



BAUSCH Health

ANNUAL REPORT

2019

Improving people's lives
through our healthcare products.

www.bauschhealth.gr

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19



20
19 The year
in review



**Improving people's
lives through our
healthcare products**

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72 employees
(9,1% increase from 2018)

27%
Decrease in water consumption

37,5%
of women participation
in leadership

EUR 0.098 m
to **427** Healthcare Professionals

41%
women participation in Management/Executive level positions

EUR 0.3 m
to Healthcare Organizations

Distributed Value of
EUR 24.5 m
(Operating Costs EUR 20,3 m, Employees' Remunerations and Benefits EUR 3,8 m and Payments to the Government EUR 0,4 m)

Annual Culture Survey scoring
96% Ethics, 96% Favorable Score in Goals & Objectives and 94% in Sustainable Engagement

4th
place at
"Great Place to Work"

44
trainings of a total duration of
3,169 hours

8th
position out of 20 companies
in the "Greek Evolution Index"

44.01 average training
hours per employee, increased by
80.78%

7,86%
Decrease in electricity
consumption

An amount equal to **5.46%**
of the employees' income is paid by the
company for private health insurance

16,27%
Decrease in paper
consumption

Bronze Award
at the "Healthcare Business Awards 2019"
for the "mychoicemylife" disease awareness
campaign for obesity

2019 At a Glance

Message from the Management

It is a great honor and pleasure to present the second **Annual Report** of BAUSCH Health Hellas. This publication, for the reporting year 2019, presents our challenges and outlines the performance of our commitment to future growth.

BAUSCH Health prioritizes Corporate Responsibility and Sustainable Development by having **five commitment areas**: Operate with Integrity, Respecting the Environment, Advance Global Health and Patient Care, Improve our Communities and Support Employee Growth and Well-being.

During 2019, we implemented initiatives and actions across all key commitment areas, organizing training and inspirational events for our employees, enhancing our efforts for an environmentally friendly operation and giving back to society via our dedicated CSR Program "Contribute" (Symvallo).

Furthermore, we ranked **#4 Great Place to Work**, a prestigious distinction, which came as a recognition to our efforts, making the company a place in which everybody wants to work.

This Annual Report follows the Corporate Responsibility principles of the international standard **ISO 26000**, considering also indicators from the GRI Standards and provides a reference to our impact on the **United Nations Sustainable Development Goals (SDGs)**.

For BAUSCH Health Hellas, the Annual Report is a strategic tool for monitoring and evaluating our performance in our commitment areas. Moreover, it constitutes a structured engagement channel with our stakeholders, in our quest for improving people's lives, through our healthcare products and providing innovative, high-quality drugs, for the general well-being. Looking forward to receiving your feedback.

Sincerely,

Iakovos Michalitsis

*BAUSCH Health Hellas, Managing Director,
General Manager Greece, Cyprus & Malta*



About this Report

The present Annual Report of “BAUSCH HEALTH HELLAS SOLE SHAREHOLDER CO. S.A. FARMAKEFTIKI ETAIREIA”, from now on “BAUSCH Health Hellas” and “the Company”, constitutes the second consecutive report disclosing information regarding the period from 01.01.2019 to 31.12.2019. The previous Annual Report was published on the 18th of February 2020 regarding the period from 1.1.2018 until 31.12.2018.

Information in this report refers to the activities of BAUSCH Health Hellas unless otherwise noted. BAUSCH Health Hellas is committed to disclosing information on its operations, regarding economic, environmental and social performance.

In determining the contents of the Report, BAUSCH Health Hellas has taken into account the provisions of Law 4403/2016, regarding the new type of reporting requirements for public-interest entities, specified by the provisions of Law 4308/2014, as well as the relevant Circular 62784/07.06.2017 of the Ministries of Economy, Development and Tourism (General Secretariat for Commerce & Consumer Protection, Directorate-General for the Market, Directorate for Companies & General Commercial Registry [GEMI], Institutional Regulations & GEMI Department).

BAUSCH Health Hellas acknowledges also that GRI Standards are the most used framework for reporting on Corporate Responsibility and Sustainability issues. Therefore, the company decided to use indicators from the GRI Standards to disclose non-financial information.

Particularly, this Report references Disclosure 201-1 Direct economic value generated and distributed from GRI 201: Economic Performance 2016. Disclosure 401-1 New employee hires and employee turnover from and Disclosure 401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees from GRI 401: Employment 2016. Disclosure 403-6 Promotion of worker health from

GRI 403: Occupational Health and Safety 2018. Disclosure 404-1 Average hours of training per year per employee from, Disclosure 404-2 Programs for upgrading employee skills and transition assistance programs from and Disclosure 404-3 Percentage of employees receiving regular performance and career development reviews from GRI 404: Training and Education 2016. Disclosure 405-1 Diversity of governance bodies and employees from GRI 405: Diversity and Equal Opportunity 2016.

The company also acknowledges the importance of Social Responsibility, hence along with the 17 SDGs has adopted the 7 Principles of Social Responsibility, as set by ISO 26000:2010. Further information regarding our policies and results, in terms of their correspondence with the Standards is presented in the Annex of this Report.

During the preparation of the report, BAUSCH Health Hellas was supported and guided from the Advisory Team of Global Sustain Group.

This Annual Report 2019 aims at informing all the company's stakeholders. We encourage all readers to contact us for any enquiry or suggestion for further improvement. Our team will gladly take under consideration any suggestions regarding corporate responsibility, sustainable development and related activities.

For further details about this Annual Report, please contact:

BAUSCH+
Health

53, Pentelis Avenue, 15235 Vrilissia, Greece
tel. +30 210 81 00 460
fax. +30 210 81 00 480

The Annual Report 2019 is also available
on the corporate website on: www.bauschhealth.gr

BAUSCH Health Companies Inc.

BAUSCH Health Companies Inc. is a multinational pharmaceutical company dedicated to improving people's lives through its healthcare products and providing innovative high-quality drugs for the general well-being.

The company, offers a diversified portfolio of products, focusing on eye health (Bausch + Lomb), gastrointestinal diseases (Salix Pharmaceuticals) and dermatology (Ortho Dermatologics). It manufactures and markets branded and generic pharmaceuticals, over the counter (OTC) products and medical devices (contact lenses, intraocular lenses, ophthalmic surgical equipment and aesthetic devices), directly or indirectly, in more than 90 countries and regions.

In 2018, BAUSCH Health Companies Inc. has entered a new era: the name change and re-branding, incorporate its credibility and highly respected operation in the healthcare sector, for over 167 years.

Currently, the global corporate headquarters are in Laval, in Quebec, Canada, while the U.S. headquarters are in Bridgewater, N.J. It employs about 22,000 people worldwide and is listed at the New York and Toronto Stock Exchanges, with an overall turnover of USD 10 bn. The Company has a global presence in many geographical regions, including North America, Asia and the Pacific, Latin America, Europe, the Middle East and Africa.



27 Commercial Locations

- | | |
|------------------------|--------------|
| U.S.A | Montenegro |
| Algeria | Poland |
| Bosnia and Herzegovina | Romania |
| Brazil | Russia |
| Bulgaria | Serbia |
| Croatia | Singapore |
| Czech Republic | Slovakia |
| Estonia | Slovenia |
| Greece | South Africa |
| Hungary | Thailand |
| Indonesia | Turkey |
| Lithuania | Ukraine |
| Malaysia | UAE |
| Mexico | |

9 Manufacturing Locations

- U.S.A
- Brazil
- Canada
- Germany
- Ireland
- Mexico
- Poland
- Serbia
- United Kingdom

BAUSCH Health Hellas

HISTORICAL MILESTONES

During our 15-year of operation in Greece, we have succeeded in important achievements, such as the launch of new products, significant market goals and business moves, that have strengthened the company, to date.

1. PROFILE

Bausch Health Hellas is an innovative pharmaceutical company, founded in **2005**, in **Athens, Greece**, as a part of the European pharmaceutical company PharmaSwiss. In 2011, the multinational Group of BAUSCH Health Companies Inc. (ex. Valeant), proceeded with the strategic acquisition of PharmaSwiss, which included the Greek subsidiary. This strategic decision was an investment of EUR 10 m reinforcing the local market and creating the opportunity for BAUSCH Health Hellas to emerge and acquire an important product portfolio.

Today, the Company with a total workforce of **72** highly qualified and experienced employees generates revenues of **EUR 23,96 m**, specializing in prescription drugs for diverse therapeutic categories. At the same time, it

holds a leading position in **Ophthalmology**. The Product portfolio includes pharmaceuticals, high-tech medical equipment of great quality, which stand out in the health sector.

BAUSCH Health Hellas safeguards already established collaborations with Greek pharmaceutical companies, which have taken over the drug's production, on behalf of the Company.

BAUSCH Health Hellas implements a strategic action plan to establish its presence in Greece, Cyprus and Malta while continuing to expand its business activities.

With these tools and our dedication to changing people's lives through our healthcare products, we aim to provide the best healthcare solutions towards patients and the overall well-being.

Year	Event
2006	<ul style="list-style-type: none"> • PhS Hellas established • Procef relaunch
2007	<ul style="list-style-type: none"> • 1st position in market for Procef • Greatest growth in the oral antibiotics market (IMS Values Report)
2008	<ul style="list-style-type: none"> • Depon/OTC line & IRBE portfolio Co-promoted with BMS
2010	<ul style="list-style-type: none"> • Counterpain brand acquisition
2011	<ul style="list-style-type: none"> • PhS enters Valeant Pharmaceuticals Group • Physiodose decongestant launch • Strategic Rx products acquisition: Procef, Monopril, Superace, Niflamol • CounterGel active launch
2012	<ul style="list-style-type: none"> • Vasexten promotional agreement • Ezixin nasal spray acquisition
2013	<ul style="list-style-type: none"> • B+L acquisition • New OTC launches Physiosolven, Physiocod cough syrups, CounterPlast, Counterfungus
2014	<ul style="list-style-type: none"> • Enhanced Rx portfolio with orphan drugs and genetics • CounterGel Capsicum launch
2015	<ul style="list-style-type: none"> • New OTC launches: Counteral, Nherea, Coldisol, Aloepanten, Leglight • Algon relaunch • Go-Direct on B+L pharma products
2016	<ul style="list-style-type: none"> • Artelac launch • Marimer launch • Abilify launch • ULTRA launch
2017	<ul style="list-style-type: none"> • Mysimba launch • Protalgon launch
2018	<ul style="list-style-type: none"> • New corporate name "BAUSCH Health" • Annual Report 2018 (1st Report of BAUSCH Health Hellas) • 4th place at Great Place to Work
2019	<ul style="list-style-type: none"> • Change of corporate name from PharmaSwiss Hellas to BAUSCH Health Hellas

02. BAUSCH HEALTH HELLAS

MEMBERSHIPS AND PARTICIPATIONS

Our company has an extensive network of participations, memberships and partnerships, academic institutions and intergovernmental bodies.

We value our partnerships and we evolve through them. For us, it is of high interest to assess the new trends, share them and establish new standards with associations and networks, so that our patients receive the highest quality and benefits from our products.



Hellenic
Association of
Pharmaceutical
Companies



Hellenic
Association of Self
Medication



Hellenic Pharmaceutical
Management Association



Service Employees International
Union Health Care



CEO Clubs
Greece



Your Directors
Club



Athens Chamber of
Commerce and Industry



American Hellenic
Chamber of
Commerce

2. CULTURE

OUR MISSION:

To be your trusted healthcare partner.

OUR VISION:

Improving people's lives through our healthcare products.

Our mission is supported by five pillars – guiding principles that are foundational to our success and future growth. They provide overall direction for the company and the tools necessary to rise to any challenge.

1. **Quality Health Care Outcomes:** We are dedicated to delivering high-value, meaningful products and services that resonate with patients and prescribers. Bringing value to our stakeholders, while delivering safe and effective products is at the heart of everything we do.
2. **Customer Focused:** We measure ourselves and our actions through the lens of our customers and patients. We build strong relationships with customers and deliver quality products and service.
3. **Innovation:** Innovation is essential, as we search out new ways and continuously identify opportunities to design, develop and advance creative, ethical solutions that are timely and effective.
4. **Efficiency:** Focus and execution enables us to drive productivity, leaving no stone unturned in identifying where we can make improvements and deliver value. We address the challenges of a changing market quickly and never compromise on quality.
5. **People:** Our employees come to work each day focused on improving people's lives. They are essential to the success of the organization. We strive to build and retain a strong team by recognizing and rewarding excellence, and by creating development opportunities.



OUR COMPASS

Our compass constitutes the guide of BAUSCH Health for the achievement of our vision as an organization. It includes six indispensable values which lead us towards the future with optimism and certainty for our contribution to healthcare.

Our core values define what we stand for, how we conduct ourselves and how we interact with colleagues, customers, vendors, shareholders and other stakeholders. Our core values are:



Accountability



Agility



Teamwork



Courage



Results Orientation



Integrity

Accountability: Accepting personal responsibility for our actions and focusing on finding solutions and delivering results. We keep our promises and commitments.

Agility: Responding rapidly to changes in the internal and external environment without losing momentum or vision.

Courage: Acting decisively and leading boldly, imagining and pursuing new possibilities for our future. We stand up for what is right and support others who do so.

Integrity: Conducting business with the highest standards of professional behavior and ethics. We are transparent, honest, ethical and fair in all our interactions; people trust us to adhere to our word.

Teamwork: Achieving common goals through open and honest communication. We show concern for one another and are supportive of each other's efforts.

Results Orientation: Consistently delivering required business results, meeting deadlines and complying with quality, productivity and performance standards.

02. BAUSCH HEALTH HELLAS

3. CORPORATE SOCIAL RESPONSIBILITY

As a global company dedicated to improving people's lives through our healthcare products, Corporate Social Responsibility (CSR) is embedded in our daily responsibilities.

More than 150 million people use BAUSCH Health products daily, while more than 21,000 employees live and work in more than 100 countries around the world. This is a big opportunity and an even bigger responsibility, to have a positive impact. We have framed our work on corporate responsibility around five key commitment areas:

CSR COMMITMENT AREAS



Operate with Integrity

Our vision to be a trusted health care partner is built on a promise towards our stakeholders that we will operate with the highest standards of ethics and integrity — every employee, every day. We believe that the way we do things at BAUSCH Health is just as important as what we do. In that spirit, we have equipped our more than 22,000 employees around the world with the tools, information, training and support, to always do the right things, the right way.



Respect the environment

Protecting our employees and communities, and preserving the environment for current and future generations, is a top priority at BAUSCH Health. In fact, as an organization whose mission is to improve people's lives, with our health care products, we believe this is an essential obligation and responsibility.



Advance Global Health and patient care

Our mission of improving people's lives with our health care products, extends far beyond our business pursuits. It is also the driving force behind our promise to provide access to safe, affordable, high-quality health care products to all those in need. We fulfill this responsibility through our expanding commitment to philanthropy, quality, patient safety and health advocacy.



Improve our communities

BAUSCH Health's long-term success is linked directly to our ability to make a positive difference — and we do so in many ways, including community enrichment activities, such as volunteering in our neighborhoods, investments in scholarship programs and donations to local charities.



Support employee growth and Well-Being

We strive to ensure that our employees, in every BAUSCH Health site, throughout the world, feel proud to be a part of our company and are energized to be their best and do their best every day. We are also dedicated to fostering an inclusive work environment where everyone feels welcomed, supported and valued for their talents and contributions.



4. STAKEHOLDER ENGAGEMENT

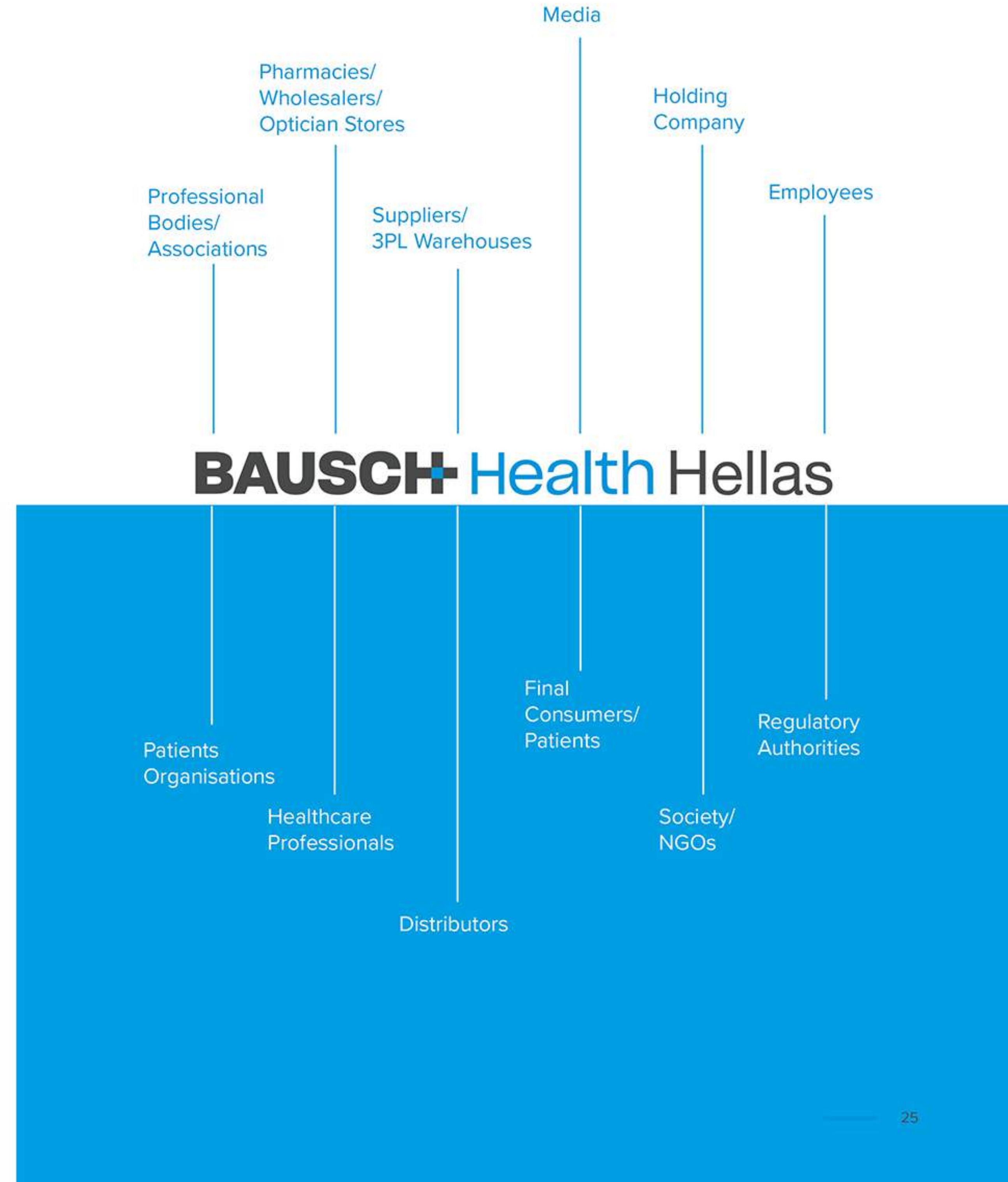
Communication is an essential tool of corporate operation, helping to build strong relationships, get feedback, avoid misunderstandings, and meet the expectations of the stakeholders.

In BAUSCH Health Hellas, we try to preserve a robust and regular communication and interaction with our stakeholders. We use several methods of stakeholder engagement, as a tool for understanding reasonable expectations, interests, and informational needs of our stakeholders.

Stakeholders are the groups affected by our activities and those who affect our company, directly or indirectly, in various ways. In particular, the stakeholders constitute our internal and external environment, constituting vitally to our effective operation and growth having an interest in our company and interact with it.

