

# SHL Medical Sustainability Report 2022



## Introduction

3 Letter from the CEO

4 Company profile

5 Facts & figures

6 Making a difference in peoples' lives

7 SHL Medical's 2022 drug delivery highlights

8 Our achievements and ambitions

9 Sustainability in the context of strategy

## Environmental - Reducing our environmental footprint

12 Our commitment for circularity

13 Environmental stewardship

17 Conservation of resources

18 Making the right things in the right place

## Social - A fair, equal workplace and thriving communities

20 A fair, equal workplace and thriving communities

21 Health and Safety at the workplace

23 Diversity, equity and inclusion at SHL Medical

24 Community engagement: A better future and respect for all

## Governance - Building trust through accountability and responsibility

30 Integrating sustainability into our operations

31 Business principles and ethics

34 Risk management at the core of our governance

## Appendix

36 Disclaimer - Forward-looking statements

37 References

38 Imprint



# Taking bold action towards a sustainable future



Dear Stakeholders,

Over the past few years, we have succeeded in deeply anchoring sustainability in our business strategy and making it a key part of our company culture. As the world faces increasing environmental and social challenges, such as climate change, depletion of natural resources, and economic inequality, we must continue to take bold action and work together towards a more sustainable future. At SHL Medical, we understand that our actions have a significant impact on the world around us, and we are dedicated to using our resources and expertise to make a positive difference. From reducing our carbon footprint to supporting local communities and promoting a fair and equal workplace, we are constantly striving to find new and innovative ways to minimize our environmental impact and improve the lives of those around us.

We believe that transparency is critical to building trust with our stakeholders and driving change: Our Sustainability Report highlights our progress toward achieving our sustainability goals and how we are addressing some of the most pressing environmental and social challenges of our time.

Through the pages of this report, you will see the tangible results of our efforts, including our progress toward reducing greenhouse gas emissions, conserving natural resources, serving the communities around us, and promoting diversity, equity, and inclusion.

As part of our efforts to strengthen our global presence and activities with a mindset for sustainability we initiated several high-profile projects: We announced our new manufacturing site in the United States, an advanced facility located in North Charleston, South Carolina. This expansion signifies our pledge to our advanced manufacturing strategy that will support our sustainability goals. SHL Medical has committed to set near-term company-wide emission reductions in line with climate science with the SBTi (Science-based Target Initiative). But beyond that, we have driven tangible impact in the locations we operate. In Switzerland, we joined the “Association for the Decarbonization of Industries” to support the development of rapidly implementable and holistic approaches to CO2 reduction in the industrial environment. In Taiwan, we have started to source electricity from renewable sources to align with our European sites in Sweden and Switzerland, which have already been operating with 100% renewable energy since 2020. We progressed further toward launching sustainable design principles and using environmentally friendly materials to contribute to a circular economy. We contributed to a sustainable society both inside and outside of SHL Medical by providing a workplace culture where diversity, equality, and

inclusiveness are valued and upheld and successfully giving back to the communities around us in the form of various successful social initiatives and donations.

We’ve achieved a lot – but as a true pioneer, we also recognize that there is always more work to be done. That’s why we have set ambitious new sustainability goals for the coming years, and why we are constantly seeking out new opportunities to drive positive change. I am proud of the progress we have made so far, and I am even more excited about what the future holds. I want to express my gratitude to the Management Board, the Medical Management Team, and all our employees and invite you to join us on this journey, as we work together to create a more sustainable future for all.

Sincerely,

**Ulrich Faessler**  
CEO & Chairman



# Setting trends and shaping standards



SHL is a world-leading provider of drug delivery solutions. Since our inception in 1989, we've succeeded by harnessing the entrepreneurial spirit of our founder and our people, in the process of reshaping the drug delivery industry through groundbreaking innovations. We have done this by forming genuine partnerships with our customers, working with them to ensure every project is a success.

We have unparalleled experience in helping customers and patients all over the world. Regardless of how quickly their demands have changed, our agile and holistic support has always been there to provide the most reliable customer journey – from idea to product.

And the insights and skills we've gained through this experience couldn't be timelier. Demand for both self-treatment and personalized healthcare is rapidly increasing, requiring better systems that better support patients. This means we must create solutions that ensure reliability and comfort for individuals as well as cost-efficiency and sustainability for every stakeholder.

We partner with leading pharma and biotech companies to constantly develop and supply products and services that support, engage, and oversee patients whose quality of life relies on innovative self-treatment therapies. This we do with one purpose: "Enabling patients' independence".

As a pioneer of the modern autoinjector, SHL has been in the forefront of the drug delivery industry, setting trends for autoinjector usability and shaping standards in device development and manufacturing. We have helped our customers find market success with our unparalleled track record of project approvals for autoinjector combination products, including for some of the world's bestselling biological and biosimilar essential medicines available in self-injection formats.

From fully bespoke projects to devices based on modular platforms, our winning combination products are delivered across global markets and into the hands of patients for use in a wide range of therapeutic areas.

# Overview



Top 25

majority of pharma/  
biotech companies in  
partnership with SHL



+22%

compound annual  
shipment growth rate  
(CAGR) 2020-2022



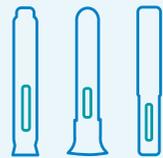
> 5,300

employees  
worldwide



-40%

energy usage  
per sold device  
since 2020



Over 50

combination  
products launched



30 years

of pioneering  
the drug delivery  
industry



~56

employee  
nationalities



~6 years

average employee  
tenure

Data as of 2022



# Making a difference in peoples' lives

The world is undergoing significant changes, including a notable and permanent shift towards an aging population in most countries. This trend is already happening, and the number of individuals aged 65 and above is projected to double within the next 30 years, reaching 1.6 billion in 2050. As a result, older individuals will make up over 16% of the global population<sup>1</sup>. Meanwhile, the prevalence of chronic diseases and health concerns is increasing. In 2021, more than a third of the EU population aged 16 and above reported experiencing long-term health problems<sup>2</sup>. In the US, six out of ten people have at least one chronic disease.<sup>3</sup> SHL Medical has been a respected leader in the drug delivery industry, supporting patients in leading better lives for over 20 years. Throughout our history, we have helped our customers obtain regulatory approval or successfully launch over 50 combination products for various health conditions such as diabetes, allergies, rheumatoid arthritis, cardiovascular diseases, multiple sclerosis, and obesity. Our drug delivery solutions facilitate patients' access to treatment, enabling them to receive it in the comfort of their homes.

For SHL Medical, 2022 was focused on expanding our core competencies and delivering further improved products that positively impact our customers' performance and the lives of the patients they serve. Throughout 2022, SHL Medical continued to demonstrate strength and excellence across the value chain by receiving a series of regulatory approvals with our pharma and biotech partners and taking modularity in medtech to the next level.

## Enabling patients' independence with advanced drug delivery systems



# SHL Medical's 2022 drug delivery highlights



## Molly®: Always evolving

In 2022, Molly returned with exciting updates to offer greater flexibility in design customizations and injection delivery. The Molly® autoinjector device technology continues to meet with regulatory approval and commercial success. This is made possible by a modular manufacturing set-up that allows SHL Medical to manage multiple simultaneous device projects, streamline processes and enable faster development timelines. Recently, the modular Molly platform has been supporting the high production forecast demand for a combination product approved in 2021, which has far exceeded SHL's previous levels of device delivery to the market. This highlight joins the 17 autoinjector combination products approved in more than 38 countries under the Molly modular platform technology.



## Higher-capacity drug delivery with Maggie 5.0

2022 also marks the introduction of Maggie 5.0 – a cartridge-based autoinjector built with SHL's market-proven Needle Isolation Technology (NIT®). Maggie® 5.0 was even nominated as a finalist for CPHI Pharma Award in the Packaging and Drug Delivery category. Current biopharmaceutical trends and pharma pipeline molecules suggest a growing need for higher-capacity drug delivery technologies. To increase operational safety, facilitate medication adherence and improve the patient experience, SHL Medical has developed an innovative mechanism called "Needle Isolation Technology" (NIT®) that addresses the challenges associated with traditional cartridge-based injection systems by eliminating the need for users to manually attach the needle<sup>4</sup>.



## Successful product lifecycle management

SHL Medical is committed to constantly adding value within the device chain as well as future proofing the ecosystem surrounding our device technologies. In 2022, through effective lifecycle management, a reformulated combination product featuring our DAI® Push-Click® autoinjector won another regulatory approval. The combination product is used as part of a high-concentration, citrate free therapy for Rheumatoid Arthritis (RA). In the pen injection area, our lifecycle management supported a combination product for growth hormone therapy with longer shelf-life and improvements in its user-specific design.

