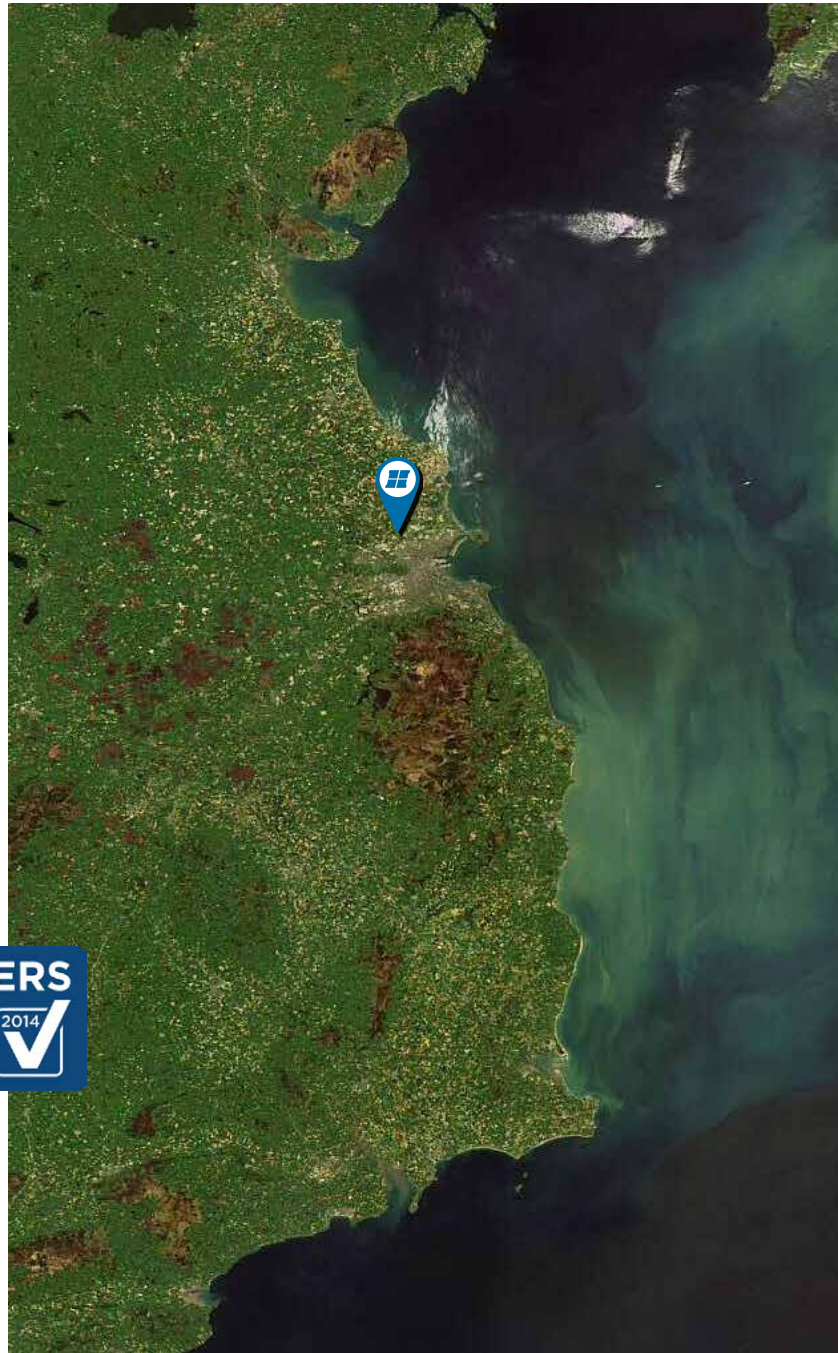


**HELINN BIREX PHARMACEUTICALS LTD**

# **SUSTAINABILITY REPORT 2013**

In accordance with GRI Guidelines

G4 Core Option



**MATERIALITY MATTERS**



**Global Reporting Initiative™**

AT THE TIME OF PUBLICATION THE G4-17 TO G4-27 DISCLOSURES WERE CORRECTLY LOCATED IN THIS G4 CONTENT INDEX AND FINAL REPORT.



**2014** ✓

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## INTRODUCTION

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This document is the first sustainability performance report produced by Helsinn Birex Pharmaceuticals Ltd. and it follows a similar report produced in 2012 by Helsinn Advanced Synthesis, our sister company located in Switzerland. Both reports underline the Helsinn Group's continuing commitment to global sustainability and corporate ethics. In excess of 95% of the largest companies in the World report on their environmental, economic, societal, and governance impacts. The Global Reporting Initiative, or GRI, is the most widely used standard and has been adopted by over 4,000 organisations (including over 75% of the largest companies) in at least 60 countries. This report closely follows the GRI G4 guidelines and report the company's financial, environmental and social impacts to core level. It includes 34 general standard disclosures directly relating to the organisation, and 50 specific disclosures about every aspect of the organisation that significantly impacts, or is material to, our stakeholders. In fact 35 specific disclosures are reported in excess of core standard (see Index on pages 39 to 43 for more details). Helsinn Birex's position and management approach to sustainability and environmental issues are offered in this report. These include: governance and ethics, energy and water, waste management, packaging management, ethnic, age, and gender diversity, supply chain management, recognising excellence, and community engagement. A GRI 'in accordance with' G4 statement and index are included. As reflected by this report, Helsinn Birex is committed to transparency in our operations, effective stakeholder engagement, and objectively gauging our progress in terms of sustainability.



## A STATEMENT FROM HBP SITE MANAGEMENT

G4-1

Helsinn Birex Pharmaceuticals Ltd. has been a part of the privately owned Helsinn Group since 1990 and today manages the supply of finished products to Helsinn's licensing partners worldwide. Since its beginnings in the 1970s, Helsinn, through successful management of its operations, continues to produce clinically relevant products, and has become an effective market leader, utilising sustainable business partnerships while also aiming to minimise any risks to the health and wellbeing of its staff and any adverse impacts to the local and global environment.

This ethos has enabled us to succeed in our aims while also respecting our natural environment and our social responsibilities, thus consolidating Helsinn's positive contribution to the global community with products which improve patient quality of life and reduce the suffering caused by illnesses such as cancer. Helsinn Birex shares this vision for sustainable management of its activities in Ireland which are core to Helsinn's business model.

The Irish operation has grown its breath of activities, beginning with solid dose manufacturing in the early 1990s, to becoming the centre for oral dose development and manufacturing, production of topical products, packaging, as well as managing a network of external manufacturing sites to provide reliable and efficient products and services to Helsinn's licensees.

During this period our workforce has grown from about 45 to over 150 in 2013, representing a diverse well qualified team of professionals. We place a huge emphasis on managing the well-being and upskilling of all who work in the company, allowing us to deliver the ambitious goals which we constantly aim for, within an ethically compliant framework.

Consistently our commitment to health and safety has been recognised through awards from the National Industrial Safety Organisation in Ireland since 1998. We have also reported, for the past number of years, various aspects of our sustainability performance under the global Responsible Care program which examines, for example, Energy management, EHS performance and Supply Chain management, and also promotes continuous improvement in these areas as well as transparent reporting.

Our company also actively engages with similarly minded business partners who are striving to work in sustainable ways, and through our collaborations with educational institutes we are looking to future talent for our industry and providing valuable work experience, as well as research opportunities.

In preparing this report, Helsinn Birex is using the Global Reporting Initiative (GRI) guidelines and formats as a tool to systematically review its operations, this assists in the identification of future priorities and formally recognises the determination of the company, to follow the principles of sustainable development in managing its activities.

Padraig Somers  
*General Manager HBP*

Riccardo Braglia  
*Helsinn Group CEO and HBP Board Member*



## ORGANISATIONAL PROFILE

G4-3, G4-5, G4-6, G4-8

Helsinn Birex Pharmaceuticals Ltd. (HBP) is an Irish, privately owned limited company, fully owned and controlled by Helsinn Holding SA, a Swiss, family-owned pharmaceutical group with headquarters in Lugano, Switzerland. HBP is located in Mulhuddart, Dublin, Ireland, and is a pharmaceutical manufacturing and research and development facility. HBP's activity is entirely dedicated to the pharmaceutical industry, manufacturing the highest quality products for both the Helsinn Group and for third-parties on a global scale. As an international organisation the Helsinn Group have a direct presence in Switzerland, Ireland, the USA and China, however the focus of this report is solely the relevant material sustainability impacts caused by the HBP facility in Dublin.

Helsinn's business model is focused on the licensing of pharmaceuticals, medical devices and nutritional supplement products in niche therapeutic areas and Helsinn is a market leader in cancer supportive care.

The Group in-licenses early-to-late stage new chemical entities, we complete their development through the performance of pre-clinical/clinical studies and also Chemistry, Manufacturing, and Control (CMC) development. We then file and attain market approvals worldwide. Helsinn's products are out-licensed to its network of local marketing and commercial partners, selected for their in-depth market knowledge and technical expertise. Helsinn assists and supports its partners by providing a full range of product and scientific management services, including commercial, regulatory, and medical marketing advice.

Helsinn's active pharmaceutical ingredients and finished products are manufactured according to the highest quality, safety, and environmental standards at Helsinn's GMP facilities in Switzerland and Ireland and supplied worldwide to its customers. Further information on the Helsinn Group is available at [www.helsinn.com](http://www.helsinn.com).

In 1976, Dr. Gabriele Braglia's newly founded venture consisted of just half a floor in an office space in Chiasso, Switzerland and employing just three people. Today, in addition to our Lugano headquarters, at the centre of Europe, Helsinn has a state-of-the-art chemical development and manufacturing facility in Biasca, Switzerland, a world-class pharmaceutical development and production plant in Dublin, Ireland, a sales & marketing subsidiary in the United States and an expanding presence in China.

Despite our global footprint, at our heart we remain an independent, privately-held organisation, faithful to our original principles of respect, integrity, and quality. By putting cancer supportive care at the heart of what we do, and forming lasting alliances with worldwide partners who share our vision, we are developing, manufacturing, and supplying a range of effective pharmaceuticals that are helping people affected by cancer in over 90 countries.



## Helsinn's Business



**Helsinn Group's US operations:**  
Helsinn Therapeutics US Inc.,  
Bridgewater, NJ, USA

**Helsinn Group's development, manufacturing and supply chain platform for finished drug products:**  
Helsinn Birex Pharmaceuticals Ltd.,  
Dublin, Ireland

**Helsinn Group's Global Headquarters**  
Helsinn Healthcare SA,  
Lugano, Switzerland

**Helsinn Group's development & manufacturing facility for Active Pharmaceutical Ingredients:**  
Helsinn Advanced Synthesis SA,  
Biasca, Switzerland

**Helsinn's representative office:** Beijing, China



6

## Helsinn's Partners Worldwide



Helsinn's distributors worldwide

69

Helsinn's commercial presence in countries worldwide

90

- Aché
- Alliance Pharma
- Angelini
- Aspen Pharma Pty
- Atco Lab.
- Azevedos
- Biotoscana
- Boehringer Ingelheim
- Bonifar D.O.O.
- Chengda Pharmaceutical
- Chugai Pharma Marketing
- CJ Healthcare Corporation
- CSC

- Dara Biosciences
- Eisai
- Especificos Stendhal
- Eurofarma
- Fannin Ltd.
- Fidia
- Galenica
- Gen İlaç
- Grünenthal
- GSK
- Harvester Trading Company
- Hemas
- Holling Bio Pharma

- Indochina Healthcare
- Italfarmaco
- JW Pharmaceuticals
- Kampar
- Lab. Ergo-Maroc
- Lab. Rubio
- Lab. Silesia
- Lee's Pharma
- Mantecorp
- Merck & Co.
- Mundipharma
- Naturalia
- Norgine

- Novamed
- Noventure
- Nycomed
- Onko Koçsel İlaç
- Ono Pharmaceutical
- Pfizer
- Pharnasolutions
- Pharnaswiss/Valeant
- Pierre Fabre/Robapharm
- P.T. Kalbe Farma
- Quality Pharma Eirl
- Rafa Laboratories
- Restore Medica

- Riemsar Arzneimittel AG
- Riso Pharma Tech
- Roche
- Sobi
- Specialised Therapeutics
- Stada Arzneimittel
- Sulkaj
- Taiho
- Taiwan Major Chem. & Co.
- Thome Research
- Tramedico
- Treasure Mountain
- UCB Pharma

- Vifor Pharma
- Vifranco Pharma Co.
- Widepharma



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Helsinn's active pharmaceutical ingredients and finished products are developed, licenced and manufactured at facilities in Switzerland and Ireland. Finished products are subsequently out-licensed to its network of local marketing and commercial partners worldwide.



