highest percentage reduction in VOC emissions, between 95% and 99%, also reducing the TOC by between 1-4 mg/Nm³. This project has represented a total investment of 1,140,000 euros.

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3.5. Indicators

The following are the main environmental indicators. The data have been divided between different companies or businesses to enable comparisons between them, since the units produced are measured in different units for each company / business. Specifically:

- Own products manufacturing plant of Laboratorios Farmacéuticos Rovi, S.A. located in Granada: this is the plant in which Bemiparin and Enoxaparin are produced, the active substances of ROVI's main research products. In this case, the units produced are measured in MUI, i.e. the activity of the active substance produced.
- Injectables production plant of Rovi Pharma Industrial Services, S.A.U. (plants located in San Sebastián de los Reyes and Madrid): in this case, the units produced are expressed in individual packaged units. For the production of forms in Alcalá de Henares, the finished packs of oral solid forms (tablets, coated tablets, hard capsules and sachets) are used as the production unit.
- Distribution business of Laboratorios Farmacéuticos Rovi, S.A. and subsidiaries: in this case, the units distributed are used.

To calculate the tonnes of CO₂ emitted into the atmosphere, the emission factors provided by the Ministry for Ecological Transition and Demographic Challenge for electricity, natural gas and diesel fuel have been used.

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WASTE	2020				2019				Variation Total			
	Granada	Madrid & SSRR	Alcalá de Henares	Distribution	Granada	Madrid & SSRR	Alcalá de Henares	Distribution	Gr	Mad & SSRR	AH	Distr.
Tonnes of hazardous waste generated	2,054.3	344.8	12.5	8.9	1,910.2	236.1	120.0	15.0	8%	46%	-90%	-41%
Tonnes of non-hazardous waste generated	2,335.4	2,434.3	565.0	0.3	2,281.9	657.6	439.9	0.5	2%	270%	28%	-48%
WASTE	4,389.7	2,779.1	577.5	9.2	4,192.1	893.7	559.9	15.5	5%	211%	3%	-41%
Tonnes hazardous waste/million units	0.004	2.11	0.23	0.36	0.004	1.78	3.53	0.74	17%	18%	-93%	-51%
Tonnes non-hazardous waste/million units	0.005	14.89	10.46	0.01	0.004	4.97	12.94	0.02	11%	200%	-19%	-57%
Tonnes waste/million units	0.009	17.00	10.69	0.37	0.008	6.76	16.47	0.77	14%	152%	-35%	-51%

The substantial increase in the generation of non-hazardous waste in Madrid and San Sebastián de los Reyes in 2020 in comparison with 2019 was due to the inclusion of all the waste from the works carried out to perform manufacturing contracts. In 2020, the increase in the hazardous waste generated in Madrid and San Sebastián de los Reyes was due to voluminous destructions of a product that were carried out in 2020 for a customer, as well as the waste generated in the start-up tests of the new San Sebastián de los Reyes heparin manufacturing plant.

ENERGY CONSUMED	2020				2019				Variation Total			
	Granada	Madrid & SSRR	Alcalá de Henares	Distribution	Granada	Madrid & SSRR	Alcalá de Henares	Distribution	Gr	Mad & SSRR	AH	Distr.
kWh electricity consumed	3,848,018	7,091,109	9,673,660	637,543	3,822,809	7,795,638	8,906,808	623,206	1%	-9%	9%	2%
kWh electricity / million units produced	8	43,365	179,142	26,089	7	58,924	225,489	30,889	9%	-26%	-21%	-16%
kWh natural gas consumed	4,405,540	7,570,552	14,549,428	0	2,285,101	6,836,948	14,048,975	0	93%	11%	4%	-
kWh natural gas / million units produced	9	46,297	269,434	0	4	51,678	355,670	0	109%	-10%	-24%	-
Litres vehicle fuel	1,000	40,498	5,231	291,520	300	0	2,175	485,185	233%	-	140%	-40%

Due to a change in the calculation of the kWh of electricity consumed in the Distribution area, the 2019 Distribution figures shown above have been changed slightly from those reported in the 2019 Statement of Non-financial Information, in order to allow a comparison of this indicator.

The increase in the indicator of natural gas consumed at the Granada plant in 2020 in comparison with 2019 was due to the fact that, in June 2020, new facilities that required natural gas were put into operation. In addition, several incidents were detected that, to a lesser extent, led to an increase in gas consumption unrelated to the consumption in production. These incidents were duly solved.

NATURAL RESOURCES CONSUMED	2020				2019				Variation Total			
	Granada	Madrid & SSRR	Alcalá de Henares	Distribution	Granada	Madrid & SSRR	Alcalá de Henares	Distribution	Gr	Mad & SSRR	AH	Distr.
m3 water consumed	28,555	55,369	58,641	7,606	24,026	58,931	63,114	2,561	19%	-6%	-7%	197%
m3 water / million units produced	0.1	338.6	1,085.9	311.2	0.0	445.4	1,597.8	126.9	29%	-24%	-32%	145%

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In addition to the figure reported, in 2020 1,063 m3 of well water was consumed for watering at the Alcalá de Henares plant. 100% of the rest of the water supply from the mains.

The increase in water consumption in the Distribution area in 2020 in comparison to 2019 was due the fact that, in 2020, direct readings were taken in the equipment every month of the year. In 2019, however, readings were only taken of three months' consumption.

ATMOSPHERIC EMISSIONS	2020				2019				Variation Total			
	Granada	Madrid & SSRR	Alcalá de Henares	Distribution	Granada	Madrid & SSRR	Alcalá de Henares	Distribution	Gr	Mad & SSRR	AH	Distr.
Tonnes of Scope 1 CO ₂ emitted	805	1,494	2,663	836	468	1,399	2,880	1,262	72%	7%	-8%	-34%
Tonnes of Scope 2 CO ₂ emitted	0	0	0	102	1,101	2,245	2,565	179	-100%	-100%	-100%	-43%
Tonnes of Scope 2 CO ₂ avoided (*)	1,193	2,198	2,999	96	0	0	0	0	-	-	-	-
Tonnes CO₂ / million units.	0.004	22.58	104.85	42.30	0.003	27.54	137.86	71.42	38%	-18%	-24%	-41%

(*) Since all ROVI's production plants and two of the main Distribution offices hold a 100% renewable energy certificate, the emission of the tonnes of CO₂ stated above was avoided. The Scope 2 emissions avoided were reported for the first time in 2020, in order to reflect the Group's investment in clean energy.

Due to a change in the calculation of the kWh of electricity consumed in the Distribution area, the 2019 Distribution figures shown above have been changed slightly from those reported in the 2019 Statement of Non-financial Information, in order to allow a comparison of this indicator.

RAW MATERIALS CONSUMED	2020			
	Granada	Madrid	SSRR	Alcalá de Henares
Tonnes of raw materials consumed	1,169	316	10	446

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4. SOCIAL AND EMPLOYEE MATTERS

4.1.- Employment

As in preceding years, in 2020, the Group's continuing growth strategy continued and, in accordance therewith, ROVI increased its number of employees, thus continuing with its human resources policy aimed at adapting the workforce to the needs defined by business strategy.

During the year, ROVI continued with its policy of favouring permanent employment as a way to create a stable workforce and generate high-quality jobs. ROVI's strategy fosters a balanced use of permanent and temporary contracts, using the former to cover the structural workforce needs and the latter for specific or seasonal requirements of the activity. This is shown in the distribution of the workforce, where permanent contracts prevail (80% of the employees).

Another feature of the employment policy to highlight is the Group's effort to promote the inclusion and access of differently-abled candidates under equitable conditions, as well as balance and equality in the conditions for men and women. Thus, the strategy to consolidate equal opportunities and diversity as a defining aspect of ROVI's culture continues.

ROVI still believes that, in order to undertake its business strategy, a workforce balanced between young and experienced professionals is necessary. This can be seen from the tables showing the distribution of employees by age, where a balance in the distribution of the workforce among the different brackets may be noted.

An event in 2020 to be highlighted was the agreement signed in June with the laboratory Moderna for provision of production, filling and storage services for the vaccine against COVID-19. This agreement will represent, predictably, an increase of activity in the industrial area and the workforce in this area.

The following figures show the indicators for the ROVI workforce at 31 December, 2000. Mention should be made of the fact that the figures do not include information in relation to scholarship contracts and that seasonality and cyclicity are not significant in the Company.

- Total number and distribution of employees by:

a) Gender

DISTRIBUTION OF EMPLOYEES BY GENDER	2020	2019	Total variation
Men	672	614	9%
Women	747	696	7%
TOTAL	1,419	1,310	8%

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b) Age

DISTRIBUTION EMPLOYEES BY AGE/GENDER	2020			2019			Total variation
	Men	Women	TOTAL	Men	Women	TOTAL	
18-30 years	101	137	238	88	222	310	-23%
31-40 years	198	216	414	179	187	366	13%
41-50 years	225	238	463	210	176	386	20%
51-60 years	125	127	252	116	93	209	21%
>60 years	23	29	52	21	18	39	33%
TOTAL	672	747	1,419	614	696	1,310	8%

c) Country

DISTRIBUTION EMPLOYEES BY COUNTRY/GENDER	2020			2019			Total variation
	Men	Women	TOTAL	Men	Women	TOTAL	
Spain	656	727	1,383	606	685	1,291	7%
UK	0	1	1	-	1	1	0%
Germany	11	9	20	3	2	5	300%
Italy	1	4	5	1	3	4	25%
France	3	1	4	3	-	3	33%
Poland	0	1	1	-	1	1	0%
Portugal	1	4	5	1	4	5	0%
TOTAL	672	747	1,419	614	696	1,310	8%

d) Professional classification

DISTRIBUTION DISMISSALS BY PROFESSIONAL GROUP*/GENDER	2020			2019			Total variation
	Men	Women	TOTAL	Men	Women	TOTAL	
1	1	5	6	1	6	7	-14%
2	42	31	73	26	20	46	59%
3	85	113	198	79	92	171	16%
4	138	111	249	130	105	235	6%
5	229	215	444	225	218	443	0%
6	84	120	204	68	103	171	19%
7	62	126	188	62	135	197	-5%
8	3	1	4	3	1	4	0%
0	12	5	17	12	5	17	0%
Subsidiaries	16	20	36	8	11	19	89%
TOTAL	672	747	1,419	614	696	1,310	8%

*Professional Group in accordance with the XIX Chemical Industry Collective Agreement..