Our Stakeholder Engagement Plan aims at improving and increasing the engagement, through a process aligned with the mission and values of our company. We aim to create a competitive element for the growth of our business with a 3-step policy:

- Show our interest in their point of view
- Communicate to society the benefits of our products
- Give voice to their concerns



Holding Company

Topics of interest and expectations <ul style="list-style-type: none"> → Good financial performance → Business development → Compliance with global policies and procedures → Corporate governance issues → Corporate reputation and transparency → Product quality → Responsible and sustainable operation 	Frequency When necessary
Response <ul style="list-style-type: none"> → Implementation and monitoring of business plan → Publishing of financial statements and annual report → Compliance with the code of conduct, the corporate governance policies and the quality standards → Annual training on corporate governance policies → Focused marketing plan and promotion initiatives → Implementation of corporate responsibility and sustainable development strategy 	Communication methods <ul style="list-style-type: none"> → Communication channels (website, social Media, email, calls, Press releases) → Meetings → Trainings and updates → Financial statements → Annual report

Employees

Topics of interest and expectations <ul style="list-style-type: none"> → Decent and attractive remuneration and perks → Health and safety in workplace → Training and development → Equal opportunities and recognition → Relations with management → Information regarding financial performance → Responsible and sustainable operation 	Frequency Daily
Response <ul style="list-style-type: none"> → Provision of attractive remuneration and perks → Strict implementation of health and safety plan → Extensive training program → Compliance to the code of conduct and corporate governance policies → Compliance to labor regulation → Implementation of corporate responsibility and sustainable development Strategy → Publishing of financial statements and annual report 	Communication methods <ul style="list-style-type: none"> → Communication channels (website, social Media, email, calls, Press releases, intranet) → Face to face communication → Trainings and workshops → Corporate events → Financial statements → Annual report → CSR activities → Employees satisfaction survey

Patients Organizations

Topics of interest and expectations <ul style="list-style-type: none"> → Collaboration and support → Informational material → Effective and interactive dialogue → Volunteering actions → Networking → Corporate Social Responsibility 	Frequency Monthly
Response <ul style="list-style-type: none"> → Support to initiatives of patients' organizations → Open-gate communication approach → Frequent informational material to communication channels of the company → Implementation of CSR activities → Publishing of annual report 	Communication methods <ul style="list-style-type: none"> → Communication channels (website, social Media, emails, calls and Press releases) → Meetings → Participation in events → CSR activities → Annual report

Healthcare Professionals

Topics of interest and expectations <ul style="list-style-type: none"> → Quality products → Efficient supply chain → Ethical operations and transparency → Compliance to regulations → Effective collaboration and communication → Networking 	Frequency Monthly
Response <ul style="list-style-type: none"> → Compliance with the BAUSCH Health qualitative standards, code of conduct and policies → Compliance to regulatory framework → Frequent and plentiful communication channels (website, social Media etc.) → Presence to significant market events → Long-term and stable collaboration approach → Implementation of CSR activities 	Communication methods <ul style="list-style-type: none"> → Communication channels (website, social Media, emails, calls, Press releases) → Field visits, marketing materials → Promotional activities → Client satisfaction survey → Medical information → Annual report

Distributors

Topics of interest and expectations	Frequency
<ul style="list-style-type: none"> → Quality products → Special offers and discounts → Efficient supply chain → Ethical operations transparency → Fair transactions → Compliance to regulations → Effective collaboration and communication → Networking → Responsible and sustainable operation 	Daily
Response	Communication methods
<ul style="list-style-type: none"> → Attractive price policy and discounts → High efficiency standards of the supply chain → Compliance with the code of conduct and policies and the qualitative standards → Compliance to regulatory framework → Frequent and plentiful communication channels (website, social Media etc.) → Presence to significant market events → Long-term and stable collaboration approach → Implementation of CSR activities 	<ul style="list-style-type: none"> → Meetings with clients → Communication channels (website, social Media, emails, calls, Press releases) → Market events and exhibitions → Client satisfaction survey → Annual Report

Society / NGOs

Topics of interest and expectations	Frequency
<ul style="list-style-type: none"> → Sponsorships and donations → Effective and interactive dialogue → Volunteering actions → Networking → Responsible and sustainable operation 	Monthly
Response	Communication methods
<ul style="list-style-type: none"> → Support and participation to NGOs events → Open-gate communication approach → Frequent and diverse communication channels (website, and social Media) → CSR activities 	<ul style="list-style-type: none"> → Communication channels (website, social Media, emails, calls, Press releases) → Meetings → Participation in events → Annual Report

Final Customers / Patients

Topics of interest and expectations	Frequency
<ul style="list-style-type: none"> → Reputation of the brand → Quality products → Low prices → Innovative products → Availability of the products → Information material → Responsible and sustainable operation 	Daily
Response	Communication methods
<ul style="list-style-type: none"> → Compliance with the qualitative standards of BAUSCH Health → Marketing and Promotion initiatives → Application of every innovation and new trend of the industry → Compliance with the BAUSCH Health Global Code of Conduct and Policies → Continuous offers and competitive prices → High standards of the provided services → Frequent and diverse communication channels (website, and social Media) 	<ul style="list-style-type: none"> → Communication channels (website, social Media, emails, calls, Press releases) → Marketing material → Promotional activities → Pharmacovigilance phone line → Medical information

Regulatory Authorities

Topics of interest and expectations	Frequency
<ul style="list-style-type: none"> → Compliance with the regulatory framework → Health and Safety issues → Labor issues → Transparency → Reporting of financial data → Information about BAUSCH Health Hellas and its activities → Responsible and sustainable operation 	Daily
Response	Communication methods
<ul style="list-style-type: none"> → Full compliance with the regulatory framework → Implementation of code of conduct and policies → Internal control → Publication of financial statements and annual report → Certification ISO 37001:2016, 9001: 2015, 1348/04 	<ul style="list-style-type: none"> → Communication channels (website, social Media, email, calls, Press releases) → Meetings → Financial statements → Annual report

Professional Bodies / Associations

Topics of interest and expectations	Frequency
<ul style="list-style-type: none"> → Current market challenges → Economic and institutional development → Collaboration → Funding of initiatives → Responsible and sustainable operation → Networking 	<p>Monthly</p>
Communication methods	
<ul style="list-style-type: none"> → Communication channels (website, social Media, email, calls, Press releases) → Meetings → Market events and exhibitions → Memberships to networks → Financial statements → Annual report 	
Response	
<ul style="list-style-type: none"> → Participation to key industry and economic bodies → Support and participation to industry and economic events → Open-mind approach for collaboration and networking → Publishing of financial statements and annual report → Implementation of CSR activities 	

Pharmacies / Wholesalers / Optician Stores

Topics of interest and expectations	Frequency
<ul style="list-style-type: none"> → Brand reputation → Quality products → Low prices → Innovative products → Availability of the products → Information material → Efficient supply chain → Ethical operations and transparency → Compliance to regulations → Effective collaboration and communication 	<p>Weekly</p>
Communication methods	
<ul style="list-style-type: none"> → Communication channels (website, social Media, emails, calls, Press releases) → Marketing material → Promotional activities / events → Client satisfaction survey → Annual report 	
Response	
<ul style="list-style-type: none"> → Compliance with the qualitative standards, code of conduct and policies → Compliance to the regulatory framework → Marketing and promotion initiatives → Application of every innovation and new trend of the industry → Continuous offers and competitive prices → High standards of the provided products 	

Suppliers / 3PL Warehouses

Topics of interest and expectations	Frequency
<ul style="list-style-type: none"> → Fair and transparent transactions → Financial performance → Responsible and sustainable operation → Compliance to regulations → Effective collaboration and communication → Transparency 	<p>Weekly</p>
Communication methods	
<ul style="list-style-type: none"> → Communication channels (website, social Media, email, calls, Press releases) → Meetings → Market events and exhibitions → Financial statements → Annual report 	
Response	
<ul style="list-style-type: none"> → Compliance with the regulatory framework → Implementation of the code of conduct and policies → Publication of financial statements and annual report → Long-term and stable collaboration approach → Presence to significant market events 	

Media

Topics of interest and expectations	Frequency
<ul style="list-style-type: none"> → Information about BAUSCH Health and its products → Financial performance → Promotion of informational material → Responsible and sustainable operation → Awards/Distinctions 	<p>When necessary</p>
Communication methods	
<ul style="list-style-type: none"> → Meetings → Communication channels (website, social Media, email, calls, Press releases) → Financial statements → Advertisements and marketing initiatives/PR events → Promotional and informational material → Market events and exhibitions → Financial statement → Annual report 	
Response	
<ul style="list-style-type: none"> → Regular marketing promotion by the company → Availability of Marketing and Communications Department for any media request → Presence to significant market events → Conduction of CSR activities 	

Operate with Integrity

1. ECONOMIC AND MARKET PERFORMANCE



This material references Disclosure 201-1 Direct economic value generated and distributed from GRI 201: Economic Performance 2016.

In BAUSCH Health Hellas, we work towards our targets and priorities for further growth and value-creation in the Greek market. Since our establishment, we methodically apply the implementation of a coherent strategic investment plan, acquisitions and collaborations, across the range of health products.

Today, we employ **72 employees** and have a **product portfolio of more than 30 product brands**, achieving a **distributed value of 24,503,019.81 EUR**. This proves our significant contribution to the Greek economy and a positive impact on a significant number of stakeholders.

ECONOMIC VALUE GENERATED AND DISTRIBUTED (EUR)

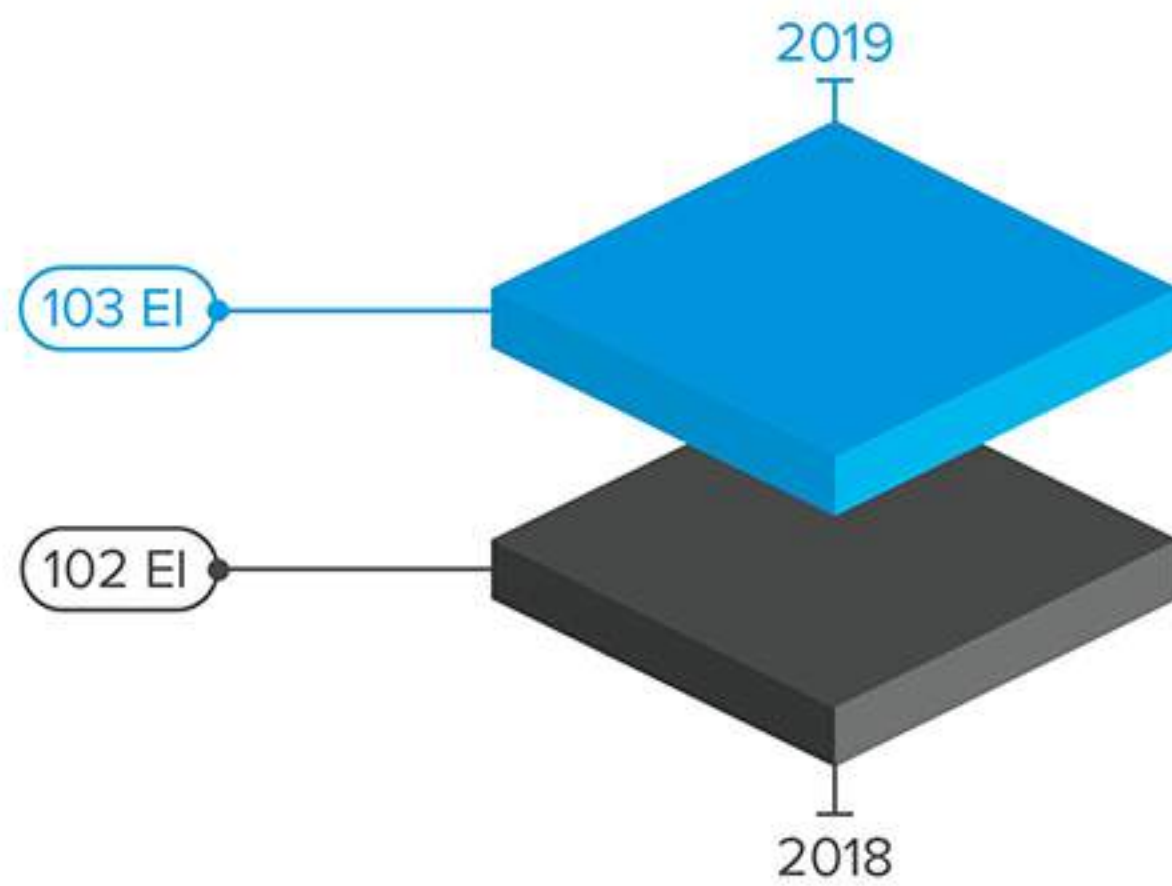
Economic Value Generated	
Revenues	23,966,716.14
Economic Value Distributed	
Operating Costs	20,294,694.41
Employees' Remuneration and Benefits	3,829,773.16
Payments to Providers of Capital	0.00
Payments to Government	378,552.24
Community Investments	0.00
Economic Value Retained	
	(536,303.67)

As we aim at excellence, we constantly track our performance in the market, since we are convinced that benchmarking will guide us to better business performance. In 2019, we continued to monitor our **evolution index** in the Greek pharmaceutical market against **19 high standing companies**. The average price of this benchmarking index is 100; meaning that companies above this level recorded a better performance than the market. We managed to surpass the average price, scoring **103** points, an increase of one point from 2018.

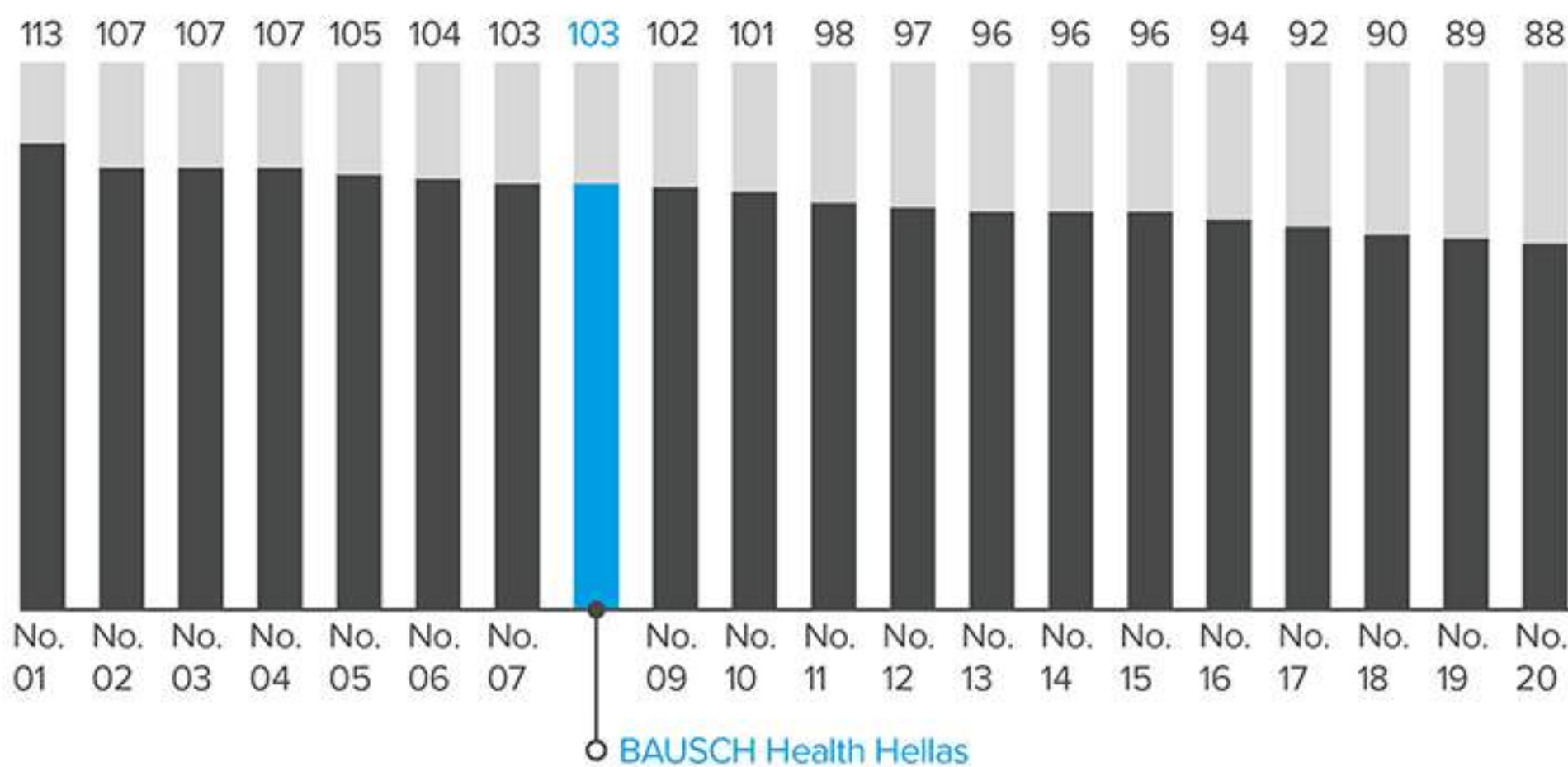
This performance classified BAUSCH Health Hellas in the eighth position, proving that the efforts of our people are recognized in the pharmaceutical market, positioning us among the most respected brands in Greece.

03. OPERATE WITH INTEGRITY

BAUSCH Health Hellas Evolution Index



Greek Pharma Companies Classification of Evolution Index



2. CORPORATE GOVERNANCE

Board of Directors

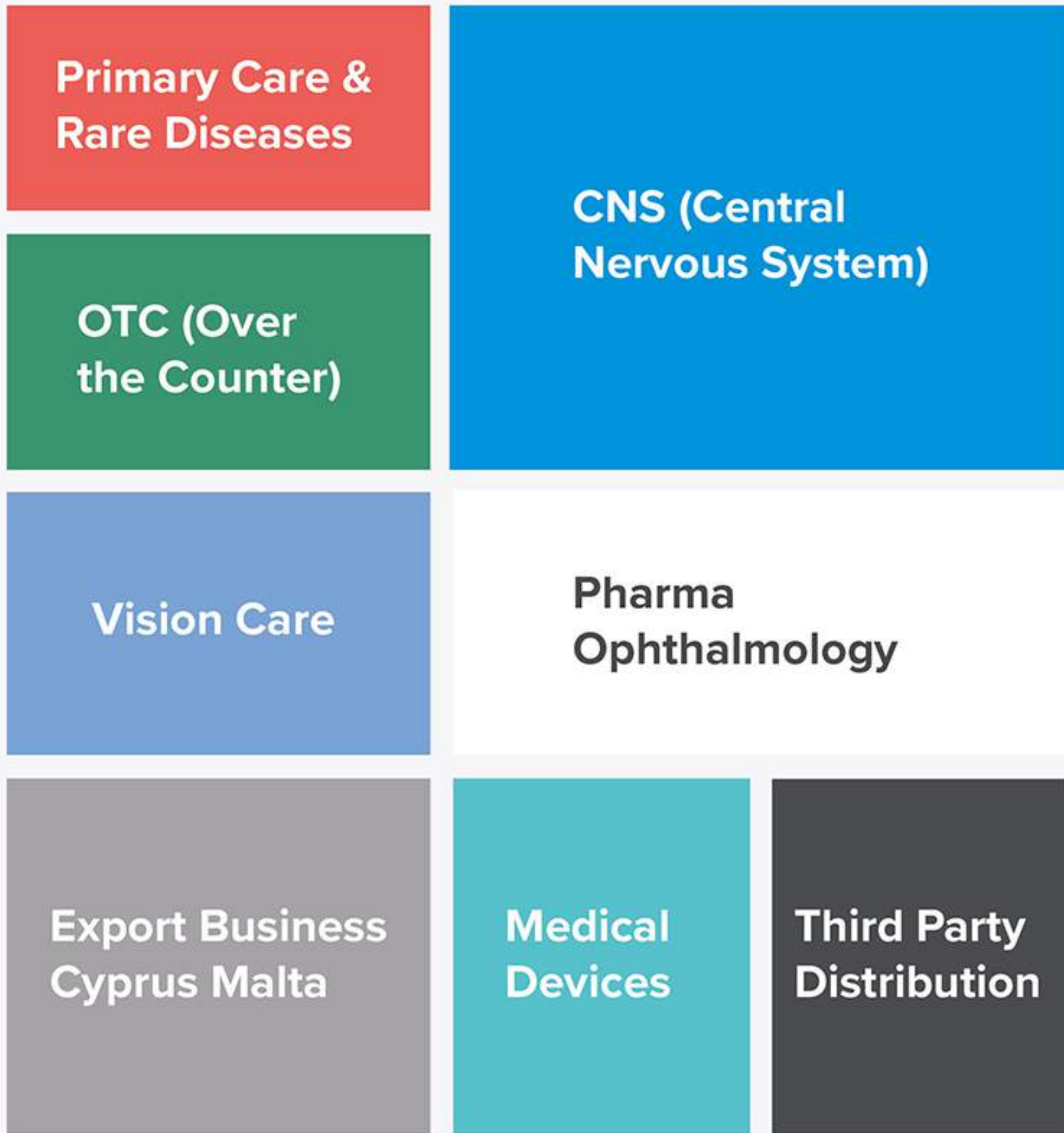
Iakovos Michalitsis Managing Director, General Manager Greece, Cyprus & Malta	Michael Kondylis Business Development & Regulatory Manager	Maša Benko Regional Finance Manager for Vision Care Europe at BAUSCH Health Companies Inc.
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Leadership Team

Iakovos Michalitsis Managing Director, General Manager Greece, Cyprus & Malta	Katerina Monioudi Finance Manager Greece, Cyprus & Malta
Michael Kondylis Business Development & Regulatory Manager	Spyros Verginis Ethical & Pharmacy (Rx&OTC) Division Manager Greece, Cyprus & Malta
Kostas Baglatis Vision Care Head Greece, Hungary, Balkans, Cyprus & Malta	Giannis Gerekos Sales & Marketing Ophthalmology Pharmaceutical Manager Greece, Cyprus & Malta
Zetta Bithari Marketing Manager Vision Care Greece, Hungary, Balkans, Cyprus & Malta	Teresa De Luca Pharma Marketing Manager Rx, OTC & Ophthalmology Greece, Cyprus & Malta

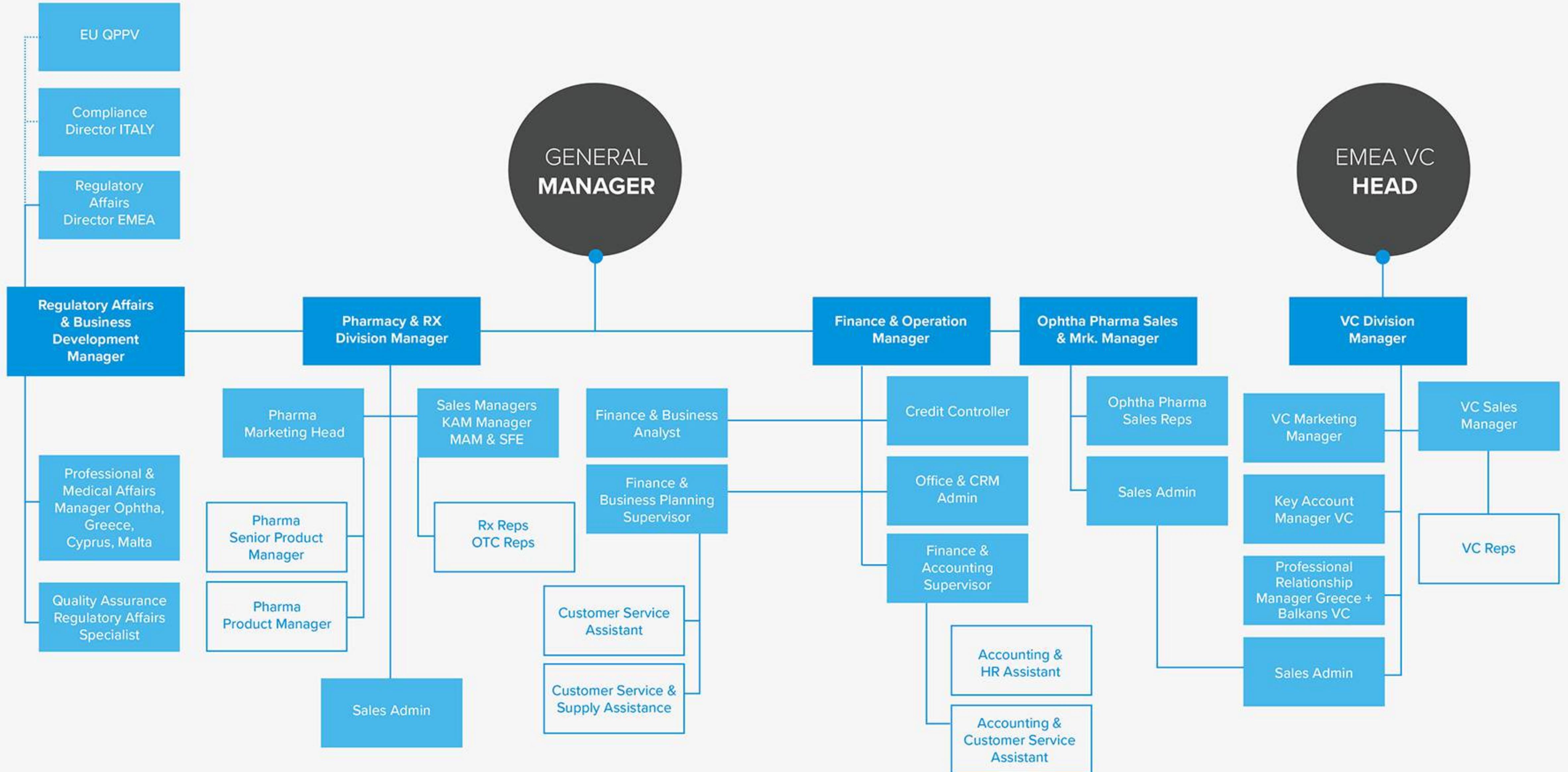
03. OPERATE WITH INTEGRITY

Portfolio categories / channels of BAUSCH Health Hellas:



03. OPERATE WITH INTEGRITY

ORGANIZATIONAL CHART



03. OPERATE WITH INTEGRITY



3. CODE OF CONDUCT AND BUSINESS PRACTICES

BAUSCH Health is proud of its Corporate Culture. All subsidiaries follow the same principles, focused on improving peoples' lives. In line with this philosophy, we have incorporated and applied policies and codes, which form our Corporate Culture.