## MILESTONES

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<b>1981</b>	BIREX FOUNDED AND ACQUIRED BY HELSINN IN 1990
<b>1997</b>	RELOCATED TO A NEW GREENFIELD 6,000 SQ.M. FACILITY IN DAMASTOWN
<b>2001</b>	EXPANSION TO PRODUCE TOPICAL GEL PRODUCTION
<b>2003</b>	COMMENCED COMMERCIAL SECONDARY PACKAGING OF PALONOSETRON
<b>2007</b>	EXPANDED BY AN ADDITIONAL 2,000 m <sup>2</sup> INCLUDING A SECOND VIAL PACKAGING LINE AND PRIMARY AND SECONDARY PACKAGING OF CLINICAL MATERIALS (CTM)
<b>2010</b>	OPENING OF NEW OSD CENTRE AND STABILITY CENTRE
<b>2013</b>	TOTAL SITE EMPLOYEES CIRCA 180





## GOVERNANCE

G4-7, G4-9, G4-13, G4-34

HBP is a private limited company which is a 100% owned subsidiary of Helsinn Holding SA, a Swiss based private company wholly owned by the Braglia family with headquarters in Lugano, Switzerland. HBP's Board of Directors is composed of Riccardo Braglia, Luigi Caletti, and Declan Hayes and there have been no changes to the board during 2013.

Board meetings are held at least annually to review and approve the statutory accounts of the company, or more frequently as needed to discuss and ratify any material issues arising.

As of December 31<sup>st</sup> 2013, HBP in Dublin employed a total of 180 staff. The principal activity at HBP is the manufacture of pharmaceuticals, other operations at the site include Chemistry Manufacturing and Controls (CMC) development, stability testing of products, regulatory affairs and pharmacovigilance management for EU markets. For operational reasons net sales are not reported at individual company level, however revenue in 2013 by the Helsinn Group was 348 million USD.

In 2013 the Helsinn Group had 549 employees, 21.5% of whom are employed in research and development.

From the Group total, 309 employees are based in Switzerland. Approximately 28% of turnover (447 million USD) has been invested in research and development in the last 5 years.

There have been no changes to the company structure, or ownership in recent years. In 2012 the company commenced activity with a new CMO located in Japan for supply of an infusion bag product for the Japanese market.

Between 2009 and 2012 the company invested in the construction of a new plant for development and small scale manufacturing of new products for the Group and as a consequence an additional 25 positions have been created in technical roles.

## ETHICS AND INTEGRITY

G4-56

To achieve Helsinn's objectives, the highest professional standards are required in all our actions. A Code of Business Conduct and Ethics (the "Code"), adopted by the Helsinn Board of Directors, is a tangible demonstration of the level of professionalism that Helsinn intends to achieve in its activities and expects from all its directors, officers, employees, agents and contractors. As an organisation committed to ethical, social and environmental responsibility, Helsinn believes the principles set out in this Code must guide all activities involving Helsinn or anyone acting on behalf of or in concert with the company. The trust placed in Helsinn by patients, healthcare providers, governmental authorities and business partners around the globe, is essential to the success of Helsinn's business, as well as to the protection of the company's reputation and long-term value. To maintain this trust, and also the success of the Helsinn Group, adherence to the Code is crucial. Helsinn considers this Code essential for its directors, officers, employees, agents and contractors, and expects all those cooperating with, or acting on behalf of, Helsinn to uphold and comply with its principles and rules. Outlined below are the Code's key headings:





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*Helsinn promotes and endorses ethical, professional and socially responsible behaviour.*

The Code sets out the standards that Helsinn directors, officers, employees, agents and contractors must observe with regard to:

- Ethical behavior and compliance with law
- Professional and fair conduct of business
- Respect for people and for the environment
- Fair and respectful relations among employees
- Correct and appropriate consideration of the rights and interests of the stakeholders
- Fairness to Helsinn

### **Compliance with Legal Obligations**

Helsinn ethical standards are based on unreserved compliance, with all applicable legal standards.

Helsinn operates in a heavily regulated industry, and is subject to a broad range of legal requirements and restrictions, including those governing pharmaceutical products. An essential component of our ethical standards and this Code is to operate in compliance with both the letter and the spirit of applicable laws, rules, regulations, directives, and guidance issued or imposed by governmental authorities in each of the markets in which we operate.

### **Combating Corruption**

Helsinn adheres to all applicable laws, rules, regulations, directives, and guidance against corruption.

There is firm policy regarding combatting corruption which is clearly outlined in their Code of Business Conduct and Ethics which includes all directors, officers, employees, agents and contractors who are working on behalf of Helsinn Birex Pharmaceuticals Ltd.

### **Fair Dealing and Competition**

Helsinn adheres to the principles of fair competition and complies with all relevant laws and regulations, including anti-trust and competition laws. All directors, officers, employees, agents, contractors, and more generally those who contribute to the achievement of Helsinn's objectives, must rigorously comply with all applicable laws on cartels, monopolies and unfair competition, in all markets where Helsinn Birex Pharmaceuticals Ltd. operates.

When a question arise as to the appropriate path to compliance, all of the above mentioned are expected to consult with the Helsinn Legal Division for guidance.

### **Health, Safety, Environment**

Helsinn is committed to protecting the health and safety of its employees and personnel in the workplace, and to safeguarding the environment. Helsinn policies, programs and day-to-day activities incorporate and promote human resources values, and Helsinn is committed to protecting and improving the well-being, health and safety of its employees and those working with or on behalf of Helsinn.

### **Discrimination and Respect of Human Rights**

Helsinn values diversity and is committed to encouraging and protecting it in the workplace. Helsinn promotes a working environment of equal opportunity and with no discrimination. Beyond complying with applicable legal requirements, Helsinn respects human rights in all of its area of activity and does not tolerate any kind of discrimination or harassment related to race, national origin, gender, sexual orientation, religion, political affiliation or opinions, marital status, age, or against any minority or protected group.



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## **Conduct of Business and Relations with Third Parties, In Particular Commercial Partners, Healthcare Providers and Patients**

Helsinn promotes and rigorously complies with the principles of integrity, fairness and honesty in the conduct of its business and in its relations with third parties.

### **Cooperation with Commercial Partners**

Helsinn expects all of its business partners to fully comply with the principles of integrity, fairness and honesty in the conduct of business.

### **Conflict of Interest**

Helsinn is committed to identify, avoid and resolve any conflict of interest situation in its Organisation.

All, employees, contractors, agents and more generally all who contribute to the achievement of Helsinn's objectives must act in the best interests of Helsinn to avoid any situation of actual or perceived conflict.

### **Use and Protection of Company's Assets and Confidential Information - Insider Dealing**

In compliance with appropriate business practices, Helsinn undertakes to ensure that its assets, resources and confidential information are treated and used in a proper and safe manner, and that the confidentiality of Helsinn's and third parties' confidential information is protected. All staff has been trained on this and have a duty to protect the assets, resources, systems and infrastructure of Helsinn. All staff, contractors and agents with a knowledge of Helsinn Birex Pharmaceuticals Ltd. shall not disclose such information to others, or use it in any inappropriate way.

### **Implementation**

Strict guidelines have been laid out in relation to the implementation of the Code of Ethics.

Any violation of this Code may lead to disciplinary action or other measures, which may include reprimands, warnings, demotion or termination of employment. All staff has been trained on the code of Ethics and as such any violation or potential violation shall be investigated promptly, thoroughly, impartially and with appropriate action.

There is a disciplinary process in place should such actions be required.



## PRODUCTS AND SERVICES

G4-4

The table below shows the products manufactured at the Helsinn Birex Pharmaceutical Plant in Dublin.

<b>Product Name</b>	<b>Use</b>	<b>Form</b>
<b>ALOXI® ONICIT® PALOXI®</b>	Prevention of Chemotherapy-Induced Nausea and Vomiting (CINV) and Post-operative Nausea and Vomiting (PONV)	Glass vial for intravenous injection
<b>NETUPITANT - PALONOSETRON FIXED DOSE COMBINATION (since Oct 2014)</b>	Prevention of Chemotherapy-Induced Nausea and Vomiting (CINV) and Post-operative Nausea and Vomiting (PONV)	Capsule
<b>NIMESULIDE Aulin® Mesulid® Nimed® Nexen®</b>	Non-steroidal anti-inflammatory agent	Tablet & sachet
<b>OXAPROZIN Duraprox® Walix®</b>	Non-steroidal, anti-inflammatory drug of the propionic acid family which has demonstrated analgesic, anti-inflammatory, and antipyretic properties	Tablet
<b>KLEAN-PREP®</b>	Acts as a bowel cleansing agent for the preparation of the colon prior to diagnostic examinations such as colonoscopy and X-ray.	Sachet

The HBP facility also contain research and development laboratories where potential products undergo the rigours of development and testing.

Stability testing of commercial products is also carried out for the Helsinn Group and also for third-parties.



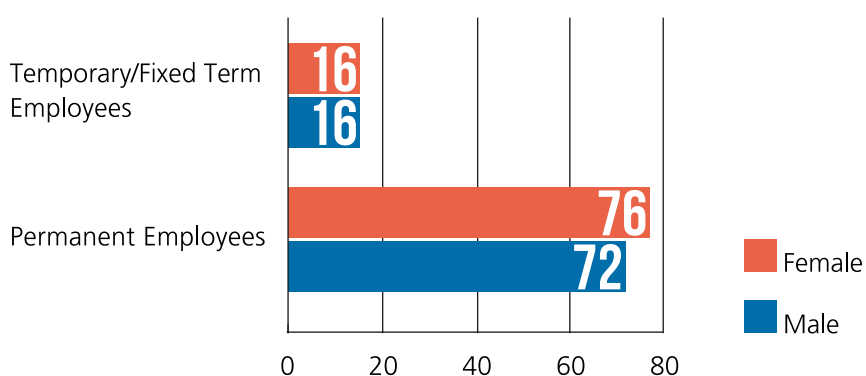
# EMPLOYEES

G4-10, G4-11

As of 31 December 2013, Helsinn Birex had 180 employees which comprised 148 permanent employees and 32 employees on either temporary, fixed term or specified purpose contracts of employment.