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- Total number and distribution of employment contract type

a) Gender

DISTRIBUTION EMPLOYEES BY CONTRACT TYPE/GENDER	2020			2019			Total variation
	Men	Women	TOTAL	Men	Women	TOTAL	
Permanent full-time	544	589	1,133	496	526	1,022	11%
Permanent part-time	1	7	8	-	8	8	0%
Permanent reduced hours	-	-	0	4	35	-	-
Total permanent	545	596	1,141	500	569	1,069	7%
Temporary specific project or service	4	10	14	2	1	3	367%
Temporary work backlog	74	74	148	61	48	109	36%
Temporary substitution contract	5	-	5	6	8	14	-64%
Training/apprenticeship	34	47	81	31	51	82	-1%
Temporary part-time	10	20	30	14	19	33	-9%
Total temporary	127	151	278	114	127	241	15%
TOTAL	672	747	1,419	614	696	1,310	8%

b) Age

DISTRIBUTION EMPLOYEES BY CONTRACT TYPE/AGE	18-30	31-40	41-50	51-60	>60	TOTAL
Permanent	118	350	411	243	19	1,141
Temporary specific project or service	2	5	5	2	-	14
Temporary work backlog	47	46	46	6	3	148
Temporary substitution contract	2	3	-	-	-	5
Training/apprenticeship	69	10	1	1	-	81
Temporary part-time	-	-	-	-	30	30
TOTAL	238	414	463	252	52	1,419

c) Professional classification

DISTRIBUTION EMPLOYEES BY CONTRACT TYPE/PROFESSIONAL GROUP*	1	2	3	4	5	6	7	8	0	Subsidiaries	TOTAL
Permanent	6	19	135	211	370	168	186	4	17	25	1,141
Temporary specific project or service	-	2	6	2	2	2	-	-	-	-	14
Temporary work backlog	-	51	44	11	21	9	1	-	-	11	148
Temporary substitution contract	-	1	-	1	2	1	-	-	-	-	5
Training/apprenticeship	-	-	5	11	41	24	-	-	-	-	81
Temporary part-time	-	-	8	13	8	-	1	-	-	-	30
TOTAL	6	73	198	249	444	204	188	4	17	36	1,419

*Professional Group in accordance with the XIX Chemical Industry Collective Agreement.

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- Number of dismissals by:

a) Gender

DISTRIBUTION DISMISSALS BY GENDER	2020	2019	Total variation
Men	13	22	-41%
Women	5	17	-71%
TOTAL	18	39	-54%

b) Age

DISTRIBUTION DISMISSALS BY AGE/GENDER	2020			2019			Total variation
	Men	Women	TOTAL	Men	Women	TOTAL	
18-30 years	1	-	1	1	2	3	-67%
31-40 years	3	-	3	5	10	15	-80%
41-50 years	8	3	11	8	5	13	-15%
51-60 years	1	2	3	8	-	8	-63%
>60 years	-	-	-	-	-	-	-
TOTAL	13	5	18	22	17	39	-54%

c) Professional classification

DISTRIBUTION DISMISSALS BY PROFESSIONAL GROUP*/GENDER	2020			2019			Total variation
	Men	Women	TOTAL	Men	Women	TOTAL	
1	-	-	-	-	-	-	-
2	-	1	1	4	3	7	-86%
3	5	1	6	4	3	7	-14%
4	2	1	3	-	1	1	200%
5	4	-	4	10	7	17	-76%
6	1	-	1	3	2	5	-80%
7	1	2	3	1	1	2	50%
8	-	-	-	-	-	-	-
0	-	-	-	-	-	-	-
TOTAL	13	5	18	22	17	39	-54%

*Professional Group in accordance with the XIX Chemical Industry Collective Agreement.

- Average remuneration by:

a) Gender

AVERAGE REMUNERATION BY GENDER	2020	2019	Total variation
Men	38,677 €	36,782 €	5%
Women	35,410 €	35,244 €	0%
AVERAGE	37,044 €	36,013 €	3%

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b) Age

AVERAGE REMUNERATION BY AGE/GENDER	2020		2019		Total var.
	Men	Women	Men	Women	
18-30 years	24,737 €	25,705 €	22,813 €	28,091 €	-1%
31-40 years	30,216 €	34,177 €	29,893 €	34,909 €	-1%
41-50 years	42,890 €	38,655 €	44,772 €	41,400 €	-5%
51-60 years	51,676 €	42,276 €	48,836 €	40,914 €	5%
>60 years	60,862 €	33,752 €	51,672 €	36,987 €	7%

c) Professional classification

AVERAGE REMUNERATION* BY PROFESSIONAL GROUP** / GENDER	2020		2019		Total variation
	Men	Women	Men	Women	
1	16,447 €	18,304 €	16,000 €	17,262 €	4%
2	17,467 €	18,235 €	17,117 €	18,095 €	1%
3	19,408 €	20,901 €	19,137 €	21,510 €	-1%
4	26,734 €	26,299 €	26,350 €	25,951 €	1%
5	36,683 €	34,342 €	36,492 €	33,925 €	1%
6	43,441 €	36,584 €	43,960 €	34,910 €	1%
7	57,045 €	53,880 €	53,905 €	50,705 €	6%
8	113,338 €	105,013 €	104,044 €	102,851 €	6%
0	223,139 €	135,803 €	226,024 €	132,203 €	0%
Subsidiaries	81,134 €	58,366 €	71,545 €	66,091 €	1%

* Does not include scholarship remuneration, since scholarship-holders do not have a Professional Group.

** Professional Group in accordance with the XIX Chemical Industry Collective Agreement.

The above remuneration figures contain the items relating to fixed remuneration and variable remuneration (commissions and bonuses).

- Average remuneration of management

As of 31 December, 2020 and 2019, the Management Committee had 12 members, three of whom were members of the Board of Directors.

The average remuneration accrued by the members of the Company's Management Committee in 2020, including fixed and variable remuneration and remuneration in kind, was 264,615 euros for men and 153,713 euros for women. The difference is because, in the case of the men, three of them are also Executive Directors and their salaries reflect the additional responsibilities they hold.

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A table with the above data is shown below:

AVERAGE REMUNERATION OF MANAGEMENT COMMITTEE /GENDER	2020			2019			Total variation
	Men	Women	AVERAGE	Men	Women	AVERAGE	
Fixed remuneration	188,677 €	116,229 €	152,453 €	179,399 €	113,333 €	146,366 €	4%
Variable remuneration	63,667 €	28,333 €	46,000 €	61,444 €	28,333 €	44,889 €	2%
Payment in kind	12,272 €	9,151 €	10,712 €	10,944 €	6,977 €	8,961 €	20%
AVERAGE TOTAL	264,615 €	153,713 €	209,164 €	251,787 €	148,643 €	200,215 €	4%

- Pay gap

ROVI is committed to applying the principle of equal pay for equal work effectively and takes said principle as the basis of its wage policy, applying it in its salary-fixing practice upon recruitment of the employee and in the salary reviews throughout the employee's working life.

To ensure the foregoing, ROVI believes that regular analysis and monitoring of the gender pay gap is the tool required to ensure that the principle of wage equality is applied, since, through a regular assessment of indicators that show wage differences by job and gender, it is possible to guard against any possible differences between genders and reduce them.

As a result of the foregoing, in 2018, ROVI engaged the consultancy firm PricewaterhouseCoopers Auditores S.L. to carry out a limited assurance review of pay gap indicators by professional group in Group companies. The indicators were drawn up on the basis of the methodology published in January 2015 by the Ministry of the Presidency, Parliamentary Relations and Equality in relation to calculating the gender pay gap

The aforementioned indicators make a diagnostic analysis of the Group's workforce to find out the differences in the remuneration of men and women with the same jobs. The analysis of the indicators shows, according to the opinion of the aforementioned auditor, that there is no gender-based pay discrimination or differences in remuneration that is not based on personal factors (qualifications, work experience, length of service, etc.) or position (duties, degree of responsibility, working hours, etc.).

In 2019, ROVI updated the data as of 31 December and the indicators obtained led to the same conclusion. There is no gender wage discrimination or remuneration differences that are not based on personal or job-related factors.

Taking a further step forward in continuing with the commitment to equality and the regular monitoring of the wage gap, in 2019, ROVI began to prepare a new Equality Plan, based on the requirements of Royal Decree Law 6/2019 on Urgent Measures for Equal Treatment and Opportunities for Men and Women in Employment and Occupation. The Plan included a regular review of wages by gender in order to detect any possible pay gap and, if required, take the measures necessary to correct it. The consultancy firm PwC (PricewaterhouseCoopers) and an Equality Commission including the Company's principal interlocutors took part in preparing said Equality Plan.

However, the surprising publication of Royal Decrees 901/2020 and 902/2020 of 13 October, which regulated equality plans and the registration thereof and amended Royal Decree 713/2010, and Royal Decrees 901/2020 and 902/2020 of 13 October on equal remuneration for men and women led to substantial changes in the methodology for preparing the plan and in the Company's obligations. Therefore, the Equality Plan has been updated within the framework of the new legislation and is expected to be published during the first few months of 2021.

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- Disconnection from work

Before Royal Decree-Law 8/2019 of 8 March on Urgent Measures for Social Protection and the Fight against Job Insecurity in the Workplace (the “Royal Decree”) was promulgated. ROVI already aimed for its employees to be able to enjoy their time off effectively and conserve their personal and family privacy. To do this, ROVI has encouraged practices aligned with disconnection from work, avoiding communication with employees through any channel (telephone, e-mail or any other) outside working hours unless there is an urgent, unforeseen need that cannot be met otherwise. Likewise, meetings in the later part of the working day are avoided, in order to prevent overstepping working hours at the end of the day and thus affecting the work-life balance.

When the aforementioned Royal Decree-Law 8/2019 was promulgated, ROVI included a Digital Disconnection Protocol in its Agreements with the Workers’ Representatives and its Working Day Register Policies. This regulates ROVI’s commitment not to require its employees to connect to the Company’s digital systems, e-mail or telephone once the working day fixed for each worker has concluded.