Corporate policies are designed to provide guidance to employees, agents and contractors, according to legal and ethical standards in the region/country relating to most common activities and at the same time to enhance compliance. Such policies include:

1. Standards of Business Conduct.
2. Global Anti-Bribery Policy
3. Business Ethics Reporting Policy
4. Insider Trading Policy
5. Corporate Disclosure Policy
6. Blackout Policy
7. Corporate Governance Guidelines

Standards of Business Conduct

The Standards of Business Conduct, followed by all employees and Board members, focus on: Our demand for the highest standard of business ethics and integrity from our employees and third parties. Compliance with all applicable laws and regulations, of the countries where we do business. Develop training programs and other related processes to ensure awareness and promote compliance with the Standards.

The Standards are intended to accomplish the following objectives:

- Emphasize our commitment to ethical behavior and compliance with the law.
- Establish basic standards of legal and ethical behavior.
- Increase our sensitivity to legal and ethical issues.
- Describe situations in which we need to be particularly careful and to provide guidance, regarding on how to obtain help in dealing with legal and ethical issues.

→ Inform us about procedures for reporting known, and suspected, violations of the Standards or laws

→ Prevention and detection of violations of the Standards and the law.

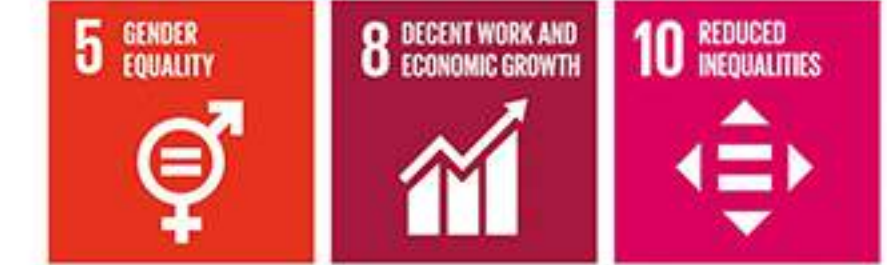
The Standards of Business Conduct cover 12 key areas, namely:

- Standard 1: Competitive Practices
- Standard 2: Integrity of Business Records and Reporting
- Standard 3: Public Disclosures and Communications and Trading in company's shares
- Standard 4: Dealing with Government Officials
- Standard 5: International Transactions
- Standard 6: Dealing with Healthcare Professionals and Healthcare Organizations
- Standard 7: Quality Standards and Assurance
- Standard 8: Conflicts of Interest
- Standard 9: Protection of Assets and Confidential Information
- Standard 10: Equal Opportunity Workplace Environment
- Standard 11: Health, Safety and Environmental Protection
- Standard 12: Reporting Questionable Practices

Risk Management

Pharmaceuticals is a complex industry with numerous facts which have an impact on the business operation. Consequently, several risks regarding business, anti-bribery and compliance, need to be dealt with, in a robust and responsible way. To ensure that our company is protected against potential risks, we perform a risk assessment, to identify and classify the major risks of our operation, while developing the necessary preventive actions. First and foremost, we have identified and evaluated those business risks that are of top priority, anti-bribery and compliance risks. By evaluating the risks and acting proactively, we prepared an indicative action plan in case of a risk occurrence.

4. EQUAL OPPORTUNITIES AND DIVERSITY



In BAUSCH Health Hellas, we support and encourage diversity in the workplace, since this constitutes a competitive advantage.

We value diversity as a variety of different perspectives, increased creativity, innovation and economic performance, respecting all kinds of diversity. Moreover, we encourage and support an inclusive working environment. In our company, the Director of Regulatory Affairs, is responsible for matters relating to discrimination and the promotion of diversity.

BAUSCH Health Standards of Business Conduct are incorporated in our corporate governance framework and reflect the core principles of human rights, that ensure labor rights and equal opportunities while combating any kind of gender discrimination and prohibits any discrimination regarding color, ethnicity, religion, disability, sexual orientation, age and family or social status.

By creating a workplace with no discriminations, we enjoy great advantages, strengthen our corporate values, enhance our reputation as employers, attract and retain talent, provide greater motivation to existing employees and foster innovation.

Participation of Women in the Leadership

→ **Leadership Team** consists of eight executives, the proportion of women is **37,5%**, respectively (three women and five men).

→ In the three-member **Board of Directors** of the company, two of the members are men and one is a woman (**33%**).

→ In a total of **17 Managers/Senior Managers**, women constitute **41%** (7 women and 10 men).

International Women's Day Celebration

→ We celebrate International Women's Day by recognizing the value of women in modern society.

→ Our men employees offer red roses to women of the company supporting their efforts to overcome discrimination.



Equal remuneration

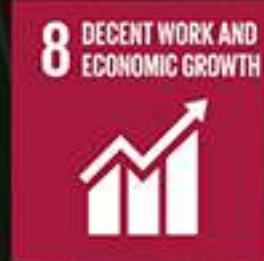
Our remuneration policy is fair and equal for all our employees. Collaborating with a specialized external consultant, helps us implement a comprehensive job grading system. The remunerations are defined through a benchmark methodology for salaries, according to the positions in the pharmaceutical industry and an evaluation of the importance for each position.

We implement a Bonus System, which is meritocratic and transparent, in terms of financial benefits and non-gender discrimination. The annual Bonus System is communicated by the Financial Department to the Sales Managers, by internal e-mails and is presented during the company's interdepartmental meetings, in the beginning of the year.

The targeting process and the semiannual and annual evaluations, by two evaluators, play a prominent role in determining the remuneration policy. Also, the company uses the findings of "Profile XT system", to decide and proceed to the hiring of a new employee.

03. OPERATE WITH INTEGRITY

5. COMPLIANCE



In BAUSCH Health Hellas, we give the highest priority to align our operations to the regulatory framework as it is set by governmental requirements and internal operation policies.

The vision and the mission of our company is streamlined to the norms and the regulations, to achieve the ultimate purpose of our business: improve people's lives through our healthcare products.

BAUSCH Health has developed a system of compliance procedure, which is based on a continuous regulation training of the Standard Operating Procedures (SOP) of the company, the Travel and Expenses (T&E), the reporting requirements and the corporate procedures, related to healthcare compliance.

BAUSCH Health organizes an annual Europe and Russia/CIS Healthcare Compliance Training Program to certify and develop BAUSCH Health employees worldwide and affiliate subcontractors.

The training covers the relevant healthcare laws, industry codes, and BAUSCH Health policies and procedures. Employees and subcontractors are trained on the consequences of failing to comply with the requirements of BAUSCH Health Compliance Program, which includes appropriate disciplinary action, including the termination of employment/engagement.

In BAUSCH Health Hellas, we have a zero-tolerance policy regarding compliance issues, focusing on the maximum level of performance and transparency. Our activities are aligned with the Greek regulations, regarding enhancing the level of internal business controls and establishing consistency of processes, through the BAUSCH

Health affiliated entities, in Europe, the Middle East and Africa (EMEA) region. Foreign Corrupt Practices Act (FCPA) compliance, Anti-corruption and Disbursement Policy, Standards of Business Conduct, the Mock-ups and Artworks Approval and Business Ethics Reporting Policy, are some of the policies that are in effect.

Moreover, as a responsible company, we work together and follow the business norms of the trade associations Hellenic Association of Pharmaceutical Companies (SfEE), Hellenic Association of Self Medication (EfEX) and Service Employees International Union (SEIU).

Comprehensive Standard Operating Procedures List (SOPs)

- ▶ Quality Manual
- ▶ Risk Management
- ▶ Promotional and Non-Promotional Activities and Agreements with Healthcare Professionals
- ▶ Promotional Materials
- ▶ Daily Allowance Sales Force
- ▶ Payment Runs and Actual Approval Process and Users of Internet Banking
- ▶ Personnel Training
- ▶ Reimbursement of Business Expenses
- ▶ Reconciliations
- ▶ Conflict of Interest Reporting Process
- ▶ Confirmation on Monthly Reconciliations
- ▶ Bonuses and Kicker Bonuses
- ▶ Employee Advance Payments
- ▶ Management of Repackaging and Relabeling
- ▶ Activities
- ▶ Customer Master File
- ▶ Sales Returns
- ▶ Mapping of Local Accounts to HFM
- ▶ Samples Management
- ▶ Management of Field Actions
- ▶ Management of Documents, Archives and IT Systems
- ▶ Internal and External Audits
- ▶ Pharmacovigilance / Materiovigilance
- ▶ Quality Product Complaints
- ▶ Change Control

03. OPERATE WITH INTEGRITY

General Data Protection Regulation



BAUSCH Health Hellas complies with the General Data Protection Regulation (GDPR) requirements, having modified its internal procedures to fully comply with the legislation, conducting an e-mail communication to its stakeholders and training its employees to respond to new operational conditions.

In 2019, we continued to develop GDPR operational policies and align our SOPs with the regulatory requirements, aiming to ensure full compliance without any potential security gap which will lead to the client's data leak. We completed the Privacy Policy and the Policy on the Collection and Use of HCP Personal Data, a Data Subject's Rights SOP and an Employee Notice.

Furthermore, we paid significant attention to training, organizing dedicated workshops, per unit, to offer tailored made training, as much as possible. All of our employees received the relevant training and reports, regarding their rights and interactions with HCPs.

During the referenced year, BAUSCH Health Hellas has not identified any non-compliance issues and there was no penalty regarding GDPR issues.

6. TRANSPARENCY



BAUSCH Health Hellas is committed to complying with all laws and regulations which govern our operations, in the country in which we operate. Based on our values and our corporate policies, we have set procedures to prevent bribery incidents and to ensure that any third party, with which we engage, will act accordingly.

Global Antibribery Policy

The Company has adopted the "OECD Convention on Combating Bribery of Foreign Public Officials in International Business Transactions" and the "United Nations Convention Against Corruption". For efficient anti-bribery control, the company has developed a global anti-bribery policy, which outlines the principles and obligations that apply to all employees, Board members and subcontractors. In this respect, every stakeholder is responsible to adhere to these standards.

Potential issues include:

- Payments or provision to induce a decision of a client.
- Fees, commissions, or profit-sharing agreements to HCPs.
- Consulting fees for services that are not required, not performed or transactions with more than fair market value.
- Distribution of product samples in exchange of favorable actions.
- Gifts, hospitality or other benefits to government officer or client.
- Payments or donations to foundations controlled by clients or other government officers.
- Payments to influence any act or decision of a Government Officer.
- Payments or other benefits for securing any confidential, proprietary or competitor's information.

Blackout Policy

The purpose of the Blackout Policy is to prohibit trading securities of BAUSCH Health companies, during certain periods, where there is a higher risk or perception that employees, officers, or directors may possess classified information.

Disclosure Policy

Disclosure Policy defined to promote consistent practices for informative, timely, accurate and broadly disseminated publication of information to the market, to external stakeholder groups and employees, according to applicable legal, regulatory, and stock-exchange requirements.

Insider Trading Policy

Insider Trading Policy sets the legal concepts and implements rules to trading and reporting for securities. The procedures and restrictions present the framework within which individuals may purchase and trade securities, without violating the applicable securities laws. The restrictions set forth in this Policy apply to all Company officers, directors and employees.



Business Ethics Reporting Policy

This Policy provides a procedure for reporting and encourages directors, officers, employees and contractors of the company to report instances of misconduct without fear of discrimination, harassment or retaliation, conflicts of interest. All complaints from an employee, officer, director or contractor received by the company shall be referred to the Chief Compliance Officer or the General Counsel, with the necessary respect to confidentiality and personal data.

Business Ethics Hotline

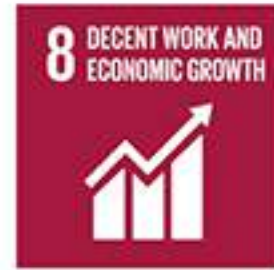
Business Ethics Hotline is an incident reporting system, to a third party, that provides confidential, anonymous means of submitting concerns, subject to certain limitations of/and in accordance with local law. Company employees, officers, directors and contractors may contact the Hotline from international locations, 24 hours a day, 7 days a week.

BAUSCH Health Hellas Non-Retaliation Policy

The company is committed not to retaliate against employees reporting violations or possible violations of its policies, prohibiting discrimination, harassment or retaliation against any employee, officer, director or contractor who, in good faith, provides information or otherwise assists in an investigation or proceeding regarding any conduct within the scope of this Policy.

03. OPERATE WITH INTEGRITY

7. SUPPLY CHAIN



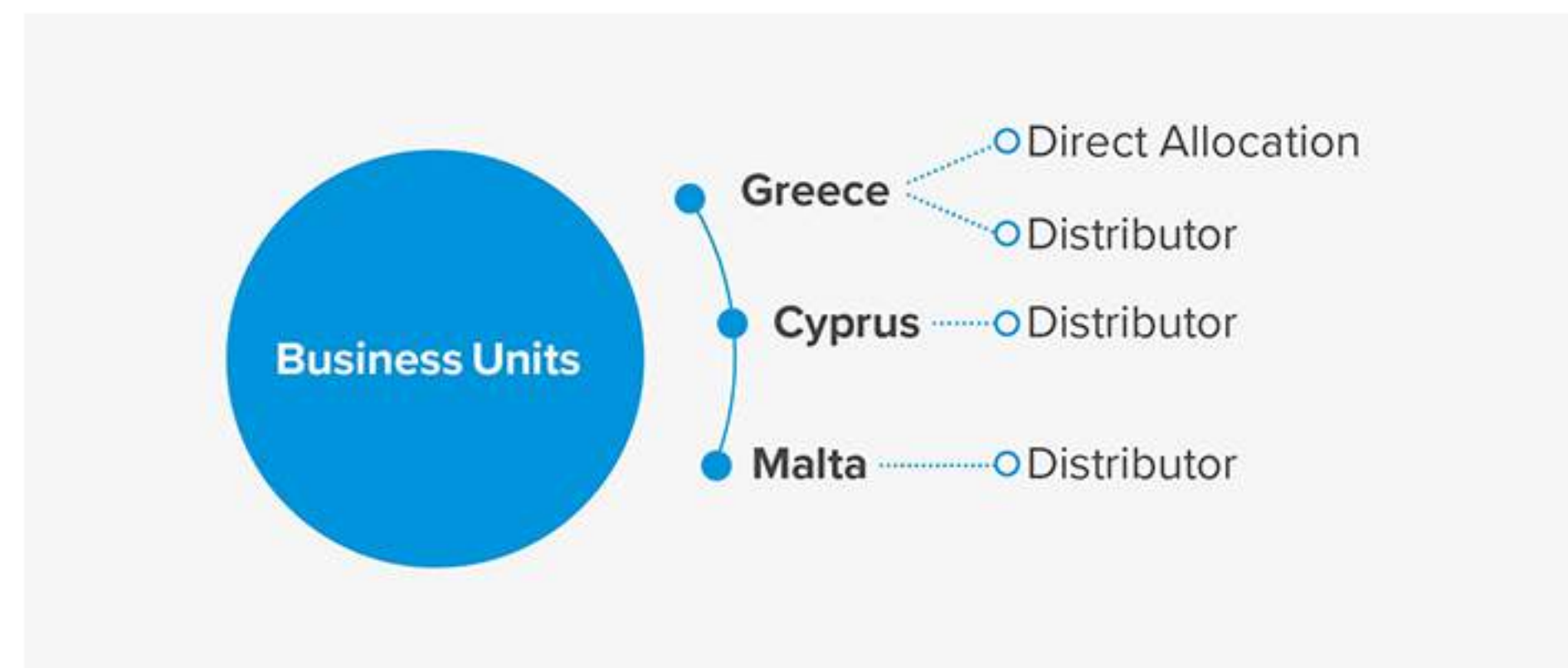
We provide healthcare products in Greece, Cyprus and Malta directly or via distributors.

The **98%** of Total Net Sales of the three markets comes from Greece, **1%** from Cyprus and the rest **1%** from Malta.

We have two warehouses in Greece, "Olympus", for our Vision Care products and "Famar", for the rest of the medical products, food supplements and medical devices. "Olympus" distributes our products to optician stores and wholesalers, "Famar" distributes our products to wholesalers and pharmacies and "AK Medical" distributes our Aesthetic Dermatology Medical Devices.

Our distributors in Greece and Cyprus have signed contracts with the Group and receive the products through our supply chain network. Five of our products are produced in Greece, namely Sentoba, Ocuville Complete, Niflamol, Counterpain and Ezixin, representing 23% of our net sales, for 2019. Our supply chain includes the allocation of our business units directly, or via, distributors in Greece, Cyprus and Malta.

Supply Chain System



8. RESPONSIBLE MARKETING AND COMMUNICATION

We ensure that the ethical promotion of our products is achieved through the **Five-Principles Code of Sales and Marketing Integrity**, namely:

1. We know and comply with the law, industry voluntary codes and corporate policies and procedures.
2. We do not "buy" business.
3. We promote our products in a fair way.
4. We record all transactions and expenses.
5. We protect our own people and respect third parties' confidential information.

These principles reflect our belief that caring for patients, should be based solely on each patient's medical needs and on medical knowledge and experience. Moreover, we are convinced that ethical business practices are a significant key to our company's success. Even if complying with this Sales and Marketing Code occasionally results in loss of revenue, such "cost" is the best investment we can make in solidifying our company's reputation as an industry leader and an organization with an uncompromising commitment to integrity.