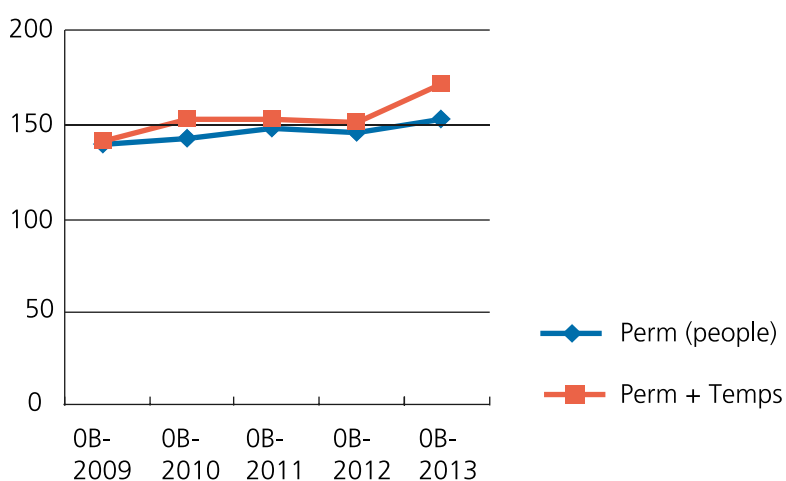
As illustrated in Figure G4-10A below, of the 148 permanent employees, 76 were female and 72 were male.

Of the temporary staff hired at this time 16 were male and 16 were female.



**Figure G4-10A Employees by Gender**

The permanent budgeted headcount had steadily risen to 154 from 139 in 2009. The budgeted temporary headcount average since 2009 was 13 people per annum. Figure G4-10B below shows the steady increase of employees since 2009. The employee numbers do not fluctuate due to seasonal variations.

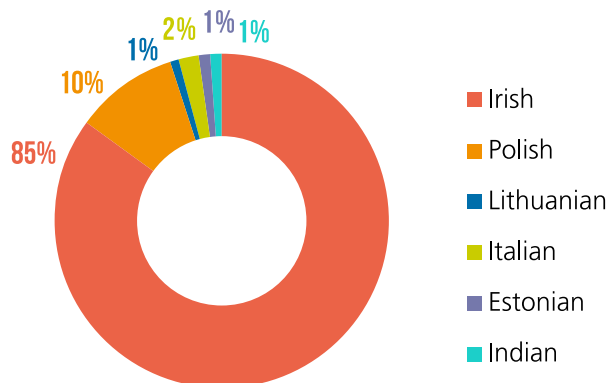


**Figure G4-10B Employee Totals 2009 to 2013**



At the end of December 2013, the staff of Helsinn Birex were represented by 6 nationalities; Irish, Polish, Italian, Lithuanian, Estonian and Indian, as shown in figure G4-10C below. The table on the left shows the breakdown of each nationality by gender.

	Male	Female
<b>Irish</b>	78	75
<b>Polish</b>	6	12
<b>Lithuanian</b>	1	2
<b>Italian</b>	2	2
<b>Estonian</b>	0	1
<b>Indian</b>	1	0



**Figure G4-10C Employee Nationalities**

Employees are individually contracted and the company operates a 1 to 1 performance based approach for all its staff. The company is a non-unionised company and no employees are covered by collective bargaining agreements.

## SUPPLY CHAIN

G4-12

HBP formulates finished dosage forms of pharmaceuticals which are ready to use by the patient. This typically involves the physical mixing of active ingredient (which provides the therapeutic effect) with excipients which may be solid, liquid or gel like, processing to a form such as a tablet, capsule, or injectable vial, and packaging together with relevant medical information to be distributed safely to the patient.

HBP purchases active ingredients primarily from its sister company Helsinn Advanced Synthesis in Switzerland, but also from European suppliers. Excipients and packaging materials are mostly purchased throughout Europe and where possible from Irish suppliers. Materials arrive by road and sea freight usually. In total the company purchases about 10 active ingredients, and 35 excipients. The company systematically assesses all suppliers according to a range of criteria including quality systems and environmental performance.

HBP also subcontracts the formulation of some products to about 10 Contract Manufacturing Organisations (CMO's) located in Europe, US and Japan, where it is necessary for reasons of technology, location or production scale.



## MEMBERSHIPS AND COMMITMENTS

G4-14, G4-15, G4-16

By its very nature, the business of researching and developing pharmaceutical products for human use demonstrates the workings of the precautionary principle. The Helsinn Group has always practiced the precautionary principle with regard to its products and operations. A thorough risk assessment process is always undertaken by the Helsinn Group when new products and operations are being developed. Helsinn always considers the potential impacts to stakeholders of actions undertaken by the company. Helsinn only proceeds when the risks are identified, assessed and deemed to be acceptable to us and our stakeholders. In addition HBP applies lean principles across its operations with the aim of avoiding and minimizing waste through Right First Time approaches and Continuous Improvement. All staff undergo basic training using the Continuous Improvement program prepared by the Irish Medical Devices Association with Irish government funding under the Skillnets initiative.

### COMMITMENTS TO EXTERNAL CHARTERS



Helsinn Birex is a member of the Responsible Care initiative. Responsible Care is a global, voluntary initiative developed autonomously by the chemical industry to encourage continuous improvement in health, safety and environmental (HSE) performance, together with open and transparent communication with

stakeholders. Responsible Care embraces the development and application of sustainable chemistry, assisting members to contribute to sustainable development. It runs in 52 countries whose combined chemical industries account for nearly 90% of global chemical production. The signatory chemical companies agree to commit themselves to improve their performances in the fields of environmental protection, occupational safety and health protection, plant safety, product stewardship and logistics, as well as to continuously improve dialog with their neighbours and the public, independent from statutory legal requirements.

Each year members of the initiative seek ways to improve their environmental and health and safety performance. Member companies report on their performance on a number of key environmental and health and safety indicators. The figures reported look at trends over a three-year period. The data submitted from each member for the annual Responsible Care report are analysed. Areas where improvement is required are identified and programmes are put in place to address member needs. In 2013 members of the Irish Responsible Care group met four times and an ongoing technical forum was established with the Irish Environmental Protection Agency to address specific technical issues. Highlights from the Responsible Care Report 2013 include: a decrease of 41% and 3% respectively in phosphate and nitrogen discharges to waters, a 6.5% reduction in hazardous waste, a 5.5% reduction in water consumption and a 6.6% reduction in energy consumption. All the reductions were achieved against a backdrop of a 10% increase in production. Increases in VOC's by 2.8% and in non-hazardous waste generation were also recorded across the sector. Health and Safety indicators within the report highlighted a 7% decrease in the lost time injury rate.



## MEMBERSHIPS OF INDUSTRY ASSOCIATIONS

Helsinn Birex Pharmaceuticals Ltd. and its employees, are members of the national and international industry organisations and associations listed in the table below. Employees are encouraged to become members of industry associations that are appropriate to their sector.

Name	Organisation	Country
PCI	Pharma Chemical Ireland	Ireland
IBEC	Irish Business and Employer's Confederation	Ireland
PDA	Parenteral Drug Association,	US
ISPE	International Society for Pharmaceutical Engineering	US
EI	Engineers Ireland	Ireland
CPFE	Consultancy Forum for Pharmaceutical Engineers,	UK
NISO	National Industrial Safety Organisation,	Ireland
SIBA	Swiss Irish Business Association	Ireland
DCC	Dublin Chamber of Commerce	Ireland

## STAKEHOLDER ENGAGEMENT AND MATERIALITY ANALYSIS

G4-17, G4-18, G4-19, G4-20, G4-21, G4-24, G4-25, G4-26, G4-27

### IDENTIFIED MATERIAL ASPECTS AND BOUNDARIES

This report applies to Helsinn Birex Pharmaceuticals Ltd. and its activities, and does not include other entities within the Helsinn Group. Helsinn is a private company and reports its financial performance on a consolidated Group basis. The following products are listed as entities in Helsinn's publicly available financial statements: Palonosetron, Nimesulide, Netupitant, Anamorelin, Chemical (for third parties), and Others.

### PROCESS FOR DEFINING REPORT CONTENT AND ASPECT BOUNDARIES

In defining and deciding the report content we have followed the materiality principles as set out in the G4-Sustainability Reporting Guidelines. This report covers all indicators to 'core' standards however additional aspects are addressed where possible. Sustainability topics that are material to our activities within our organisation and we perceive as critical by our stakeholders are reported. Other related issues are mentioned as required, but may not be covered in detail.

Key stakeholders were identified as a process of developing this report.

There are existing channels of dialogue between Helsinn Birex and all its key stakeholders, and for future sustainability reports this dialogue will be refined and expanded. No specific engagements with stakeholders were undertaken as part of this report preparation.





Category	Material Aspects	Are Aspects Material within Organisation?	Are Aspects Material outside Organisation?	
<b>Economic</b>	Economic Performance - Market Presence - Indirect Economic Impacts - Procurement Practices	Yes	Yes	
Environmental	Materials - Energy - Water - Biodiversity - Emissions - Effluents and Waste - Products and Services - Compliance - Transport - Overall - Supplier Environmental Assessment- Environmental Grievance Mechanisms	Yes	Yes	
<b>Social</b>	<b>Labour Practices</b>	Labour/Management Relations - Occupational Health and Safety - Training and Education Diversity and Equal Opportunity - Equal Remuneration for Women and Men - Supplier Assessment for Labour Practices - Labour Practices Grievance Mechanisms - Investment - Non-discrimination - Freedom of Association and Collective Bargaining	Yes	Yes
	Human Rights	Human Rights Training - Reported Incidents of Discrimination	Yes	Yes
	Society	Local community engagement	Yes	Yes
	Product Responsibility	Customer Health and Safety - Product and Service Labeling - Marketing Communications - Customer Privacy - Compliance	Yes	Yes

**Table G4-19 Identified Material Aspects and Boundaries**

The main stakeholders engaged by HBP include:

- Business partners to whom we provide products
- Our sister companies Helsinn Healthcare SA, Helsinn Advanced Synthesis, Helsinn Therapeutics US, Helsinn China.
- Our shareholders, the Braglia Family
- Our employees and their families
- Our suppliers of Goods, Services, Water and Energy
- Regulatory organisations and local agencies
- Trade and industry associations in which we are involved
- Educational institutions from whom we source employees and also undergraduate placements
- The wider community

## THE BASIS FOR IDENTIFICATION AND SELECTION OF STAKEHOLDERS

The list of stakeholders has been compiled on the basis of groups or entities with whom HBP has a specific relationship with. Each group or entity either affects or is affected by the actions of HBP. Engagement occurs as part of normal ongoing business as well as one-off events or occasions. Stakeholders with whom HBP does not engage directly have not been included in this report.