- Employees with disabilities

As a socially responsible company, ROVI maintains a commitment to mainstreaming people with disabilities in the workplace. Having a job allows both their incorporation into the workplace and a decrease in the risk of social exclusion, with the adverse social and financial consequences that this implies. In addition, the spirit of sacrifice and desire to improve of differently-abled people provides added value to the Company and enriches it.

As an expression of its commitment to mainstreaming people with disabilities in the workplace, ROVI fosters their joining its personnel. Thus, in 2020, the number of people with disabilities who formed part of ROVI’s direct workforce had increased in comparison with the preceding year. At 31 December, 2020, there were 26 employees, in comparison with 25 the previous year. Additionally, in 2020, 7 people were working for the company through a temporary employment company, making a total of 33.

The Group holds agreements with the Fundación Prods, the Fundación Manantial and the Asociación Síndrome de Down in Granada whereby it conducts supported employment programmes aimed at the workplace inclusion of persons with intellectual disabilities. ROVI firmly believes that, when person with intellectual disabilities receive the training and support necessary, they provide the best of their personal, social and employment abilities and perform high-quality work.

To complement the foregoing, ROVI carries out actions to foment the social integration of this group in two spheres. First, within its activities related to Corporate Social Responsibility, it provides economic cooperation to various non-profit entities that carry on their activities in the area of help for the social inclusion of persons with intellectual and/or physical disabilities by organising leisure and sports activities, which are difficult for these people to access. Likewise, Special Employment Centres are its service providers in several different areas of the Company’s activity (to consult these two spheres of action, please see section 7.1 Commitment to sustainable development).

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4.2. Organisation of work

The world health crisis that affected us for a large part of 2020 and continues at the date of publication of this text has led to the need to adapt the way in which all ROVI's employees provide their services to this unusual situation. This has had consequences in practically all areas of the employment relationship, including the place in which a large part of the employees provide their services, the way in which working hours are recorded and the organisation of work time. It has also affected the level of absences from work in the year and employee remuneration. Thus, in the worst moments of the crisis, between mid-March and June 2020, ROVI Group employees who were physically present at work received an economic reward equivalent to 20% of their salary for the period.

- Working day register

Royal Decree-Law 8/2019 of 8 March on Urgent Measures for Social Protection and the Fight against Job Insecurity in the Workplace amended article 34.9 of the Workers' Statute by requiring a working day register, which must include the specific starting and finishing times of the working day of each worker. The foregoing falls within the framework of the public authorities' intention, which ROVI shares, to ensure compliance with the limits on working hours, create a framework of legal certainty, protect workers against abuse of their working time, avoid fraud in providing and paying social security contributions on overtime and favour the work-life balance.

The working day register has never been the cause of any conflict in the organisation, since it was introduced into the Group decades ago. Likewise, office workers and those holding positions of responsibility have always worked on a flexible basis in an environment of mutual trust.

In this context, ROVI has adapted the working hours system to the new requirement of the Royal Decree by developing rules on time checks that are a continuation of the policy that has been implemented in the organisation for decades, likewise including the specific features of certain jobs for which these checks are more complicated, putting guidelines in place to ensure legal certainty and the rights of both the workers and the organisation.

The COVID-19 health crisis has brought a generalised use of teleworking to all the jobs where physical presence at the work centre is not indispensable and which permit distance working. The ease of implementing it and efficiency in the work performed have been variable in different jobs, but, however, prevention measures, the employees' health and public health have been given priority over any other criterion. During this crisis, all the office staff who do not necessarily need to be present at the work centre have worked from home. The percentage of teleworking has varied between 100% and 70%, depending on the severity of the different waves of the crisis, the need for a work-life balance and the health of each employee.

The foregoing has led to the adaptation of the already existing working hours registration system, where people clocked in physically on the company's premises, and the implementation of a clocking-in system better adapted to teleworking.

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- Organisation of working hours

ROVI carries on its economic activities in three different environments: the industrial production area, the sales area and the industrial structure/offices area. The activity of each one of them has different dynamics, requiring different working hours and ways of organising working time. In all of them, ROVI foment criteria for organising working time and time off to facilitate the best work-life balance possible, as well as enabling ROVI employees to exercise motherhood and fatherhood responsibly.

The industrial environment, which includes the employees working at the pharmaceutical product production plants, makes it necessary for employees who are engaged in manufacturing tasks or work directly related thereto to have working hours that coincide with the times of activity of the production processes. This means that this group of people works, in general, under a shift system. Since we are aware that shift work is more arduous, it is used when there is no other possible alternative that is compatible with the viability of the activity and the demand for the product manufactured and we strive to reduce the inconvenience of the shift dynamics as much as possible. The holiday period in the industrial area is also subject to the volume of activity and must, in general, be arranged on fixed dates for the whole workforce. At any event, we endeavour to ensure that it is always in summer and ROVI undertakes that at least half the holidays will be enjoyed in the summer period. Additionally, the time off scheduled to adjust the work calendar of this group of employees is fixed to coincide with school holidays, so that the employees can enjoy it with the rest of their families.

The health crisis has also had an effect on the organisation of the work of shift workers who use the plants' changing rooms. COVID-19 has led to the need to disinfect the changing rooms at each change of shift for appropriate prevention and workplace safety. Additionally, there have been other changes. Thus, some shifts and lines have had to end their working day earlier, while others have had to extend it to avoid stopping production, with the damage this would cause. In cases where the working day has had to end early, no penalty has been applied to the workers' salaries and, when the working day has had to be extended, the workers have been compensated either economically or with time off.

Employees in the sales area carry on their activity in daytime working hours, coinciding with those of the customers to whom they market ROVI's products. Given the nature of their activity, they have a high degree of independence in planning their work, which allows them to reconcile their work with any needs that may arise in their family life.

Employees in this area have also suffered changes in the organisation of their work due to of the health crisis. This has been because of the generalised restrictions on in-person medical visits that the health authorities have established to a greater or lesser degree in each wave of the crisis. In general terms, the change has entailed replacing in-person visits by digital interactions, videoconferences, virtual medical visits and other actions adapted to the aforementioned restrictions.

In the industrial structure and office area, time is organised through flexible working hours. This allows employees to start and end their working day with a margin of choice, depending on their needs or preferences.

In the last two groups mentioned, holidays are preferably taken in summer and, additionally, time off is arranged during school holidays.

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- Absence from work

The health of its workers is a fundamental factor for the proper operation of ROVI's activity, not only because a healthy workforce allows the activities planned and programmed to be carried out, but also because the well-being of the workforce benefits the organisation overall, their families and society in general.

Because of this, ROVI prepares and monitors, on a monthly basis, a series of indicators to periodically monitor, monthly and annually, absences, distinguishing between different types depending on the reasons for them. The indicators are analysed to determine possible areas in which the Group might act in order to reduce absences. Additionally, they are compared with the preceding annual period to observe how they evolve over time.

The indicators show that the level of absences in ROVI in 2020 was below those of the sector in which it operates.

The following tables show a summary of the absolute absence rates in 2020 and 2019 for accidents at work, occupational diseases, common contingencies and, for 2020, information on sick leave due to COVID-19 in Spain. It is worth noting that the data on the last of the aspects mentioned, which are better than the sector average, have been possible partly due to the different prevention measures that ROVI introduced at an early stage at the beginning of the crisis. These are described later and range from taking the employees' temperatures, the use of disinfectant gels, continual disinfection of work areas, the availability of taxis to travel to work when this was necessary in the most severe phase of the crisis, and testing employees, among others.

ECONOMIC GROUP: 28/12/51 – ROVI GROUP
PERIOD: JANUARY TO DECEMBER
COMP. SECTOR

CNAE21 – MANUFACTURE OF PHARMACEUTICAL PRODUCTS

SUMMARY OF SICK LEAVE RATES IN THE PERIOD

	2020		2019	
	ECONOMIC GROUP	COMP. SECTOR	ECONOMIC GROUP	COMP. SECTOR
Total SL rate	3.34%	4.39%	2.52%	3.43%
SL rate: AW & OD	0.14%	0.16%	0.26%	0.20%
SL rate: CC	2.42%	3.39%	2.26%	3.23%
SL rate: COVID-19	0.77%	0.83%	0.00%	0.00%

SL: Sick leave

AW: Accident at work

OD: Occupational diseases

CC: Common contingencies

Source: Mutua de Accidentes de Trabajo FREMAP. Informe Anual de Absentismo Global GRUPO ROVI.

	2020				2019			
	Days sick leave	Days worked	Absence rate	Sector absence rate	Days sick leave	Days worked	Absence rate	Sector absence rate
TOTAL	16,656	499,355	3.34%	4.39%	12,000	476,347	2.52%	3.43%

Days sick leave: days sick leave for AW+OD+CC+COVID-19 recorded.

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Notional days worked: days worked by each worker in companies with professional and common cover with a mutual society that collaborates with the Social Security. In the file of movements sent by the General Treasury of the Social Security, the days worked in the company by each worker are calculated and the days of all the workers are added together..

Total absolute absence rate: percentage ratio between the days of sick leave (AW+OD+CC+COVID-19) and the notional days worked by each worker in companies with professional and common cover with a mutual society that collaborates with the Social Security (Days sick leave AW+OD+CC+COVID-19 / notional days) * 100.

Sector: Data relating to the group protected by the mutual society that collaborates with the Social Security in the sector and/or region selected.

Source: Mutua de Accidentes de Trabajo FREMAP. Informe Anual de Absentismo Global GRUPO ROVI.

From the data shown for accidents at work, occupational diseases and common contingencies, it may be seen that the number of days of absence was 16,656, equivalent to 133,248 working hours lost, representing an absence rate of 3.34%. There were no occupational diseases among ROVI's employees in 2020.

- Reconciliation of work and family life and support of co-responsibility therein

ROVI endeavours to create an environment in the organisation that enables its employees to attain a higher quality of life, with a balance between their personal and family life and progress in their professional careers. To do this, a set of work-life balance measures are in place, with options adapted to different personal and family situations.