03. OPERATE WITH INTEGRITY

CEO Clubs Greece – Leading from Ground Zero

In 2019, CEO Clubs Greece completed 10 successful years of active action and contribution to Greek entrepreneurial scene, sealing them with an anniversary Forum in November. Entitled “Leading from Ground Zero in Action” and presented by 10 leading executives of Greek and multinational organizations, CEO Clubs Greece attempted a flashback to the last decade that marked Greece, through the personal testimonies of

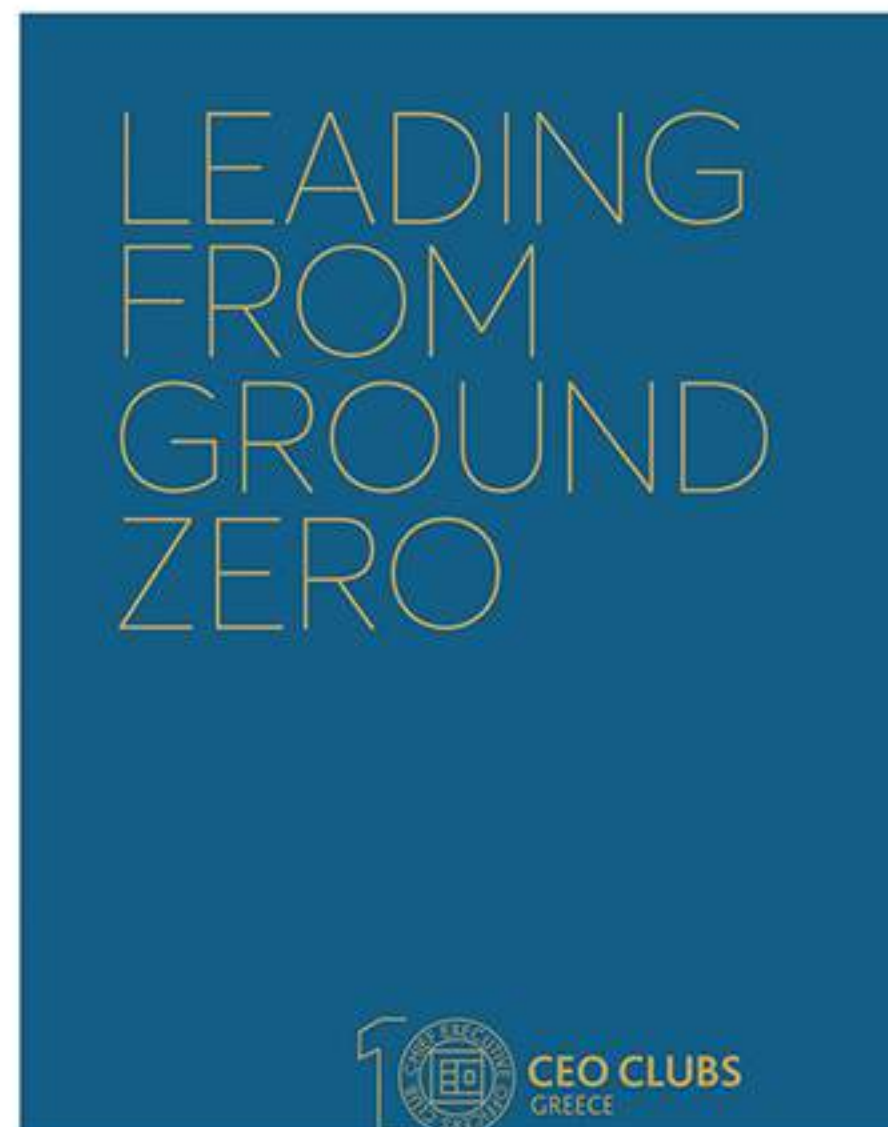
its members, which were shared with the public. They presented their biggest personal and professional challenges they faced, trying to ensure the viability and prosperity of their organizations during the biggest recession the country has faced in its recent history.



CEO CLUBS
International

BAUSCH Health Hellas was an active member and a gold sponsor of the event, Mr. Iakovos Michalitsis the Managing Director, General Manager Greece, Cyprus & Malta and CEO Clubs advisory member from 2018, participated in a dedicated panel, expressing his own experience from the last ten years of leading the company and also, pointing out the values and efforts that helped BAUSCH Health Hellas not only to endure the recession but to achieve a remarkable growth.

The aim of the Forum was to highlight the value that the Club provided to its members, being a spiritual and emotional ark during the recession. CEO Clubs Greece offers substantial support as well as collective inspiration to enhance the vision for managers, pursuing and securing a better future for themselves, their people and their organizations. Its ultimate goal is to convey a message of faith, professionalism and optimism to future generations of leaders.



Further to Forum, CEO Clubs Greece published the “Leading from Ground Zero” book, a story of purpose, courage and creativity. A story of those who managed to proactively adapt to a new normal, regain clarity and focus, maintain emotional control, boost collaboration, insist on customer centricity and redefine trust to a better future.

Despite of the fact that there have been various publications and reports on the numerical footprint of the last decade, there has been none that reveals the human aspect behind the systemic failures or successes.

BAUSCH Health Hellas participated in the specialized edition in which Mr. Iakovos Michalitsis, Managing Director, General Manager Greece, Cyprus & Malta, quoted his approach to the key aspects of business and leadership that labelled last decade and constitute the path for the future.

“It has been an honor and a privilege to be a member of this Club. I honestly feel part of unique group of people with each one contributing to a different endeavor. I often feel sad that we cannot make our work within the Club public. I believe that it could prove fruitful even on an institutional level, since it is generated by CEOs who are collectively responsible for a large number of people in Greece, so it could help other executives in decision making. Consequently, it is indeed a pillar of growth that can bring significant added value to society.”

Iakovos Michalitsis

BAUSCH Health Hellas, Managing Director,
General Manager Greece, Cyprus & Malta

9. PHARMACOVIGILANCE, MATERIOVIGILANCE AND COMPLAINTS MANAGEMENT

High standard customer service and client satisfaction are of top priority for the successful operation of our business, and therefore we have set a vigilance mechanism to timely receive product complaints and/or be informed of adverse events.

Particularly, we monitor if our operation complies with regulations; we capture information that improves the quality of our products and we ensure that the continuous safety and efficacy of our products is maintained to protect patient welfare.

Product complaints and/or adverse event reports can be communicated through all the

channels (i.e. telephone, fax, email, letter, or social Media). All employees are trained to be alerted on issues and aware of official procedures. All adverse events and product complaints are directed to and managed by, our corporate departments and the health authorities, when required, according to all applicable laws and regulations.

Respect the Environment

Protecting our employees and communities and preserving the environment for current and future generations is a top priority at BAUSCH Health.

In fact, as an organization with a mission to improve people's lives with our health care products, we believe this is an essential obligation and responsibility.

In BAUSCH Health Hellas, we are sensitive to environmental issues, working daily to become a more sustainable company, by reducing our consumption of fuel, energy and water, minimizing our waste generation and providing a safe work environment for our employees.

We fulfil this commitment through our global Environment, Health, Safety + Sustainability organization (EHS+S).

1. EHS+S GLOBAL SUSTAINABILITY COMMITMENTS



The BAUSCH Health EHS+S principles are embedded in all operating plans, enabling widespread impact at both the corporate level and across our regional manufacturing and supply chain locations. This approach has resulted in substantial reductions in our environmental impact, cost savings and a significant improvement in BAUSCH Health Hellas community capital.

04. RESPECT THE ENVIRONMENT

BAUSCH Health EHS+S principles



The BAUSCH Health comprehensive set of environmental policies provide the foundation for our EHS+S global commitments.

These commitments serve as the framework to guide our efforts to conduct business in a way that meets the needs of patients, health care providers, customers, consumers and stakeholders today. At the same time, we aim in preserving, protecting and sustaining the community, the environment and natural resources, so they are available for future generations.

Sustainability Commitments

Environment, Health, Safety and Industrial Hygiene

We conduct our business throughout the world in a way that protects the environment and provides a safe and healthy workplace for our employees.

Sustainable Purchasing

We give purchasing preference to environmentally sustainable products and services that are comparable to their standard counterparts in quality, price and performance.

Design for the Environment

The design of our products and manufacturing processes, throughout the life cycle of each of our products, offers an important opportunity to improve sustainability and reduce our environmental impact.

Sustainable Building Management

We incorporate into our facilities the most advanced sustainability practices, such as recycling and reuse of natural resources and production materials as also the use of state-of-the-art energy and water technologies to maximize building efficiency and minimize environmental impact.

Sustainable Packaging

We recognize our responsibility to optimize the use of packaging materials, reduce waste and continually improve our processes.

04. RESPECT THE ENVIRONMENT

2. ENVIRONMENTAL INITIATIVES



In October 2019, **30** BAUSCH Health Hellas employees, along with **20** members of their families and children, volunteered to clean up the central Beach of Rafina port near Athens, Greece.

The annual event, organized by the Hellenic Marine Environment Protection Association (HELMEPA), featured various activities and helped increase public awareness about marine environmental threats from human activities. At the end of the day, the group cleaned up a **1 km** stretch of the shoreline and collected **60 kg** of waste, the number of cigarette butts, glass bottles and plastics collected was remarkable, reaching a total of **667** pieces.



"The voluntary cleaning of Rafina beach by our employees has been an excellent initiative that demonstrated our environmental consciousness and left our positive corporate environmental footprint. Such activities provide important learning about how we can respect the marine environment, recycle and live a more environmentally conscious life."

Iakovos Michalitsis
BAUSCH Health Hellas Managing Director, General Manager Greece, Cyprus & Malta

Eco-stickers

Sensitive to environmental issues, we encourage our employees to apply day-to-day practices such as electricity-saving, energy management, heating and cooling, water-saving, segregation and proper disposal of waste in the appropriate recycling bins located nearby, outside the company.

To establish the above practices, we have created a series of eco-stickers, which are distributed to all employees of all departments. Some of these stickers inspire with humorous messages regarding rules of personal hygiene and cleanliness in the work environment.



Recycling Stand

Since June 2019, we have installed in our premises special stands for the storage of light bulbs as well as batteries and packaging material.

3. EHS+S KEY PERFORMANCE METRICS

Responsible Use of Resources



We constantly seek new and better ways to reduce waste, energy and water consumption, implementing practices, processes and technologies that help us exceed regionally mandated environmental regulations.

Our employees place considerable focus on these initiatives and work diligently to identify areas in which further improvements can be made. We have issued directives to our employees, to apply daily practices, such as electricity-saving, proper energy management, heating and cooling, water-saving and recyclability, creating a series of eco stickers.

The stickers are distributed to all employees of all departments and are located to key-areas, in the office. At the same time, the corporate e-mail communication all of the employees is signed with an ecological "forest protection" message: "Save a tree! Print this message only if it's necessary!".

In 2019, the total electricity consumption amounted to 53,314 kWh and the use of paper to 22.64 Kg, achieving a decrease of 7.86% and 16.27% accordingly, compared to the previous year. The consumption of paper was 67.16 m³, decreased by 27%, awarding the efforts of our employees to operate with a paperless logic contributing to environmental conservation.

Moreover, we delivered 14 kg of miscellaneous type of batteries for recycling to a specialized waste management company, applying all the necessary safety and environmental measures for the collection, transportation and disposal of them.

Consumption of Natural Resources

Electricity	Paper	Water
57,859 KWh (2018)	27.04 kg (2018)	92 m ³ (2018)
-7,86%	-16,27%	-27%
53,314 KWh (2019)	22.64 m³ (2019)	67.16 m³ (2019)

04. RESPECT THE ENVIRONMENT

Employees Health and Safety



This material references Disclosure 403-6 Promotion of worker health from GRI 403: Occupational Health and Safety 2018.

As a healthcare provider, we cannot ignore the health and safety of our employees. We aim to contribute significantly to our employees' health, through our extensive program of perks and benefits.

We provide an occupational doctor and nurse, medical examinations, hospital and private insurance, optometry and ophthalmological checks. BAUSCH Health Helas offers an amount of the employees' income, equal to 5.46%, for private health insurance.

and a special area within corporate offices for an ophthalmological examination and application of lenses. In addition to this, our employees can purchase Contact Lenses and Food Supplements in discounted prices.

In particular, our employees can also receive medical care at the offices in a weekly basis, by appointment with the occupational doctor, having the capacity of free examination and prescription. Also, we offer to our employees, their relatives and to our associates optometry

Furthermore, we have taken all the necessary measures to ensure safety in the workplace where a safety officer has set all the obligatory measures for a safe operation. During 2019, one accident was recorded that provoked a minor injury of one employee and we had a total of 70 lost days of work due to illness.

Employees Health and Safety KPIs

KPIs	Men	Women	Total
Number of Accidents	1	0	1
Injuries	1	0	1
Fatalities	0	0	0
Lost Days of Work	39	31	70

5. Advance Global Health & Patient Care

1. SERVICES AND PRODUCTS



Our goal is to provide reliable, innovative, safe and affordable treatment solutions, always in the direction of comprehensive and responsible care to patients and the community.

The object of most of the employees of the company is scientific information and sales. Our information and sales teams of pharmacy products, prescription drugs and ophthalmological products regularly visit health professionals and opticians and offer information about the products of our company.

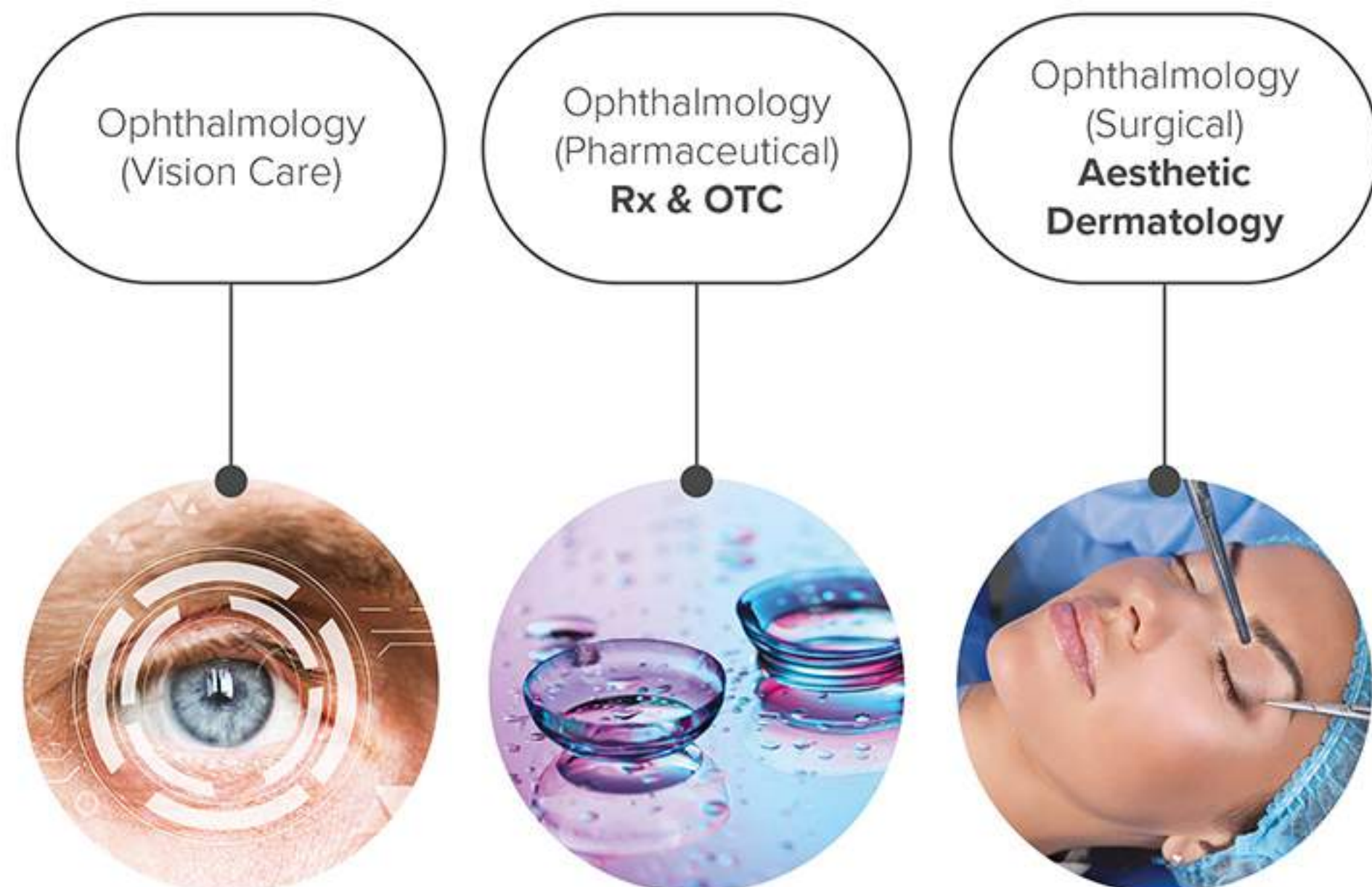
05. ADVANCE GLOBAL HEALTH & PATIENT CARE

Products

BAUSCH Health Hellas develops and sells prescription medicines, both for daily clinical practice (upper and lower respiratory infections, urinary tract infections, skin infections, hypertension, hyper-triglyceridemia, obesity, ophthalmology) as well as orphan drugs for rare diseases like cystic fibrosis, treatment of pulmonary arterial hypertension (PAH), reduction of the number of new finger ulcers in patients with systemic sclerosis and progressive finger ulcer disease, treatment of Huntington’s chorea in adults.

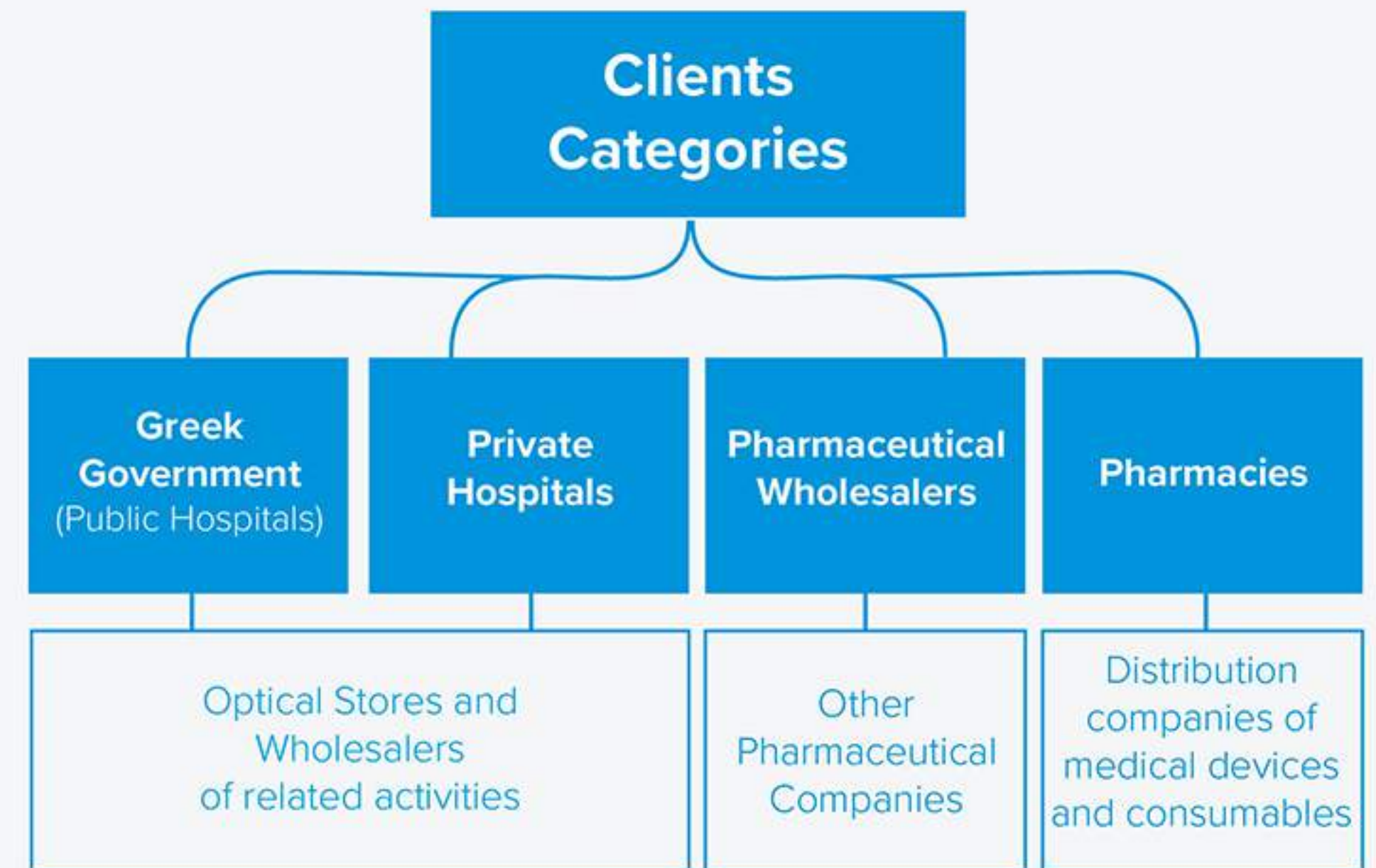
Furthermore, the company has a rich portfolio of non-prescription drugs in major categories, such as analgesics for muscle pain, the symptomatic treatment of short-term acute seizures such as arthritis and non-arthritis rheumatism, the categories related to the common cold, with nasal sprays syrups and sprays for sore throat, dry eye and food supplements related to AMD (age related macular disease).

Finally, the company distributes in Greece the products of the subsidiary Solta Medical Inc., a specialized dermatological company, world leader in the field of aesthetic dermatology (specialization in skin regeneration, wrinkles, acne, premature aging, sun damage, body sculpting). These products are available through specialized dermatologists, plastic surgeons, skincare professionals and medical spas.



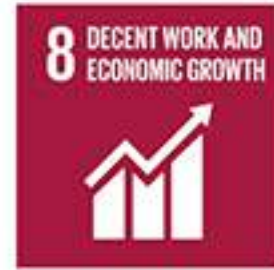
Clientele

BAUSCH Health Hellas provides its products directly or through its distributors to its clientele basis that includes in a small percentage Greek Public Hospitals and in the majority private clients.



05. ADVANCE GLOBAL HEALTH & PATIENT CARE

2. QUALITY OF PRODUCTS



“Quality is achieved by understanding the customer’s needs, evaluating the requirements and constantly assessing one’s performance in delivering a work product that meets all the attributes required by the customer in a timely manner.”

BAUSCH Health quality system is integrated into our operations to ensure that all activities are in compliance, especially those associated with the license requirements of the International Regulatory Agencies.

Quality Policy

We are committed to providing quality products and services that meet or exceed the needs and

expectations of our customers. To succeed, we foster teamwork and operational excellence in our daily work and continuously strive towards improvement of our business processes and organizational performance. Quality is achieved by understanding the customers needs, evaluating the requirements and constantly assessing performance in delivering a work product.