Stakeholder	Engagement	Frequency	Example (2013)
<b>Business Partners</b>	Regularly engaged during the normal course of business	On-going - Daily	EISAI (US), CSC Group (EU), TAIHO (Japan)
<b>Sister Companies in the Helsinn Group</b>	Regularly engaged during the normal course of business also regular visits between staff	On-going - Daily	Corporate Quality Group meeting
<b>Shareholders</b>	Regular Meeting	Regular	Meeting of HBP Board Of Directors 7 <sup>th</sup> May
<b>Employees and their Families</b>	Staff Information meetings Employee family day Staff Christmas party Staff children's Christmas party	2 Staff information meetings are held annually. Social days held annually.	Staff Information meetings, 16th May and 20th November Employee Family day, 7th September Staff Christmas party, 6th December Children's Christmas party, 14th December
<b>Suppliers Of Goods, Services, Water and Energy</b>	Key suppliers of materials or services would be met at Helsinn's Offices	Annually	Business terms discussed annually
<b>Regulatory Organisation's and Local Agencies</b>	Environmental monitoring by and reports to the Local Authority FDA, HPRA	Quarterly water monitoring Annual Environmental Reports	Audits – none were scheduled in 2013
<b>Trade and Industry Associations</b>	Relevant industry trade shows GM membership of IBEC National Council GM membership of Pharmaceutical Ireland Council GM membership of Pharmaceutical Technology Center steering committee	Annually Quarterly Quarterly  Quarterly	CPhI which is held in October each year
<b>Educational Institutions</b>		At least annually per institution	
Institute of Technology Tallaght	Sponsorship of the IT Tallaght Jacqui Bradley Memorial medal for best student		Award winner Joan Gibson
University College Dublin	UCD Engineering Graduates Association Medal for Chemical Engineering This medal is awarded to first - place students  Research projects		Gold medal recipient Ian Kenny  SVUH / UCD Newman Fellowship
Dublin City University DIT Kevin St IT Sligo	Intra student placements	3-6 month assignments	
The Wider Community	Contacts as part of ad-hoc fund-raising events	No formal arrangements	Event to mark World Cancer day in support of the ARC Cancer Center (February)  5 teams from HBP participated in the Grant Thornton 5k challenge run in aid of Pieta House (September)

**Table G4-26 Examples of Stakeholder Engagements**



## TOPICS AND CONCERNS THAT HAVE BEEN RAISED THROUGH STAKEHOLDER ENGAGEMENT

This report was instigated at the request of one of our key stakeholders, our shareholders. There are existing lines of communication between Helsinn Birex and all its key stakeholders, and although no specific engagements were made as a consequence of the report preparation, for future sustainability reports, the importance of various sustainability issues to our stakeholders will be reported.



**Figure G4-18 Materiality Matrix**

A visual representation of the significance of the identified economic, environmental, cross-category and social aspects, to our business and to our stakeholders are displayed above in figure G4-18. The identified aspects are placed with respect to their perceived importance for our stakeholders in tandem with their importance within the organisation also.



## REPORT PROFILE

G4-22, G4-23, G4-28, G4-29, G4-30, G4-31, G4-32, G4-33

This report is for the Calendar Year 2013, as this is the first report there are therefore no restatements or significant changes from previous reports. The reporting cycle has yet to be defined.

This report has been prepared in accordance with the 'Core' option as outlined in tables 3 and 4 in the GRI reporting guidelines. There are no sector specific requirements applicable to the business of HBP. This report has not been submitted for external assurance by an external body. This approach has been agreed with the Group Chief Executive Officer, Riccardo Braglia.

*All queries regarding this report should be forwarded to:*

Padraig Somers  
General Manager, Helsinn Birex Pharmaceuticals Ltd.  
Damastown, Mulhuddart, Dublin 15  
Padraig.somers@helsinn.com

## ECONOMIC PERFORMANCE

DMA

HBP manages the supply of finished products to partners worldwide which yields a significant revenue stream for the Group through commercialisation of the output of its development pipeline. Accordingly the effective performance of HBP is closely integrated with the business model of Helsinn to deliver the economic results required to sustain its business. Working in a knowledge-based industry requires that HBP must attract and retain an appropriately qualified team of people with the technical and managerial skills and experience needed to produce high quality products for global export which meet all relevant regulatory standards. HBP policy, which aligns with the Group approach, is to provide a package of benefits to all its staff which is competitive, in line with sector norms regarding remuneration, provides high-quality workplace facilities as well as excellent training and development opportunities, which supports a high standard of personal performance. The benefits package includes among other things a subsidised canteen for all staff, sick pay, paid holidays in excess of national minimum, the funding of a contributory defined contribution pension scheme which supports employee retirement planning, and also Permanent Health Insurance which supports the costs of a high standard of healthcare services if required.

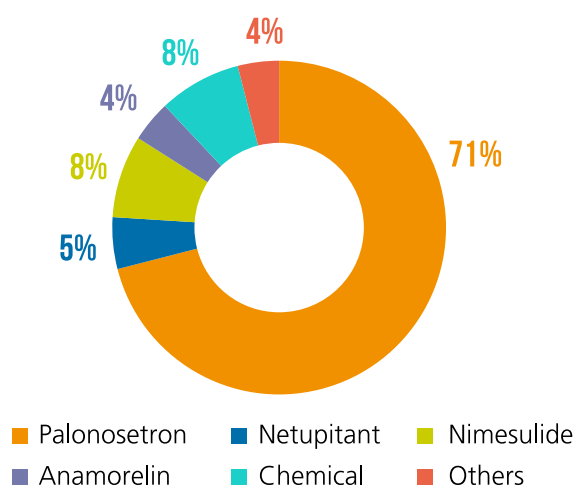
Helsinn is a privately owned company which is self-financing with no bank debt so financial budgeting and control is defined according to its internal Group procedures for all operating companies. Being located in Ireland, Helsinn contributes to the local economy through local employment and spending as well as payment of relevant social contributions and taxes to the state. Its spending on research and development activities in Ireland is eligible for tax credits as defined in national legislation.



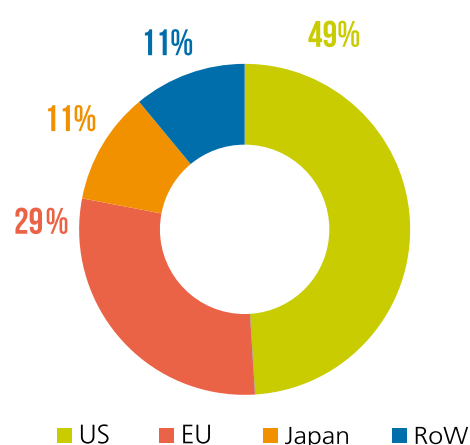
## ECONOMIC ASPECTS

G4-EC1, G4-EC3, G4-EC5, G4-EC6, G4-EC7, G4-EC9

For operational reasons net sales are not reported at individual company level, however revenue in 2013 by the Helsinn Group was 348 million USD. Total spending on Goods and Services in 2013 by HBP was approximately €33 million of which 42% was spend locally in the Irish economy, a similar percent in Europe and the balance globally. Total spend on employment costs in the period was approximately €10 million which includes salaries, training, social charges and pension benefits. Additionally the company paid a total of almost €6 million in corporation tax and local authority rates net of any research and development tax credits allowed.



**Figure G4-EC1a Sales by Product**



**Figure G4-EC1b Sales by Region**

All tax payers contribute to a national social welfare state pension scheme via automatic deductions under the Irish income tax system which assures a basic pension on retirement. As a means of supplementing the state pension the company offers employees the option to join a Defined Contribution Pension Scheme to which the company contributes 7% of costs and staff contribute a minimum of 4% of gross salary. All contributions in Ireland are deducted before tax is paid to incentivise participation. Staff automatically become a member unless they choose to opt out. In 2013, 56% of eligible staff chose to join the scheme. The entry level salary paid for permanent production positions in 2013 represented 130% of the national minimum wage in Ireland. The matter of gender is irrelevant in terms of salary.

All the senior management team, (employees above the level of department manager) have been locally hired in Ireland. As set out in our disclosure on labour practices and decent work, our employee recruitment and selection policy is in accordance with national legislation, is non-discriminatory and a balanced profile exists across all levels in the company with respect to gender and race.



## ENVIRONMENTAL PERFORMANCE

DMA

HBP ensures that the quality of raw-materials that are used in our products and packaging are of the highest possible standard. We also expect our suppliers to conform to a rigorous set of quality and environmental principles.

Their compliance to our code of conduct is mandatory and a deciding factor in their selection.

The raw materials that form the API's and excipients of our final products are generally produced from foodstuffs and are therefore renewable, the packaging of our products mostly consist of renewable cardboard and paper however some non-renewable material such as plastics and metals are also used. For our inner packaging we use only virgin materials.

Our quality assurance staff assess our suppliers and the raw materials delivered. Site audits of our suppliers are completed either by QA or hired consultants. Ongoing audits of our suppliers are carried out depending on criticality.

The pharmaceutical industry, when compared to other sectors is not a major contributor to global greenhouse gas emissions<sup>1</sup>. However, the HBP facility consumes energy that is used in production, heating and lighting and in using this energy we impact on the environment.

At HBP we seek to optimise our energy consumption and use our energy wisely. This not only reduces costs but also reduces our carbon footprint and acts positively on climate change. At HBP our energy consumption is closely monitored and efficiencies are continually sought. We report annually to the Sustainable Energy Authority Ireland (SEAI) and to the Responsible Care initiative.

HBP uses water for industrial processes, heating and cooling, and also for cleaning, sanitary use, and human consumption. All our water is sourced from the local authority supply and is metered. We understand that water is a precious resource and accordingly we take steps to promote sustainable water management and reduce our water usage where possible. Our industrial waste-water is discharged under license to the local sewer and treated by the local authority. Storm-water is discharged safely and un-contaminated to a local river.

To operate the heating and cooling systems within the facility we use boilers that run on natural gas.

Our policy at HBP is to closely monitor the efficiency of our boilers and to make adjustments when necessary.

This not only reduces fuel consumption, but also reduces CO<sup>2</sup> emissions. Both our direct and indirect GHG emissions are closely allied to our energy use.

The Waste Management Act (WMA), 1996 as amended and associated regulations create a "cradle to grave" responsibility for the management of waste. Our waste is fully separated into segregated waste-streams and we have assessed our waste disposal contractors in terms of their compliance within the Waste Management Act.

<sup>1</sup> [www.cdp.net/CDPResults/CDP-Global-500-Climate-Change-Report-2013.pdf](http://www.cdp.net/CDPResults/CDP-Global-500-Climate-Change-Report-2013.pdf) (p28)



## RECYCLING

G4-EN1

<b>Recyclable Materials</b>	585020
<b>Non-Recyclable Materials</b>	135599
<b>Ratio recyclables to non-recyclables</b>	4.5 : 1

**Table G4-EN1a Weight of Materials used by Type (Kg) 2013**

Table G4-EN1a above shows the breakdown in tonnes of recyclable materials and non-recyclable materials used by the company in 2013. Packaging materials for all of our products are purchased from leading companies who express commitment to sustainable practices. For example one of our main suppliers of outer packaging use recycled board and also wood-pulp sourced from sustainable forests, and issue reports using the Global Reporting Initiative framework. Two out of our other three suppliers address their commitment to sustainability through Corporate and Social Responsibility reports and the remaining supplier address the topic of sustainability in their technical literature.

<b>Wood (for pallets)</b>	35%
<b>Cardboard (Carton)</b>	20%
<b>Cardboard (Outer)</b>	16%
<b>Aluminium Foil</b>	9%
<b>Glass</b>	9%
<b>Paper</b>	6%
<b>Plastic (made up of PVC, PE, PP)</b>	5%

**Table G4-EN1b Materials used by percent of Total 2013**

Table G4-EN1b above shows the breakdown in percent of category of materials by the company in 2013.