ROVI's employees apply the work-life balance measures contained in current legislation and the enhancements introduced by the Collective Agreement of the Chemical Industry, as well as other measures, such as flexible working hours, exchanging shifts or flexibility in the calendars for time off. As we say above in the section on Organisation of Work, ROVI has a flexible starting and finishing times for the working day of office employees and structure employees in the industrial area. Likewise, it allows exchanges of shift or days between co-workers in the industrial area and shorter working days adapted to the needs of each person, also offering flexibility in holiday calendars, provided that this is compatible with the activity of area in which the employee works

ROVI also supports the work-life balance through advantages in the remuneration of its workforce. Thus, it ensures that maternity does not represent any decrease in the usual income of the pregnant woman or the father. In this respect, as an improvement on the government benefits, pays a wage supplement that completes the benefit received from the Social Security to 100% of the employee's salary. It also offers salary options, with the availability of nursery school vouchers, restaurant vouchers and health insurance. Furthermore, ROVI offers all its permanent employees cover by the life insurance policy paid by the company.

In order to prevent avoidable travel and trips, ROVI provides all the personnel who so require with a laptop computer with connectivity to the ROVI network and encourages the use of videoconferences and on-line meetings. Likewise, in cases where the confidentiality obligations associated to the work documentation so permits, teleworking is organised during the last weeks of pregnancy. Additionally, at work centres where street parking is difficult, parking spaces are made available to pregnant women.

Due to the crisis caused by COVID-19, ROVI has prioritised this factor when organising its employees' work from home. Thus, in those cases where employees included in the teleworking system had difficulties in working the shifts where their in-person presence was required, they were excused from attending and allowed to work 100% of their working hours from home.

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4.3. Health and safety

The management of personnel-related risks is the duty of the Health and Environment Department, which holds exclusive responsibility for aspects related to environmental management, as well as workplace safety and health throughout the Group.

As stated in other sections of this report, ROVI has an Integrated Environmental and Occupational Hazard Prevention Management Policy, applicable to the whole Group, the objective of which to protect the life, physical integrity and health of all the workers, including both the Group's own workers and those of the companies who work with ROVI. This Policy is based on a series of corporate procedures, as well as local procedures or work instructions specific to each centre.

Likewise, all ROVI's industrial plants hold OSHAS 18001:2007 Occupational Health and Safety Management Certifications, published on ROVI's website. It is planned for all the systems to migrate to the standard ISO 45001:15, an international standard for occupational health and safety management systems, in 2021.

Specifically, the ROVI Group set a goal of an accident rate (No. of accidents / No. of workers * 100) of 1.3% with sick leave and 3% without sick leave. In addition, each plant, individually, defines specific prevention objectives. Examples of these are:

- Reduction in the number of incidents related to energy and fluid control in comparison to the last two years.
- Elimination of the manual loading of solid chemical products into several production tanks.
- Continuation of the blockout-tagout assessments.

The principal occupational hazards identified by ROVI, following the corporate procedure for identifying hazards, assessing risks and determining controls, are mainly those inherent to a production plant: contact with and exposure to chemical products, noise exposure, overexertion, etc.

These risks are managed through planning the preventive activity (existence of specific procedures compliance with which minimizes the probability that these risks will materialize) and training (there are occupational hazard training plans and refresher plans). Furthermore, the risks identified are managed in accordance with the specific procedures created to control and regularly monitor the actions taken, such as those concerning work permits, safety inspections and the identification and evaluation of legal requirements.

Furthermore, the Group has several Health and Safety Committees, on which all ROVI employees are represented.

Likewise, in the aspect of promoting healthy lifestyle habits among employees, ROVI continued with the initiatives implemented in previous years, such as healthy breakfasts and vending, cooperation with sports centres to encourage sport among the employees and participation in races, among others, and, during 2019, conducted the campaign "Every Superhero has his protection equipment" to raise awareness regarding the responsible use of Personal Protection Equipment (PPE).

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During 2020, the priority in occupational health and safety management was focused on prevention of the impact of the COVID-19 pandemic. All the protocols necessary for early detection of cases in ROVI, as well as the evaluation of close contact, were established, and multiple safety measures were introduced to prevent contagions in the work environment, such as checking temperatures at the accesses to all our plants, the obligatory use of masks, the determination of safety distances, revision of workstations, encouragement of teleworking, increase in disinfections, etc.

The following are the indicators for accidents at work in 2020 and 2019:

WORK ACCIDENT FREQUENCY RATE (*) BY GENDER	2020	2019	Annual variation
Men	2.143	7.678	-72%
Women	6.769	11.540	-41%
TOTAL	4.574	9.652	-53%

* Rate calculated as No. accidents / No. hours worked * 1000000

WORK ACCIDENT SEVERITY INDEX (*) BY GENDER	2020	2019	Annual variation
Men	0.039	0.604	-94%
Women	0.290	0.405	-28%
TOTAL	0.171	0.503	-66%

* Index calculated as No. working days los / No. hours worked * 1000

WORK ACCIDENT INCIDENCE RATE (*) BY GENDER	2020	2019	Annual variation
Men	0.595	2.280	-74%
Women	1.874	3.161	-41%
TOTAL	1.268	2.778	-54%

* Rate calculated as No. accidents / No. workers * 100

The following shows the number of accidents at work in 2020 and 2019 broken down by gender:

NO. ACCIDENTS AT WORK BY GENDER	2020	2019	Annual variation
Men	4	14	-71%
Women	14	22	-36%
TOTAL	18	36	-50%

Note: accidents on the way to work and data of ROVI group employees are included. Information on personnel hired through temporary employment companies is excluded. In addition, a working day of 8 hours has been used to calculate the number of working days lost.

During 2020, no sick leave due to occupational diseases was taken by ROVI employees. In addition, the above data do not include sick leave caused by COVID-19.

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4.4. Labour relations

ROVI is convinced that labour relations with the workers' representatives must be based on an environment that allows for a constructive and trusting relationship. To do this, it bases its labour relations on transparency, strict compliance with the law and constant respect for and dialogue with its social partners, the workers' representatives.

Dialogue with the workers takes place with smooth communication using all the resources available, especially meetings, both regular, in accordance with a scheduled calendar, and specific, at the request of either the company or the workers' representatives. This allows the status of agreements to be monitored and any incidents arising from the company's day-to-day activity to be solved swiftly.

In 2020, labour relations ran as normal without any conflictive incidents. During the year, numerous meetings were held for negotiations or information and consultation on a number of matters, such as the preventive measures applied by ROVI in relation to the pandemic, the extension of working hours in critical areas of the manufacturing process for the same reason, the application of the antigen test to employees in the industrial area, the work calendar or the application of measures in the work shifts aimed to improve the shift cycles.

It is very important to the organisation that its employees are kept informed of all aspects that are important to ROVI. Therefore, the Group informs its employees of matters of general interest, company milestones, agreements or organisational changes through the channels available. The resources used try to make the best use of the latest technological advances available to reach the entire workforce, both the people who have access to office IT in the course of their work and those who do not. Thus, communication takes place through the internal television channel, notice boards, e-mail or the mobile phone application (Rovi Rocks).

This application, for internal use by ROVI employees, allows them to keep updated on new developments in the Company, in addition to including some very useful information, such as an employee directory with their contact phone numbers, the confidential consultation channel *Canal Ético*, or the section *Ideas ROVI*, through which employees may submit improvement proposals for the Group.

Additionally, the application allows the employee to enter an area of discounts and groups that are exclusive to ROVI employees and also includes a virtual library section (called *Roviteca*), where they can access a catalogue of more than 2,000 titles of all kinds: novels, educational, magazines, children's books, classics, etc.

This application has been especially useful to swiftly communicate the measures applied by the health authorities and the company during the pandemic caused by COVID-19.

We should highlight the fact that all ROVI's employees in Spain work under the employment conditions regulated in the Collective Agreement of the Chemical Industry. The employees of the subsidiaries in the rest of Europe also work under the relevant collective agreements, except in those cases where local legislation states that general labour law is applicable because the subsidiary has very few employees.

An important aspect of the Group's works councils is that they are highly representative and participate in the Safety and Occupational Health Committees. On these committees, on a regular basis, the Group's actions in these areas are consulted, debated and proposed, as well as any incidents that have arisen and proposals for corrective measures.

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The main matters discussed on these committees, where the company and the workers have equal representation are: the assessment and valuation of occupational hazards, the provision of personal protection equipment, the protection facilities, information and training on occupational hazards, among other issues. Through these joint bodies, ROVI's employees are represented in these matters at the highest level.

4.5. Training

The Group knows that making training a priority is a long-term investment so that ROVI's talent is well prepared and develops its highest potential.

For this reason, we strive for the employees to have the necessary training to cover, not only the requirements of their present job, but also to tackle future needs derived from the use of new technologies, equipment, instruments, etc. or the need to take on greater responsibilities or more important projects.

To draw up the annual training plans, the training needs in each area are identified, a process in which the Human Resources Department, Group Management and Middle Management are involved.

ROVI's annual plan is aligned with the strategic and business objectives. Through training, it is sought to efficiently help people to contribute and add value to the attainment and achievement of ROVI's strategic objectives. Likewise, ROVI has individual development plans. Depending on the specific needs identified, different alternatives and training plans are put into place in order to promote the career plans of specific employees.

ROVI works with a training model that foment self-responsibility and commitment. Thus, 10% of development and learning takes place through training actions in the classroom or in virtual or e-learning format and 20% takes place through feedback, observation or with the support of mentors, coaches, professional associations, spaces for reflection, conversations with other people, leaders, etc. Lastly 70% of development and learning takes the form of job experience, applying new learning in real situations, problem-solving, participating in projects and new challenges, rotating through different departments, etc., always taking the professional profile and the needs of each area into account.

- Basic principles of ROVI Group's training programmes/actions:

- Training programmes will contain aspects related to respect for human rights and will foster an ethical culture.
- No discrimination on the grounds of gender, age or origin. Professionals with equal positions and professional development have the same training opportunities.
- Training actions will respect the current regulatory framework and demands of the work and business environment. ROVI will provide training in new legislation, so that workers know and comply with current laws.
- The use of different training tools is favoured (classroom, on-line, platforms, etc.).
- Sharing the knowledge that exists in the Company, continuing learning and cultural exchange is encouraged.