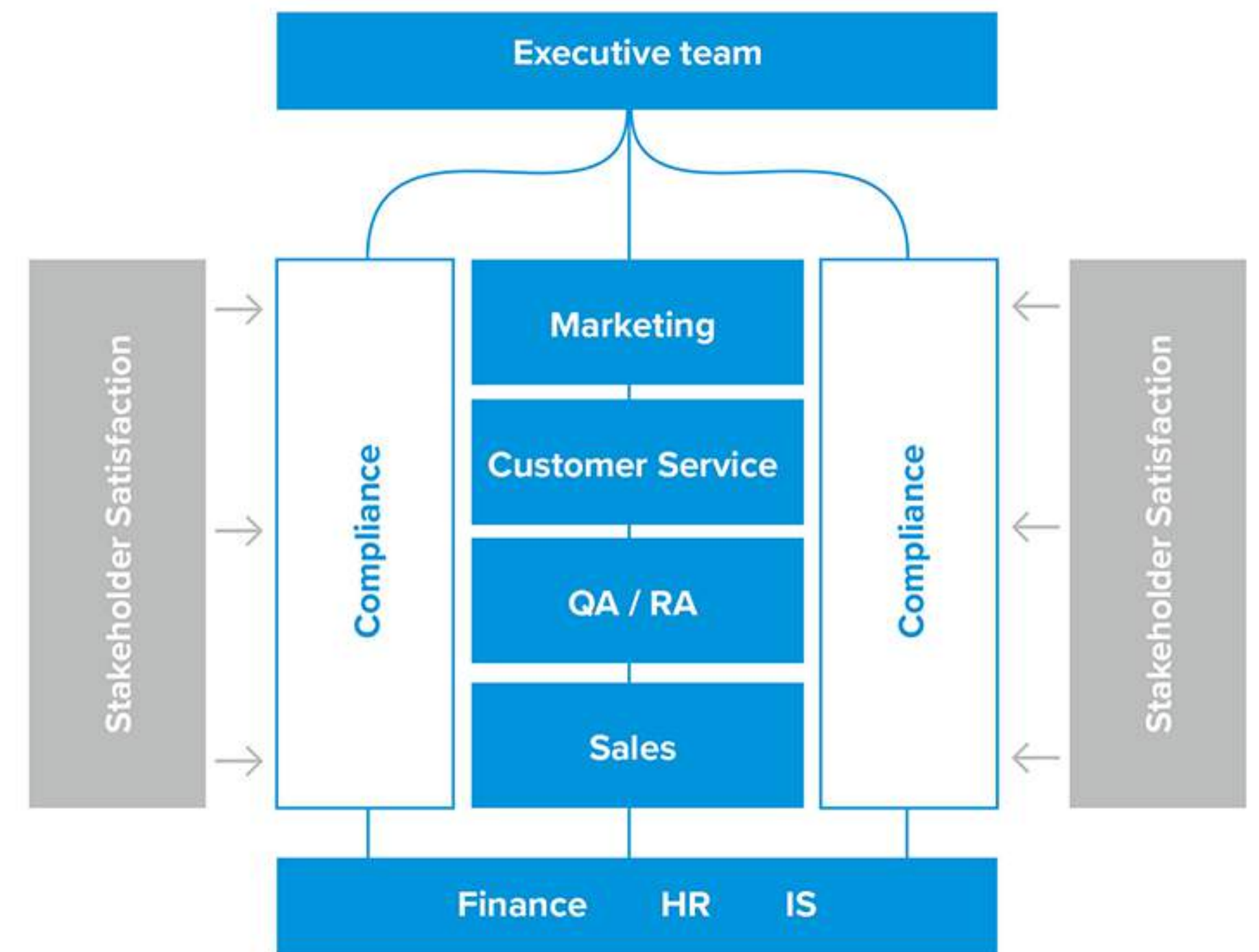
The “customer” is defined as either internal or external customers may include patients, HCPs, wholesalers and governmental agencies.



Quality System

In BAUSCH Health Hellas we developed the **Quality Anti-Bribery Management System** to fulfil the needs of all stakeholders and meet quality, regulatory and compliance requirements that result from the Greek and European regulations and corporate SOPs, policies, trade associations’ codes of ethics, and ISO Standards.

Quality Management System development is based on the requirements of the **ISO 9001:2015**, the **Guidelines of Good Practice in Medical Devices Distribution**, the **ISO 37001:2016**, the Global Anti-Bribery Policy, the Blackout Policy, the Business Ethics Reporting Policy, the Corporate Disclosure Policy, the Insider Trading Policy, the Standards of Business Conduct, the **SfEE code of Ethics**, the **EfEX code of Deontology** and the **SEIU code of Deontology**.



05. ADVANCE GLOBAL HEALTH & PATIENT CARE

Certifications



ISO 37001:2016 Anti-bribery Management System

BAUSCH Health Hellas is the first pharmaceutical company in Greece and the third Greek company that has been certified for anti-bribery. The certification was awarded by TÜV HELLAS (TÜV NORD) for the completion of inspection and certification process, in accordance with ISO 37001: 2016. The scope of ISO 37001:2016 Anti-Bribery Management System covers the management of pharmaceutical and cosmetic products and the distribution of pharmaceutical, cosmetic, medical products and food supplements. The ISO 37001 certification, helps businesses to address the risks of bribery and to improve their ability to detect relevant potential risks.



ISO 9001:2015 Quality Management System

BAUSCH Health Hellas applies a management system in line with the ISO 9001:2015 standard for production management of medical and cosmetics products, trade and distribution of pharmaceuticals, cosmetics, medical devices and food supplements.



Decision No. 1348/04 of the Greek Ministry for Health and Welfare

This certification confirms that the system of "Principles and guidelines for responsible trade distribution of Medical Devices in the field of Ophthalmology and Otolaryngology, Patches and Aesthetic Medicine and Dermatology Products" of the company is in accordance with the corresponding Greek regulation.



“

**1st Pharmaceutical
Company in Greece
to obtain ISO 37001
Anti-bribery
certification**

6. Improve our Communities

Being actively involved in the life of the local communities, where we operate and making an active contribution to their needs is an integral part of our business philosophy.

This is demonstrated by the support and contribution we offer to the development of society as a whole, in the following key areas:

- Support of social actions
- Development of the local market

06. IMPROVE OUR COMMUNITIES

1. SOCIAL CONTRIBUTION INITIATIVES



Corporate responsibility is at the core of our identity, as we believe that the provision of modern, integrated and safe health services to all our fellow citizens, is a basic social good.

Therefore, our activity in the field of health contains the value of offering to society as a whole, hence we developed the CSR program, “Συμβάλλω” (“Symvallo” in English: to contribute), as part of our corporate philosophy and professional culture.

“Symvallo” started in 2016, focusing on our fellow citizens and with the ambition to leave its social footprint in Greece. We continuously monitor the social needs in Greece and subsequently design, propose, and implement initiatives and actions of social contribution, in relation to our values and philosophy.

“Blood Bank” of BAUSCH Health Hellas Employees

The “BAUSCH Health Hellas Blood Bank” consists of 10 volunteers with the aim to address emergencies that may arise for employees and their families. The blood bank operates in cooperation with the blood department of Amalia Fleming Hospital in Athens and General Hospital Hippokratio, in Thessaloniki. The voluntary blood donation of our people takes place on a group basis, upon invitation, or upon request. BAUSCH Health Hellas aims to increase the number of Blood-donators employees up to 30 in the following years.

Employees located outside Athens and Thessaloniki, can visit any hospital in Greece, any time they wish, and donate blood for the BAUSCH Health Hellas Blood Bank.



The program does not aim to be a set of ad hoc actions, but a system of actions that will be developed consistently and based on a central philosophy of the company, to meet a wide range of existing and essential social needs. Finally, most of our actions have been developed, encouraging employees to participate in them, with special added value for themselves.

During 2019, BAUSCH Health Hellas, with the support of the nursing staff of the “Amalia Fleming” Hospital, organized, for the first time in its offices, a voluntary blood donation, in which 12 employees participated. The volunteer blood donors, “BAUSCH Health Heroes”, were rewarded with one-day leave. After the blood donation, juices and snacks were offered to the blood donors.

Free precautionary Ophthalmologic Check by BAUSCH Health

Employees in BAUSCH Health Hellas Ophthalmology department, in collaboration with organizations, such as Greek Association of Optometry and Optics, “Ark of the World” and “The Smile of the Child”, offer free precautionary Ophthalmological examination to vulnerable social groups and the company provides non-drug products where there is a need.



“Intervention in Crisis” Program from Aiginiteio Hospital

The “Intervention in Crisis” program of the Aiginiteio Hospital is addressed to our fellow citizens who are in a final illness stage. Most of these patients are ending in clinics, without any further support. The scientific team of Aiginiteio Hospital, through a holistic revolutionary therapeutic approach, support them to be functional in their everyday life. Living our vision, together with our people, we support society with all available means and create awareness among our industry. As part of the project, BAUSCH Health Hellas designed and offered to the hospital an information leaflet for medical caretakers and patients.



“Counterpain Running team” supports the organization “Floga”

“Counterpain Running team” supports the Pan-Hellenic Parents Association of Children with Cancer “Floga” to cover its needs and to relieve the Parents and Children with Neoplastic Disease.

From 2016, we supported the organization through our participation to the Athens Classic Marathon with the action “Our moneybox for Floga”, in cooperation with the “Counterpain Running Team” and all our employees have raised more than EUR 7.000 so far.



Algon Supports Hellenic Red Cross and Cancer Society

Algon sponsored the “First Aid Guide”, published under the supervision of the Hellenic Red Cross. The Guide was a smart poster and distributed to education professionals of 12,000 schools in Attica. A mini booklet distributed to teachers and students during their first aid sem-

inars. Algon supported the cancer-patients and their families, through sponsoring the website of the Hellenic Cancer Society “cancer-society.gr”.



NGO “Fainareti” and “Hellenic League Against Rheumatism”

BAUSCH Health Hellas, recognizing the societal role of Non-Governmental Organizations and Scientific Societies, provided free of charge non-prescription drugs to the NGO “Fainareti”, which supports pregnant women, postpartum mothers and the Hellenic League Against Rheumatism.



Support to the NGO “Smile of the Child”

BAUSCH Health Hellas supports the NGO “Smile of the Child” recognizing its valuable contribution to Greek

society. Already from 2017, we have organized initiatives that included a complete optometric examination for the children, renovation of venues and donation of necessary furniture and equipment.

In 2019, we organised a Christmas party for the children of the “Smile of the Child” in Melissia, Attica. Our volunteers decorated a Christmas tree and offered gifts to the children bearing happy moments to them. Furthermore, we raised money for the management of the NGO and provided the venue with furniture and electric radiators.



Participation to 11th Race for the Cure 2019

In September, we participated in the “11th Race for the Cure 2019”, a 2km walk in the centre of Athens, which was organized by the Hellenic Association of Women with Breast Cancer “ALMA ZOIS”. Our volunteers were more than 50 people, accompanied by friends, relatives and their children, supporting women who have the strength and courage to face breast cancer.

06. IMPROVE OUR COMMUNITIES

Disease Awareness Campaign “MyChoiceMyLife”

In the context of new obesity treatment in the Greek market, we have developed a social responsibility campaign, under the name “mychoicemylife”. Obesity has taken epidemiological extent and we believe that a public awareness campaign on the prevention and tackling obesity is necessary.

The initiative aims to provide people with meaningful knowledge to understand that obesity is a disease, to reduce the number of obese and overweight people in society but, above all, to develop free thinking and personal choices, regarding the management of body weight. The central idea of the campaign is that everyone can make simple and small changes, always with the appropriate medical guidance, thus leading to great results in body weight control.

One of the main ambassadors of “mychoicemylife” campaign messages, has been the journalist Mrs. Eleonora Meleti, who has been personally engaged and taken action, calling on patients to raise awareness regarding obesity. To maximize the impact of our campaign, we developed an online activity on social media, in which patients are actively involved.

In 2019, the campaign continued dynamically, through the dedicated website (www.mychoicemylife.gr), the Facebook page, but also via a variety of communication actions, in digital and traditional media, including television and radio messages, online updates on important websites and social networks.

Moreover, we collaborate with health and social institutions and young ambassadors, such as the well-known chef, Mrs Argyro Barbarigou, to sensitize the community on this major medical issue. Through social pages and the website of the campaign, more than 2.5 million citizens have been informed in Greece.

In September we participated on the “World Pharmacists Day” in an awareness action, “Come to the Pharmacy - Ask Your Pharmacist”, under the auspices of the Thessaloniki Phar-

maceutical Association (Northern Greece). In a large virtual pharmacy, we set up our booth providing to visitors specialized advice and information on obesity treatment. Moreover, BAUSCH Health Hellas organizes the “Obesity Schools”, to inform and raise awareness on issues around obesity and knowledge of new treatment options, for Health Professionals, throughout Greece

Finally, the “mychoicemylife”, beyond being a campaign for public information, it initiated a similar campaign in Eastern Europe, where **20 million** citizens were informed.

Distinction at the Healthcare Business Awards 2019

The campaign received the Bronze Communication Award, in the category “Pharmaceutical Companies” at the Healthcare Business Awards 2019, for the complete and effective promotion of the campaign messages to the citizens. In this way, “mychoicemylife” emerged as one of the most innovative social communication programs, with many informative actions, in digital media.



2. DISCLOSURES OF TRANSFERS

BAUSCH Health Hellas actively promotes transparency and has zero-tolerance towards corruption.

By publishing the Disclosures of Transfers to Healthcare Professionals (HCPs) and Healthcare Organizations (HCOs), as provided by the European Federation of Pharmaceutical Industries and Associations (EFPIA) and the Code of Conduct of the Hellenic Association of Pharmaceutical Companies (SfEE), we ensure timely information and create the required awareness on the issue, publicly disclosed on our website.



06. IMPROVE OUR COMMUNITIES

Transfers to Healthcare Professionals

(amounts in Euros)	Registration Cost to Events	Travel and Accommodation Expenses	Fees for Consulting Services
Total Transfers to Healthcare Professionals	34,026.40	27,233.30	36,935.00
Number of Recipients	134	41	37
Total	98.194,70 Total Transfers to Healthcare Professionals	427 Number of Recipients	

Transfers to Healthcare Organizations

(amounts in Euros)	Donations and Sponsorships	Cost of Events			Costs regarding Consulting Services
		Sponsorship Contract/ Third Parties	Registration Cost	Travel and Accommodation Expenses	
Total Transfers to Scientific Health Institutions	4,000	157,833.40	70,544.20	62,412.35	1,940.00
Total		296,729.95			

Supported Healthcare Organizations

- Hellenic Pediatric Society
- Hellenic Medical Association for Obesity
- Hellenic Society of General / Family Medicine
- Pediatricians Association of Venizeleio
- General Hospital of Heraklion
- Hellenic Endocrinological Society- Panhellenic Society of Endocrinologists
- Hygeia Hospital - Endocrinology & Diabetes Department
- Hellenic Society of Clinical Psychopharmacology
- University of Patras Special Account for Research Funds
- International Society of Neurobiology and Psychopharmacology
- AKOS
- Pan-Cretan Health Association
- Hellenic Association of Study Obesity Metabolism & Eating Disorders
- Hellenic Medical Association for Obesity
- Panhellenic Society of Otorhynology Head and Neck Surgery
- Hellenic International Scientific Institute Amfikionies
- Hellenic College of Pediatricians
- Children's General Hospital Karamandaneio
- Hellenic Endocrine Society
- Free Spirit Team
- Hellenic Society of Haematology
- Internal Medicine Society of Greece
- European Society Diabetes Metabolic Syndrome Obesity
- Greek Glaucoma Society
- Hellenic Ophthalmological Society of North Greece
- Ophthalmological Society of Western Greece & Peloponnese
- Hellenic Ocular Surface and Dry Eye Society
- Greek Vitreo Retinal Society
- Hellenic Eye Surgery S.A.
- Ophthalmological Institute of Athens
- Hellenic Ophthalmological Society
- Mediterranean Retinal Society
- Ophthalmological Society of Central Greece
- Ophthalmological Society of Thrace, East Macedonia and North Aegean
- Aristotle University of Thessaloniki Special Account for Research Funds

Support Employee Growth and Well-being

1. HUMAN RESOURCES

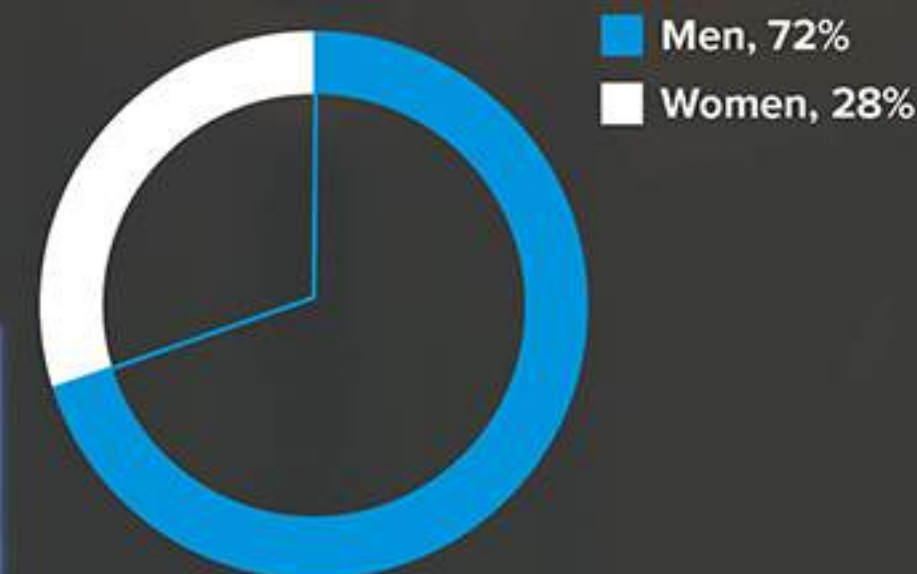
These materials references Disclosure 401-1 New employee hires and employee turnover from GRI 401: Employment 2016 and Disclosure 405-1 Diversity of governance bodies and employees from GRI 405: Diversity and Equal Opportunity 2016.

Our workforce includes **72** employees out of which **52** are Men (**72%**) and **20** are Women (**28%**). All employees are under a full-time permanent contract, as we prefer stable collaborations. Almost all of them are Greek, **69** employees (**96%**), mainly between 30 and 50 years old, **48** employees (**67%**) and they work for the company between 6 to 10 years, **27** employees (**37%**). The workforce has been increased by **8** employees (**12.5%**) enhancing the efforts of the company to establish its presence in the market.

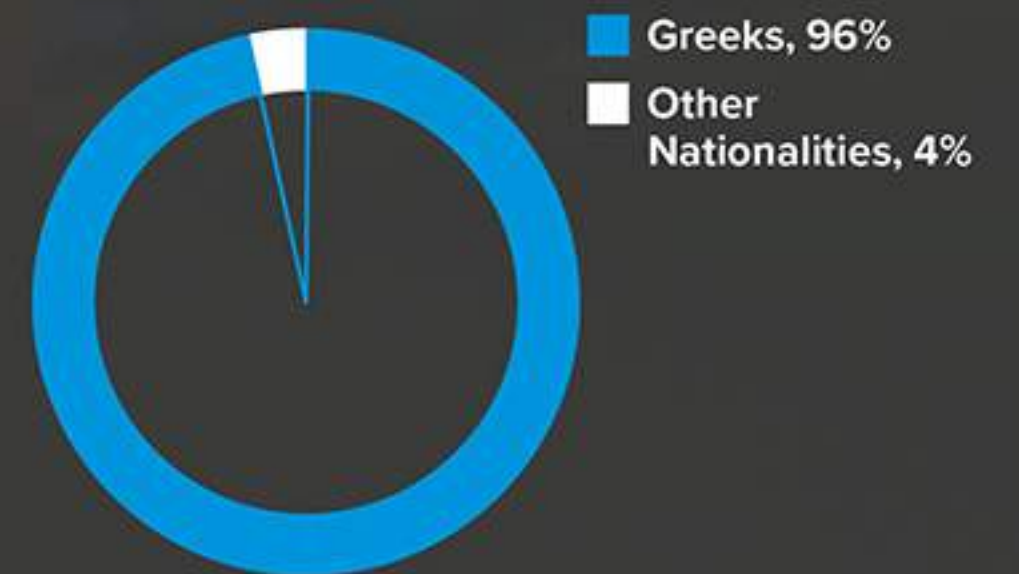
EMPLOYEES BY GENDER AND POSITION

Work Position	Men	Women	Total
Top Management	4	1	5
Managers/Senior Managers	10	7	17
Employees/Workers	38	12	50
Total	52	20	72