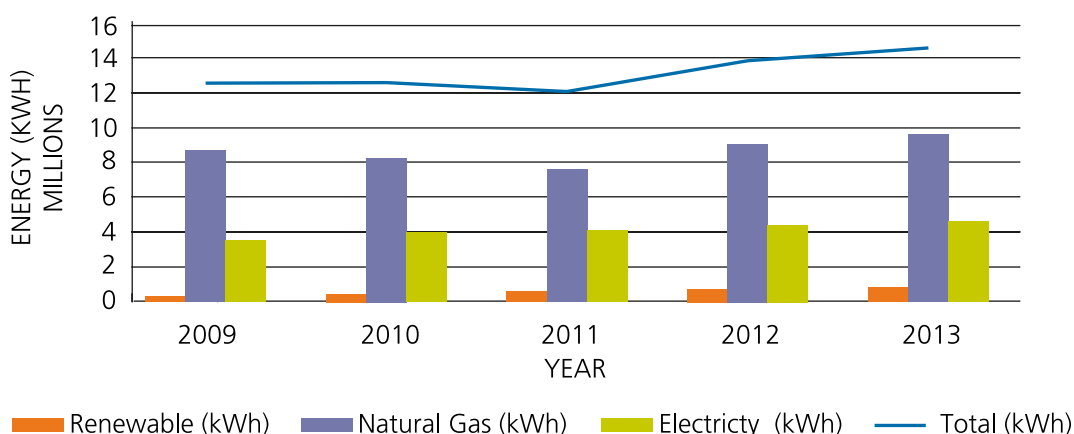
# ENERGY

G4-EN3, G4-EN5, G4-EN6

The total energy consumed within the Helsinn Birex facility in 2013 was 14,475,156 kWh. Out of this total, 9,763,195 kWh or 67.4% was consumed using natural gas, and 4,711,961 kWh or 32.6% was consumed using electricity from the national grid. Table EN3-1 shows the energy, in Kilowatt hours, consumed by the facility between 2009 and 2013 and Figure EN3A graphically displays the figures. At present 18% of Irish Grid Electricity is from renewable sources.

Year	Natural Gas (kWh)	Electricity (kWh)	Total (kWh)	Renewable (kWh)
2009	8,828,501	3,593,048	12,421,549	179,652
2010	8,405,849	4,056,655	12,462,504	486,799
2011	7,742,232	4,193,830	11,936,062	629,075
2012	9,217,790	4,506,649	13,724,439	766,130
2013	9,763,195	4,711,961	14,475,156	848,153

**Table G4-EN3 Total Energy Consumption (kWh)**



**Figure EN3A Total Energy Consumption (kWh)**

Helsinn Birex does not generate electricity nor does it produce heating, cooling or steam for sale. Cooling is by means of a chiller system. This accounts for approximately 30% of the total electrical usage or 4,342,547 kWh in 2013.

Our energy figures are sourced directly from our energy provider, however we also use our in-house metering system and monitoring software to verify our consumption rates.

Report Year - 2013			Base Year - 2009		
Energy Performance Indicator	Energy Intensity	Kg Finished Product	Energy Performance Indicator	Energy Intensity	Kg Finished Product
93.1	20.1	1,070,945	100	21.6	850,000

**Table G4-EN5 Energy Intensity**



The energy intensity ratio is calculated by dividing the total energy consumption (kWh) by the total kg finished product manufactured per year. HBP strives year on year to reduce our energy consumption, for example, a project to improve efficiencies in operating the Heating Ventilating and Chilling units (HVAC) was started in 2013. The electrical power consumed by the process HVAC units was reduced by 35% by operational changes, this resulted in an overall reduction of 6% (117923 kWh) in total power usage in 2013. Another efficiency project was also completed in 2013 which allowed the dust collecting system to run independently from the HVAC system. The dust collectors could be switched off outside normal working hours allowing an overall reduction of 35% (69523 kWh) in power usage in 2013.

## WATER

G4-EN8 G4-EN9, G4-EN10, G4-EN22

The water for the facility is sourced from a municipal supply, we do not abstract water from surface water or ground water sources. HBP uses water for industrial processes, heating and cooling, and also for cleaning, sanitary use, and human consumption. At present we do not collect or store rainwater. No water is received from any other organisation except an authorised water utility company, who meter the supply. The following table G4-EN8 indicates the water volume in m<sup>3</sup> supplied by the utility company between 2011 and 2013.

Year	Volume m <sup>3</sup>
2011	7200
2012	12500
2013	11800

**Table G4-EN8 - Total Volume of Water Supplied**

The ultimate source of water for the facility is from a reservoir on the river Liffey in Leixlip, Co Dublin. The Leixlip Water Treatment Plant is the second largest water treatment plant in the country and supplies approximately 30% of the Dublin Region's drinking water requirements, supplying North Dublin City and County as well as parts of South County Dublin and Kildare. Given the size of the reservoir compared to the relatively small volumes of water used by the facility, it is considered that the water source is not significantly affected by activities on site. Due to the nature of our operations no water is recycled or reused.

## WATER DISCHARGES

All foul water effluent, including process waste water, water from bin washing, water from other cleaning operations, and foul water from toilets and canteen facilities are discharged to the municipal foul sewer. This water receives eventual treatment at the Ringsend Sewage Treatment Plant. Process waste water is measured, sewage water is not. Process waste water is pH adjusted if required on-site before discharge to the municipal treatment line. Table G4-EN22 shows the total volumes of discharged process water in 2011, 2012 and 2013.



Year	Volume m <sup>3</sup>
2011	1658
2012	1558
2013	1598

**Table G4-EN22 Total Volume of Discharged Process Water**

All uncontaminated surface water runoff from roofs, hardstands, paths etc. drain to an oil interceptor and then to buffer tanks via a surface water sewage system. The oil interceptor removes oils and grease from the water and the buffer tanks allow large volumes of water to be stored on-site during storm events. This excess storm-water is discharged gradually to avoid 'flash flood' conditions. All surface water is discharged to the Tolka river to the South of the site. The company monitors groundwater on an annual basis and there was no evidence of any emissions during 2013.

## EMISSIONS

G4-EN15, G4-EN16, G4-EN20, G4-EN21

Direct Greenhouse Gas emissions from the Helsinn Birex facility are caused solely by the combustion of natural gas in 3 boilers on-site: 1000 kW, 1744 kW and 250 kW. Natural gas consists of a high percentage of methane (generally above 85%) and varying amounts of ethane, propane, butane, and inert gasses (typically nitrogen, carbon dioxide, and helium). The emissions from natural gas-fired boilers and furnaces include nitrogen oxides (NO<sub>x</sub>), carbon monoxide (CO), and carbon dioxide (CO<sub>2</sub>), methane (CH<sub>4</sub>), nitrous oxide (N<sub>2</sub>O), volatile organic compounds (VOCs), trace amounts of sulfur dioxide (SO<sub>2</sub>), and particulate matter (PM). CO<sub>2</sub>, CH<sub>4</sub>, and N<sub>2</sub>O emissions are all produced during natural gas combustion. In properly tuned boilers, nearly all of the fuel carbon (99.9%) in natural gas is converted to CO<sub>2</sub> during the combustion process. This conversion is relatively independent of boiler or combustor type. Even in boilers operating with poor combustion efficiency, the amount of CH<sub>4</sub>, CO, and VOC produced is insignificant compared to CO<sub>2</sub> levels. Greenhouse Gas Emissions are therefore reported as CO<sub>2</sub> and are calculated by multiplying gas kWh by 2.047 x 10<sup>-4</sup>. Table G4-EN15 shows the total calculated direct CO<sub>2</sub> emissions for the facility in 2011, 2012 and 2013. There are no biogenic CO<sub>2</sub> emissions from the facility.

Year	Tonnes CO <sub>2</sub>
2011	1592
2012	1887
2013	1999

**Table G4-EN15 Total Emission of Direct CO<sub>2</sub>**



Indirect GHG Emissions are calculated from our consumption of electricity. CO<sub>2</sub> is calculated by multiplying each kWh of electricity supplied from the national grid by 0.488. Table G4-EN16 shows the total calculated indirect CO<sub>2</sub> emissions in 2011, 2012 and 2013.

Year	Tonnes CO <sub>2</sub>
2011	2235
2012	2199
2013	2299

**Table G4-EN16 Total Emission of Indirect CO<sub>2</sub>**

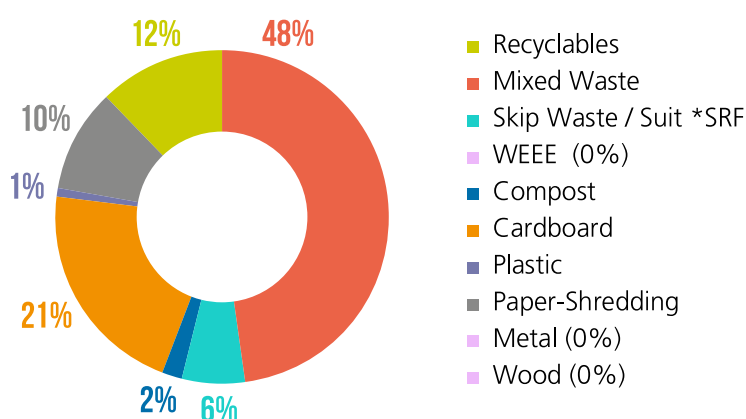
High indirect CO<sub>2</sub> emissions are outside of HBP's direct control, as the electricity production is sourced through the Irish Grid. No routine emissions of Ozone-Depleting Substances arise from our activities. The Helsinn Birex facility does not emit significant amounts of NO<sub>x</sub>, SO<sub>x</sub>, POP's, VOC's or HAP's. As the facility processes dry solids, particulate matter is generated. The production areas are equipped with specific and general ventilation systems that collect the particulate matter which is then removed by filters on the Air Handling Units. Data on the amount of particulate matter are not gathered.

## WASTE MANAGEMENT

G4-EN23, G4-EN24, G4-EN25, G4-EN26, G4-EN29, G4-EN31, G4-EN32, G4-EN34

	Recyclables	Mixed Waste	Skip Waste	WEEE*	Compost	Cardboard	Plastic	Paper	Metal	Wood	Total
<b>Total % for 2013</b>	20.83	82.80	9.95	0.15	3.65	36.36	1.50	16.36	0.00	0.00	171.60
	12%	48%	6%	0%	2%	21%	1%	10%	0%	0%	100%

**Table G4-EN23 Total Weight of Waste by Type in 2013 (Tonnes)**



**Figure EN23 Percent Waste Produced by Type - 2013**



\*Waste Electrical and Electronic Equipment (WEEE)

All dry non-putrescible skip waste is processed through a mechanical and manual process at our waste contractor's recycling centre. Here all material which can be recovered from the skips are recycled or recovered. The recovered fraction is diverted from landfill by shredding the material into a solid recovered fuel (SRF), which is used as a fuel in cement manufacturing. Only material which cannot be recycled or recovered is consigned for land filling. The average percentage going to landfill from this source from our waste contractor is 8.3% of the incoming skip material and this figure is beyond the control of HBP. The data in table G4-N23 above has been compiled by the waste disposal contractor.

No significant spills arose during the reporting period.

Table G4-EN25 below indicates the weight of hazardous wastes managed by HBP in 2013.

<b>Hazardous waste transported</b>	5159 kg
<b>Hazardous waste imported</b>	0 kg
<b>Hazardous waste exported</b>	755 kg
<b>Hazardous waste treated</b>	4404 kg
<b>Percent Hazardous waste shipped internationally</b>	15 %

**Table G4-EN25 Weight of Hazardous Waste 2013**

Table G4-EN31 below displays the expenditures and investments made by HBP during the reporting year:

<b>Waste Disposal</b>		<b>Prevention and Environmental Management Costs</b>	
<b>Waste Disposal Costs</b>	€ 30,000	<b>Groundwater testing</b>	€ 2200
<b>Product Waste Costs</b>	€ 30,000	<b>Landscaping</b>	€ 8700
<b>Effluent Testing</b>	€ 2500	<b>Waste Treatment Service</b>	€ 5100
<b>Effluent Disposal*</b>	€ 8000	<b>HVAC</b>	€ 14000
<b>Total</b>	<b>€ 70,500</b>	<b>Total</b>	<b>€ 30,000</b>

**Table G4-EN31 Environmental Protection Expenditures and Investments 2013**

We are proud to report that HBP have never been fined nor have any non-monetary sanctions ever been imposed for non-compliance with environmental laws or regulations. We ensure that 100% of all new suppliers and potential suppliers are evaluated using environmental criteria. No grievances regarding environmental impacts have been filed against HBP.



