

BAUSCH Health

www.bauschhealth.gr

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

Improving people's lives
through our healthcare products

20
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BAUSCH+ Health

BAUSCH Health Hellas
Environmental, Social
and Governance Report

20
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20
20 The year
IN REVIEW





Improving people's lives through our healthcare products



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1. INTRODUCTION

1.1 2020 AT A GLANCE

2nd
place at
“Great Place to Work”

10th
position out of 20 companies in the
“Greek Evolution Index”

71
employees

€20.92 m
revenues

37.5%
of women participation in leadership

€193,183

to transfers to Healthcare organisations and professionals
(Event registrations, travel and consulting expenses, sponsorships)

183 training sessions /
5,065 hours (increased by
59.8% compared to 2019)

100%
Remote-work during the lockdown period due to pandemic of COVID-19

71.33 average training hours per employee (increased by
62% compared to 2019)

1. INTRODUCTION

1.2

GENERAL MANAGER MESSAGE

This material references Disclosures 102-14 from GRI 102: General Disclosures 2016.

It is a great honor and pleasure to present the third **Environmental, Social & Governance Report 2020** of BAUSCH Health Hellas. This publication, for the year 2020, comes under unprecedented times for public health due to the pandemic of COVID-19. This report displays our commitment and highlights our performance towards our mission to improve people's lives through our health care products.

BAUSCH Health takes steps to organize a more robust ESG strategy and relevant programs at a global level engaging its stakeholders towards this effort. We have framed our work on sustainability around **five key 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 2020, we continued to implement initiatives and actions to the extent possible, due to limitations from COVID-19 pandemic, achieving to deserve our solid financial position, maintaining the touch with our customers, being there for those in comfort from our brands. Also, we provided more than **5,000 hours of training** to our employees, a record performance, demonstrating once again that their development is a priority. The training included areas such as new launches, new promotional methods, business development to cultivate the feeling of safety and trust, while at the same respecting fully their work-life balance.

Moreover, we ranked **#2 Great Place to Work**, a prestigious distinction, which came as a recognition of our constant efforts to make our

company a place in which everybody wants to work. Our presence among the best workplaces for the 2nd consecutive year, is a recognition of our people and their passion for excellence, which also confirms our commitment to human-centered development, especially in such a demanding environment, in which we need to feel the company, like a second family.

In addition, our response to the pandemic was immediate and dynamically, we implemented **100% remote work**. We have created a stable and balanced working model, with clear boundaries between working time and leisure time, and we have acted in a way that ensures the basic employees' rights in practice creating a "Work Even Better from Home" culture.

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

For BAUSCH Health Hellas, the Report is a strategic tool for monitoring and evaluating our performance in our company's five key commitment areas. Moreover, it constitutes a structured engagement channel with our stakeholders, in our quest for improving people's lives, through our healthcare products.

Looking forward to receiving your feedback.
Enjoy your reading, sincerely,

Iakovos Michalitsis
General Manager Greece, Cyprus & Malta



1. INTRODUCTION

1.3 ABOUT THIS REPORT

This material references Disclosures 102-1, 102-45 and 102-51 from GRI 102: General Disclosures 2016.



This Report is the third Environmental, Social & Governance Report 2020 (hereinafter the “Report”) of the BAUSCH Health Hellas, Single Member Pharmaceutical Societe Anonyme (hereinafter “BAUSCH Health Hellas”) includes information on the management and performance of ESG issues related to our activities, with the ultimate goal of informing our stakeholders about our economic, social and environmental impacts.

This Report is referred to the business activities carried out by BAUSCH Health Hellas in Greece. The financial data include solely the information about the BAUSCH Health Hellas.

REPORTING STANDARDS

This material references Disclosures 102-50, 102-52, 102-54 and 102-56 from GRI 102: General Disclosures 2016.

This Report refers to the financial year 2020 (1.1.2020 - 31.12.2020). The present report was drafted with the consulting support of Climate Change and Sustainability Services department of ERNST & YOUNG (HELLAS) CERTIFIED AUDITORS - ACCOUNTANTS SA (“EY”). The BAUSCH Health Hellas is responsible for the calculation, collection and consolidation of quantitative data as well as for the accuracy and completeness of the quantitative and qualitative data included in this report. EY shall not bear any responsibility or liability against any third party for the contents of this report.

In determining the contents of the Report, BAUSCH Health Hellas uses selected GRI Standards and respective disclosures in its content to report specific information, therefore is classified as a GRI Referenced Report. Moreover, in order to define its impact and progress on sustainable development, BAUSCH Health Hellas S.A. embraces the 7 Social Responsibility Core Subjects of ISO 26000:2010. The company also connects its impacts with the United Nations Sustainable Development Goals (SDGs).

The Report has not received an external assurance from a third-party. We recognize the importance of the process for our stakeholders, considering receiving an external assurance in the future.