EMPLOYEES DISTRIBUTION BY GENDER



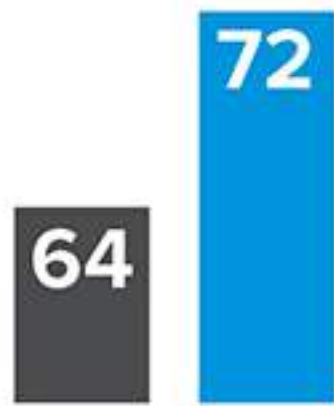
EMPLOYEES DISTRIBUTION BY NATIONALITY



07. SUPPORT EMPLOYEE GROWTH AND WELL-BEING

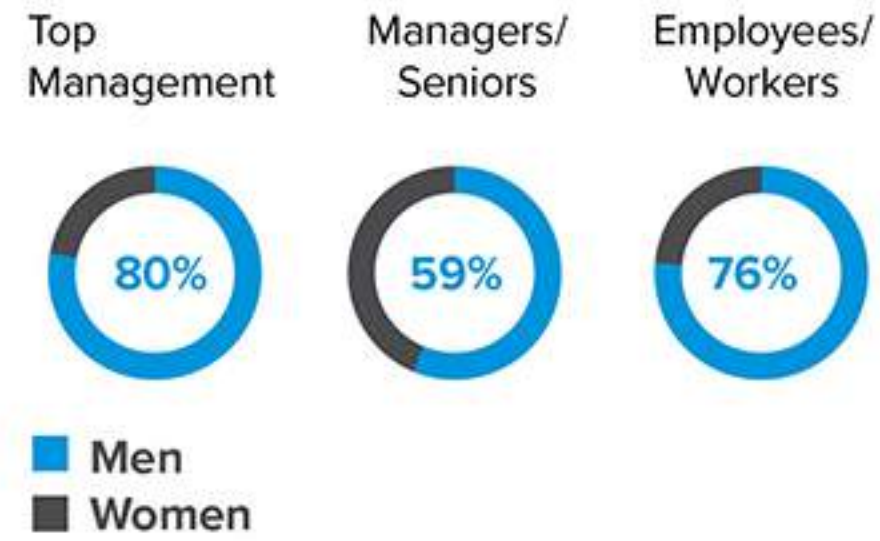
WORKFORCE EVOLUTION

12.5% ↑



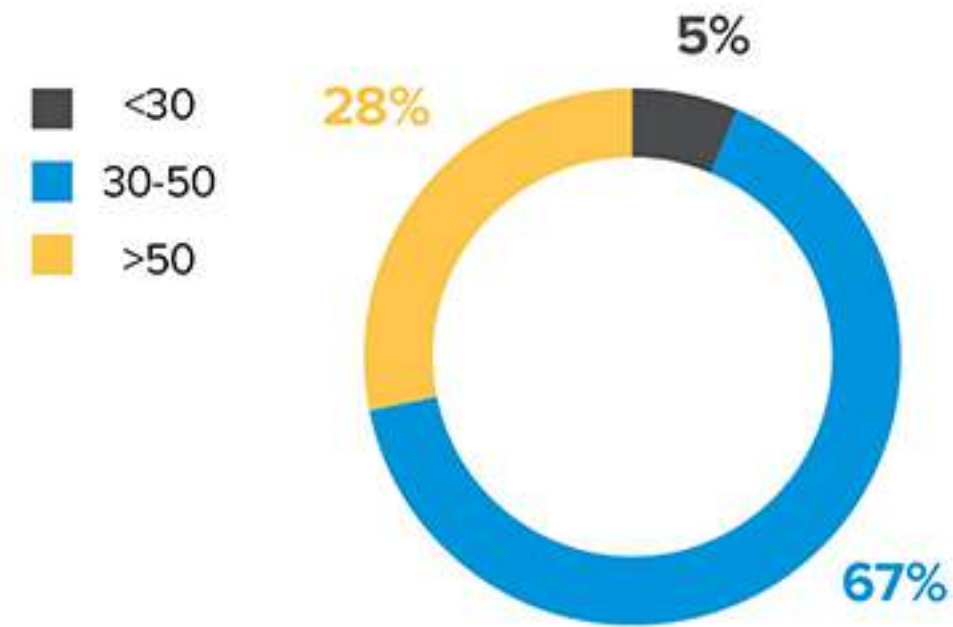
2018 2019

EMPLOYEES DISTRIBUTION BY WORK POSITION



EMPLOYEES BY AGE

Age	Total
<30	4
30-50	48
>50	20
Total	72



EMPLOYEES BY EMPLOYMENT CONTRACT, GENDER AND AGE

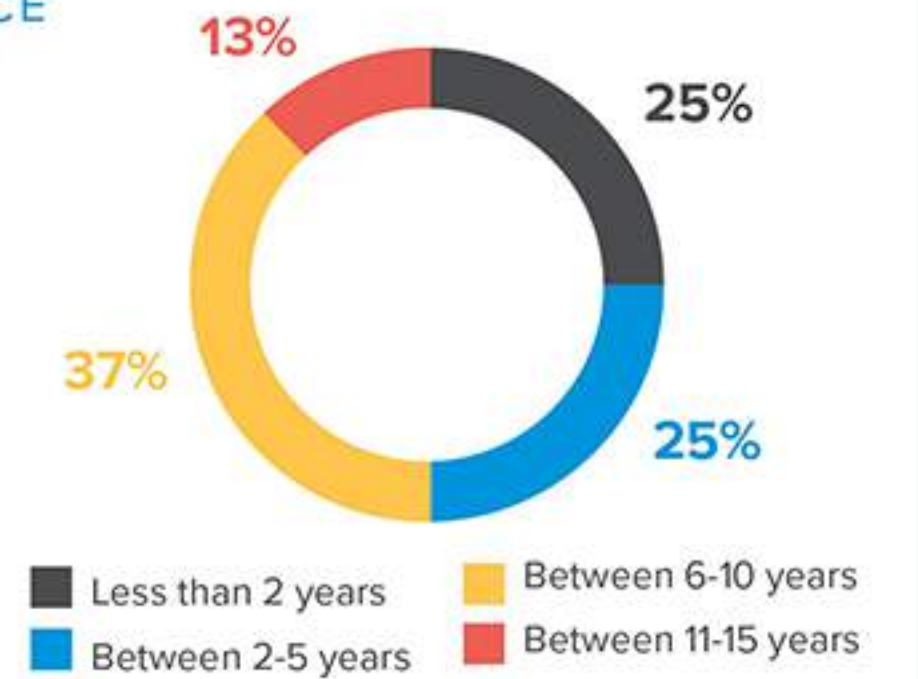
Employment Contract	Men			Women			Total		
	<30	30-50	>50	<30	30-50	>50	<30	30-50	>50
Permanent	2	32	18	2	16	2	4	48	20
Temporary	0	0	0	0	0	0	0	0	0
Total	2	32	18	2	16	2	4	48	20

EMPLOYEES BY EMPLOYMENT TYPE, GENDER AND AGE

Employment Type	Men			Women			Total		
	<30	30-50	>50	<30	30-50	>50	<30	30-50	>50
Full Time	2	32	18	2	16	2	4	48	20
Part Time	0	0	0	0	0	0	0	0	0
Total	2	32	18	2	16	2	4	48	20

EMPLOYEES BY YEARS OF SERVICE

Years of service	Total
Less than 2 years	18
Between 2 and 5 years	18
Between 6 and 10 years	27
Between 11 and 15 years	9
Total	72

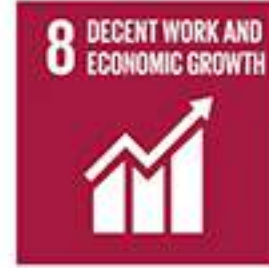


HIRES AND DISMISSALS BY AGE AND GENDER

Age	Hires			Dismissals		
	men	women	total	men	women	total
<30	2	0	2	0	0	0
30-50	7	1	8	1	1	2
>50	0	0	0	0	0	0
Total	9	1	10	1	1	2

07. SUPPORT EMPLOYEE GROWTH AND WELL-BEING

2. GREAT PLACE TO WORK



Our desire for continuous improvement and distinctions became an opportunity to start an internal process of identification of our labor practices, which is baseline for corporate progress and development, in favor of our people.

Our participation in the Great Place to Work (GPTW) assessment, highlights all those points that we are proud of at BAUSCH Health Hellas, but also constitutes a strong incentive for improvement, as a modern company which consciously and consistently cares about its employees.

#4 Great Place to Work 2019

In April 2019, BAUSCH Health Hellas awarded as one of the leading employer companies, with the best working environment, taking the 4th place, in the category of 50-250 employees, in the "Best Workplaces 2019" survey.

This assessment, separated into two evaluation axes, included confidential answers of our employees and recording of human resources management policies, which are analyzed in specialized questionnaires. The answers of our employees had the greatest weight, in the final result. The process evaluated parameters in the working environment of our company, such as reliability of the management, respect for the employees, the feeling of justice and pride for working in BAUSCH Health Hellas but also the companionship that has been developed between them.

Following the announcement of the results, the management organized a surprise party for all employees, in the offices of Athens, to announce the 4th place in the GPTW 2019.

The company's reception was turned into a celebration area, where the result was announced, and everyone had the opportunity to enjoy brunch and discuss important issues which happened during the course of the year. The area was decorated with a red carpet, while a photographer captured the unique moments. At the end of the celebration, it was announced that a larger festive party would follow, for the participation of employees, nationwide.

The party was organized in the street urban restaurant "Uberness", of the well-known TV chef, Mr Vassilis Kallidis and included a lot of dancing, finger food, rank "#4" custom decorations and photo shooting. We welcomed journalists and distinguished collaborators, and the management of TGMEA BAUSCH Health from Turkey. The end of the night was sealed by the opening of huge champagne dedicated to the success of our company!



"Our people have shaped our future! With great enthusiasm, we welcomed our first distinction in this certification, which, for us, constitutes a part of our business and constant commitment to the improvement of our day to day life. We focus on our Employees and we consciously invest in them. Aiming to establish a healthy professional environment, we are constantly planning new actions, enriching the existing ones, providing motivation for development, reasons for inspiration and initiatives, the right conditions for free expression and creativity. We seek to build a more vibrant daily life, with trusted relationships. Guide to our initiatives are the strengthening of companionship, the encouragement of honest and open communication, the training and development, the respect for diversity, the expansion of the benefits, but also the encouragement for social contribution".

Iakovos Michalitsis
BAUSCH Health Hellas, Managing Director,
General Manager Greece, Cyprus & Malta

07. SUPPORT EMPLOYEE GROWTH AND WELL-BEING

Great Place to Work Task Force

We created the interdepartmental working group, “Great Place to Work Task Force” consisting of eight members, elected by vote, from all departments of the company with a one-year service. The group aims to propose feasible actions which will improve the working environment in all departments, highlighting the meaning of their work and the benefits that could arise, through such an internal initiative.

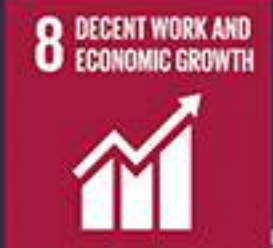
The group proposed a series of actions for our participation in “Great Place to Work 2019”, approved by the management:

- Rewarding, per semester, the best colleague with a vote by all colleagues.
- Rewarding the best sales representative, of each department, at annual meetings.
- Early departure in half-days.
- Early Friday leaving at 15.00, in June, July & August.
- Return from business trips early in the afternoon, every Friday, for Sales teams.
- No subtraction of days-off and salary, due to sickness and no requirement of medical documentation.
- Weekly exercise sessions organized by the company.
- Massage at work by qualified physiotherapists.
- «Back to school gift bag», a 30€ voucher per school child.
- Three extra days of birth-leave for fathers.
- Extra Christmas gift of 60€ per employee.
- One meeting – free day per week.
- Earlier departure on name-days.
- One day-off for participation in voluntary blood donation.
- Happy Brunch day, once a quarter.
- Entertainment evening, every semester.
- BAUSCH Health Value Card with discount prices in the company’s non – prescription products.
- Enhancement of the “One Team” initiative to emerge talents.
- Week of roles exchange between departments.
- Enhancement of vertical communication.
- Breakfast with the General Manager.

Having successfully completed its work, after the great distinction #4 GPTW 2019, the GPTW Task Force, completed its one-year service giving its position to a new group, to continue the work of participations’ submission in the GPTW 2020, with even greater goals.

The new eight-member GPTW Task Force has already evaluated last year’s results of the survey and started its work, proposing many new actions in accordance to our corporate values, emphasizing the value of “Care”. New proposals have already started being implemented and some others are in the approval or design phase, aiming to further improve the work environment.

3. RELATIONS WITH MANAGEMENT



BAUSCH Health Hellas has adopted various ways of internal communication to create an effective communication culture, enhance free and comfortable expression and strengthen trust and respect.

Our efforts are long-term oriented, focused on solutions, to increase satisfaction, performance and commitment of employees. This strategy is transparent and interactive with employees, utilizing a range of tools to promote knowledge, collaboration, participation and two-way communication.

07. SUPPORT EMPLOYEE GROWTH AND WELL-BEING

INSPIRATIONAL FRAMEWORK

Semi-annual Meetings (Cycle meetings)

Annual Meetings constitute major events for the BAUSCH Health Hellas. They are two-day meetings outside the offices, twice a year, during January and August, among all executives and employees, to present strategy, performance results, exchange views on values and strengthen relationships through team building activities.

The first circle was the “Courage with a compass!” and was dedicated to the value of “Courage”. The meeting included live speeches from employees and also two inspirational videos. The President of the NGO “Floga”, Mrs. Maria Tryfonidis and the world champion for disability cycling, Mr. Nikos Papagelis, talked about resilience and its importance in their lives. In total, 11 minutes of true storytelling inspired the employees and taught them that it is worth fighting for, not giving up and always be strong!

This circle was honored by the presence of a senior executive of the TGMEA of BAUSCH Health, located in Turkey. The circle was completed with the cutting of the Christmas pie and an evening party, with the participation of all Turkish colleagues, from TGMEA Turkey and Greek employees. All of them had the unique opportunity to have fun, inspire each other and strengthen their relationships.

The second circle organized in summer in Kamena Vourla and Pavliani of Fthiotida, guided by the value of “Responsibility”, including a regulatory and compliance presentation, a summary of all the events of the first half of 2019, a welcome for new team members, awards and inspirational videos for the responsible management of waste and recycling.

A special highlight of this circle was a team-building activity, with the participation of the entire

company. The action aimed to promote teamwork, cooperation and responsibility. We made a traffic simulation environment, through a safe driving game, with cars made by simple materials. Finally, the last day was dedicated to nature and the protection of the environment, as it combined a unique tour of the National Park of Oiti and specifically, the educational park of Pavliani and the Museum of Natural History of the Forest.

Self-inspiration tactics

At each semi-annual meeting of the company, six different and interdisciplinary teams present one of the six corporate values through their concepts and initiatives.

Team building activities

In the semi-annual meetings, the company organizes team building activities, which enhance companionship, friendship, positive interpersonal relationships, and teamwork. Our team-building is based on the six values of the company and it's implemented during the second circle of the Annual Meeting. The management organizes activities for the employees aiming at:

- Enhancement of teamwork
- Creation of a common vision and values
- Development of corporate strategy
- Resolving issues that concern employees
- Creation of a climate of trust
- Enhancement of the individual and team accountability
- Dealing with changes
- Development of leadership skills
- Crisis Management
- Development of innovative thinking skills and problem-solving
- Interdepartmental cooperation
- Fun and bonding

Inspirational stickers «Keep Moving Forward» and #4 Best Workplaces

We have created inspiration stickers with messages under the main motto “Keep Moving Forward” and posters for office doors, with messages around our corporate values and our distinction as #4 Great Place to Work.

Internal “Corporate Values” Ambassadors

In relation to spreading the corporate vision & values internally to the employees, we have appointed two internal corporate ambassadors, who have undertaken the task to organize the interdepartmental dissemination of the relevant information to the employees, through the inspiring methods that BAUSCH Health Hellas implements all year long. Corporate values ambassadors are members of the Leadership Team being in charge to spread the vision and values the very best they can, over time.

External “Corporate Values” Ambassadors

We have an “external” corporate values ambassador, from the sports sector, aiming to inspire employees with the values of continuous effort, perseverance and aiming always at the top. He is the mountain running multi-champion, Mr. Dimitris Theodorakakos, who has been distinguished, not only for his sports achievements but also for his ethos and his diverse personality. Our ambassador has developed the inspirational concept of “Life is a Marathon”, comparing the efforts that an athlete pays to complete one super-marathon, with the required mental effort of an employee, to succeed in his work's present and future. A 10-minute length film was created starring Dimitris Theodorakakos which was presented initially to our employees and then widely, as an inspirational video, for all the company's stakeholders, posted at the BAUSCH Health YouTube channel.



07. SUPPORT EMPLOYEE GROWTH AND WELL-BEING

INTERNAL COMMUNICATION FRAMEWORK

BAUSCH Health Intranet

All employees can be informed on corporate issues, such as internal news, products and services, updates and initiatives of the Group.

World newsletter «BAUSCH Health Plus»

The international newsletter is a monthly internal corporate communication tool, initiated by the head office in Canada, with its subsidiaries around the world. Initiatives of BAUSCH Health Hellas have been hosted in this newsletter showing our efforts to 22,000 colleagues all over the world. From October 2019, the newsletter was enriched with the new section “Star Product of the Month”, through which employees have the opportunity to familiarize with a corporate product per month, to acquire a complete knowledge of the company, its products and the portfolio of communication actions which promote them.

Greek Edition of BAUSCH Health Central

International communication is achieved through an internal, corporate communication tool, launched from the Central Management in Canada to affiliates around the world. This tool is translated into Greek with the special feature to include an inspirational personal message from the President of BAUSCH Health Inc., entitled, “Message from Joe”.

Management e-mails

Sending e-mails from the management to inform employees directly about important issues.

Chat Groups in Social Media

The company has set up chatting groups via Viber, including all employees of the OTC prod-

ucts and the leadership team, sharing daily news.

Lync Communicator, replaced by Teams in 2019, a more advanced and user-friendly tool, and “Closer Together” photos

These applications are used for group chatting so that employees around the world can have personal contact and feel closer to their colleagues. Employees have the capacity to have personal contact, chat and send photos to each other via the “Teams”, a tool that aims to bring closer together employees globally.

Town Hall meetings

The Management team holds regular meetings with all the employees in Athens to exchange new development ideas.

Management meetings

Management meetings are held every week with the occasional presence of other high-level executives.

360° Sales Meetings

The management team meets regularly with the entire sales team in Athens and Thessaloniki to reach cross department collaboration.

Value Team meetings

Depending on the needs, the management holds regular meetings with representatives of marketing, finance, regulatory and sales, regardless of hierarchical position, to monitor company development and results.

One-to-one meetings with the CEO

All employees of the company have the opportunity for a personal 30 minutes duration meeting with the General Manager. The action concerns all the employees of the company in Greece.

Breakfast and lunch with the CEO

Constructive meetings with all employees focused on corporate and personal issues.

Walk the Floor Concept

The executive team meets personally with the employees and listen to their thoughts and concerns.

Surveys

In cooperation with external partners and utilizing internal online questionnaire tools, we conduct in-house surveys on general or specific issues to get information and to increase employees' participation.

Open door policy

A management tactic, in which all employees have direct access to senior management, with no bureaucratic procedures.

Teleconference

Teleconferences via the digital platform “Microsoft Teams” facilitate executives in their internal communication, enabling direct communication, without the physical presence in the office thus saving valuable time.

«Collective Knowledge» and quick access to it!

We have placed a special “voting mailbox”, under the name, “BEST IDEA WINS”, in which employees can submit their ideas on business projects and policies.

Award “BEST IDEA WINS”

We encourage employees' involvement in the process of collection and implementation of new ideas. Our employees are invited to communicate work-related issues.



Interaction in Marketing actions

An initiative of the Marketing department, where, when planning communication actions for the products, employees from all levels and departments have the opportunity to express their opinion, evaluate communication materials and suggest improvements.

Reverse Mentoring

A group of six young employees become mentors of the General Manager, in matters of technology and new media, aiming to offer reverse feedback to management from newly hired colleagues, with different experiences.

Corporate Material

Free distribution to employees of various promotional materials which display our corporate values and vision, such as t-shirts, bags, pens, umbrellas, smartwatches, backpacks, key chains and mugs.

07. SUPPORT EMPLOYEE GROWTH AND WELL-BEING

4. PERFORMANCE EVALUATION



Dedicated to excellence, we aim to provide continuously a high level of services. To achieve this, we have established the Profile XT system, an evaluation system which enables us to monitor and assess our individual performance.

The Profile XT system provides in-depth information on the strategic utilization of human resources and allows us to plan quickly and long-term. This information is provided with practical reports that can be used over time by the employees, for self-awareness and growth, and by the directors, for more effective cooperation and guidance.

Key Evaluation Tools include:

- Individual Profile Report.
- Comparison Summary Report.
- Interview Guide Total Person and Interview Guide Challenge Areas.
- Performance Model Comparison Report.



This evaluation process offers benefits to employees:

- Employees are effectively positioned at key positions.
- Merit-based approach to promotions.
- Efficient internal changes.
- Identification development of talents.
- Increase productivity.
- Efficient management from the executives.
- Better communication.
- Improve work quality.
- Efficient employee integration to teams with different cultural background.

During 2019, all employees, regardless of their employment category took a performance evaluation and career development review. This procedure has advantages

like the enhancement of personal and professional development, more efficient communication among employees and management and the increase of employees satisfaction.

Employees who received review by gender and work position

Work Position	Men	Women
Top Management	100%	100%
Managers/Senior Managers	100%	100%
Employers/Workers	100%	100%

07. SUPPORT EMPLOYEE GROWTH AND WELL-BEING

5. SATISFACTION AND TURNOVER

Maintaining an excellent workplace environment, with satisfied employees, who will be “innovate” every day for the good of the company, our customers, our patients/consumers and themselves, is a priority.

Using this principle as a guideline, we make every effort to create a model company in all aspects. We believe that all the actions we have undertaken in this direction will create a company in which everyone would like to work.

In 2019, 69 employees (50 men and 19 women) participated in the Annual Culture Survey. Our employees had the opportunity to assess the company and practices in the workplace. This survey aimed to depict the most favorable issues among BAUSCH Health employees all over the world and, at the same time, to compare those results within the pharmaceutical industry. The results provided useful information regarding our internal and external environment, helping the management team to improve corporate performance.

The survey set for evaluation six key areas, Ethics, Goals and Objectives, Operating Efficiency, Senior Leadership, Sustainable Engagement

and Talent Management, included focused sub-fields per area to display more accurately and in-depth the satisfaction level of the employees. Proudly, our employees assessed very positively the performance in each area overcoming both the results of the parent company at a global level and the pharmaceutical industry as a sector.