Besides these recent achievements, SHL Medical has more than 2,000 granted patents in its portfolio, reaffirming the company's position as a leader in developing innovative drug delivery technologies.



# Sustainability is everyone's responsibility

As we reflect on our achievements in 2022, it has been an incredible year of progress, and we can be proud of what we have accomplished together. Sustainability is everyone's responsibility. Every single one of us, at SHL Medical, together with our suppliers, our customers and other stakeholders play an important role for SHL Medical's long-term success.

In 2022, our teams have embarked on an inspiring journey towards developing more sustainable products for our customers and patients, preserving the environment, prioritizing health and safety, valuing diversity and inclusion, and supporting society. Among many other achievements, SHL has increased its EcoVadis score for the third consecutive year, committed to set climate targets in-line with the SBTi criteria, set renewable electricity sourcing contracts in Taiwan and established partnerships with many organizations such as Advance – Gender equality in business, the Association for the Decarbonization of Industries and the Science-based Target Initiative, to actively contribute to drive sustainability agenda locally and globally.

SHL Medical's motivation and passion for sustainability will fuel our ambitions for 2023: we will reinforce our sustainability strategy through a robust governance framework, leverage the ambition of our materiality areas and reinforce our reputation on sustainability, both within our industry and among our customers, suppliers, and other stakeholders.

I want to thank each and every one at SHL Medical and our partners for the hard work and dedication to sustainability and I'm counting on you on the way forward!

**Dora Rio**

Head of Sustainability



# Long-term success can only be achieved together

A strong commitment to sustainability has been an important aspect of SHL Medical's corporate strategy in recent years. For us, incorporating sustainability into corporate strategy is not just a matter of corporate responsibility or ethical obligation, but also a means of long-term success. Hence, we conduct our businesses with a view toward long-term environmental and social sustainability goals.

Our sustainability efforts are driven by several motivators: Firstly, we recognize our role in society by supporting the healthcare sector to deliver medicine to patients and our purpose of enabling patients' independence. Secondly, we want to provide patients and therefore our customers with products and services that align with their values. We are dedicated to helping them achieve their own sustainability objectives, and see it as our responsibility to provide them with the products and services they need to do so. Finally, as we continue to grow and expand our presence globally, we are committed to ensure that our employees are engaged, healthy and safe. We are meeting the unique needs of each community and collaborating with our supply chain to improve our sustainability performance across our entire value chain. Through these efforts, we aim to not only drive positive outcomes for our stakeholders but also to be a leader in sustainable business practices for years to come.

Our sustainability initiatives are guided by our Environmental Social Governance (ESG) strategy and are supported by three main focus areas, Product, People, and Planet. Product indicates our responsibilities in developing sustainable designs; people signifies our promise to fulfill a sustainable society; and planet refers to our commitment to preserving a sustainable environment. Additionally, SHL Medical relies on the "[UN Global Compact Principles](#)" and the "Sustainable Development Goals" (SDGs) to guide our approach to sustainability.

However, the structure and sections of this report follow the overarching concept of ESG and its three aspects (Environmental, Social, and Governance): The section on environmental topics discusses SHL Medical's impact on the environment, including issues such as carbon emissions, product stewardship, and sustainability practices. In the segment on social factors, we highlight the company's impact on society, including labor practices, diversity and inclusion, and human rights. The chapter on governance focuses on leadership, ethical standards, and transparency.

As ESG provides a comprehensive framework for evaluating a company's long-term sustainability and impact on the world, we have deliberately adopted this structure in order to ensure standardized, comparable reporting on a permanent basis.





Reducing our  
environmental  
footprint



Environmental stewardship is an important aspect of SHL Medical's commitment to sustainability. By recognizing our responsibility to minimize our impact on the environment and protect natural resources, we have adopted sustainable practices to reduce waste, water and energy consumption and shift to renewable electricity.

We understand that our actions have an impact on the environment and future generations, and by prioritizing environmental stewardship, we hope to counteract the depletion of natural resources and degradation of the environment. By acting bold on our environmental stewardship, we aim to be recognized by our customers, employees and partners who share the same values.

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## Environmental advocacy



# Our commitment for circularity

SHL Medical is committed to creating solutions that positively impact society. We are determined to drive innovation to solve or contribute to solving critical issues that we impact directly or indirectly. Our customers, investors and regulators are increasingly seeking sustainable product solutions and we are doing our best to meet their expectations. Therefore, sustainability principles are being considered since the early stages of innovation and development of our devices.



## Our principles

By implementing the principle of material efficiency into our design process, we aim to reduce the amount of material used in a product without compromising its functionality, durability, or aesthetics. At the same time, we also consider measures like minimizing the number of materials used in a product by utilizing the same material for different components and reducing the overall number of components. This “design for less” helps to minimize the depletion of natural resources, reduce waste and associated costs, and reduce the environmental impact of the product. Additionally, we are evaluating alternative materials to increase recyclability in our packaging. By constantly re-evaluating and optimizing our products and processes we aim to limit waste and drive innovation for environmental improvements.

## Our data driven decisions

At SHL, we want to drive improvements that are impactful. Therefore, the understanding of our major environmental impact areas is critical. In 2022, we have established in-house capabilities to perform comprehensive and systematic lifecycle assessments (LCA) to evaluate the environmental impact of a product or process and we’ve conducted a Cradle-To-Gate analysis for our autoinjectors. We have initiated reflection for the major improvement areas and started the journey.

## Our sustainable devices and improvement journey

We’ve initiated pilot projects to incorporate bio-based plastics in our devices with the goal of reducing the environmental footprint through the utilization of materials that meet our design requirements but also reduce carbon emissions and comply with regulatory standards. The result of our efforts is our first sustainable autoinjector device, which includes components made from the selected bio-based resins. To ensure the safety and effectiveness of the new material, we conduct risk assessments and exhaustive tests to confirm required specifications. We use exclusively resins from second generation or superior generations. Polymers from second generation are derived from renewable feedstocks, which do not compete with food feedstock and are more sustainable than identical polymers produced from non-renewable petroleum precursors. For us, the traceability of the bio-based materials is critical. Our bio-based resin suppliers are certified by the International Sustainability and Carbon Certification (ISCC), and we request lifecycle assessments of the materials as well as sustainability statements.

Our commitment to sustainable products extends beyond the use of sustainable plastics in our devices. We are running several other circular projects i.e. for reusing trays internally in our operations and we are running pilots to reuse trays sent to our customers. We are also investigating opportunities concerning the introduction of recycled plastics in our packaging.

# Environmental stewardship



## Climate action

Climate change is one of the major global challenges. At SHL Medical we are committed to the global effort of taking action to significantly limit the rise in global temperatures and do our part to preserve the climate and achieve the Paris Agreement on Climate Change.

In 2022, SHL Medical has taken significant steps to not only reaching our ambitious goals but also holding ourselves accountable. We submitted a letter of commitment for setting near-term climate targets to the Science Based Targets initiative (SBTi). Science-based targets are greenhouse gas emissions reduction targets that are in line with the level of decarbonization required to meet the goals of the Paris Agreement – to limit global warming to 1.5 °C above pre-industrial levels. The SBTi is a collaboration between CDP (Carbon Disclosure Project), the United Nations Global Compact, the World Resources Institute, and the World Wildlife Fund, and is aimed at helping companies set targets to reduce their greenhouse gas emissions.

SHL Medical's specific targets are currently being validated and approved by the SBTi's Target Validation Team (TVT) as aligned with climate science. Following the approval, SHL Medical will disclose its emissions annually and monitor progress against the set targets in reports and on its website. The submission of the near-term carbon reduction targets to the SBTi is a significant step for SHL Medical and demonstrates our company's commitment to sustain-

ability, reducing our environmental impact and combatting climate change.

To advance on our climate journey, in 2022, we have performed energy assessments in manufacturing sites and implemented energy efficiency measures. Since 2020, we have reduced our overall energy consumption in relation to the manufacturing output by 40% per device sold. This is due to heavy investments in innovative technologies and continuous process improvements.