## SOCIAL PERFORMANCE

DMA

We continually seek to ensure that Helsinn Birex is a great place to work. Our management approach to human resources is to realise policies that promote and maintain the effective recruitment, retention and development of professional and passionate people who embrace our company values. We consider that our employees are our greatest resource and it is only with their skills and dedication that we can operate our business to its maximum potential. Helsinn Birex is committed to guiding and enabling employees to build meaningful careers by introducing positive workplace practices supporting this endeavor.

Our efforts focus on cultivating and sustaining both a diverse workforce and working environment and we believe that diversity in our workplace, in terms of gender, age and nationality helps individuals to feel confident and empowers them to reach their potential. We support the potential of employees by facilitating on-going training to enhance individual and collective skills and maintain motivation in light of constant change within our industry. Our commitment to the ongoing development of our staff is emphasised by our Engineers Ireland – CPD Company of the Year Award in 2009. (CPD: Continual Professional Development) and our bi-annual CPD accreditation by the same body since 2005.

At HBP our employees' health and safety is a top priority, and an essential component in the success of our business. To provide a safe, healthy, and productive environment for our staff and contractors we implement measures designed to limit the risk of disease and injury. We undertake a proactive, risk management preventative approach by seeking to avoid accidents and exposure to hazardous substances.

We work within one of the most highly-regulated industries in terms of product responsibility. We believe our responsibilities are with the patients, doctors, nurses, business partners, and all others who use our products and services. In meeting their needs, all of our products must be manufactured to the highest quality, complying with the laws and regulations of our governing bodies within the pharmaceutical sector, the Health Products Regulatory Authority (HPRA), the Food and Drug Administration (FDA), and the European Medicines Agency (EMA), and also the industry in general.

*Our management approach to product responsibility is to ensure that:*

- our products and packaging are of the highest possible standard especially in terms of safety and efficacy,
- our customers' orders are serviced promptly and accurately,
- our facilities are capable of producing high quality product,
- our employees are adequately skilled and trained to carry out their tasks successfully,
- our ethos of open disclosure and truthfulness is practiced across the organisation.



# LABOUR PRACTICES AND DECENT WORK

G4-LA1, 2, 3, 4

As of 31 December 2013, Helsinn Birex had 180 employees which comprised 148 permanent employees (Budget = 154) and 32 employees on either temporary, fixed term or specified purpose contracts of employment. The permanent budgeted headcount had steadily risen to 154 from 139 in 2009. It rose further still to 160 in 2014. The budgeted temporary headcount average since 2009 was 13 people per annum.

In total, 53 roles were filled in 2013. 7 employees hired on temporary contracts in 2012 were made permanent in their respective roles in 2013 due to a budgetary (headcount) increase approval. Of the 46 new employees were hired, 12 were hired into permanent positions, 26 were hired into fixed term/temporary/specified purpose contracts of employment, while 8 interns (student placements) were also hired. This is broken-down further by departments in figure LA1a below.

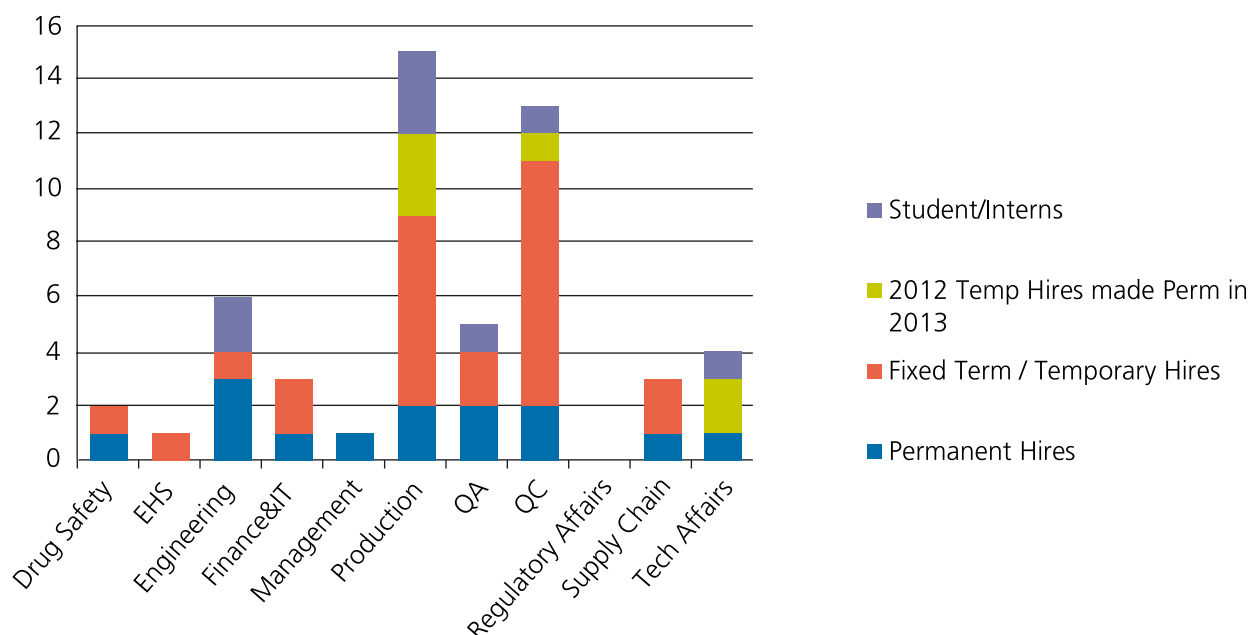


Figure LA1a Hires by Department and Contract

## HIRES BY DEPARTMENT AND CONTRACT

A total of 7 employees hired on temporary contracts in 2013 were subsequently made permanent in 2014.

## HIRES BY AGE GROUP

The age of those hired during 2013 was diverse. As illustrated below, 31% of hires were in their 20's (note: student interns excluded), 42% were in their 30's, 18% were in their 40s with 9% of those hired being in their 50s.



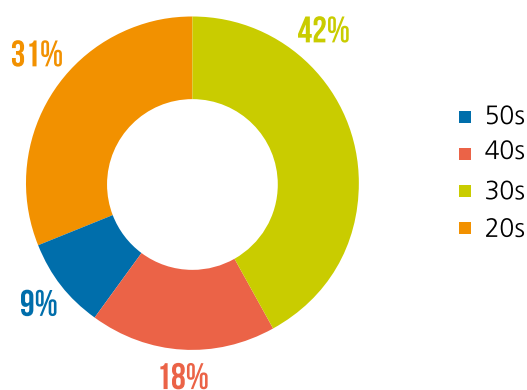


Figure LA1b Hires by Age Group

### HIRES BY GENDER

60% of those hired in 2013 were male (32/53) while 40% were female (21/53). The gender balance at the company was 50:50 at year end.

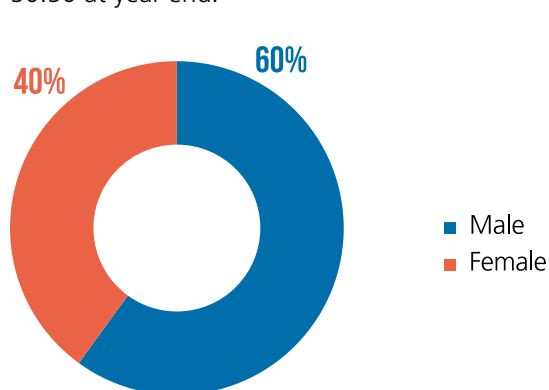


Figure LA1c Hires by Gender

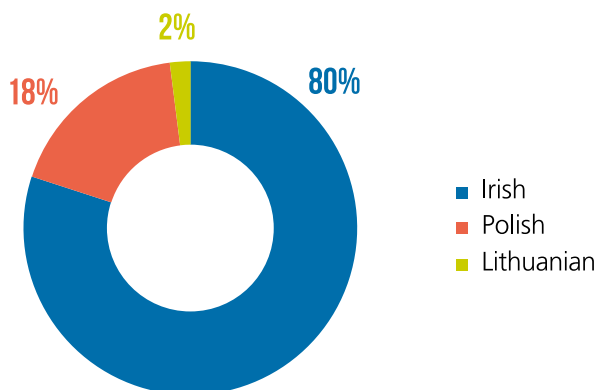


Figure LA1d Hires by Region/Race

### 2013 HIRES BY REGION/RACE

80% of new hires were indigenous (Irish). 18% of hires were Polish, while 2% of hires were Lithuanian.

### EMPLOYEE TURNOVER

14 permanent staff departed the company in 2013 representing employee turnover of 9.5%. Historical figures plotted against industry and regional norms can be found in table LA1e below. Over the past 5 years Helsinn Birex has had an average of 3.85% employee turnover and fares well against its competitors in the Pharmaceutical industry.

Year	2009	2010	2011	2012	2013
Pharmaceutical	8%	5.6%	6.5%	5.03%	TBC
Dublin	12%	6.7%	10%	8.36%	TBC
HBP	1.50%	3.7%	9%	4.5%	9.5%

Table LA1e Average Percentage Rate of Employee Turnover in comparison to Industry and Regional norms



## EMPLOYEE TURNOVER BY AGE

7% of employees that departed were in their 20's, 66% (10 persons) in their 30s, 20% (3 persons) were in their 40's with 7% (1 person retiring) in his 60s.

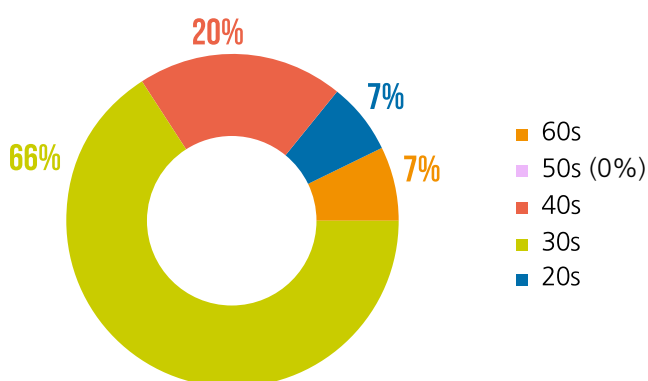


Figure LA1f Employee turnover by age

## EMPLOYEE TURNOVER BY GENDER

9 of our 14 departures were female while 5 males departed.

## EMPLOYEE TURNOVER BY REGION/RACE

11 of the 14 departures were Irish while 3 Polish colleagues also left during the period.

## EMPLOYEE BENEFITS

Helsinn Birex offers all temporary staff equitable conditions in respect to remuneration and benefits (such as health insurance and sick pay) as would be offered to a permanent employee. Periods of service qualification in respect of a particular condition of employment is the same for a fixed term employee as for a comparable permanent employee.