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- Scholarship policy

For the ROVI Group, cooperation with universities and professional training centres is of key importance in recruiting new, young talent for its teams. This is why the Group holds more than 20 agreements with Spanish universities at national level, so that undergraduates in their last year and students studying for a Master's degree or doctorate can carry out their practical training in different areas of the Group, while professional training students can obtain their practical training credits with ROVI.

85% of the people who have a scholarship at ROVI finally join the Group with a contract. The possibility for young talents to train and ROVI's investment in this training is indispensable in order to have a good reserve of talent for the future.

- 90% of the ROVI Group's scholarships are remunerated
- 90% of the scholarship are full time
- 90% of the scholarships last for 6+6 months

The total number of hours of training distributed by professional group are shown below:

	1	2	3	4	5	6	7	8	0	TOTAL 2020	TOTAL 2019	Var. Total
TOTAL HOURS OF TRAINING BY PROFESSIONAL GROUP	0.0	1,182.6	4,339.0	5,844.0	10,611.0	4,590.0	4,098.0	56.4	103.6	30,824.0	28,163.9	9%

**Professional Group in accordance with the XIX Chemical Industry Collective Agreement.*

The number of hours shown refers to training actions recorded either in the quality system or with the State Foundation for Training in Employment. In addition to the aforementioned, numerous training actions are carried out as part of normal job dynamics.

4.6. Universal accessibility

Full social and workplace mainstreaming of persons with disabilities is hindered, firstly, by the physical obstacles to access to the work environment. In addition, the difficulty in using tools, objects and products irrespective of the person's technical, cognitive or physical skills is a further hurdle. ROVI believes that full and complete mainstreaming requires both types of barrier to be overcome.

To overcome the physical barriers, ROVI is endeavouring for the work centres where it carries on its activities to be accessible for everyone safely, comfortably and independently. For this to materialise, the new plans for remodelling works on work centre accesses include accessibility for persons with disabilities as one of the design premises.

To make the products marketed easier to use, they are labelled in Braille, so that the visually impaired can use them autonomously. Thus, the purpose for which they were designed is fully attained. Likewise, ROVI adapts the workstation and the work tools to the needs of the employees who are going to use them.

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For ROVI, it is also important for its employees to be sensitised to the difficulties of persons with disabilities. Therefore, at the same time as the actions to favour accessibility, ROVI fosters sensitisation as the primary tool to combat the barriers that exist for people with disabilities. In this respect, it carries out corporate volunteering activities with non-profit entities engaged in the social mainstreaming of persons with mental and intellectual disabilities.

This allows employees to obtain first-hand knowledge of the main barriers that people with disabilities have to overcome in their everyday life. These activities are broadcast on the organisation's internal television channel and included in the periodic internal publications. Thus, the Group's commitment to accessibility and inclusion is shared with the employees, in order to raise disability awareness and combat the discrimination suffered by this group of people.

4.7. Equality

ROVI is convinced that real equality in treatment and opportunities for women and men is indispensable in order for the company to make good use of all the talent available and to prevent this talent from remaining hidden and unused as a result of practices that prevent or restrict it from being fully expressed.

As a consequence of the foregoing, ROVI is committed to establishing and developing policies that include equal treatment and opportunities for women and men, with no direct or indirect gender discrimination, and to drive and foster measures to achieve real equality within the organisation, establishing equal opportunities as a strategic principle in its human resources policy.

Likewise, ROVI is committed to no discrimination based on gender or any other personal characteristic in selection, promotion and personal development processes and the remuneration policy according to which workers are paid.

Applying this commitment, the organisation carries out an integrated activity covering the following spheres: Equality, Code of Ethics, Protocol for the Prevention and Handling of Cases of Moral and Sexual Harassment, and Ethics Channel.

ROVI had an Equal Opportunities Plan for men and women until 2019, in accordance with the legislation in force until said year. As a derivative of this Plan, the Equality Opportunities Commission was created, with the main mission of making a diagnosis and monitoring the measures implemented to ensure equal opportunities and non-discrimination, as well as fostering the inclusion of new actions in this respect.

As mentioned above, during 2020, the ROVI Group worked to implement an Equality Plan in line with the regulatory framework set out in Royal Decree-Law 6/2019. The consultancy firm PwC (PricewaterhouseCoopers) and an Equality Commission formed by the Company's main interlocutors took part in preparing said Equality Plan.

However, the surprising publication of Royal Decree 901/2020 of 13 October, which regulated equality plans and the registration thereof and amended Royal Decree 713/2010, led to substantial changes in the methodology for preparing the plan and in the Company's obligations. Therefore, the Equality Plan has been updated within the framework of the new legislation and is expected to be published during the first few months of 2021.

ROVI's commitment to equality and non-discrimination is also set out in the Group's Code of Ethics and the principles that govern training programmes and actions.

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ROVI does not tolerate harassment and rejects any kind of violence, physical, sexual, psychological or moral harassment, the abuse of authority at work or any other form of conduct that generates an atmosphere that is intimidatory or offensive in respect of the employees' rights. Therefore, ROVI has a Protocol for the Prevention and Handling of Cases of Moral and Sexual Harassment in the Workplace, which all employees are obliged to know and respect.

Finally, to ensure that any reports that may be received informing of a violation of the aforementioned Protocol, the Code of Ethics or, in general, of any approved policy or procedure are handled properly and receive an appropriate response, ROVI has made an Ethics Channel available to its employees, suppliers, trading partners, agents and external collaborators. The Regulations of the Ethics Channel govern the procedure to follow when handling or processing any reports or notifications received and ensures that, when faced with an action that potentially contravenes the Company's principles and values, the organisation is able to react strictly, efficiently and diligently.

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5. HUMAN RIGHTS

5.1. Principal risks

The ROVI Group operates in Spain and the European Union (UK, Germany, Italy, France, Poland and Portugal) through subsidiaries. Since these are territories with legislation that protects human rights more than sufficiently, no risks of this nature that can derive directly from the ROVI Group's activity have been identified.

In addition, more than 90% of the ROVI Group's suppliers also operate in countries belonging to the European Union and those that carry on their activity outside the European Union enjoy recognised prestige in the international community.

At any event, the ROVI Group considers that the main risk affecting the organisation in relation to human rights comes from possible non-compliance in this respect on the part of a supplier.

Additionally, in the Crime Prevention Model, the possible existence of risks related to (i) criminal offences against foreign citizens; and (ii) the offence of human trafficking, was analysed and it was concluded that these risks do not currently exist within the ROVI Group's organisation.

5.2. Policies and commitments

As may be seen from the Code of Ethics, ROVI is committed to actively supporting the Universal Declaration of Human Rights and requires its employees to comply with the principles thereof in the course of the Group's day-to-day activity. ROVI combats practices contrary to human dignity and strives to prevent workplace discrimination.

ROVI upholds, by adopting and communicating it, the inclusion of the principles of the United Nations Global Compact, as well as other international instruments, especially in the spheres of human rights, workplace practices, the environment and the fight against corruption.

Additionally, the ROVI Group has a Code of Ethics for Suppliers, which establishes that all suppliers must respect the protection of fundamental human and labour rights recognised internationally. Specifically, the Code of Ethics for Suppliers requires all suppliers to comply with the following principles:

- Elimination of forced labour.
- Elimination of child labour.
- Respect for the right of association and collective bargaining.
- Equal opportunities and non-discrimination.
- The supplier must provide a fair work environment, free of any kind of violence.
- Respect for current legislation on working hours and remuneration.

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5.3. Results of application of the policies

- Human rights due diligence procedures, prevention of the risk of violation of human rights and, where applicable, measures to mitigate, manage and provide reparation for any abuses committed.

The ROVI Group applies the Collective Agreement of the Chemical Industry in all its business in Spain, likewise complying with the labour legislation in force at any given moment in all the territories where it operates. Additionally, it has the following procedures and measures in place:

- The ROVI Group has an Ethics Channel through which all employees must communicate any situation that may represent a breach of (i) current legislation; (ii) the standards and codes to which the ROVI Group has adhered voluntarily, (iii) the Group's internal policies, (iv) the Crime Prevention Model, or (v) accounting and financial standards. Said Ethics Channel has Regulations that were approved by the Board of Directors on 7 November, 2017 and is managed by a Management Committee. Likewise, the Compliance Department reports periodically to the Compliance Committee, the Audit Committee and the Board of Directors on the communications received through the Ethics Channel.
 - The ROVI Group Ethics Channel is also open to suppliers. This is so much the case that (i) the Code of Ethics for Suppliers establishes the obligation for the suppliers to notify the same breaches and (ii) obliges our suppliers to inform their employees and subcontractors of the existence of this Channel. Likewise, in ROVI's general contracting conditions, the same obligations are passed on to our suppliers.
 - The Group has a Protocol on Moral and Sexual Harassment.
 - The workers have legal representatives at the Julián Camarillo, San Sebastián de los Reyes and Alcalá de Henares work centres.
 - Likewise, the ROVI Group has commenced a project intended to provide a due diligence procedure for suppliers. This procedure will be executed by an external service provider and will furnish information on the following aspects: (i) environmental performance, (ii) social performance and (iii) ethics performance, all aspects related to respect for workers' rights and human rights being included within the assessment.
- Number of reports of human rights violations:

It may be deduced from the solutions given to the complaints lodged through the Ethics Channel in 2020, all of which have now been resolved, that none of the cases entailed a human rights violation.

- Description of the measures implemented for promotion of and compliance with the rules of the fundamental conventions of the International Labour Organisation related to respect for freedom of association and the right to collective bargaining; the elimination of discrimination in respect of employment and occupation; the abolition of forced or compulsory labour; the effective abolition of child labour:

Please see the contents of the first point of this section "Human rights due diligence procedures, prevention of the risk of violation of human rights and, where applicable, measures to mitigate, manage and provide reparation for any abuses committed".