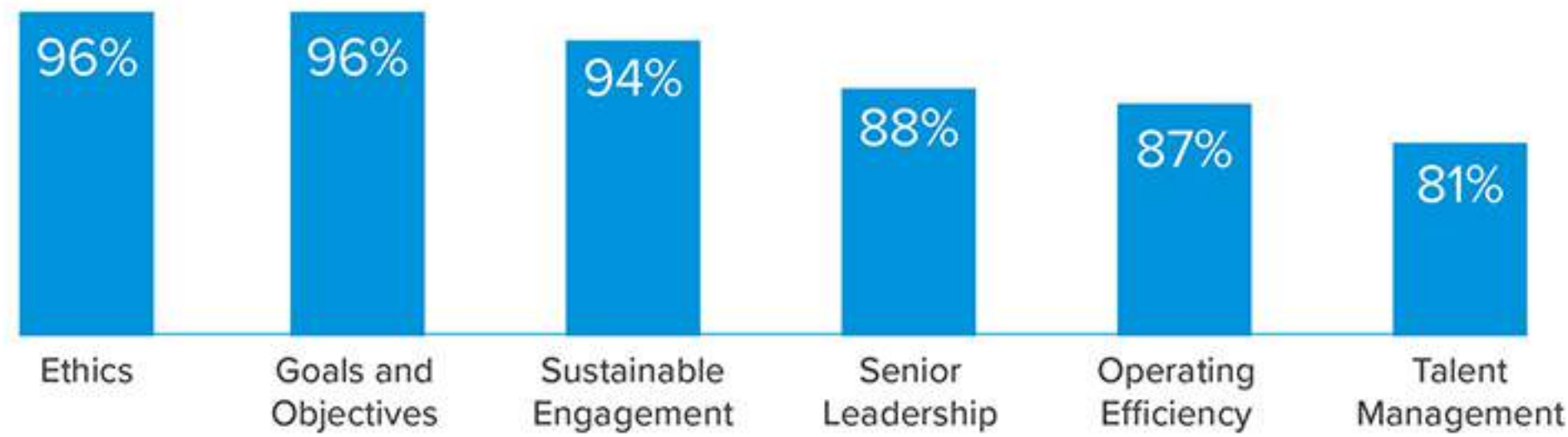
In particular, employees are significantly favorable regarding ethics, goals and objectives and sustainable development. At the same time, BAUSCH Health Hellas awarded the efforts for efficient internal communication which include all employees under the corporate mission.

COMPARABLE FAVORABLE SCORE OF BAUSCH HEALTH HELLAS EMPLOYEES PER INVESTIGATED FIELD

Investigated Fields	Score	BAUSCH Health Inc. Score	Pharmaceutical Norm
Ethics	96%	+18%	+16%
All employees are held to the same standards of ethical behavior.	96%	+19%	+14%
This organization operates with integrity in its internal dealings (i.e., with employees).	96%	+16%	+18%
Goals and Objectives	96%	+4%	+6%
I understand how my work contributes to the organization's business objectives.	97%	+4%	+6%
I have a clear understanding of the goals and objectives of my Business Unit.	94%	+4%	+6%
Sustainable Engagement	94%	+7%	+9%
I have the equipment/tools/resources I need to do my job effectively.	94%	+8%	+17%
I would recommend this organization as a good place to work.	95%	+8%	+14%
I believe strongly in the goals and objectives of this organization.	93%	+6%	+5%
I am proud to be associated with this organization.	93%	+3%	+6%
My department/team is able to meet our work challenges effectively.	94%	+9%	+9%
My work gives me a sense of personal accomplishment.	96%	+9%	+11%
The people I work with usually get along well.	93%	+5%	+3%
Senior Leadership	88%	+8%	n/a
I have confidence in the decisions made by senior leadership.	87%	+9%	+10%
I am confident that this company is on the right track for growth.	87%	+4%	n/a
Senior leadership has adequately communicated the organization's long-range goals and strategic direction.	91%	+12%	n/a
Operating Efficiency	87%	+14%	+22%
This organization has established a climate where people can challenge our traditional ways of doing things.	82%	+12%	+20%
Decisions are made at the appropriate level in this organization.	91%	+15%	+24%
Talent Management	81%	+11%	+20%
Moral in my department/team is generally high.	88%	+12%	+15%
This organization is doing a good job of retaining its most talented people.	74%	+11%	+25%

07. SUPPORT EMPLOYEE GROWTH AND WELL-BEING

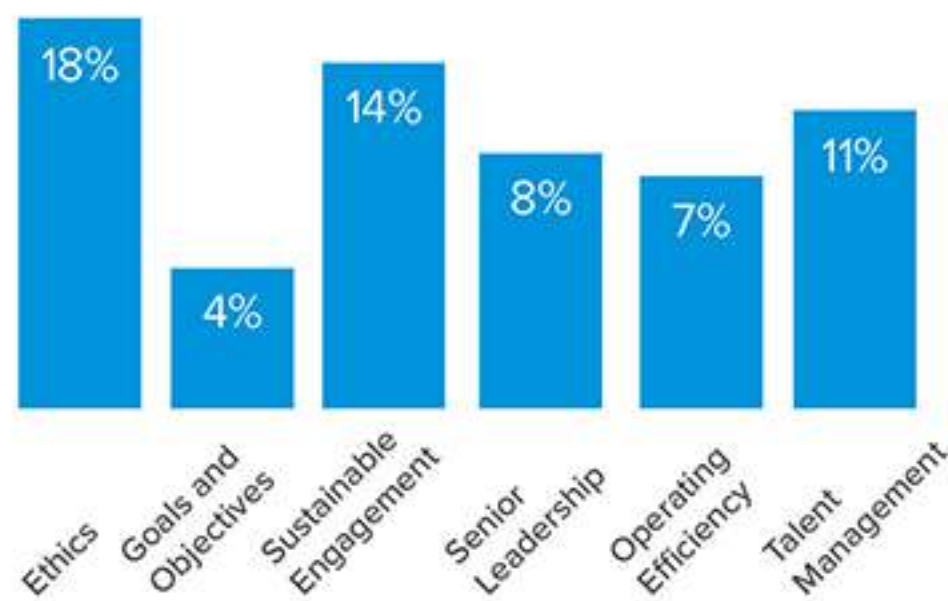
Favorable Score of BAUSCH Health Hellas Employees



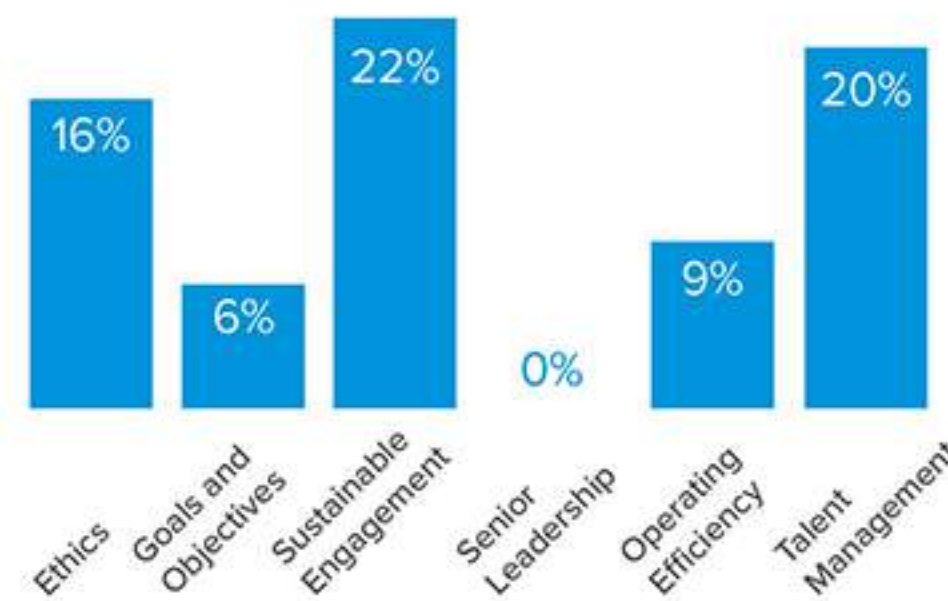
An essential part of the survey is the benchmark with the BAUSCH Health Inc. (**18,680** participations) and the pharmaceutical industry (**145,708** participations) since it gives a comparable performance favorable score with the parent company at the global level and the sector

worldwide. BAUSCH Health Hellas succeeded to achieve a higher score in ethics (**18%**) comparing with the parent company and in Sustainable Development (**22%**) comparing with the pharmaceutical sector.

COMPARED PERFORMANCE TO BAUSCH HEALTH INC. FAVORABLE SCORE (BAUSCH Health Inc price=0)



COMPARED PERFORMANCE TO PHARMACEUTICAL NORM FAVORABLE SCORE (Pharmaceutical Norm price =0)



6. TRAINING AND DEVELOPMENT

This material references Disclosure 404-1 Average hours of training per year per employee from GRI 404: Training and Education 2016.

In 2019, BAUSCH Health Hellas upgraded its strategy to meet the new corporate standards after the name change, addressing the highly challenging business environment. Our people are in the center of the corporate strategy and consequently, we are committed to constantly supporting them, to develop their talents and skills, find professional challenges, manage their careers and promote their personal growth.

Human Resources focuses on empowering employees, enhancing leadership skills, highlighting, and evolving talents, building a flexible organization, the emergence of new opportunities and enhancing the customer-centric approach. To achieve this, we implement in-house actions to increase the commitment and participation of our employees in training and self-development actions. We daily observe the positive mood of our people who are actively involved in shaping the corporate workplace.

In 2019, we offered to our **72** employees **44** training sessions, with a total duration of **3,169** hours, resulting in an average of **44.01** training hours per employee, increased by **80.78%** from 2018. This performance makes us proud, knowing that our employees have been trained to the latest trends in our business fields and they are capable of implementing the corporate mission.

07. SUPPORT EMPLOYEE GROWTH AND WELL-BEING

Average Training Hours per Gender and Employees Category

Employees Category	Training Hours (Men)	Training Hours (Women)	Total	Avg. Training Hours (Men)	Avg. Training Hours (Women)
Top Management	116	90	206	29	90
Managers/Senior Managers	538	171	709	53.80	24.43
Employees/Workers	1,965	289	2,254	51.71	24.08

Training KPIs

Number of Employees who received Training	72
Total number of trainings/workshops/seminars	44
Total hours of Training	3,169
Avg. Training Hours per Employee	44,01

Training and Development

The main focus is given to the sales team, since they are trained on average six to seven times per year (one-day and two-day training), with physical presence and on a monthly basis, through digital platforms. The content of training includes the core field of employees' responsibilities, training on the product portfolio, sales techniques, roleplay, customer satisfaction, as well as issues of internal management and or-

ganization (corporate procedures, data protection, compliance, anti-corruption, anti-bribery, blackout policy and pharmacovigilance). In addition, every new employee of the company in the first period of her/his recruitment is trained through the orientation plan. Finally, in 2019, additional one-day training was held in the new Concur electronic exit application program.

Training and Development areas include:

- Basic training in the business industry
- Integration and socialization of new employees
- Performance improvement
- Professional skills upgrade
- Avoiding management inactivity
- Solving organizational problems
- Preparation for promotion and succession
- Satisfying employees needs for personal development

Basic training programs for newcomers in sales and medical teams include:

- Sales sessions
- Regulatory and Quality sessions
- Compliance and GDPR
- Pharmacovigilance/Materiovigilance
- Finance sessions
- Customer Service Sessions
- CRM sessions
- Training by scientific counselors, HCPs and doctors of the company
- On the field training
- Marketing sessions
- Education in "real work environment projects"

The training programs to employees are carried out through the Compliance Wire platform or/and live trainings including topics such as, but not limited to:

- Seminars in the Semi-Annual events
- Educational sessions in weekly Sales team meetings
- Educational sessions one-to-one for sellers
- Educational sessions to representatives of the Ophthalmological field
- Training sessions during product launches, by Marketing Dpt.
- Education through online questionnaires
- Negotiation seminars
- "Concur Training" in the new electronic system for submitting expenses for all employees
- "HR Central" training of all employees in the new unified HR system
- Greek Sales Handbook, a training manual on compliance issues.
- Conflict of Interest Training
- Audit readiness training for businesses
- Crisis management training
- GDPR training in personal data protection
- Corporate Governance Training
- Pharmacovigilance training
- MDR training related to the regulation of medical devices (only for the regulatory Dpt.)
- Materiovigilance training

Personal Development Programs of Employees include:

- Certified Management Accounting Seminars
- Learning Programs in Microsoft Excel
- Marketing programs
- Digital Marketing Education Programs
- Language Learning Programs
- Accounting training
- Fire Safety and Earthquake Response (in volunteering basis)
- First Aid Seminar
- Recycling Seminar

07. SUPPORT EMPLOYEE GROWTH AND WELL-BEING

Management Training

A TEAM

The previous years, BAUSCH Health Hellas participated in a Leadership Team Alignment (LTA) program, an initiative for the management team, targeted to transform the leading executives of the company. The program focuses on fundamental changes in consciousness, mentality and attitude of the leadership team. BAUSCH Health Hellas was one of the few companies in Greece that have implemented such an in-depth leadership program, proving the commitment of the management to adopt change processes for a better business environment.

The program itself constitutes a truly unique element which makes BAUSCH Health Hellas "A Great Place to Work" since, although we are a multinational company, we did not simply adopt an external, sterile vision. On the contrary, having as a beacon the culture of BAUSCH Health, our people in Greece form their own path.

In 2019, BAUSCH Health implemented the "A TEAM" action, the "evolution" of the previous Leadership Team Alignment program. A unique two-days project that constitutes a step by step conquest, towards the creation of a larger team, at all levels of management, helping in the development of a more comrade egalitarian leadership.

In total 17 executives of the upper and middle management participated. The participation of middle management executives occurred for the first time in the program, with aiming in the wider dissemination of the results of the LTA to the existing management executives.

The "A TEAM" aims to create better conditions for cooperation, interaction and communication, between the executives, to resolve issues that

concern the company and to form leading executives, who will show a high level of flexibility and creativity while performing of their duties.

Performance Training for Managers

A program for senior executives in collaboration with the HR department of BAUSCH Health Inc. The program aims to further develop the leadership skills of the Managers, so that they can support teamwork, relationship-building, show courage, enjoy the hard work, make solid decisions and set the conditions for ultimate success.

Certified Director Courses by the Institute of Directors

A General Manager training program, which aims at continuous professional development, in areas such as corporate governance, identification and development of roles and responsibilities, benchmarking of skills and the acquisition of knowledge, through personal experiences or experiences of colleagues.

BAUSCH Health Hellas is one of the first companies in Greece where its President of BoD holds a Diploma from the Institute of Directors UK. Thus, the aim is to acquire the total necessary capacity, for the successful management of an organization, from a strategic position but also the best possible structured care in the management of our most important capital. Of the human!

BAUSCH Health Hellas is one of the first companies in Greece where its President of BoD holds a Diploma from the Institute of Directors UK.

Senior Leadership Development Program – Center for Creative Leadership

Senior Leadership Development program organized by the Creative Leadership Center CCL. A leading global leadership development body. The program consists of two modules, of three days each and focuses on educational topics such as:

- Self-awareness
- Leading strategy and change
- Leadership image
- Leading in matrix organizations
- Global and strategic awareness
- Balance long and short-term
- Influence and collaboration

Building and Leading Effective Teams with Columbia Business School

For the first time in our history, the General Manager, one of the five senior executives of BAUSCH Health Global participated in the internationally recognized and highly prestigious e-learning program "Building and Leading Effective Teams" of the Columbia Business School which helps managers to maximize the efficiency and effectiveness of their corporate teams. The program focused on harnessing the power of corporate teams through the improvement of the decision-making process and leadership, aiming to increase productivity and innovation. The program included practical implementation with a real case study that required solution by the management team which affected all corporate functions.

Custom made Trainings

The company offers training and seminars beyond the scope of the employees' core responsibilities. Specifically, we offer internal seminars "Finance for non-financials" by the finance department after a proposal by the Sales Department to get acquainted with this kind of data. Also, a voluntary educational course was organized regarding fire safety and earthquake response practices, as well as a first-aid seminar by certified rescuers and a recycling seminar.

Furthermore, BAUSCH Health Management Team has organized the innovative program "Training at Customer Service Quality Management of Front Office Team". The seminar applied to the "Front Office" staff. The training was based on self-improvement, enhance-

ment of knowledge and techniques for achieving higher service levels in a customer-centric approach for the company's "front line" staff.

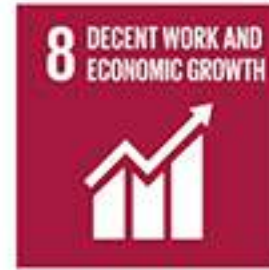
During 2019, Customer Service began to gradually improve, new daily service practices were implemented, increasing the satisfaction of customers but also creating a better and more "friendly" atmosphere, between the Front Office department and the rest of the employees. This training and its implementation facilitated the daily work of all and gave an overall upgraded image of corporate prestige and professionalism, to all teams.

Finally, BAUSCH Health Hellas provides, on a case-by-case basis, permission to its employees to attend programs beyond their core responsibilities. Employees who participate in trainings that are subsidized by the company may be absent for the entire duration of the seminar, as well as for the relevant exams.



07. SUPPORT EMPLOYEE GROWTH AND WELL-BEING

7. RECRUITING AND TALENT MANAGEMENT



This material references Disclosure 404-2 Programs for upgrading employee skills and transition assistance programs from GRI 404: Training and Education 2016.

At BAUSCH Health Hellas, we strongly believe that our corporate value is based on our ability to hire talented people. The Management team is looking for the sustainable acquisition and utilization of competent employees that share our common vision.

For this reason, talent attraction and identification and invitation of suitable people (both internally and externally) to fill vacancies are extremely critical processes for BAUSCH Health Hellas. The quality of the employees and their future prospects depend on the effectiveness of the recruiting. During 2019, we received **1,850** applications for vacancies proving the attractiveness of our brand to candidates.

- Teamwork
- Problem-solving abilities
- Agility and commitment
- Continuous learning wish
- Empathy and respect
- Accountability
- Courage
- Integrity
- Results orientation

Recruiting Process

At BAUSCH Health, the selection of candidates involves matching specific people with specific positions, investigating whether the values of the candidates match those of the company. A philosophy of continuous improvement is what we are looking for from candidates, as we want employees who will have strong motivations and will strive for high quality and excellence.

The recruiting procedure emphasizes in sustaining and improving the corporate image and avoiding inappropriate behavior, that lies beyond our business ethics. It involves decision making between candidates and open positions so that the company can investigate whether the candidates share common values with our company. Recruiting is a long-term process which requires hard and soft skills, while values the behavior of the candidate.

Our recruiting value and behavior scheme:

In collaboration with a dedicated HR consultant, we offer a self-completed "Profile Assessment" to candidates. This is a series of tailor-made tests to explore the abilities, skills, knowledge, inclinations, perceptions and personality of the candidates.

Profile Assessments evaluate the intelligence, job knowledge, job performance, learning ability, personality and interest of the candidates. It is worth noting that these tests are tailor made assessment tools, which are fully in line with the corporate values and have been created, after thorough procedures, in collaboration with corporate interdepartmental teams, for each position and individual interviews.

The next step of the process is an interview, to ensure the reliability of this important stage and two following interviews with the senior manager and the CEO.

Welcome Tactics

Our company recognizes the importance of a smooth beginning and adjustment period for every new employee. Our goal is to integrate and familiarize new employees with the rest of the team, achieving team bonding, in a short period of time.

Before the arrival of the new employee, we make sure that the necessary tools are ready for use (office, phone, business card, notebook, stationery, e-pass, office keys and vehicle - if such provision corresponds to the position).

Furthermore, we implement a "Walk the floor" tactic, on the 1st day in which the new employee is guided by the supervisor in offices and other company premises and meets the colleagues.

Also, a "BAUSCH Health bag" is offered as a welcome present, with a variety of our renowned products.

Finally, during the first months of an employee in the company, we include the profile of the new colleague in the monthly corporate newsletter of BAUSCH Health Plus, to publish, proudly, in every way, the new collaboration to the rest of the employees stakeholders.

Orientation Plan

The "orientation plan" takes place during the first week of recruitment and includes an interdisciplinary seminar for acquaintance with all the departments of the company. In each department, the supervisor offers a coaching session to the new employee to ensure a clear understanding of the role and function of each department and to create working conditions for a good future cooperation, between the new member and these departments. In addition, the employee attends a "BAUSCH Health: Vision & Values seminar", a presentation of the company's vision and values map by the executives of the company.

Also, the integration process includes the "Who is Who Presentation", when the company publishes the profile of the new member in the monthly corporate BAUSCH Health newsletter. Finally, we implement a "Induction Buddy concept" in which every new employee of the company, and for an adjustment period of six months from the recruitment, she/he will have at his/her disposal advisory by an older executive,

providing knowledge, tips and useful information, regarding corporate operation, procedures and the colleagues.

Talent Management

The Talent Management System we follow is integrated into our business strategy and is applied across the company. Our management team plays an important role in making the employees trust the company and its values. Their priority is to effectively build a team of different level specialists; junior, middle and senior level.

The Talent Management Model prioritizes in:

- Needs identification
- Competition readiness
- Acceleration of talent development
- Focus on performance and evaluation
- Promoting talented people

After the completion of the periodic (semi-annual and annual) evaluation assessments and through ad hoc diagnostic programs, with the help of external consultants, we create tailor-made career development plans for all levels of employees, aiming to boost their incentive for excellence and high performance.

Coaching

We are strongly convinced that coaching is an efficient way to help our people acquire knowledge and improve themselves. The coach is usually a certified, external associate or someone from the executive team who motivates, empowers and helps employees to develop their skills. The employee is trained at the workplace by specialized executives and, at the end of each session, receives a performance evaluation. Through this collaborative process, the employee discusses the personal goals and identifies the opportunities for further improvement.