# -40%

Energy usage per sold device since 2020

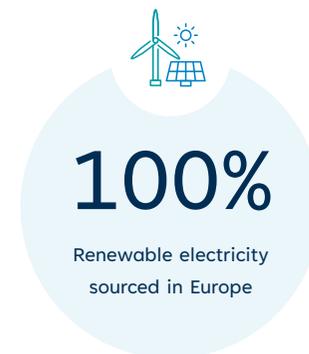
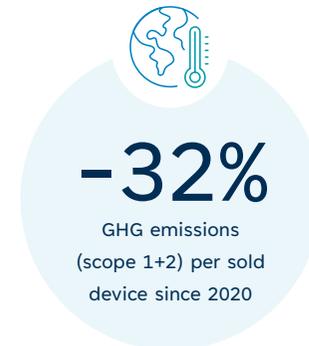
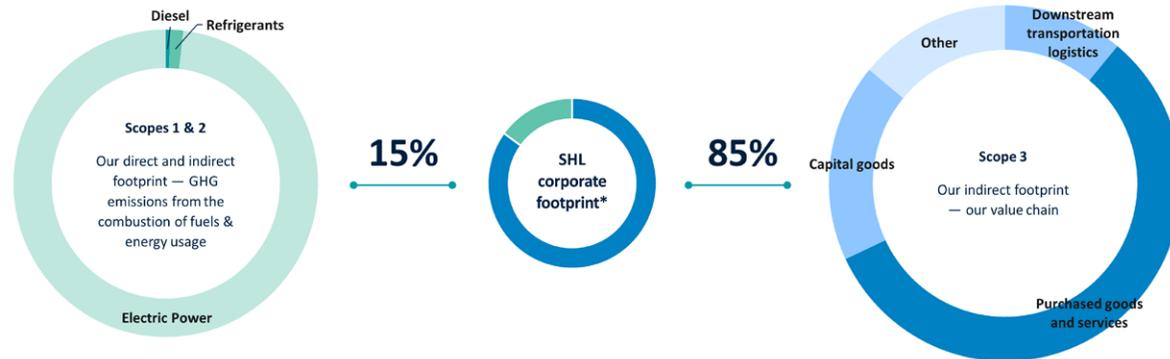


We are also aiming to source 100% of renewable electricity for our sites by 2030. While both our European sites are already 100% operating with renewable energy, we are also investing heavily in sourcing renewable electricity for the remaining manufacturing sites. In 2022, we have signed contracts for sourcing renewable electricity in Taiwan starting 2023. Renewable electricity sourcing is challenging in some markets. Although we plan to purchase Energy Attribute Certificates (EAC's) soon, our ultimate goal is to make a positive contribution through additionality. Therefore, we have taken steps to connect with different organizations to access the renewable electricity market. We have joined the Energize program and partnered with our customers to overcome market barriers and be able to access power purchase agreements (PPAs).

In addition, we have initiated studies for the installation of on-site renewable energy in our facilities located in Taiwan and US, in Florida and South Carolina and in Switzerland, in Zug.

Our effort has allowed us to achieve an overall reduction of 32% of GHG emissions (scope 1+2) per sold device since 2020, helping us face this challenge with optimism. Moreover, we plan to lower our indirect emissions along our entire value chain (scope 3) by 2030. In 2022, we focussed on creating greater accuracy and transparency on our Scope 3 data and we will continue this journey in 2023. The Greenhouse Gas Protocol defines 15 categories for scope 3 emissions from upstream and downstream activities. According to our greenhouse gas emissions distribution purchased goods and services as well as capital goods are the main categories accounting for more than 75% of our scope 3 emissions. In 2022, we have liaised with our most relevant suppliers to discuss our climate commitments and to obtain information on their commitments and aspirations towards greenhouse gas emissions reductions.

Transportation is a critical component of a company's supply chain, playing a vital role in delivering products to customers. However, transportation also has a significant impact on a company's carbon footprint. Upstream and downstream transportation is responsible for approximately 15% of scope 3 greenhouse gas emissions, which is why SHL Medical has taken proactive steps to reduce the environmental impact of transportation. One of the measures was to shift from air to sea freight, which has proven to be an effective strategy for reducing CO2 emissions.



based on 2022 emissions





# 70%

of pallets were shipped by sea



# -33%

emissions per pallet vs 2019

Ships are one of the most energy-efficient modes of transportation available, consuming significantly less fuel per ton of cargo than other forms of transport. This has resulted in fewer greenhouse gas emissions per unit of cargo transported, making sea freight a more environmentally friendly option. In 2022, SHL Medical shipped over 70% of its pallets by sea, representing an increase in sea shipments of approximately 38% over the previous three years. As a result, the company has successfully reduced its CO2 emissions per pallet by over a third between 2019 and 2022. Maintaining the maritime shipping rate at around 80% will be SHL Medical's main focus of 2023, further optimizing shipping operations in terms of cost and efficiency.

To continue reducing carbon emissions and streamline shipping processes, the logistics teams are focused on driving efficiency projects that deliver both on costs and greenhouses gas emissions for us and our customers. In 2022, we have implemented several improvements such as the optimization of lot sizes by recalculating the maximum product lot size and re-arranging container utilization to fully use container space by double stacking and enlarging the quantity per pallet; and in alignment with our customers, we adjusted purchase orders to meet the larger lot size. Improvement like this has resulted in a reduction of more than 50% of CO2 emissions and freight costs.





### Partnerships for decarbonization

Underlining its commitment to CO<sub>2</sub> reduction in the industrial environment, in June 2022 SHL Medical has joined the “Association for the Decarbonization of Industries”. The association focuses on new hydrogen production processes for the decarbonization of industrial high-temperature processes and logistics. The initiative thus ties in seamlessly with SHL Medical’s ESG strategy and the organization’s approach to sustainability which includes CO<sub>2</sub> reduction and the conservation of the environment. In a planned demonstration plant in the Tech Cluster Zug, a novel hydrogen production process – the so-called methane pyrolysis – is to be applied to decarbonize high-temperature industrial processes. In parallel, a decentralized electrolysis plant for the electricity-based production of hydrogen from water is also to be realized. Operating such plants at the point of hydrogen use instead of at the site of a power plant results in fewer hydrogen transports and the process heat can be used on site as valuable energy instead of simply releasing the heat into the atmosphere. By joining the association, SHL Medical is helping to give a boost to these technologies and the urgently needed reduction of CO<sub>2</sub>.

Annually, we submit a report to the Carbon Disclosure Project (CDP) on our efforts to reduce greenhouse gas emissions and mitigate climate change risks. In 2022, our organization received a D rating from the CDP, reflecting our ongoing commitment to transparency and accountability in environmental sustainability. Additionally, we are proud to share that SHL Medical AG received a B rating in the Supplier Engagement Rating, surpassing the medical equipment and supplies sector average of C. These results validate our continued efforts to drive positive change and make a meaningful impact on the environment.

# Conservation of resources

## 80%

Waste recycled in manufacturing sites



## <1%

Waste sent to landfill from manufacturing sites

### Waste reduction and management

We aim to both limit the loss of raw materials and reduce the impact of our waste disposal practices on ecosystems. To this end, we are working to lower our waste produced in operations and find more environmentally friendly elimination pathways for waste that cannot be avoided. We prevent the generation of waste by optimizing processes to reduce waste at source and reducing waste at source and rethinking processes to promote reusability. When both are not feasible, we do our best to send our waste to be recycled or to incineration for energy recovery. We are committed to shifting away from landfill waste disposal. In 2022, we have reduced our landfilled waste resulting from operation to 0.8% of total operational waste. Avoiding landfill will help us reduce our impact on the ecosystems and consequently preserve biodiversity.

We strive to maximize our waste recycling to support a circular economy. Waste is strictly separated and sent to recycling as much as possible. Materials that cannot be recycled are disposed in an environmentally sustainable manner in line with the strictest waste disposal standards. To systematically assess our performance, we monitor the amount of waste generated and track the various waste streams. In 2022, more than 80% of our manufacturing waste was recycled and 19% of waste was incinerated.

As a generator of waste, we hold ourselves accountable for the ultimate disposal of our waste and therefore our service providers are selected to meet strict requirements. In addition, we conduct audits to verify their compliance with our disposal standards.

### Water efficiency and management

Our commitment to sustainable water management means obtaining freshwater or discharging treated wastewater without negatively impacting the ecosystems.

Our processes do not significantly depend on the availability of water and our processes are not water intense; however, we understand water is becoming increasingly scarce globally and it is our responsibility to make the best of its use. Therefore, we monitor how our locations evolve on water stressed areas, using the Aqueduct Water Risk Atlas of the World Resources Institute (WRI) as reference. The overall water risk of our manufacturing sites is 1-2 (low-medium).