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6. CORRUPTION AND BRIBERY

6.1.- Principal risks

The ROVI Group has a Crime Prevention Model in which the risks related to corruption and bribery are analysed. The main risks observed in this respect are:

1. Relations with public authorities and/or political office-holders, both national and foreign, for any reason related to the Group's activities; for example: (i) receipt and processing of inspections on the part of the authorities, (ii) obtaining authorisations and licences related to the Group's activities, (iii) subscription and signature of government contracts (medicine supply), (iv) relations with health professionals, and (v) applications for subsidies and European public funds.
2. Management of the processes for contracting works and services with third parties, related to the activities carried on by the ROVI Group.
3. Signature of donation and sponsorship agreements with public or private entities.

These risks were identified within the framework of the analysis of crime risks performed in accordance with article 31 bis of the Spanish Criminal Code, which requires "*identification of the activities in the sphere of which the offences that must be prevented may be committed*". The risk assessment was prepared by an external consultant and approved by the Audit Committee and Board of Directors and is reviewed annually by the ROVI Group's Compliance Department with the help of an external consultant.

6.2. Policies and commitments

To detect and prevent the risks of corruption and bribery, the ROVI Group has the following policies and procedures in place:

- ROVI's Code of Ethics (the update of which was approved by the Board of Directors on 19 February, 2018) sets out ROVI's commitment to fight against corruption and bribery. Specifically, the Code of Ethics expressly rejects any practice that includes bribery and corruption as a way to obtain a decision in favour of ROVI Group companies and any practice intended to do business using improper means is prohibited. Likewise, the Code of Ethics prohibits any ROVI employee from offering a third party any kind of benefit intended to unlawfully influence, or given with the intention of unlawfully influencing, said person's capacity to adopt objective and lawful business decisions. Likewise, ROVI employees are expressly prohibited from accepting any form of corruption or bribery that may be offered by a third party.
- The Group has an Anti-Bribery Policy (the update of which was approved by the Board of Directors on 10 September, 2020) that prohibits: (i) any form of bribery, (ii) corruption between private individuals, and (iii) influence peddling, and in which the guidelines for action and the precautions that all ROVI Group employees should adopt to prevent and mitigate the risks related to corruption and bribery are set out. Said Policy also includes the rules on courtesies, gifts and hospitality.

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- The ROVI Group's medicine marketing activity is subject to the Code of Good Practice for the Pharmaceutical Industry (CBPIF), which means that all relations with health professionals must apply the content of said Code. Likewise, in compliance with said Code, all transfers of value to health professionals and health organisations are disclosed annually.

6.3. Results of application of the policies

- Anti-corruption and anti-bribery measures

In addition to the policies described in the preceding section, the Group has the following measures in place:

- The Group has entrusted the management and supervision of crime risks to the Audit Committee, which, in turn, has delegated the ordinary management of said risks to a Compliance Committee that advises the Group on these matters and the Compliance Department. Both the Compliance Committee and the Compliance Department have a charter that governs their operation and in which their obligations in this respect are described.
- The ROVI Group has a Practice Surveillance Department the purpose of which is to monitor compliance with the Code of Good Practice for the Pharmaceutical Industry. Likewise, the Group is audited in this respect by an independent auditor on a quarterly basis.
- The ROVI Group has an Ethics Channel through which all employees must notify any situation that may represent a breach of i) current legislation; (ii) the standards and codes to which the ROVI Group has adhered voluntarily, (iii) the Group's internal policies, (iv) the Crime Prevention Model, or (vi) accounting and financial standards. Said Ethics Channel has Regulations that were approved by the Board of Directors on November 7, 2017 and is managed by a Management Committee. Likewise, the Compliance Department reports periodically to the Compliance Committee, the Audit Committee and the Board of Directors on the communications received through the Ethics Channel.
- The Crime Prevention Model is reviewed annually by an external consultant, who verifies its degree of efficacy and suggests recommendations and improvements.
- The ROVI Group has a procedure for contract approval, which includes, among other items, a review by the following departments: Legal, Intellectual and Industrial Property, and Compliance.
- The Group has a payment policy and a policy for per diem allowances and other expenses.

- Anti-money laundering measures

ROVI is considered a NON-obligated entity in the terms of article 2 of Spanish Law 10/2010 on the Prevention of Money Laundering and Terrorist Financing.

However, ROVI has procedures in place to combat money laundering. All of them are listed below:

- The registration process for any new Group supplier requires submission of the following documentation: (i) Spanish tax identification card or tax residency card for foreign suppliers, and (ii) bank account-holder's certificate. Additionally, a supplier registration form must be completed with other information.

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- The registration of a new customer requires submission of the following documentation: (i) completion of the new customer template, in which the following information is requested: corporate name, registered address, contact details and bank details, (ii) copy of tax identification number or equivalent document, (iii) in the case of customers of the medicine marketing area, a copy of the authorisation as a pharmaceutical product distributor is likewise requested.
- All payments are processed in SAP (our ERP). No payments are made outside SAP and the customer / supplier is only registered in SAP if the aforementioned documentation has been provided.
- There is a supplier selection policy that includes a list of the criteria used to select each type of supplier. It provides for an initial evaluation and another periodic evaluation. It is used to draw up a list of approved suppliers kept by the Quality Department.
- Supplier engagement and payment policy: (i) suppliers with an annual volume of over 100,000 euros, always have a duly signed contract, (ii) it regulates how invoices should be sent and recorded, and (iii) the means of payment accepted.
- Policy for reimbursement of expenses and payment of per diem allowances: (i) ROVI only reimburses the following expenses: Transport, Accommodation, Food (per diem) and others: Photocopies / Paper / Envelopes / Couriers / Toner / Ink; Books / Publications; Projector Hire; Professional Association Fees; Courses / Training; Exchange Rate Adjustments. The reimbursement of expenses is preceded by the pertinent expense note, which must be accompanied by the documentary support of the expenses (invoices, etc.). Employees must settle the expenses incurred in providing their services preferably with the corporate credit card and must minimise cash payments.
- The ROVI Group accepts the following means of payment for collections:
 - Transfers - 61%
 - Direct debits - 38%
 - Cheque, promissory notes - 1%
 - Cash and point-of-sale terminals (only in the business of Panquímica – it represents roughly 5% of the total collections of Panquímica and 0.5% of the group total).
- The ROVI Group accepts the following means of payment for payments:
 - “Confirming”
 - Bank transfers
 - Direct debits
 - Nominative cheques: only for payments of conferences to health professionals. The average invoice for speakers is €500.

- Donations to foundations and non-profit organisations

The ROVI Group has a Donation Management Procedure that describes the process to be followed to approve a donation. As part of this procedure, the Group has appointed a Donations Committee, which evaluates and approves or rejects the Group's donation requests, as appropriate. This procedure came into force in July 2018 and was amended on 6 November, 2019.

In 2020, a total of 144,406 euros was contributed to foundations and non-profit entities through donations (69,000 euros), co-operation agreements (48,906 euros) and sponsorships (26,500 euros).

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7. INFORMATION ABOUT THE SOCIETY

7.1. Commitment to sustainable development

ROVI carries on its activity at different work centres located in Madrid, Alcalá de Henares, Pozuelo de Alarcón and San Sebastián de los Reyes (Madrid Region) and in Granada (Andalusia). It also has an extensive sales network deployed throughout Spanish territory and composed of more than 250 people and has subsidiaries in Germany, France, Italy, Poland, Portugal and the United Kingdom. From these subsidiaries, ROVI contributes to local development by creating and maintaining stable, high-quality employment, where 53% of its employees hold a university degree. In 2020, ROVI's growth continued along an upward path, as may be seen from the employee data shown in Section 4.1 Employment of this report. Many of the new workers hired were for the production area, both to carry out the COVID-19 vaccine manufacturing project for Moderna in order to supply the whole world except the United States, and to increase the manufacturing capacity for low-molecular-weight heparin (LMWH), which are included as treatment for COVID-19 and classified as essential medicines during the pandemic by both the Ministry of Health and the World Health Organisation (WHO).

As a sample of ROVI's commitment to transparency, the Group voluntarily submitted itself to an assessment by Sustainalytics, a leading global company in rating corporate social responsibility. On the basis of analysing criteria such as corporate governance, business ethics, product handling and access to the services, bribery and corruption, and human capital, a classification of companies is established based on their ESG (Environment, Social and Governance) rating. ROVI obtained a rating of 21.8 points, which places the Group in a medium-low risk position in respect of suffering material financial impacts. This rating is the second highest from among the 360 international pharmaceutical companies assessed by Sustainalytics and the 30th of the 750 sector companies that took part (biotechnology companies, healthcare equipment companies and pharmaceutical laboratories).

Aware of the need to contribute, as a company, to the economic and social development of the areas where it is present, ROVI carries out a large variety of activities locally, seeking the general goals of actively contributing to social progress, promoting health, fomenting research, a commitment to training and environmental protection. Some of the actions taken in 2020 are listed below:

Social protection and mainstreaming of people with disabilities

- Fundación Manantial, with which ROVI has an employment programme for people with mental illnesses. It began in 2019 when the first people joined the Alcalá de Henares production plan and was extended to the Julián Camarillo plant (Madrid) in 2020.
- Down Granada works helping young people in Granada with Down's Syndrome to enter the labour market in local companies and has co-operated with ROVI in training one of its young women to perform administrative tasks at the plant in the Health Technology Park (Granada).
- Fundación Prodis, with which ROVI has an employment program for young people with intellectual disabilities at the Pozuelo and Julián Camarillo offices (Madrid).
- ISS Facility Services (Gelim), which provides cleaning services at ROVI's offices. With the outbreak of the pandemic, ROVI intensified the usual cleaning services, including new daily routines with virucides at the work centres (office workstations, changing rooms, common areas, etc).

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- Ilunion, which provides laundry services for plant clothing.
- Fundación A la par, engaged in the social and workplace integration of people with intellectual disabilities, which cleans the pallets used at the plants of Rovi Pharma Industrial Services.
- Fundación Deporte y Desafío, a non-profit organisation dedicated to mainstreaming disability sport. In 2020, ROVI strengthened the co-operation agreement with this association to conduct adapted skiing courses at the Madrid Xanadú shopping centre.
- Fundación También. This non-profit organisation works to include people with disabilities in sport. As it does each year, ROVI collaborated in acquiring adapted skiing material for the association.
- Cruz Roja Granada, with which ROVI collaborated in its assistance programme for disadvantaged families in Granada especially affected by coronavirus.