Mentoring

In addition to coaching, we have developed a person-centered learning approach that aims to develop critical thinking and build a long-term relationship. This dialogue includes case studies, informal debates and assessments of the whole procedure. The mentors are usually senior managers or executives that use mentoring methods based on ethical standards, model presentations, counselling, sales growth support and corporate policies.

07. SUPPORT EMPLOYEE GROWTH AND WELL-BEING

Inspiring

One of the most crucial challenges for our business is to upgrade the performance of our employees to make our overall investment in the human capital a lever for sustainable development. An important factor that effects on employees' productivity and efficiency is the application of "inspiration and motivation" methods.

For this reason, BAUSCH Health Hellas is in a constant search for practical ways to inspire and motivate its people toward their maximum possible performance. We have developed a system of corporate values, a set of timeless guiding principles, aiming to motivate our people to love their work and engage with the company. In BAUSCH Health Hellas, we have an inner desire for cooperation and achievement of common goals and improvement of professional efficiency. In this context, the General Manager and supervisors send dedicated inspiring e-mails to all employees.

Incorporate our new talented employee in strategic projects

One of our strategic pillars is the growth and expansion of our business. To accelerate our growth, we identify and use our new talented employees in the most efficient way.

Through this method, we give the opportunity to:

- Develop their skills
- Increase their confidence
- Improve their efficiency
- Expand their professional network
- Socialize within the company
- Learn to evaluate their work
- Achieve higher remuneration packages

Succession plan

Succession planning is referring to the identification and tracking process of "high potential" employees, who can respond to higher management positions. This process is really valuable in many ways, as one of the tasks of the

management team is the identification of the new leaders. During the implementation of the succession plan, managers of the departments discuss with all employees upon the "everyday" tasks and potential plans for further development of all colleagues.

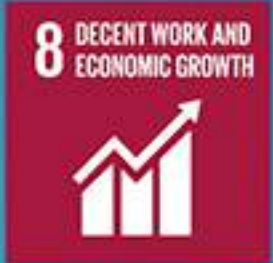
Through a "Succession plan" we avoid promoting immature leaders who are unprepared to respond to new responsibilities and carry out difficult tasks. The succession plan does not focus on replacement issues, due to retirement or management loss, but structures and tracks suitable replacements.

During 2019, in collaboration with the HR Director of the region, a meeting was organized with the management team to recognize the talented employees of each department, plan their professional development within BAUSCH Health and the identification of employees who have the potential to succeed the current management team. The meeting was one-day and constituted a very good basis for discussion and exchange of views.



8. BENEFITS

This material references Disclosure 401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees from GRI 401: Employment 2016.



In BAUSCH Health Hellas, we care about our people since we believe that our business success comes predominantly from them.

Our goal is to create an excellent workplace, where achievements are being rewarded and our employees feel safe and satisfied. We have designed those benefits based on market trends that ensure the competitiveness of our business and rely on the principles of equal treatment and transparency.

Our benefits are tailor-made to the needs and profile of our employees. We consider the internal and the external environment and adjust the benefits according to the prevailing conditions.



07. SUPPORT EMPLOYEE GROWTH AND WELL-BEING

General Benefit Package includes:

- Higher minimum salary than the national collective agreement
- Objective remuneration system
- Salary based on work efficiency
- Bonus for successful teamwork
- Extra payment for emergency work
- Award to employees with long-standing service
- Private insurance program for all employees and their families
- Hospital insurance program for all employees and their families
- Medical Checkups
- Internal training and seminars
- Corporate e-learning programs
- Professional and scientific conferences
- Earlier departure on Friday
- Coverage of travel expenses
- Blood Bank available to employees and their families
- Emergency financial support for personal issues
- Additional parental leave
- Additional sickness leaves without documentation evidence
- Additional paid leave for holidays
- Extra leave for birthdays and name days
- Prolonged Leaves Program (Unpaid)
- Extra unpaid leaves
- Flexible daily schedule for the postpartum mothers
- Corporate social events and celebrations
- Compensation due to natural disasters
- School equipment for employees' children
- Product discounts and vouchers
- Sponsorship of corporate sport activities
- Wedding presents
- Tailor-made package of products for post partum mothers and newborns
- Birthday presents
- Presents for semi-annual meetings
- Internal fitness center
- Christmas presents for the employees and their children

Additional Benefit Package includes:

- Share of earnings
- Funding (individual training and academic studies)
- Foreign languages and ECDL
- Funding for professional certification
- Additional leave for studies and exams
- Mentoring
- Coaching
- Flexible working hours
- Board coverage (coupons)

56 employees (78%) have a corporate vehicle, 62 employees (86%) have a corporate phone and 44 people receive compensation in the form of ticket restaurant vouchers.

Employee Recognition and Rewards

For us, praise is not just a matter for senior management. All the senior executives express their recognition to their teams, as they know that reward and encouragement have a positive effect to all. Rewards should be an important and integral part of work-life, not only career wise but also in everyday life. With every opportunity, BAUSCH Health Hellas rewards good work, knowing that employees will reciprocate with sincere effort, high morale and new strength, for even better results.

Vouchers

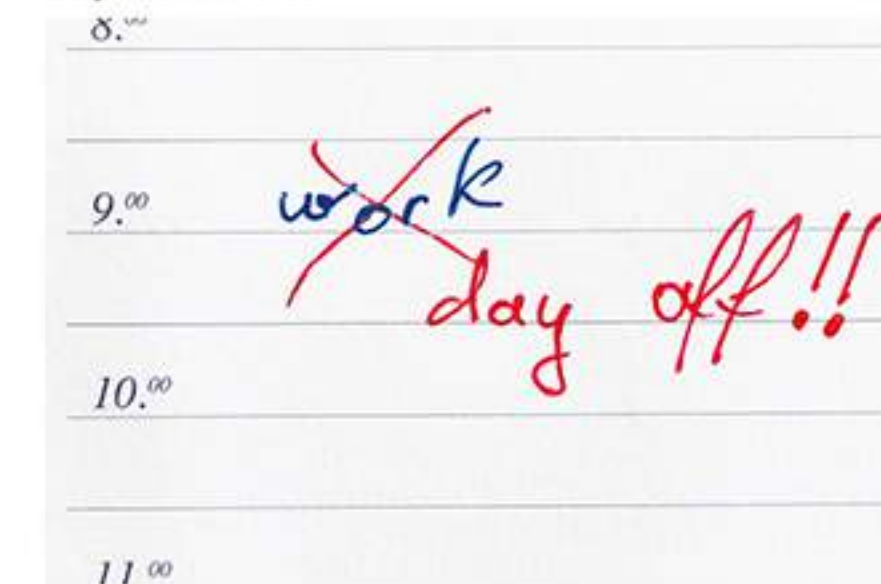
During the Semi-Annual Circles, our most effective sellers receive vouchers, which they redeem with services or tickets (ticket restaurants). In 2019, vouchers of **2,600 euros** total values were given to **13** employees.

Vouchers for successful projects

Four colleagues of the accounting department received a gift voucher worth 300 euros (ticket restaurant) for the successful completion of an emergent issue, presenting teamwork and decisiveness.

Extra Days off

Employees who completed projects with excessive workload are rewarded with extra days off, as gifts, at the end of each month. Also, extra days off are given to winners of team-building games, during the "Semi-Annual Circles" events. In 2019, 25 employees were given 25 days off each.



Gifts to the Christmas pie cutting

At the annual corporate Christmas event, we draw weekend trips to various destinations in Greece and abroad, all costs paid. In 2019, two trips were given to two employees during the draw.

Presentation of Star Representatives

As part of the "Semi-Annual Circles" events, we implement a program to reward the "best sellers". In a special presentation, with an audience throughout the company, the best seller is recognized and publicly rewarded for their performance. Then the top seller presents the results of his work.

Presentation of the Best Colleague according to corporate values

In "Semi-Annual Circles", we implement a reward program of the best colleagues. In a special presentation, with all employees, the Best Sales Fellow and the Best Front Office colleague are publicly recognized and rewarded. The best colleagues result from everyone's vote of company employees.



Project Leader Managers

A rewarding program of the most capable salesmen, according to which the top salesmen will lead new commercial projects, with the aim of further improving their sales skills, their leadership skills and gaining new experiences that will strengthen the prospects for career advancement.

07. SUPPORT EMPLOYEE GROWTH AND WELL-BEING

Participation in the CEO Award

The BAUSCH Health CEO Award recognizes the significant contribution of an employee to the company. The employee nominated for this award is an example for the colleagues, having demonstrated behavior and values that are in line with the values and philosophy of the company. The award is offered by the CEO and Executive Committee of BAUSCH Health Inc.



Awarding plaques

We honor employees who have completed 10 years of service in the company with honorary plaques.

Thank you e-mails

A permanent practice of the management is to send thank you e-mails, thanking and congratulating employees who successfully complete all kinds of important projects.

Support when a need arises

Based on our values, we support our employees when they have to deal with personal difficulties, emergencies and/or family health problems. We undertake:

- Hospital costs
- Gradual reintegration process after a temporary absence
- Reassigning of work responsibilities
- In advance payment when needed
- Compassionate and bereavement leave, birth leave and marriage leave



9. WELL-BEING OF EMPLOYEES

This material references Disclosure 403-6 Promotion of worker health from GRI 403: Occupational Health and Safety 2018.



Support when a need arises

In BAUSCH Health, we recognize that work should positively contribute to employees' life and enhance their well-being. Within this framework, we developed a series of management standards that promote a healthy lifestyle and assist employees to reduce and tackle their work-related stress. Our employees' well-being is the key issue of our business success.

Counterpain® Running Team

To improve the physical health of our employees and strengthen team bonding, we introduced the initiative of a "Running team" to participate in running events in Athens and Thessaloniki. The most highlighted participations are those in the Athens Marathon, the "Runners Avenue" race and the International Marathon «Alexander the Great». Our company supports and covers all runners' expenses, including participation costs (board and clothing) and the necessary equipment.

In November 2019, the Counterpain Running Team participated in the 5km race of the Athens Marathon, remaining steady in its target of promoting a healthy lifestyle and further strengthening relations between team members.

The actions of the running team are photographed and videotaped, making inspirational videos which are distributed internally in the company and are a source of inspiration for the employees.

All One Basketball Team

An equally successful initiative for our employees is the "All One Team Basketball Game" where basketball teams formed by all departments participates in a basketball match which brings together our employees and their families, in a relaxing and entertaining sports event.

Our third "All One Team Basketball Game" hosted at the end of 2019 at the indoor basketball court of Deree College, our employees' families had the chance to participate in a series of entertaining activities.

After the game, we organized a Christmas party at the events' venue of the college, dedicated to the children of the employees. Our little friends, had the opportunity to enjoy activities such as face painting, making Christmas decorations, painting, dancing, tasting food and getting gifts from Santa Claus.

07. SUPPORT EMPLOYEE GROWTH AND WELL-BEING

Corporate Provisions and Initiatives

Healthy Snacks

Employees have their meals, in the company's kitchen, under a friendly atmosphere. We provide everyone free soft drinks, snacks, fruits, cheeses, healthy cookies and toasts, cereal bars, teas and coffee. From September 2019, we have included healthier snacks in the kitchen, to consolidate the philosophy for a better life and well-being.

Employees Birthdays Celebration

For the birthdays of the employees the company organizes light lunches and mini office parties, offering cakes and personal gifts.

Corporate Meals

Before the summer and Christmas holidays, farewell meals and events are organized, with all the employees and their families.

Farewell party on employee's leave

On the occasion of resignation, BAUSCH Health Hellas organized a farewell surprise party, offering sweets, gifts and wishing cards from the management and other colleagues.

Discounts to products

BAUSCH Health Hellas offers free of charge or at a significant discount to all employees, the corporate products, such as contact lenses, fluids, nutritional supplements, products for colds, sore throat and nose. During 2019, employees received enriched product presentations and price lists with prices below the wholesale (40% to 60%), for medical technology, ophthalmology products, nutritional supplements and cosmetics.

Corporate Car

We offer a corporate car for a business and personal use with unlimited mileage 365 days

a year. 56 employees of the company from the total of our 72 employees (78%) have a corporate car.

Fuels and Toll Costs

We cover the fuels and toll costs in Attiki Odos, for all employees, for the arrival and departure from the offices, as also the cost of a car washing (once time per month).

Corporate Smartphones

We subsidize devices of employees' desire up EUR 500, offering them free data and minutes. In particular, 62 people (86%) out of 72 employees have a corporate smartphone device.

Summer Kit for safe holidays

In July 2019, we distributed to all employees a summer kit that contained sunscreen, mosquito repellent, first-aid products in a stylish case.

Corporate Pharmacy

In September 2019, we updated and enriched the content of the corporate pharmacy, under the advice of the occupational doctor, to meet the needs of our employees in any emergency minor illness or accident.

Extra Parental Leave

BAUSCH Health Hellas offers a three-day paid leave in addition to the statutory two-day leave for male employees who have become fathers.

Free Products for Newborns

We offer BAUSCH Health products for newborns to all employees who have recently given birth.

Work - Life Balance

Creating and sustaining a positive working environment with satisfied and motivated employees is our top priority.

We are guided by the mentality that the workplace should offer physical and mental balance. We encourage our people to have sufficient breakouts and catch-ups with their colleagues. We strive in undertaking and investing in well-being initiatives that promote a balance between business and personal life of our employees. We offer to our employees:

- Flexible working hours
- Flexible employee leaves policy
- Flexible employee licenses (Spring, Autumn)
- Three continuous weeks of summer holidays
- 10-day continuous Christmas holidays
- Extra employee leaves for exams and training programs
- Use of parental leave in case of child's illness
- "Early Friday", where our employees can leave earlier
- Casual dress code on Fridays
- "Bridge days off", on national holidays
- Medical coverage of all our employees and their protected members
- Hospital insurance program in collaboration with Euroclinic and MetLife Group (the program includes employees, their families and relatives)
- Full and free optical metric, ophthalmological examination, by scientific partner - optometrist of the company
- Medical examinations are provided to all workers
- Health & Nutrition days offering, to everyone employees and their families, seminars for better health, nutrition and health control weight



8. Annexes

1. ISO 26000:2010

The International Standard **ISO 26000:2010** provides seven principles related to social responsibility which allow businesses to describe and disclose their corporate progress.

As a responsible business, we adhere to the seven principles and communicate the available information for the year 2019 in the following table with references across the sections of our Annual Report 2019.

Clauses	Description	Reference
4.	Principles of social responsibility	
4.2	Accountability	About this Report
4.3	Transparency	About this Report
4.4	Ethical behavior	2.2 Our Culture 2.3 Corporate Social Responsibility 3.3 Code of Conduct and Business Practices 3.4 Equal Opportunities and Diversity
4.5	Respect for stakeholder interest	2.4 Stakeholder Engagement
4.6	Respect for the rule of law	About this Report
4.7	Respect for the international norms of behavior	About this Report
4.8	Respect for human rights	3.4 Equal Opportunities and Diversity
5.	Recognizing social responsibility and engaging stakeholders	
5.2	Recognizing social responsibility	2.3 Corporate Social Responsibility
5.3	Recognizing social responsibility and engaging stakeholders	2.4 Stakeholder Engagement
6.	Guidance on social responsibility core subjects	
6.2	Core Subject: Organizational governance	3.2 Corporate Governance
6.3	Core Subject: Human Rights	3.4 Equal Opportunities and Diversity
6.4	Core Subject: Labour practices	3.3 Code of Conduct and Business Practices 3.5 Compliance 3.6 Transparency
6.4.3	Employment and employment relationships	7.3 Relations with Management
6.4.6	Health and safety at work	4.3 EHS+S Key Performance Metrics
6.4.7	Human development and training in the workplace	7.6 Training and Development
6.5	Core Subject: The environment	4. Respect the Environment
6.6	Core Subject: Fair operating practices	3.3 Code of Conduct and Business Practices 3.5 Compliance 3.8 Responsible Marketing and Communication

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Clauses	Description	Reference
6.7	Core Subject: Consumer issues	5. Advance Global Health & Patient Care
6.7.3	Fair marketing, factual and unbiased information and fair contractual practices	3.8 Responsible Marketing and Communication
6.7.4	Protecting consumers' health and safety	5.2 Quality of Products
6.7.6	Consumer service, support, and complaint and dispute resolution	3.9 Pharmacovigilance, Materiovigilance and Complaints Management
6.7.7	Consumer data protection and privacy	3.5 Compliance
6.7.9	Education and awareness	6. Improve our Communities
6.8	Core Subject: Community involvement and development	6. Improve our Communities
6.8.7	Wealth and income creation	3.1 Economic and Market Performance
6.8.9	Social investment	
7.	Guidance on integrating social responsibility throughout an organization	
7.2	The relationship of an organization's characteristics to social responsibility	2.3 Corporate Social Responsibility
7.3	Understanding the social responsibility of an organization	Message from the CEO 2.3 Corporate Social Responsibility
7.4	Practices for integrating social responsibility throughout an organization	2.3 Corporate Social Responsibility
7.5	Communication on social responsibility	About this Report
7.6	Enhancing credibility regarding social responsibility	About this Report
7.7	Reviewing and improving an organization's actions and practices related to social responsibility	CSR activities are monitored and evaluated internally, and the results are communicated to the management.
7.8	Voluntary initiatives for social responsibilities	6. Improve our Communities 7.9 Wellbeing of Employees

2. SUSTAINABLE DEVELOPMENT GOALS (SDGS)

The 17 Sustainable Development Goals (SDGs) are the blueprint to achieve a better and more sustainable future for everyone.

Developed by the United Nations in 2015 are addressed to all mankind. SDGs embody the global challenges we face related to poverty, inequality, climate change, environmental degradation, prosperity, peace and justice.

The Goals are interconnected so that no one can be neglected contributing to their implementation by 2030. Recognizing the importance of the Goals for creating a sustainable world, we provide a reference table of select Goals to the sections of this Report, with the aim to provide an outline with the impact we have as a company to the SDGs.

08. SUSTAINABLE DEVELOPMENT GOALS (SDGS)

SDGS	REFERENCE
 <p>3 GOOD HEALTH AND WELL-BEING</p>	<p>4.3 EHS+S Key Performance Metrics 5.1 Services and Products 6.1 Social Contribution Initiatives 6.2. Disclosures of Transfers 7.9 Well-being of Employees</p>
 <p>4 QUALITY EDUCATION</p>	<p>7.6 Training and Development</p>
 <p>5 GENDER EQUALITY</p>	<p>3.4 Equal Opportunities and Diversity</p>
 <p>8 DECENT WORK AND ECONOMIC GROWTH</p>	<p>3.1 Economic and Market Performance 3.3 Code of Conduct and Business Practices 3.4 Equal Opportunities and Diversity 3.5 Compliance 3.7 Supply Chain 5.2 Quality of Products 7.2 Great Place to Work 7.3 Relations with Management 7.4 Performance Evaluation 7.7 Recruiting and Talent Management 7.8 Benefits</p>

SDGS	REFERENCE
 <p>10 REDUCED INEQUALITIES</p>	<p>3.4 Equal Opportunities and Diversity</p>
 <p>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</p>	<p>4.3 EHS+S Key Performance Metrics</p>
 <p>13 CLIMATE ACTION</p>	<p>4.1 EHS+S Global Sustainability Commitments 4.2 Environmental Initiatives</p>
 <p>16 PEACE, JUSTICE AND STRONG INSTITUTIONS</p>	<p>3.2 Corporate Governance 3.3 Code of Conduct and Business Practices 3.5 Compliance 3.6 Transparency</p>
 <p>17 PARTNERSHIPS FOR THE GOALS</p>	<p>6.2 Disclosures of Transfers</p>

08. SUSTAINABLE DEVELOPMENT GOALS (SDGS)

3. ABBREVIATIONS & ACRONYMS

3PL	Third-party logistics	ISO	International Organization for Standardization
B+L	Bausch & Lomb	IT	Information Technology
CIS	Commonwealth of Independent States	KAM	Key Account Manager
CNS	Central Nervous System	KPI(s)	Key Performance Indicator(s)
CO2	Carbon Dioxide	Kg	Kilogram
CRM	Customer Relation Management	KWh	Kilowatt hours
CSR	Corporate Social Responsibility	m3	Cubic Meter
CV	Curriculum Vitae	MDR	Medical Device Regulation
EBITA	Earnings Before Interest, Tax, Amortization	MEM	Medical Educational Material
EfEX	Hellenic Association of Self Medication	NGO	Non-Governmental Organization
EFPIA	European Federation of Pharmaceutical Industries and Associations	OECD	Organization for Economic Co-operation and Development
EHS+S	Environment, Health, Safety + Sustainability	OTC	Over the Counter
EMEA	Europe, the Middle East and Africa	PhS	Public Health Service
EOF	National Organization for Medicines	QA	Quality Assurance
FCPA	Foreign Corrupt Practices Act	QPPV	Qualified Person for Pharmacovigilance
FY	Fiscal Year	RA	Regulatory Affairs
GDPR	General Data Protection Regulation	Rx	Medical Prescription
GEMI	General Commercial Registry (in Greece)	SDG(s)	Sustainable Development Goal(s)
GPTW	Great Place to Work	SEIU	Service Employees International Union
HCO	Healthcare Organisations	SFEE	Hellenic Association of Pharmaceutical Companies
HCP	Healthcare Professionals	SKU	Stock Keeping Unit
HFM	Hyperion Financial Management	SOP	Standard Operating Procedures
Inc.	Incorporation	T&E	Travel and Expenses
IRBE	Irbersartan	VC	Vision Care
IS	Information Security		

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Improving people's lives
through our healthcare products.

53, Pentelis Avenue, 15235
Vrilissia, Greece
tel. +30 210 81 00 460,
fax +30 210 81 00 480

www.bauschhealth.gr