The efficient and responsible consumption of water is our priority. In 2022, we have reduced water consumption across our manufacturing sites by 2%. In the same year, we have reduced our overall water consumption in relation to the manufacturing output by 88% per device sold.

Our wastewater may also contain trace substances, such as lubricants and heavy metals. Consequently, we strictly adhere to government regulations, and we monitor the quality of the effluents discharged and adjust processes to avoid impact on ecosystems.



# Making the right things in the right place

## SHL Medical's sustainable footprint expansion

SHL Medical has made significant strides in recent years to expand SHL presence globally enhancing sustainability across its operations.

Already in 2020, SHL Medical has announced plans to set up a manufacturing site in Zug, Switzerland to support increasing demands for autoinjector production. The new site will enable SHL Medical to address its expanding business needs with the most advanced equipment as well as a more agile set-up and sustainable operations flow. The SHL facility will be located within the Tech Cluster Zug, which is developed by Metall Zug in collaboration with its subsidiary, Urban Assets Zug AG. The location was selected as it presents an exciting opportunity to set up a smarter and more sustainable building at the outset of the site's planning. The facility will include both office and production areas, which will be designed to include energy-efficient features and ecologically sustainable manufacturing processes.

The new SHL facility will be part of the Multi Energy Hub as part of our commitment to carbon emissions reduction in production processes. The 10,500 m<sup>2</sup> of manufacturing and 5,000 m<sup>2</sup> of office and lab space will be powered through a building integrated solar power system on all roofs and the building facade. Additional electricity will be sourced entirely from renewable energy sources, specifically hydroelectric power. Heating and cooling will be done by intelligent use of ground- and lake water and all excess

heat and energy will be recuperated for further use in the hub. The construction materials are also carefully selected privileging the use of wood and minimize use of traditional concrete by using CO<sub>2</sub>-reduced concrete for load-bearing structures and recycled concrete for non-load-bearing elements, contributing to a more sustainable building.

In addition, the site will benefit from a mobility plan to allow commuting via public transportation. Finally, extensive roof greening will be installed throughout the building to promote rainwater infiltration and improve air quality.

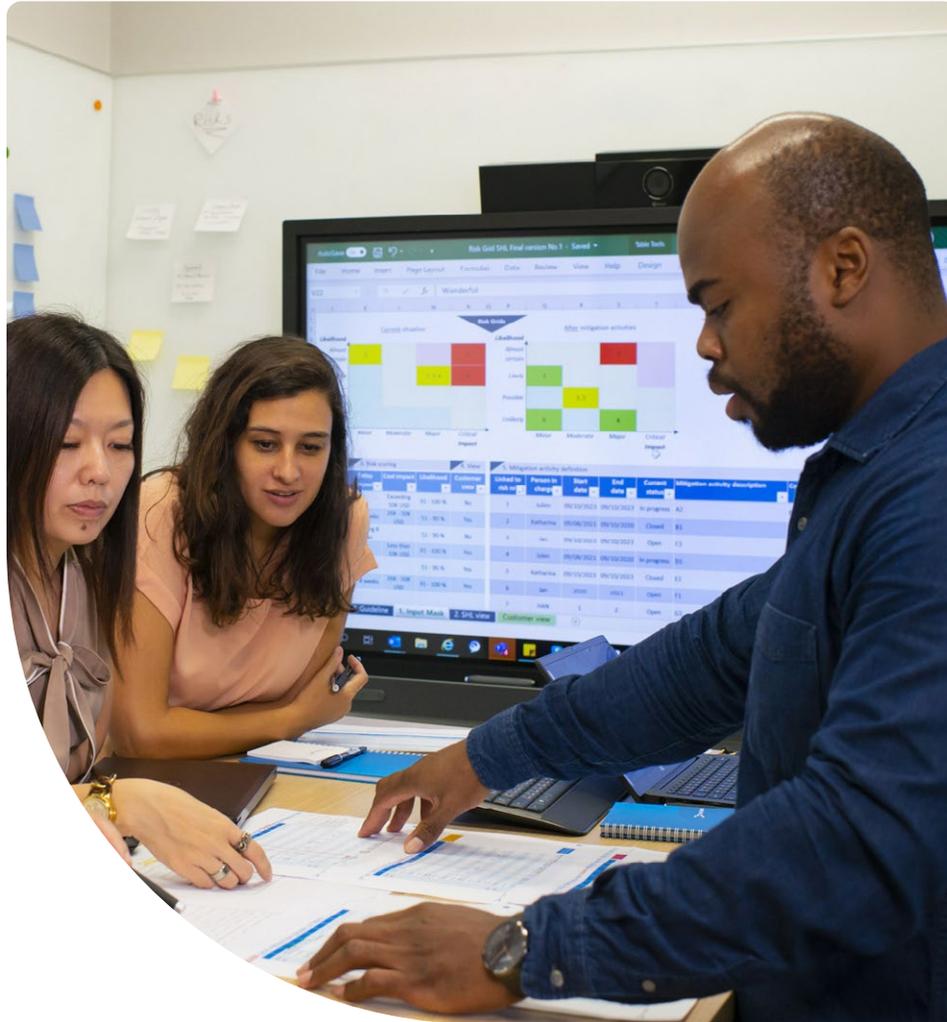


In July 2022, SHL revealed plans for a new manufacturing site in the US, in response to the growing market demand for its autoinjector product portfolio. The new US site will be located in North Charleston, South Carolina, and will boast approximately 25,000 m<sup>2</sup>. SHL Medical's commitment to an advanced manufacturing strategy is reflected in this expansion, which not only supports the organization's sustainability goals but also aims to reduce the risk of supply chain disruptions by increasing production proximity to customers. To achieve this, our new North Charleston site will be built according to LEED standards, which is the most widely used green building rating system in the world. The LEED certification is a globally recognized symbol of sustainability achievement and leadership. Our commitment to sustainability is reflected in the building's adherence to prerequisites and credits that address carbon, energy, water, waste, transportation, materials, health, and indoor environmental quality. LEED-certified buildings focus on occupant well-being, offering a healthier and more satisfying indoor space for our employees.



A fair, equal workplace and thriving communities

# A fair, equal workplace and thriving communities



SHL Medical is committed to promoting a fair and equal workplace, as we recognize that creating a workplace that is inclusive, diverse, and equitable is critical to our success, and we believe it is the right thing to do. We provide equal opportunities for all employees, regardless of their race, gender, age, religion, or sexual orientation, and we strive to maintain a workplace culture that is respectful, supportive, and empowering for everyone.

Moreover, we understand that our impact extends beyond our internal operations, and we are committed to supporting the communities where we operate. We recognize that thriving communities are built on the principles of sustainability, fairness, and inclusion, and we aim to be an active contributor to this goal. Through our partnerships, philanthropic initiatives, and community outreach programs, we seek to create positive change and help build more resilient and equitable communities.

By creating a safe and healthy work environment and valuing employee well-being, we build trust and confidence among employees. Ensuring all employees return home safe and healthy at the end of every workday is a key priority at SHL. To this end, we are constantly working to optimize existing and implement new safety and health programs to prevent workplace injuries, illnesses, as well as the suffering resulting from these events. The focus of our attention ranges from machine and facility safety, healthy work habits, ergonomics and access to healthcare to wellness programs and mental health support.