*The company offers benefits which exceed the minimum required by law and are listed below:*

- Life Assurance\*: Provided for all from the first day of employment. 4 times annualised salary
- Employee Assistance Program\*. Provided for all from the first day of employment. Services include free legal and financial advice and a free counseling service
- Subsidised Canteen/Meal Services\* – Provided for all from Day 1 of employment. The cost of meals are subsidised by the company for all varieties of employee
- Health Insurance\*: Provided for all following the successful completion of a 6 month probation period
- Sick Pay Scheme\*: Provided for all following the successful completion of a 6 month probation period
- Income Continuance\* (for those with long term illnesses)



- 
- Free GP Care\*: Provided for all following the successful completion of a 6 month probation period
  - Parental Leave, Maternity Leave, Adoptive Leave, Wedding Day Leave\*, Study and Exam Leave\* applicable to all varieties of employee
  - Perfect Attendance Awards\*, Additional Annual Leave Entitlements\* (Linked to Service) and Flexi-Starts\* (Flexible working) are applicable to all variety of staff

\* Highlighted benefits are in excess of minimum legislative requirements.

All employees have access to make contributions to the company pension scheme, however, the company only contributes to the fund for permanent employees with at least one years' service. All temporary/fixed term employees are informed of permanent posts and are permitted to apply for same. 7 employees hired on temporary contracts in 2012 were offered permanent posts in 2013. Similarly 7 of those hired on temporary contracts in 2013 were subsequently made permanent in 2014 also. All temporary / fixed term employees have access to training opportunities.

## **PARENTAL LEAVE**

Each parent is entitled to up to 18 weeks parental leave for each child. The leave must be taken before the child reaches eight years of age or 16 years of age in the case of a child with a disability or long-term illness. The total number of employees in Helsinn Birex who were entitled to parental leave in 2013 was 73.

### **Total number of employees that took parental leave, by gender**

Of the 29% employees who are entitled to Parental leave, 18.5% of this group availed of the parental leave in 2013. This equates to 14 employees in total. 36% (5) of those who availed were male while females accounted for 64% (9).

### **Total number of employees who returned to work after parental leave ended, by gender**

All but one employee have thus far returned to work post such periods of parental leave. One female employee continued to take a period of carers leave (2 years in duration). Male: 5 returned to work after the period of parental leave ended. Female: 8 returned to work after the period of parental leave ended.

### **Total number of employees who returned to work after parental leave ended who were still employed twelve months after their return to work, by gender**

All employees who returned to work after parental leave ended were still employed twelve months after their return to work, both male and female.

### **Return to work and retention rates of employees who took parental leave, by gender**

All employees returned to work and there is a 100% retention rate of employees who took parental leave, both male and female.



## INFORMATION AND CONSULTATION

We actively encourage an open and inclusive culture in our workplace. Management invite all staff to an off-site information and consultation event twice per year, typically in May and November. At these events open discussions regarding the company's operations, finances, general business matters, future developments, opportunities and future challenges take place. Any potential "significant" operational changes are well flagged at these meetings.

The agenda for such meetings are posted one week in advance. This system of consultation was proposed and agreed with employees in 2006 and has been deemed very effective. The agreement also allows for extraordinary meetings and for unexpected events. In general good management practices are followed and no "substantial" operational change occurs without adequate notice. No collective redundancies have ever been implemented at Helsinn Birex and in the unlikely event of such a situation occurring, the company would comply with Redundancies Acts, and enter a 30 day consultation period with potentially affected employees. In the case of minor operational changes, such as for example, the re-commencement of shift work, the company endeavors to give a minimum of 2 weeks' notice in advance.

## HEALTH AND SAFETY

G4-LA5, G4-LA6, G4-LA7

All staff (100%) are represented within the organisation on Health and Safety matters by a Safety Committee.

This committee met 4 times in 2013 to discuss a range of safety issues which are brought up by representatives from every department. The current committee is made up of the members within the following departments: Packaging / Filling, Manufacturing, Warehouse, QC, QA, Administration Office, Engineering, Human Resources, Product Development, Regulatory Affairs, Finance, and Management. This is a cross functional group encompassing all levels of staff.

In 2013 the committee had a particular focus on a year-long employee well-being programme.

This programme was designed to maintain positivity and assist with staff morale. Internal promotions included written information, presentations and after-hours talks, related to general welfare promotion. External events under the programme were organised and supported by Helsinn. Table G4-LA6 below shows the total number of accidents that occurred at HBP between 2006 and 2013

Year	2006	2007	2008	2009	2010	2011	2012	2013
<b>Total Accidents</b>	6	4	7	9	10	9	35	40
<b>Lost Time Accidents*</b>	0	1	0	1	2	1	1	1
<b>Reportable Accidents*</b>	0	1	0	1	2	1	0	1
<b>Lost Time Accident Rate</b>	-	-	-	-	-	3.6	3.2	3.0

**Table G4-LA6 Total Accidents 2006 to 2013**

\*A lost time accident equates to one days absence, a reportable accident equates to three days absence.



All potential staff are required to submit to a pre-employment medical and once hired undergo an annual medical examination. This confirms that their health and well-being is not being adversely impacted by their occupation. In addition staff may attend the company occupational physician, at the company cost, for a consultation. All suspected cases of occupation related health issues are immediately referred to the company occupational health physician, Dr Jacqueline Furlong McCarthy based at the Meridian Clinic, Blanchardstown, Dublin. We also undertake a proactive, risk management preventative approach by seeking to avoid accidents and exposure to hazardous substances.

*Our safety initiatives include:*

- Undertaking risk assessments during the initial phase of any activity
- Applying risk and hazard minimisation methods at planning stages
- Providing continuous employee awareness and training in health and safety.

## TRAINING EDUCATION AND EQUALITY G4-LA9, G4-LA10, G4-LA11, G4-LA12, G4-LA13, G4-LA16

A training needs analysis is conducted in each department to ensure our business goals and objectives are met. As a result of this analysis a training plan is created, identifying courses and the trainees assigned to attend. The plan is an active document and additions and omissions can be made at any time, it also covers all the formal training to take place within the year. Formal training is defined as training that has a structured formal and defined curriculum it may be conducted in-house or externally.

Total Training Hours	Training Hours Female	Training Hours Male	Training Hour Management*	Training Hours Non-Management
4004	1752	2252	1860	2144

**Table LA9 Average Hours of Training - 2013**

\*Management (Supervisors to Director Level Inclusive)

The content and scope of specific training courses conducted in HBP in 2013 are outlined in the following section.

*Our training plans focus on five specific areas:*

- Developmental Courses (inclusive of 3rd Level courses)
- Technical / Process Improvement Courses
- Regulatory Courses
- Environmental, Health & Safety Courses
- Machine/Equipment/Material based Training



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## **DEVELOPMENTAL COURSES - NON 3RD LEVEL**

These courses below are transferrable across a wide range of industries ensuring the future employability of our staff and in one case planning for the future outside of employment.

### **Project Management Training for Senior Management**

A project management course covering both 'Fixed Scope Projects' and 'Non-Fixed Scope Projects' at Helsinn Birex Pharmaceuticals inclusive of a discussion on lessons learned from previous Helsinn Projects.

### **Team Leader Training**

This course supplied our team leaders with the tools to aid them in their position covering the areas of: Communication / Teams and Team Building / Problem Solving and Conflict Resolution.

### **Management Development Programme for Supervisors and Mid-Level Management**

This accredited program on the area of managing and leading people was a DIT level 6, CPD award on the National Framework of Qualifications. The program spanned 6 modules (plus one to one coaching sessions) with the aim of developing our Supervisors & Mid-Level Management in leadership, management and personal style, by assessing, challenging and developing how they manage their own and their team's performance.

### **Planning for Retirement Course**

A two day course was organised for an employee who retired during the reporting period.

## **OTHER DEVELOPMENT COURSES INCLUDED:**

Coaching \* Employment Law \* HR Leadership Summit \* Payroll Annual Update \* PMP Certified Project Management\* MS Office (Inclusive of Conversion Training Novelle to Outlook)

## **DEVELOPMENTAL COURSES - 3RD LEVEL**

ACCA \* CIMA \* IATI Accountancy Technicians

## **TECHNICAL / PROCESS IMPROVEMENT COURSES**

The focus of continuous improvement of our product development, production, analytical, engineering and supply chain activities was achieved through our Six Sigma and Statistical Methodology training programs.

### **Statistical Methodology for users of Minitab Software**

This course provided a knowledge base in the use and application of Minitab statistical software within Helsinn Birex Pharmaceuticals. Enabling users to use Minitab as an everyday tool in support of product development, production, analytical, engineering and supply chain activities, and understand when and where each statistical tool is best applied

### **Six Sigma Green Belt Training**

The aim of the programme is to learn the skills & knowledge in process improvement efforts based on the principles of lean six sigma.



### Technical Writing Course

Providing the knowledge in the fundamentals of technical writing for the life science industry covering: Writing for the Reader / Document Structure / Writing in Clear English / Punctuation & Reviewing

### OTHER TECHNICAL / PROCESS IMPROVEMENT COURSES INCLUDED:

Benchmarking attendance at a Toyota Lean Workshop in Wales\* Benchmarking Event - Visual Inspection Process\* Stability Testing for Pharmaceuticals\* Visual Inspection System & Root Cause Analysis \* Pharmacovigilance Audit Conference

### REGULATORY COURSES

Known Consignors Security Awareness 11 A & 13 A\* USP Analysis of Elemental Impurities\* 14th Eudra Vigilance Information Day\* GDP Guidelines Presentation\* QP Forum – TCD \* USP “Practical Applications of General Chapter <467> Residual Solvents” \* PDA - Visual Inspection Forum

### ENVIRONMENTAL, HEALTH & SAFETY TRAINING

ELGA Purified Water Training\* Emergency Response for Incident Response Co-ordinator\* Fire Extinguisher Training\* Harness Rescue Training \* Health & Safety Legislation\* Lathe Safety Training\* Working at Height - Cleaning / Inspecting of Compression & Filling Machines

### MACHINE / EQUIPMENT / MATERIAL BASED TRAINING

ACLAR - (Material - Overview/Handling/Benefits)\* Calibration Training Course\* M.E.W.P & Reach Truck\* Pivot Steer & Ride on Powered Pallet Truck\* Weight & Balances with the NSAI \* Chromeleon 7.1 - Power User Functionality\* HPLC - IC Training - Maintenance & Troubleshooting\* HPLC Liquid Chromatography - Advanced Maintenance & Troubleshooting\* M.E.W.P\* Pedestrian Counter / Balance Refresher\* Pivot Steer\* Powered Pallet Truck, Reach Truck\* Ride on Power Pallet Truck Conversion\*

### Performance Reviews

100% of all employees at all levels receive annual performance reviews which includes a discussion on training and career development. All new staff have a performance review every 3 months for the first year. Table G4-LA12 below shows the composition of Governance Bodies within HBP.

	Total	Male	Female	Under 30	30 to 50	Over 50	Nationality
Senior Management	3	1	2	0	2	1	All Irish
Department Managers	9	6	3	1	6	2	One Italian

**Table LA12 Governance Bodies Composition**





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### Salaries

There are no differences in salary rates on a gender basis in each employee category, our salary rates are based on the following objective criteria only:

- Skills
- Knowledge and experience
- Qualifications

### Grievances

One grievance was raised prior to the report period. The matter was addressed at the time but it in mid-2013 the aggrieved, not happy with the outcome, raised the matter again. The grievance was formally addressed and internal procedures were fully exhausted. The matter remained unresolved and has been forwarded to a third party. We await the conclusion of the process.

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## HUMAN RIGHTS

G4-HR2, G4-HR3

*Our approach in HBP is to commit to human rights in the following ways:*

- in our operations by upholding our values and standards
- in our relationships with our business partners, suppliers and other stakeholders
- by ensuring our employees work in an environment without discrimination or victimisation that promotes diversity, respect for human rights, and equal opportunities.