Knowledge sharing

- V OCARE Prizes (Observatory of Corporate Responsibility Communication and Action), which recognized the best communication campaigns by companies in the CSR area and which, for a further year, was sponsored by ROVI.

Corporate volunteering and charity races

In 2020, the number of activities with active participation of ROVI employees was reduced due to the restrictions applied to group activities because of the pandemic. Notwithstanding, the following list of activities was organised from the CSR area:

- IX Charity Race for Mental Health, organised by Fundación Manantial in Madrid (16 February), of which ROVI was the main sponsor. A group of 40 employees and members of their families took part in this charity race, which endeavours to raise awareness among the population of mental illnesses.
- Adapted ski campus with Fundación También, held in Sierra Nevada (Granada) between 14 and 16 February, 2020.
- V 100 Km Race for Africa, of Fundación Recover. In June, a group of 66 employees and members of their families took part in the challenge of completing 100 Km of this virtual race, the funds from which were used to combat COVID-19 in Africa.
- 9th Madrid También Solidario Race of Fundación También. Held virtually between 2 and 25 October, a group of 100 employees and members of their families took part in one of the three versions of this charity race: 1, 5 and 10 kilometres.

In addition, ROVI was a collaborating entity in the individual charity race *Muévete por la salud*, organised by Fundación Cofares and held between 5 and 8 December, the funds from which were used to cover the basic needs of hygiene and food items for groups that were vulnerable due to the COVID-19 pandemic.

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Donations Committee

During 2020, ROVI continued the work of the Donations Committee, which channels the requests for co-operation that ROVI receives from healthcare organisations and social or humanitarian entities. Its mission is to review each application and check that it complies with current legislation, the Code of Good Practice for the Pharmaceutical Industry, ROVI's Code of Ethics, and the Social and Environmental Sustainability Policy. From among the social and humanitarian proposals approved by the Donations Committee in 2020, the following may be highlighted:

- International co-operation:
 - Fundación Recover, cooperating with its programmes to improve healthcare in Africa.
 - Fundación para el Desarrollo Integral de los Pueblos, with which ROVI co-operates in the acquisition of teaching and educational material for schools in Callao (Peru).

- Social protection:
 - Fundación La Sal de la Tierra (Alcalá de Henares), by donating industrial kitchen material that has been reused for the soup kitchens they have in Alcalá de Henares, Alicante and Vigo.
 - Fundación Alentia, a private non-profit organisation whose purpose is to help minors who have suffered traumatic or unfavourable life experiences by donating laptops and tablets for the Children's Homes of the Madrid Region, to enable the minors who live there to continue their studies online during the confinement.

- Employee proposals:

In order to favour employee participation in ROVI's social action, an option has been provided for employees to propose charitable associations with which the Group might co-operate. From among the suggestions received, choosing on the basis of the relationship with the Group's Environmental and Social Sustainability Policy, the Donations Committee approved economic contributions to the following entities:

- Alcer Granada. This is an association that fights against kidney disease and defends the rights of kidney-disease patients in Granada.
- Ambulancia del Último Deseo. A foundation that tries to grant the wishes of terminal and/or paralysed patients.
- Somos NUPA. An association that helps children and adults with multivisceral transplants and those affected by intestinal failure and parenteral nutrition in the Intestinal Rehabilitation Unit at the La Paz Children's Hospital in Madrid.
- Asperger Madrid. An association that works to educate and integrate people on the autistic spectrum in Madrid.
- Asociación Uniendo Sonrisas para el Bierzo. Association created by a group of mothers of children in hospital that collaborates with the El Bierzo Hospital (León) to improve the experience of children in hospital by organising leisure and educational workshops, etc.

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Contribution to COVID-19

During the first wave of the pandemic in Spain, in March 2020, at the time when the health services were in a state of collapse and were having huge difficulties in accessing basic protection material, ROVI made a donation of a million masks and more than 1,000 protection suits to the National Health Management Institute (INGESA), which reports to the Ministry of Health.

Additionally, for the rest of the year, ROVI continued to make donations by contributing healthcare equipment considered especially useful for healthcare workers during the pandemic. Specifically, the following were donated:

- 241,000 surgical masks to 154 hospitals.
- 48 portable ultrasound machines to 41 hospitals.
- 2,345 stethoscopes to 90 hospitals.
- 2,710 pulse oximeters to 106 hospitals.

Commitment to research

ROVI is fully committed to supporting research and uses a significant part of its resources to promote it. Although, on occasions, the economic circumstances are particularly difficult, it is up to all of us to prioritize research and development in order to respond to the huge challenges that exist in health matters. Therefore, over recent years, ROVI has been carrying on intensive research activity with the intention of fomenting the prevention and knowledge of certain diseases, in order to improve patient health and quality of life.

At the same time, ROVI strongly supports collaborative research and is aware that the formation of research consortia is, today, a need and requirement of the "knowledge society". Therefore, it has, for years, endeavoured to hold collaboration agreements with other leading benchmark companies in the sector, biotechnological companies, spin-offs, universities and public research centres, thus reflecting its commitment to creating a dynamic ecosystem of knowledge excellence at national, inter-institutional and multidisciplinary level.

This research work is reflected in the support received by the Group's main research lines from an important national entity, such as the Industrial Technological Development Centre (CDTI), and regional entities such as the Technological Corporation of Andalusia (CTA) and the *IDEA Agencia*, which made several visits to evaluate and monitor projects during 2020.

The COVID-19 pandemic activated numerous research initiatives seeking to generate scientific information and evidence about the disease, its effects and the possible ways to tackle it. Along these lines, ROVI reached a collaboration agreement with the HM Hospitales group to fund a clinical trial analysing the efficiency and safety of bemiparin in patients in hospital with pneumonia due to COVID-19 and D-dimer of over 500ng/ml, as well as another collaboration agreement with the University of Navarra to carry out an open-label randomised clinical test to evaluate the effect of prophylactic or therapeutic doses of bemiparin in patients with COVID-19 (BEMCOP).

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Commitment to training

In order for qualified students to enter a work environment and improve their skills, knowledge and experience, ROVI has a training programme underway in the organisation. In this respect, there are collaboration agreements with 73 educational centres (universities, institutes, centres imparting official training programmes and business schools) all over Spain. This practical training helps students to start their working life in a professional work environment. In 2020, ROVI awarded scholarships to 33 people, 7 of whom obtained an employment contract with the Group after their scholarship had ended.

7.2. Subcontracting and suppliers

The Group's General Corporate Social Responsibility Policy establishes a course of action in relation to suppliers that allows them to find in ROVI a partner for mutual benefit. For ROVI, it is indispensable to ensure a supply chain that respects the principles of corporate social responsibility assumed by the ROVI Group. For this reason, ROVI undertakes to promote CSR-related values among its suppliers and subcontractors of goods and services.

Suppliers are a stakeholder group of strategic interest in relation to the Group's activities. For this reason, ROVI has put in place a series of specific action principles aligned with the ROVI's principles and values and intended to reinforce the sustainability and competitive edge of the value chain.

As stated in preceding sections, the ROVI Group has a Code of Ethics for Suppliers, which establishes that all suppliers must respect the protection of fundamental human and labour rights recognised internationally. Specifically, the Code of Ethics for Suppliers requires all suppliers to comply with the following principles:

- Abolition of forced labour.
- Abolition of child labour.
- Respect for the right of association and collective bargaining.
- Equal opportunities and non-discrimination.
- The supplier must provide a fair work environment, free of any kind of violence.
- Respect for current legislation on working hours and remuneration.

In addition to the aforementioned Code, ROVI has a supplier selection and monitoring policy that includes a list of the criteria used to select each type of supplier. The procedure provides for an initial evaluation and another periodic evaluation. It is used to draw up a list of approved suppliers, kept by the Quality Department.

Among the criteria it includes, ROVI maintains a constant focus on equal opportunities, occupational safety or care of the environment and invites all its suppliers to guarantee these factors and to declare their commitment to basic principles of ethics and professional conduct. To do this, in the same way as ROVI develops them internally, it tries to involve suppliers and subcontractors in the adoption of the best corporate social responsibility practices in order to regulate their activities in accordance with the standards included in the certifications SA-8000, SGE-21 or similar. In this respect, in 2020, ROVI adhered to the EcoVadis platform, a tool that allows assessments of the corporate social responsibility of Group suppliers to be conducted and areas for improvement and corrective actions to be identified. At the time of preparation of this report,

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ROVI and EcoVadis are compiling the first assessment questionnaires and inviting other suppliers who are not assessed by this platform to join.

As mentioned previously, attention should be drawn to the fact that more than 90% of the ROVI Group's suppliers operate in countries belonging to the European Union and those that carry on their activity outside the European Union enjoy recognised prestige in the international community, meaning that supplier non-compliance in respect of human rights is considered limited and controlled.

Additionally, regarding the environment, as mentioned above, ROVI is committed to making a joint effort with its suppliers and contractors to minimise the impact of their activities on the environment and the risks derived for both their own safety and health and the safety and health of their workers.

There is also a Supplier Engagement and Payment Policy, in order to establish a framework for relations with suppliers and creditors that is shared by the whole organisation. It sets out the following: (i) suppliers with an annual volume of over 100,000 euros must always have a duly signed contract, (ii) it regulates how invoices should be sent and recorded, and (iii) the means of payment accepted.

An aspect to highlight in supplier evaluations is that, in 2020, the on-site audits were replaced by remote audits (on-line) to check that suppliers were operating in accordance with the national and local regulations that affect our products, that there were no important breaches in respect of workplace safety and that there were no practices that violated the workers' rights. Among other aspects, the auditors ensured that a safe working environment was provided, environmental legislation was respected and employees were not subject to abuse or discrimination.

To complement the foregoing, due to the continuous revision and improvement of ROVI's tax policies regarding tax evasion and the prevention of money-laundering, the internal procedure concerning double taxation continues to be updated and distributed. In 2020, internal training was given to company employees who deal with local and foreign suppliers, in order to inform them on the importance of the residency certificate in relation to the Double Taxation Treaty and avoid running any tax risks.