## Commitment for the well-being of all employees

# Health and Safety at the workplace

## Occupational health and safety

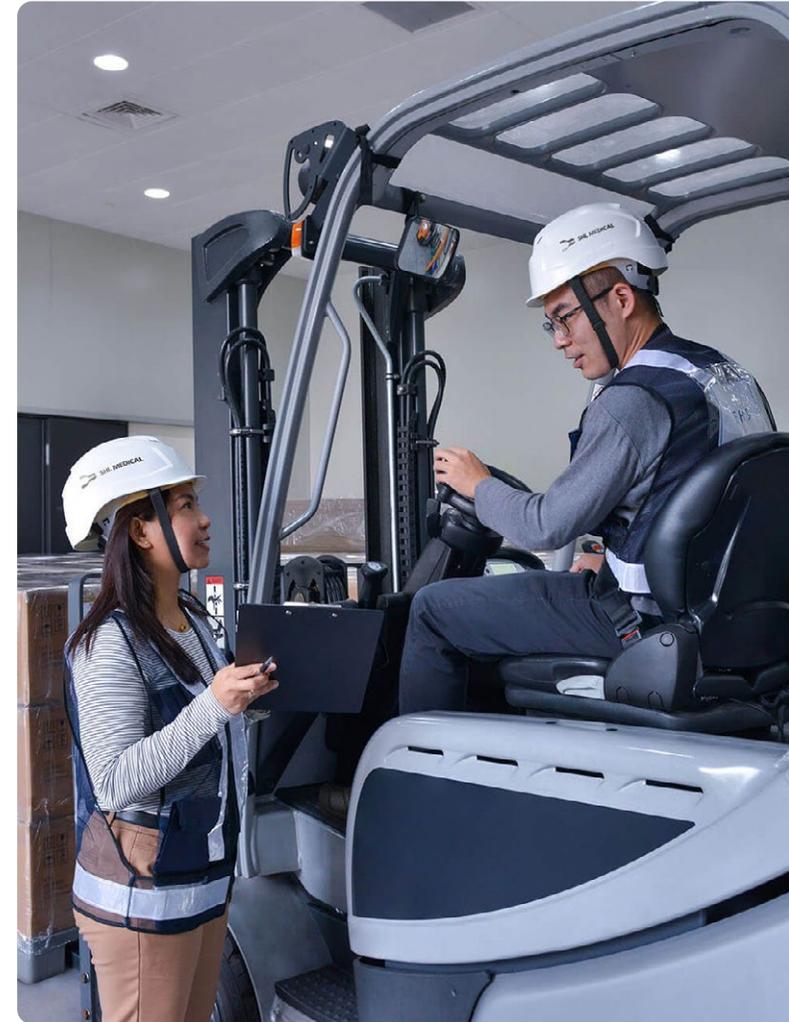
The SHL Environment, Health and Safety (EHS) Policy sets the guiding principles of EHS for our organization, it is signed by the CEO and is deployed across all locations.

SHL is committed to driving continuous improvement in EHS performance. This commitment is reinforced through the implementation of environmental, health and safety procedures, work instructions, guidelines, and daily activities. Our management system includes hazard identification, risk assessment and incident investigation. It is meant to ensure the protection of employees, visitors, contractors and the surrounding neighborhoods from health hazards associated with work or the environment. It also protects the safety of operations by preventing incidents that might harm people, the community or the environment, damage property or jeopardize SHL Medical's reputation and goodwill. Site managers are responsible for safety, health and environmental protection in all areas under their control. They have the authority to establish local EHS organizational structures and to allocate responsibilities and resources as required to support the local organization. The individuals responsible for EHS at each site are clearly identified. Site management has the authority to introduce local standards and guidelines to ensure compliance with local laws and regulations.

Every SHL employee is required to take reasonable care in the workplace for their own health and safety, and for that of others. Employees are encouraged to report near misses and hazardous conditions to supervisors or local EHS. In addition, an EHS reporting system is available to employees through multiple platforms, including on the intranet. A QR code system was created to facilitate employees reporting.

Our occupational health programs are based on health surveillance, hazard identification, risk assessment and workplace controls. Employees are supported by external or internal medical service depending on the location. In addition, employees have access to a series of other wellbeing programs such as massages. Additional practices as rotation of post are applied in manufacturing. All office areas are provided with ergonomic office furniture and IT materials in order to limits ergonomic risk.

In 2022, our sites in Taiwan obtained a health and safety management system certification according to ISO 45001:2018. Maintaining the ISO 45001:2018 demonstrates our clear commitment to continuously improving our health and safety standards and our employees' health and safety.



### **Worker participation, consultation, and communication**

All SHL Medical sites have an EHS Committee. Convened regularly, it governs and provides a forum for exchange on EHS topics relevant to the site. The committee meets at least once a quarter and should be made up of the site head as the chair, the EHS manager as the secretary and members composed of other relevant site functions such as the production manager, engineering manager and other employee representatives that are either appointed or elected, depending on local law.

We engage our employees through awareness campaigns and specific training programs and look to ingrain these reflexes into our very culture. Overall, our programs help embed a culture of health and safety at work and at home, and include workshops, awareness campaigns and engagement events.

Our promotion of worker health and wellbeing is built on the basis of physical and mental wellbeing. Programs offered vary by location, but include, for instance, organization of events e.g. running initiatives in many of our sites as well as activities such as yoga classes. At some sites, we also offer the seasonal flu vaccine to active employees, gym classes or balanced meals and snacks.

At SHL Medical, we support our employees in looking after their mental health through an employee assistance program that can – depending on the respective SHL Medical site – be reached online or via telephone. We have introduced a confidential tool to support the mental, physical, social and financial wellbeing of our employees. It offers support on a variety of topics such as personal wellbeing, mental health, relationships, family matters and workplace challenges.

### **Our EHS performance**

We investigate each individual incident, take the appropriate countermeasures, and take appropriate learning to avoid such events from occurring in the future. We track and evaluate all major and minor accidents, incidents and near misses. EHS performance indicators are monitored monthly.

At global level we follow the recordable work-related injury rate, which are injuries that lead to lost time of eight or more hours per 1,000,000 hours worked (includes fatalities and high-consequence injuries as well as injuries of commuting incidents only where the transport has been organized by SHL). A lower rate means a decrease of recordable-work related injuries. In 2022, our recordable work-related injuries rate has reduced by -0.07 from 2.08 in 2021 to 2.01 in 2022. This reduction of actual cases relative to previous year's results from our success in embedding a positive and long-term culture of safety. Despite this indicator, manufacturing sites also monitor their site-specific indicators following their EHS management systems and in accordance to local requirements.

We focus our attention namely on leading indicators. Monitoring and setting targets for near misses reporting and safety training is of ultimate importance for us since it allows us to reinforce our safety culture and prevent occurrence of future accidents. Our manufacturing sites follow these aspects carefully. In our manufacturing site in Taiwan, we have set a targets safety training and we are proud to have achieved 132% of employees trained versus the objective of 1000 employees trained in 2022. In relation to near misses, we have overachieved the target of 300 near misses reported by 109%.

In terms of health management and promotion, we have carried out a variety of initiatives i.e. health checks (bone mass, cancer etc.), anti-smoking campaigns, actions for healthy workplace creation, health management tailored to female workers during and after pregnancy (breastfeeding room, health consultation, priority parking lot). Such measures allow us to improve the long-term health and wellbeing of all employees. We will be reinforcing our ergonomics risk assessment by carrying out an ergonomics assessment in 2023.



# Diversity, equity and inclusion at SHL Medical

By enabling a culture of diversity and inclusivity and providing equal opportunities for all employees, we strive to create a positive and productive work environment where everyone feels valued and supported. As for us, diversity includes not only race, gender, age, ethnicity, sexual orientation, and background but also the acceptance of different opinion, thoughts and ideas we promote open communication, collaboration, and mutual respect. This commitment to diversity, equity, and inclusion (DE&I) is reflected by employing people from 57 nationalities and across all age groups, and throughout various activities and memberships.

As one step towards a more inclusive and diverse organization we have joined Advance, the leading business association for gender equality in Switzerland, a network of close to 140 Swiss-based companies committed to increasing the share of women in management.

We are convinced that a gender equal workplace is a win-win for men, women, business and society at large. In 2022, we have enrolled in Advance's cross-company mentoring program and supported the participations of high-potential female mentees and senior executive mentors from SHL Medical. Further supporting our DE&I strategy and articulating our commitment to diversity, equity, and inclusion throughout the organization, we have also hosted SHL Medical's first Women in Leadership Breakfast with a lineup of empowering female senior leaders.



At SHL Medical, we continuously strive to make the workplace better. Regular employee feedback is one way in which we do this. Employee feedback is crucial for us as an organization that seeks to improve its operations and achieve its goals. It provides an opportunity for SHL Medical as employers to gain valuable insights into what employees think about various aspects of the workplace, including the work environment, policies, procedures, and management style. In late 2021, we have launched Peakon Employee Voice, a fully integrated intelligent listening platform that captures employee feedback based on psychologically proven drivers of engagement. In 2022, we have deployed the system which has helped us with collecting employee feedback. The input provided has been used to take concrete steps to fully leverage the opportunities that employees present to the organization, address specific concerns and make everyone's work experience at SHL Medical rewarding.



# Community engagement: A better future and respect for all

Responding to the needs within communities where we operate and using our business expertise as a force for good allows us to improve the lives of dozens of people. As a corporate citizen, SHL Medical recognizes its responsibility towards society. As such, the company has implemented local community initiatives that focus on making a positive impact in areas such as healthcare, education, and environmental sustainability. From supporting various social causes to sponsoring educational programs and implementing eco-friendly initiatives to reduce its environmental footprint, SHL Medical's global and local initiatives are diverse and impactful.