During induction training all employees (100%) are introduced and familiarised with our Code of Ethics, which sets out the company policy on Human Rights. There were no incidents of discrimination reported during 2013.

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## SOCIETY

G4-S01

During the initial planning phase of the development of the Helsinn Birex facility, a social impact assessment was carried out as part of a comprehensive environmental impact assessment. The scope of this report included appraisals on the potential impact of the facility and its operations on the receiving environment. Impacts under the following headings were considered: Land Use, Flora and Fauna, Tolka (Local) River, Groundwater and Soil, Air Quality and Climate, Noise, Socio-Economic Factors, and History and Archaeology. The social impact section of the EIA highlighted the positive impact of the facility in terms of employment both during construction and operation phase, it also stated "due to the low level of emissions, proximity of other plants and distance to residential areas, the new development is neither a threat nor a nuisance to human beings".



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Applying for planning permission in Ireland is a relatively open and transparent procedure, the intention to apply for planning must be published in a local or national newspaper and also advertised at the site. The public are invited to make submissions at any time during the application process. As part of the planning process the environmental impact assessment was publicly available when planning permission was being sought for the facility. As is normal for planning approvals for operations such as those carried out by HBP, the company is obliged to monitor its process waste-water and also groundwater quality on site. This information is reported to the local authority.

As the plant is located within a planned industrial estate, away from residential areas, with similar facilities operating adjacent to and in close proximity to the HBP site, there have been relatively few opportunities for engagement with local residential groups. Since operations at the site do not create significant noise, odours, nuisance, nor significant emissions to air, land or water, we have had almost no reported grievances from the public since operations started and no reported grievances in 2013.

## PRODUCT RESPONSIBILITY

G4-PR1, G4-PR2, G4-PR3, G4-PR4, G4-PR6, G4-PR7, G4-PR8, G4-PR9

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All products sold by HBP are licensed pharmaceuticals which are assessed by regulatory authorities and approved for use prior to launch. These products are also subject to ongoing safety oversight and reporting during their lifetime to ensure that their therapeutic benefits out-weight any risks arising from their use. No incidents of non-compliance with regulations or voluntary codes arose in respect to our products, service information and labeling, advertising, or customer privacy during the reporting period. There was also no issue regarding non-compliance with laws and regulations concerning the provision and use of products and services during the period.



## GRI G4 Content Index

Code	Generic Standard Disclosures	Page	External Assurance
<b>Strategy and Analysis</b>			
<b>G4-1</b>	CEO Statement	4	-
<b>Organisational Profile</b>			
<b>G4-3</b>	Name of Organisation	5	-
<b>G4-4</b>	Primary brands, products, and services	11	-
<b>G4-5</b>	Location of the organisation's headquarters	5	-
<b>G4-6</b>	Name & number of countries where the organisation operates	5	-
<b>G4-7</b>	Nature of ownership and legal form	8	-
<b>G4-8</b>	Markets served	6	-
<b>G4-9</b>	Scale of the organisation	8	-
<b>G4-10</b>	Characteristics of the Workforce	12	-
<b>G4-11</b>	Employees covered by collective bargaining agreements	13	-
<b>G4-12</b>	Organisation's supply chain	13	-
<b>G4-13</b>	Significant changes during the reporting period regarding the organisation's size, structure, ownership, or its supply chain	8	-
<b>G4-14</b>	Precautionary approach towards risk management	14	-
<b>G4-15</b>	Externally developed economic, environmental and social charters, principles, or other initiatives to which the organisation subscribes or endorses	15	-
<b>G4-16</b>	Memberships of associations and organisations	15	-
<b>Identified Material Aspects and Boundaries</b>			
<b>G4-17</b>	Entities included in the organisation's consolidated financial statements	15	-
<b>G4-18</b>	Explain the process for defining the report content and the Aspect Boundaries. Explain how the organization has implemented the Reporting Principles for Defining Report Content	15&18	-
<b>G4-19</b>	List all the material Aspects identified in the process for defining report content	15&16	-
<b>G4-20</b>	Material Aspects within the boundaries of the organisation	15	-
<b>G4-21</b>	Material Aspects outside the boundaries of the organisation	15	-
<b>G4-22</b>	Report the effect of any restatements of information provided in previous reports, if any	19	-
<b>G4-23</b>	Report significant changes from previous reporting periods in the Scope and Aspect Boundaries	19	-
<b>Stakeholder Engagement</b>			
<b>G4-24</b>	Provide a list of stakeholder groups engaged by the organisation	15	-
<b>G4-25</b>	Report the basis for identification and selection of stakeholders with whom to engage	15	-
<b>G4-26</b>	Approach to stakeholder engagement	15&17	-



**G4-27** Key topics and concerns that have been raised through stakeholder engagement. **15** -

**Report Profile**

<b>G4-28</b>	Reporting period for information provided	19	-
G4-29	Date of most recent previous report (if any)	19	-
<b>G4-30</b>	Reporting cycle (such as annual, biennial)	19	-
<b>G4-31</b>	Contact point for questions regarding the report or its contents	19	-
<b>G4-32</b>	'In accordance' option and GRI Content Index	19	-
<b>G4-33</b>	Organisation's policy and current practice with regard to seeking external assurance for the report	19	-

**Governance**

**Governance structure and composition**

<b>G4-34</b>	Governance structure	8	-
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**Ethics and Integrity**

<b>G4-56</b>	Organisation's values, principles, standards and norms of behavior	8 - 10	-
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Code	GRI Specific Standard Disclosures	Page	Omissions	External Assurance
<b>CATEGORY: ECONOMIC</b>				
<b>Aspect: Economic Performance</b>				
<b>G4-DMA</b>	Generic disclosures on management approach	19		-
<b>G4-EC1</b>	Direct economic value generated and distributed	20		-
<b>G4-EC3</b>	Coverage of the organisation's defined benefit plan obligations	20		-
<b>Aspect: Market Presence</b>				
<b>G4-EC5</b>	Ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation	20		-
<b>G4-EC6</b>	Proportion of senior management hired from the local community at significant locations of operation	20		-
<b>Aspect: Indirect Economic Impacts</b>				
<b>G4-EC7</b>	Development and impact of infrastructure investments and services supported	20		-
<b>Aspect: Procurement Practices</b>				
<b>G4-EC9</b>	Proportion of spending on local suppliers at significant locations of operation	20		-
<b>CATEGORY: ENVIRONMENTAL</b>				
<b>G4-DMA</b>	Generic disclosures on management approach	21		-
<b>Aspect: Materials</b>				
<b>G4-EN1</b>	Materials used by weight or volume	22		-



### Aspect: Energy

<b>G4-EN3</b>	Energy consumption within the organisation	23		-
<b>G4-EN5</b>	Energy intensity	23		-
<b>G4-EN6</b>	Reduction of energy consumption	24		-

### Aspect: Water

<b>G4-EN8</b>	Total water withdrawal by source	24		-
<b>G4-EN9</b>	Water sources significantly affected by withdrawal of water	24		-
<b>G4-EN10</b>	Percentage and total volume of water recycled and reused	24		-

### Aspect: Emissions

<b>G4-EN15</b>	Direct greenhouse gas (ghg) emissions (scope 1)	25		-
<b>G4-EN16</b>	Energy indirect greenhouse gas (ghg) emissions (scope 2)	26		-

### Aspect: Water

<b>G4-EN22</b>	Total water discharge by quality and destination	24		-
<b>G4-EN23</b>	Total weight of waste by type and disposal method	26		-
<b>G4-EN24</b>	Total number and volume of significant spills	27		-

### Aspect: Compliance

<b>G4-EN29</b>	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations	27		-
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### Aspect: Overall

<b>G4-EN31</b>	Total environmental protection expenditures and investments by type	27		-
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### Aspect: Supplier Environmental Assessment

<b>G4-EN32</b>	Percentage of new suppliers that were screened using environmental criteria	27		-
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### Aspect: Environmental Grievance Mechanisms

<b>G4-EN34</b>	Number of grievances about environmental impacts filed, addressed, and resolved through formal grievance mechanisms	27		-
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### CATEGORY: SOCIAL

<b>G4-DMA</b>	Generic disclosures on management approach	28		-
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### Aspect: Employment

<b>G4-LA1</b>	Total number and rates of new employee hires and employee turnover	29		-
<b>G4-LA2</b>	Benefits provided to full-time employees that are not provided to temporary or parttime employees	31		-
<b>G4-LA3</b>	Return to work and retention rates after parental leave, by gender	32		-

### Aspect: Labor/Management Relations

<b>G4-LA4</b>	Minimum notice periods regarding operational changes, including whether these are specified in collective agreements	33		-
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### Aspect: Occupational Health and Safety

<b>G4-LA5</b>	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs	33		-
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<b>G4-LA6</b>	Rates of injury, occupational diseases, lost days, and absenteeism	33	-
<b>G4-LA7</b>	Workers with high incidence or high risk of diseases related to their occupation	34	-
<b>Aspect: Training and Education</b>			
<b>G4-LA9</b>	Average hours of training per year per employee by gender, and by employee category	34	-
<b>G4-LA10</b>	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings	34	-
<b>G4-LA11</b>	Percentage of employees receiving regular performance and career development reviews	36	-
<b>Aspect: Diversity and Equal Opportunity</b>			
<b>G4-LA12</b>	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity	36	-
<b>Aspect: Equal Remuneration for Women and Men</b>			
<b>G4-LA13</b>	Basic salary and remuneration by gender	37	-
<b>Aspect: Labor Practices Grievance Mechanisms</b>			
<b>G4-LA16</b>	Number of grievances about labor practices filed, addressed, and resolved through formal grievance mechanisms	37	-
<b>SUB-CATEGORY: HUMAN RIGHTS</b>			
<b>Aspect: Investment</b>			
<b>G4-HR2</b>	Total hours of employee training on human rights policies or procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained	37	-
<b>Aspect: Non-discrimination</b>			
<b>G4-HR3</b>	Total number of incidents of discrimination and corrective actions taken	37	-
<b>SUB-CATEGORY: SOCIETY</b>			
<b>Aspect: Local Communities</b>			
<b>G4-SO1</b>	Percentage of operations with implemented local community engagement, impact assessments, and development programs	37	-
<b>SUB-CATEGORY: PRODUCT RESPONSIBILITY</b>			
<b>Aspect: Customer Health and Safety</b>			
<b>G4-PR1</b>	Percentage of significant product and service categories for which health and safety impacts are assessed for improvement	38	-
<b>G4-PR2</b>	Total number of incidents of non-compliance with regulations and voluntary codes concerning the health and safety impacts of products and services during their life cycle, by type of outcomes	38	-
<b>Aspect: Product and Service Labeling</b>			
<b>G4-PR3</b>	Procedures for product and service information and labeling	38	-



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<b>G4-PR4</b>	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes	38		-
<b>G4-PR5</b>	Results of surveys measuring customer satisfaction	38		-
<b>Aspect: Marketing Communications</b>				
<b>G4-PR6</b>	Sale of banned or disputed products	38		-
<b>G4-PR7</b>	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship, by type of outcomes	38		-
<b>Aspect: Customer Privacy</b>				
<b>G4-PR8</b>	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	38		-
<b>Aspect: Compliance</b>				
<b>G4-PR9</b>	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services	38		-

## **Helsinn Birex Pharmaceuticals Ltd.**

Damastown Mulhuddart, Dublin 15 – Ireland  
tel. +353 (0) 1 822.54.04  
fax +353 (0) 1 822.54.10  
e-mail: [info-HBP@helsinn.com](mailto:info-HBP@helsinn.com)