In 2020, ROVI strove to maintain adequate communication with both its existing and new suppliers, in line with its Communication and Transparency Policy. In this respect, they were informed of the procedures for continual improvement implemented to optimise and ensure the process of accounting for invoices, placing special emphasis on the management of digital and electronic invoices, in order to optimise and accelerate both the recognition and payment of the invoices.

In accordance with the new processes implemented, in 2020, a communication was sent informing and/or reminding suppliers of the procedure for sending invoices, giving details of the requirements, the incident management process and the procedures aimed to optimise and accelerate the process for accounting for the invoices and the process for paying them. This communication was sent to all new suppliers and to the existing suppliers where deemed appropriate.

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7.3. Consumers

Given their nature, products intended to improve patient health, medicines and healthcare products, require the instructions of a health professional for their administration or final use. The health professional determines the best therapeutic approach for a specific patient. Thus, prescription medicines and healthcare products are those that reach patients on the instructions of a doctor, using a prescription, irrespective of whether they are dispensed in a pharmacy or administered at health centres. There is, furthermore, a third category: non-prescription pharmaceuticals (OTC), which do not need a medical prescription but are obtained through pharmacies on the recommendation of the pharmacist.

Most of ROVI's medicines and health products fall within the category of prescription products, which means they reach the patients because they have been prescribed by a health professional. Therefore, ROVI's "consumers" can be divided into three broad groups:

- Customers, mainly wholesalers, who then distribute to pharmacies, but to whom service must be given.
- Professionals: doctors, nursing staff or pharmacists.
- Patients.

Data privacy

The ROVI Group is under the obligation to protect the personal information of customers, patients and professionals. This commitment has materialised in the adoption of a number of measures and the implementation of different procedures intended to ensure the integrity, confidentiality and availability of the data that are processed, as well as safeguarding people's rights and freedoms.

Within the framework of this process of adapting to the European regulations, ROVI, determined to comply with data processing principles and the obligations under the new legislation, has appointed a Data Protection Officer, whose functions include advising the Group on compliance with the new regulatory framework.

In relation to patient information, the ROVI Group has specific procedures that regulate personal data processing in both the pharmacovigilance area and the area of clinical processes. The procedures in place range from how to comply with information obligations, taking account of the recommendations of the Spanish Medicines Agency set out in the *Guide for correct preparation of a patient information sheet and informed consent form*, to exercising the rights of data subjects and the response thereto. Furthermore, the personal data processing procedure in pharmacovigilance includes the case where the notifier of an adverse reaction to a medicine is a health professional or a person other than the patient, in order to ensure the proper processing of the personal data of any data subject; and the data processing procedure for clinical processes regulates not only the processing of the data of the patients participating in clinical trials, but the processing of the data of all data subjects, including the trial personnel.

In relation to professionals, the ROVI Group has carried out an in-depth revision and updating of its privacy policies to ensure fair, transparent and lawful processing of personal information in its inter-relations with them, in order to foster an improvement in attention to patients, correctly establishing the lawful bases of the processes and the mechanisms necessary to obtain the consent on which the data processing is based.

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In relation to customers, since almost all of them are legal persons and, therefore, their data are excluded from the scope of application of personal data protection legislation, the ROVI Group applies current legislation to ensure the security of the data of its employees and other third parties whose data must be processed in order to implement the contractual relationship and avoid any alteration, loss, or unauthorised processing or access to said data.

Health and safety measures for patients and professionals

Customers, including potential customers, health professionals and patients, are the basis of the business and, therefore, ROVI assumes the following commitments:

- a) To bet on innovative drugs as a growth engine for ROVI.
- b) To place special importance on the protection of the health and safety of customers and patients throughout the products' life cycles through strict compliance with the applicable legislation.
- c) To observe due confidentiality in processing their data.
- d) To manage and solve their queries and complaints in the shortest period possible.
- e) To monitor the customer's experience through surveys that measure their satisfaction and other means and systems that allow us to actively and permanently listen to the customer in all the processes and operations in which the latter interacts with ROVI.
- f) To have appropriate and efficient communication channels, using the most suitable means to do so.
- g) To observe and comply with the rules that govern communication and marketing activities and accept the voluntary codes that ensure the transparency and veracity of such actions.

Guaranteeing the quality, safety and efficacy of the products that the Group places in the market is the main goal of ROVI and all the people who form part of it. In this respect, all the Group companies have procedures in place that define the verifications performed in all phases of the processes, including product research and development, the receipt of raw materials and packaging materials, production, storage and distribution, until the products are consumed by the customers.

The standards in place fully meet the Company's internal requirements and also the external requirements imposed by the regulatory bodies for the different products on ROVI's portfolio.

In order to assess compliance with these procedures, internal audits are performed periodically at all the Group's facilities. Furthermore, there are annual management reviews, which analyse the main points where our organisations have room for improvement.

In addition, the quality audits by external entities show the commitment to continuing improvement and maintaining high quality standards.

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Moreover, with the frequency stipulated in the legislation applicable to the products, all Group companies, both in Spain and in the countries to which our products are exported, are inspected by both the Spanish health authorities and those of the countries to which the products are exported. The exceptional situation created by the pandemic has forced the adoption of new formulas for conducting both the internal and external audits, as well as the inspections by the health authorities, in 2020. In many cases remote audits (held by teleconferencing) were chosen, restricting in-person presence at ROVI's work centres to the indispensable minimum, meeting the highest guarantees of safety and protection against contagion with COVID-19.

ROVI likewise has a Pharmacovigilance System in place, which allows any possible adverse reactions (any harmful and unintended response to a medicine) that arise to ROVI's medicines and healthcare products to be detected. This system means that, if an adverse reaction is notified, the Pharmacovigilance Department analyses whether it could be due to a quality and/or safety problem, thus initiating the process of sign detection that ROVI has implemented, which allows any change in the benefit/risk balance of ROVI's medicines to be detected.

The Pharmacovigilance System allows constant monitoring of the safety of the medicines, evaluating the safety information received through different channels, such as, for example, spontaneous notifications from patients and health professionals, health authorities, or scientific studies or publications.

ROVI's Pharmacovigilance Department has a communication channel in place by e-mail (farmacovigilancia@rovi.es) or telephone [(+34) 91 021 30 00], both of which may be accessed through ROVI's website (www.rovi.es).

Complaints system: complaints received and solution thereto

When any customer or health professional contacts ROVI to notify a claim or complaint, the Group immediately opens an enquiry in order to identify the cause and prevent any repetition. These enquiries may involve several departments and may also include suppliers and/or subcontractors. The efficacy of these actions is analysed annually in the review that ROVI management conducts of the system.

Any request for information made by a customer/health professional and/or customer is considered a query. Depending on its content, it is handled by one department or another (Quality, Pharmacovigilance or Medical Science Liaison), both in Spain and in the subsidiaries.

In the event that, while a complaint is being studied, a possible risk for the patient and/or health professional is observed, the Quality Department informs Pharmacovigilance, so that the case can be handled correctly (see previous section).

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The data on complaints and queries made by customers in ROVI's to ROVI companies are shown below:

	CUSTOMER COMPLAINTS		CUSTOMER QUERIES: QUALITY & THERAPEUTIC	
	No. customer complaints	Complaints / million units	No. customer queries	Queries / million units
Laboratorios Farmacéuticos Rovi, S.A.	117	5.68	75	3.64
Rovi Pharma Industrial Services, S.A.				
Madrid	249	2.42	0	0.00
San Sebastián de los Reyes	28	0.58	0	0.00
Alcalá de Henares	860	13.98	0	0.00
Pan Química Farmacéutica, S.A.	0	0.00	0	0.00
Laboratorios Farmacéuticos Rovi, S.A. perm. est. Portugal	12	15.41	4	5.14
Rovi Biotech, GmbH (Germany)	125	136.26	243	264.89
Rovi Biotech, Limited (United Kingdom)	3	30.29	17	171.62
Rovi Biotech, S.R.L (Italy)	7	4.10	0	0.00
Rovi S.A.S (France)	1	3.46	23	79.47
TOTAL DISTRIBUTION	1,402	5.92	362	1.53

(*) Quality queries are those where the patient or health professional asks about the conditions concerning storage, allergens, formula composition or similar. Therapeutic queries are defined as those relating to any scientific information and/or the uses of a product.

7.4. Tax information

ROVI has a corporate tax policy that sets out how tax matters should be managed by applying good tax practices and acting with transparency, paying taxes responsibly and efficiently, and promoting co-operative relations with governments, endeavouring to prevent significant risks and unnecessary conflicts.

To support its tax practices, ROVI has engaged the services of an external tax advisor, who keeps the Group updated on new developments in this field and advises on any doubts that may arise. Additionally, the tax advisor reviews the preparation and filing of the different taxes as well as the Group's decision-making on tax matters.

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In general, ROVI pays special attention to compliance with the tax obligations applicable in accordance with the territory in which it is operating. Specifically, the following information is provided on taxation in fiscal year 2020 by Company:

Thousands of euros	Profit after tax	Income tax paid	Government grants received
Laboratorios Farmacéuticos Rovi, S.A.	72,119	(3,877)	1,146
Laboratorios Farmacéuticos Rovi, S.A. permanent establishment Portugal	707	(202)	-
Laboratorios Farmacéuticos Rovi, S.A. permanent establishment Poland	(154)	-	-
Laboratorios Farmacéuticos Rovi, S.A. permanent establishment Germany	2,544	-	-
Rovi Pharma Industrial Services, S.A. (*)	33,374	(8,701)	-
Pan Química Farmacéutica, S.A. (*)	387	(97)	-
Gineladius, S.L. (*)	(37)	9	-
Rovi Escúzar, S.L. (*)	(74)	23	-
Bertex Pharma GmbH	-	-	-
Rovi Biotech, Limited	10	-	11
Rovi Biotech, S.R.L.	409	(112)	-
Rovi Biotech, GmbH	623	(164)	-
Rovi S.A.S.	9	-	-
Rovi Biotech spółka z o.o	(4)	(2)	-
TOTAL	109,913	(13,123)	1,157

(*) These companies form part of tax group 362/07, headed by Laboratorios Farmacéuticos Rovi, S.A.

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