In the following sections, we will present some community initiatives in depth, for a complete overview of all initiatives and their associated SDGs, please refer to the table on page 25 of this report.

## Community initiatives at SHL Medical



Initiative	Location & Year	Summary	Contribution to SDGs
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<b>Christmas Gift Drive</b>	Global (all sites) / 2022 	With combined efforts on all sites, SHL Medical organized a Christmas Gift Drive donating in total more than 400 gifts across all four sites, reaching more than 380 children in need.	
<b>Blood donation</b>	Global (all sites) / 2022 	Throughout the year all SHL Medical sites organized blood donation events which were then consolidated into the Global Blood Donation initiative, joined by 210 colleagues across all four sites.	
<b>Science Train</b>	Taiwan / 2022 	SHL Medical sponsored one train carriage in the 2022 NSTC (Taiwan's National Science and Technology) Science Train program and partnered with the Tainan First Senior High presenting science experiment ideas related to autoinjector mechanisms. In total, 562 students boarded on the SHL train.	 
<b>Laptop donation</b>	Taiwan / 2022 	SHL Medical in Taiwan donated 20 laptops to two local Taoyuan schools that lack these digital resources due to their remote locations.	 
<b>Dog Sanctuary</b>	Taiwan / 2022 	At SHL Medical Taiwan more than 30 colleagues visited a dog shelter and helped clean the environment and spent quality time with the animals in the sanctuary.	
<b>Women in Leadership Breakfast</b>	Taiwan / 2022 	In the first Women in Leadership event, inviting inspiring female leaders in the Medtech industry shared their career and working experience with more than 250 participants joining physically and virtually.	
<b>Charity walk</b>	Taiwan / 2022 	More than 60 colleagues in Taiwan together with their families and friends colleagues joined a charity walk event hosted by the local government which promotes healthy lifestyle and builds the habits of exercising.	
<b>Winter Warm-Up Clothing Drive</b>	Taiwan / 2022 	In Taiwan, more than 30 colleagues donated their brand new or used clothes and goods to homeless shelters in Taoyuan.	
<b>Christmas day at Chensenmei foundation</b>	Taiwan / 2022 	35 colleagues acted as volunteers and accompanied 96 developmentally disabled residents in the organization before Christmas holiday.	
<b>Pride events</b>	Taiwan, Sweden / 2022 	To show commitment to the principle of Diversity, Equity and Inclusion (DE&I), SHL Medical Sweden and Taiwan participated in pride events.	 
<b>Cleaning initiatives</b>	Taiwan, Sweden / 2022 	In Taiwan, 100 colleagues joined a beach cleaning event whereas 15 colleagues cleaned the river area nearby our facility. In Sweden, around 14 colleagues joined the Pick up trash event.	  
<b>Food donations</b>	Taiwan, USA / 2022 	In Taiwan, 20 colleagues and packed a total number of 540 cartons of packages, filled with dried food. In the US, the team collected 256 lbs of canned and dry food making up for 213 meals.	  
<b>Swiss National Future Day</b>	Switzerland / 2022 	SHL Medical acted as one of the hosting companies for Swiss National Future Day and introduced nine schoolers to the company and to working in the Medtech industry.	 
<b>Partnering with Spowdi / Waterdrop Initiative</b>	Switzerland / 2022 	SHL Medical signed a grant agreement for US\$100,000 for the partnership with Spowdi, supporting their energy-efficient, solar-powered water distribution system. We further supported Spowdi's 'Water Drop Initiative' in a campaign donating an additional three irrigation systems.	    
<b>Donation to breast cancer foundation</b>	Sweden / 2022 	SHL Medical Sweden donated SEK 2700 (US\$260) to the Breast Cancer Foundation.	
<b>Habitat for Humanity</b>	USA / 2022 	15 colleagues from SHL Medical in the US supported Habitat for Humanity, helping people in need build or improve place they can call home.	
<b>Ukraine donation</b>	Switzerland / 2022 	SHL Medical donated CHF 150,000 (US\$167,353) to support people affected by the humanitarian crisis.	
<b>Charity Run / Convinistafetten</b>	Sweden / 2022 	SHL Medical Sweden donated SEK100 (US\$10) toward Doctors Without Borders for each colleague who joined the run, a total of SEK1,400 (US\$136) was raised.	 



### The Waterdrop Initiative

Within the framework of its ESG strategy, SHL Medical has pledged to support Spowdi Smart Farming and the ‘Water Drop Initiative’ (WDI), an effort to empower small-hold farmers and women micro-entrepreneurs in India, with a sustainable irrigation system based on solar energy. Small-hold farming contributes to one-third of global food production – in India, 85% of people who are engaged in agriculture are women, performing most of the farming jobs and backing up the food supply chain with their work.

Emphasizing the organization’s commitment and in line with the UN Sustainable Development Goals for reducing inequality and fostering economic growth, SHL Medical and Spowdi enable economic independence to women in rural areas.

Across India, 1.9 million women are members of SEWA, the “Self Employed Women’s Association”, the largest organization of informal workers in the world. To support these women, SHL Medical has made US\$100,000 worth of Spowdi irrigation pumps and training hours available to the SEWA grassroots members, also known as SEWA Sisters, providing them with the tools and knowledge for “Smart Farming”.

Additionally, SHL Medical launched a separate campaign at Pharmapack Europe in May 2022. In total, 300 supporters joined our campaign by visiting the website specially created for this purpose, leading to an additional three irrigation systems being donated by SHL. To learn more about the implementation of “Smart Farming” by the SEWA grassroots members, visit [Spowdi Stories India](#).



### Global Blood Donation

From July to November 2022, SHL Medical employees across all sites joined hands to participate in the company's first global Blood Donation Event. The event was aimed at supporting blood banks that were deeply affected by the COVID pandemic and to save lives by donating blood.

At SHL in Taiwan, Sweden, and the US, a blood donation bus was specially commissioned for this day, giving employees the opportunity to donate directly on site. At SHL in Switzerland, a group of voluntary donors traveled from the office to a nearby blood donation center to help patients in need of blood transfusions. In total, 210 donors participated in this global initiative.





### Christmas Gift Drive

SHL Medical's Christmas Drive is a prime example of our commitment towards our communities. As a global organization, we recognize the importance of giving back to the communities where we operate. In 2022 employees from all SHL sites had the opportunity to select a gift of their choice to donate to a local charity: Over 400 colleagues participated in the campaign and supported this meaningful way to spread kindness and generosity during the festive season, especially in the post-COVID era.

Each SHL site selected a local organization to collaborate with for the event. In the USA, the chosen charity was Place of Hope, in Sweden, Stockholms Stadsmission, in Switzerland it was Caritas Zurich, and in Taiwan, the Northern Region Children's Home and Chensenmei Social Welfare Foundation.

The initiative aligns with our sustainability goals, as it promotes social equity, community engagement, and environmental stewardship. By supporting local organizations, we are contributing to the economic development of the regions where we operate and fostering long-term partnerships with stakeholders. Furthermore, the Christmas Drive initiative showcases our employees' dedication to upholding our company's values, even during challenging times.

A hand is shown holding a glowing, multi-colored network sphere. The sphere is composed of numerous interconnected nodes and lines, creating a complex, web-like structure. The nodes are small circles in various colors (blue, yellow, pink, white), and the lines are thin, multi-colored strands. The background is a dark blue gradient. The text "Building trust through accountability and responsibility" is overlaid on the lower half of the image in a white, sans-serif font. A white curved shape is visible in the bottom right corner.

Building trust through  
accountability and  
responsibility

# Integrating sustainability into our operations

## Responsible governance

SHL Medical operates in a highly regulated industry – good governance is necessary to ensure compliance with applicable laws, regulations, and industry standards. It helps us identify, assess, and manage risks effectively. It enhances the organization's reputation, ensures accountability, and builds trust among stakeholders, including customers, investors, employees, and regulators.

Responsible governance and ethical behavior are essential for SHL Medical's long-term sustainability, ensuring that the organization operates in a responsible and ethical manner, and that its operations are aligned with our company values, regulations and international guidelines. We have integrated these requirements into our sustainability strategy, our policies and our guidelines which comprises the UN Global Compact principles and our Environment, Health and Safety Policy.

We believe that sustainability is a fundamental component at all levels of the organization. To this end, we have structured our organization to ensure that ESG (Environmental, Social, and Governance) standards are embedded throughout all regions and divisions of our company. We are committed to integrating sustainable practices into our client-based solutions, as well as our own operations. To ensure the success of our sustainability initiatives, the Head of Sustainability, reporting directly to the CEO, is responsible for developing our sustainability strategy and overseeing its implementation across all divisions. In addition, we have set a Board member responsible for sustainability. The sustainability strategy and progress is discussed in every Executive Board meeting.

Our employees are fundamental to our current and future business success. We adhere to shared values and prioritize the long-term interests of SHL Medical, while upholding sustainable principles. Our collaborative approach is distinguished by our core values Focus on Customer, Operate with Ethics and Integrity, Drive Simplicity, Learn and Improve, and Deliver Together.

## Words from the Founder

From the very beginning of our ventures, our purpose has been to enable patients' independence by allowing them to receive treatment at home and help them save time and effort that would otherwise be spent traveling to the hospital. In places with a significant senior population, our solutions help to ensure that this demographic receives the treatment they need. Our products make a real difference to people's lives all over the world, and we value the people who make this possible.



Within our organization, we believe in creating a culture where everyone feels engaged, safe, and empowered. We know that this is a journey that takes time and many small steps – over the past three decades we have paved the way and built a solid foundation and we have set an example for many other companies; especially in Taiwan. As a responsible business, we have always recognized the importance of reducing our environmental footprint, promoting innovation, supporting community causes.

**Roger Samuelsson**

Founder of SHL Medical

# Business principles and ethics

## Protecting human rights

At our company, we believe that human rights are inherent to every individual, regardless of their race, sex, nationality, ethnicity, language, religion, or any other status. We are committed to upholding and promoting these rights as they are fundamental to the way we conduct our business and live out our company purpose.

To be a responsible corporate citizen, we have made a commitment to respect human rights, act with due diligence to avoid causing or contributing to human rights abuses and prevent and address any such abuses that are linked to our operations, products or services worldwide. These efforts enable us to fulfill our commitments under the United Nations Global Compact's Ten Principles that we adhere to.

Our Human Rights and Responsible Sourcing Policies are outlined in our Code of Conduct, which guides our actions in these areas. However, we recognize that addressing human rights is not a task we can accomplish alone. We collaborate with all relevant stakeholders and focus particularly on our suppliers. We help them adhere to our principles through our Code of Conduct while also adhering to the code of conduct requested by our customers.

By working with stakeholders and adhering to our policies, we are committed to advancing human rights and being a positive force for change in our industry and beyond.

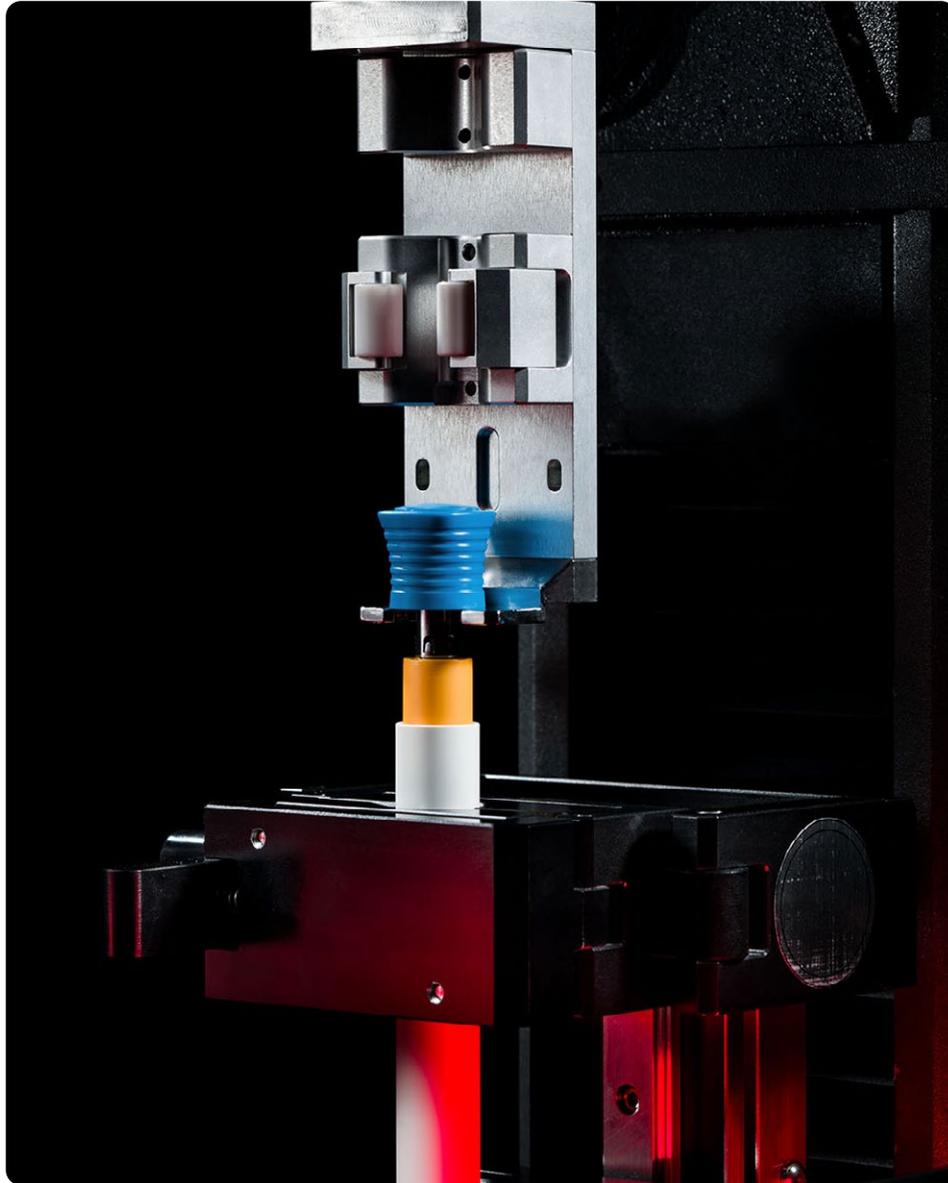


## A safe and inspiring workplace

SHL Medical is committed to protecting the health, safety, and wellbeing of its employees by providing a safe work environment that meets or exceeds applicable laws, industry standards, and best practices. SHL Medical works to ensure that activities and operations are conducted safely and that employees have the knowledge, training, and equipment appropriate to complete the work at hand. The safety and health of employees, communities adjacent to our operations, and the general public remain paramount.

SHL Medical seeks to create an open and inspiring workplace where all individuals feel valued, respected, and included to enable a high-performance culture. SHL Medical will not tolerate discrimination based on an individual's characteristics such as origin, nationality, religion, race, gender, gender identity and expression, sexual orientation, age, disability, physical or mental ability, religion, political affiliation, union membership, covered veteran status, or protected genetic information, but also dimensions such as thought styles, differences in experience, backgrounds, and education, nor tolerate any kind of verbal or physical harassment, abuse, bullying, or other inappropriate treatment and behavior based on any of the above.





### **Operating with ethics and integrity**

SHL Medical takes trade compliance seriously, particularly in commercial transactions that cross national borders, which expose the company to various compliance risks. To ensure that we comply with all applicable laws and regulations, we adhere to export controls, embargoes, trade sanctions, and customs measures governing cross-border trade of goods, services, and data.

In addition, we uphold the principles of fair competition and anti-trust laws, and we strictly prohibit any form of bribery, illegal inducement, extortion, embezzlement, corruption, and criminal conduct in the conduct of our business affairs. Finally, we prioritize transparency and ethical conduct, recognizing that conflicts of interest can undermine our stakeholders' interests.

We recognize that avoiding conflicts of interest is critical to ensuring that we act in the best interests of our stakeholders. Our policies and procedures require that our employees and board members disclose any potential conflicts of interest, and we take appropriate steps to manage or mitigate such conflicts. We aim to maintain transparency in our decision-making processes and ensure that any conflicts of interest are handled in a fair and responsible manner.

### **Product quality, responsibility and sustainability**

SHL Medical places great emphasis on product quality, responsibility, and sustainability. To this end, we maintain a Quality Management System certification according to ISO 13485 Medical Devices - Quality management systems - Requirements for regulatory purposes. This certification ensures that our products meet the highest quality standards, and that we have processes and procedures in place to ensure product safety and effectiveness. We also comply with relevant regulatory and quality directives, regulations, standards, and guidance, as appropriate and required, to ensure that our products meet all necessary legal and regulatory requirements. Additionally, we are committed to sustainability and responsible manufacturing practices, and we continually strive to reduce our environmental impact by using sustainable materials and processes, as well as ethical and responsible sourcing.

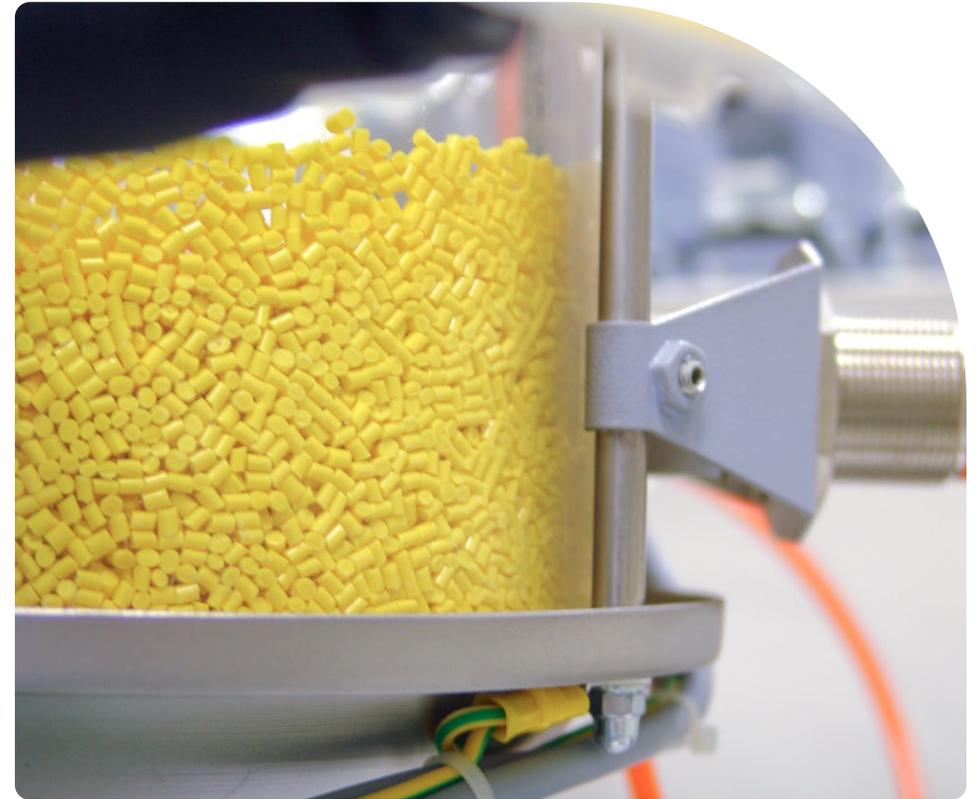
### Sustainable supplier management

At SHL Medical, we believe in aligning with suppliers who share our values and adhere to the same ethical, labor, safety, and environmental standards that we set for ourselves. We strive to identify and collaborate with suppliers who help us drive positive environmental impact and enable us to enhance the lives of patients through the products and services they provide us. We prioritize suppliers that demonstrate responsible practices to ensure that our sourcing practices align with our long-term goals.

In addition to our efforts to select suppliers, we conduct gap analyses and map out customer expectations to further refine our approach. Our aim is to go above and beyond our customers' expectations and continuously improve our practices to exceed industry standards. We are committed to developing mutually beneficial partnerships with our suppliers and customers to drive positive social and environmental impact.

As a member of MedPharmPlast Europe (MPPE), SHL Medical aligns with the collective interests of companies operating within the supply chain of plastic medical devices and pharmaceutical packaging in Europe. MPPE serves as a representative body for these industries and engages with European institutions to promote the implementation of effective regulations that balance industry needs with patient safety requirements.

In the modern business landscape, sustainability considerations are a crucial factor in purchasing decisions. Moreover, consumers today are more inclined to choose products and services from companies with a strong reputation for sustainability. SHL Medical has been recognized for its sustainability efforts by EcoVadis, the world's most trusted rating agency for business sustainability. Our commitment to sustainability has earned us the Bronze Medal for Sustainability in 2022, highlighting our ongoing efforts to minimize our environmental impact and maximize our positive contributions to society.



### Responsible sourcing

Minerals can be extracted, traded, handled, and exported from conflict-affected and high-risk areas (CAHRAs) and could originate from mines or smelters controlled by armed militia contributing to human rights violations. These are the so-called 'conflict minerals' such as tin, tungsten, tantalum and gold, also referred to as 3TG. Respect for human rights is a core principle of how we conduct business, therefore, we are vigilant to all sources of minerals we purchase for operations and our products. We request information from our suppliers, and we support our customer to drive the same transparency by reporting annually their conflict of minerals inquiries.

# Risk management at the core of our governance

SHL Medical gives consideration to strategic and operational risks, including specific ESG risks like sourcing, and more general reputational and perception risks associated with sustainability. These risks are reviewed annually by the Board and reflected in our priorities. We seek to eliminate or mitigate identified risks in partnership with stakeholders through the application of responsible business practices.

Risk management, business continuity, and crisis management are closely related and work together to ensure that as an organization we are prepared for unexpected events and can continue to function effectively in the face of adversity.

SHL Medical places a high priority on effective risk management, including enterprise risk management (ERM), business continuity management (BCM), and crisis management. These processes are critical to ensure our long-term viability by addressing and managing diverse risks and events that may arise from our business activities or external circumstances beyond our control, such as natural disasters or cyber-attacks. With a well-developed ERM, BCM, and crisis management plan in place, we can effectively mitigate the impact of these events and continue to operate sustainably.

As a certified ISO 31000 company, SHL Medical maintains an established risk portfolio based on risk drivers that is continuously updated and re-evaluated

to optimize our ERM. Our Risk Heat Map, which is based on main risk drivers, is closely reviewed, and we conduct a detailed analysis of our top enterprise risks to inform our yearly Risk Report.

Business continuity risk is among the key categories of risk that we consider in our ERM process. Disruptions to business continuity can be caused by a wide range of factors, including security incidents, fires, earthquakes, floods, supplier disruptions, pandemics, or terrorism. To ensure that critical business functions can continue in the event of a disruption, we have implemented a comprehensive business continuity management program. This includes the establishment of a BCM Team, a BCM policy, business continuity implementation procedures for different departments, and the business continuity management manual.

At our site in Taiwan, our BCM program has received official ISO 22301 certification, and our BCM team conducts regular trainings to ensure readiness and preparedness. All relevant documentation regarding business continuity management is made available to employees on the intranet.

With crisis management we have developed a system that enables dedicated teams to respond to critical situations that might endanger the company's operations or reputation. At SHL Medical issues and local crisis events are handled by the site crisis management teams (SCMT).

A global crisis event is an acute situation, with ongoing consequences, which affects multiple sites and/or the global brand reputation. Global crisis events are always managed by the global crisis management team (GCMT). Both crisis management teams consist of a permanent core team and an extended team of subject matter experts. While the core teams are responsible for managing a crisis event to its resolution, the extended teams consist of inhouse and external experts who will be activated as needed relevant to the situation. They provide guidance relating to their specialist area.

Through annual emergency response training sessions both on global and on site level, we regularly update our crisis response documents and maintain and expand the crisis management team's facilities and equipment. All relevant documentation regarding crisis management is made available to employees on SHL Medical's crisis management intranet portal.





# Appendix

# Forward-looking statements

This sustainability report may contain forward-looking statements that reflect our current expectations or forecasts of future events. Forward-looking statements typically are identified by words or phrases such as “anticipate”, “assume”, “believe”, “continue”, “estimate”, “expect”, “foresee”, “intend”, “may increase” and “may fluctuate” and similar expressions or by future or conditional verbs such as “will”, “should”, “would” and “could”. These statements may relate to our plans, objectives, goals, strategies, future revenues, or performance, and involve known and unknown risks, uncertainties, and other factors

that may cause our actual results, performance, or achievements to be materially different from any future results, performance, or achievements expressed or implied by these forward-looking statements.

Factors that may cause our actual results to differ materially from our forward-looking statements include, but are not limited to, changes in government regulations or policies, global economic conditions, market demand, competition, technological advances, environmental risks, and other risks and uncertainties.

These factors are not exhaustive. The company operates in a continually changing environment and new risks emerge continually. Readers are cautioned not to place undue reliance on forward-looking statements. SHL Medical undertakes no obligation to update or revise any forward-looking statements, whether as a result of new information, future events, or otherwise. The inclusion of forward-looking statements in this sustainability report should not be considered a representation that any of our plans or objectives will be achieved.



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