RESTATEMENTS OF INFORMATION AND CHANGES IN REPORTING

This material references Disclosures 102-48 and 102-49 from GRI 102: General Disclosures 2016.

There are no restatements of information and changes in reporting Report compared to the previous period.

FEEDBACK

This material references Disclosures 102-53 from GRI 102: General Disclosures 2016.

We welcome any feedback you may have on this report which will enable us to further improve the content and quality of the information provided. For matters pertaining to this Report:

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BAUSCH
Health

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The Environmental, Social and Governance Report 2020
is also available on the corporate website on:
www.bauschhealth.gr

2. CORPORATE PROFILE

2.1

BAUSCH Health Companies Inc.

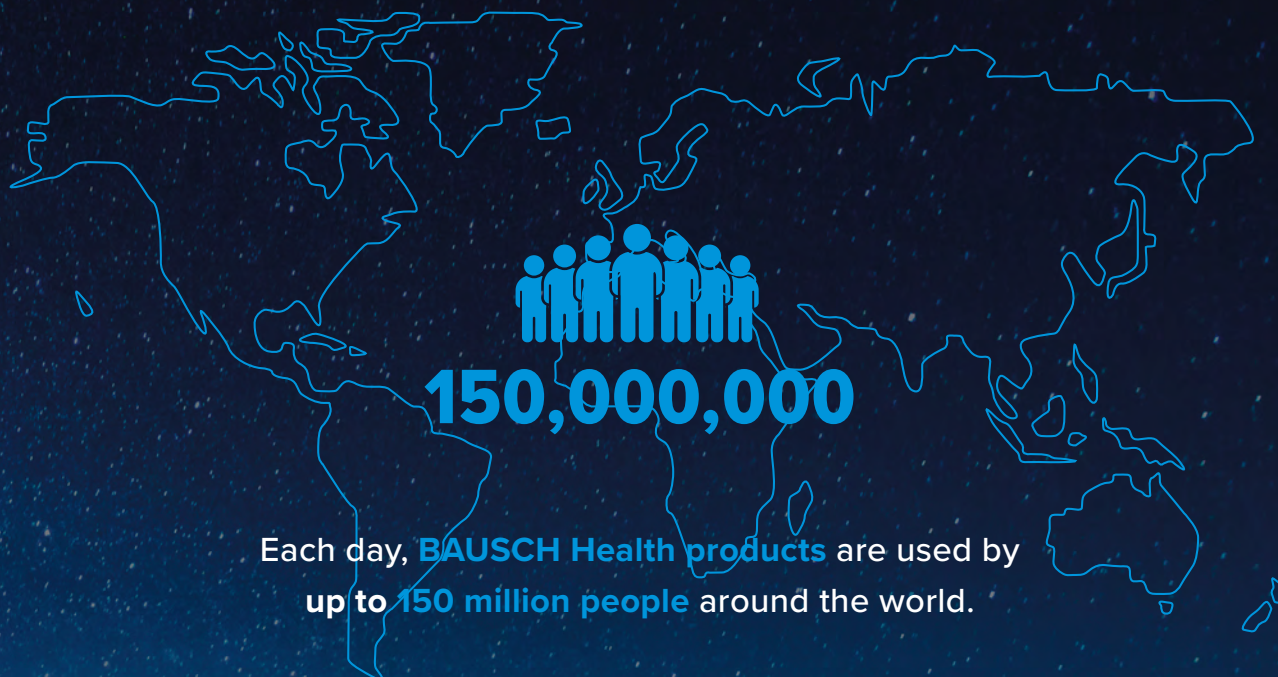
This material references Disclosures 102-2, 102-3, 102-4, 102-5, 102-6 and 102-7 from GRI 102: General Disclosures 2016.

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 general wellbeing.

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.

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 **\$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.



33 Commercial Locations

- U.S.A.
- Argentina
- Austria
- Bosnia and Herzegovina
- Brazil
- Bulgaria
- Canada
- Colombia
- Croatia
- Czech Republic
- Estonia
- Greece
- Hungary
- Indonesia
- Italy
- Lithuania
- Malaysia
- Mexico
- Montenegro
- Peru
- Poland
- Romania
- Russia
- Serbia
- Singapore
- Slovakia
- Slovenia
- South Africa
- Switzerland
- Thailand
- Turkey
- Ukraine
- UAE

12 Manufacturing Locations

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

2. CORPORATE PROFILE

2.2

BAUSCH Health Hellas

This material references Disclosures 102-2, 102-3, 102-4, 102-5, 102-6 and 102-7 from GRI 102: General Disclosures 2016.

Bausch Health Hellas, a **single-member pharmaceutical Societe Anonyme**, is an innovative pharmaceutical company owned exclusively by BAUSCH Health Companies Inc. The company was founded in 2005, in **Athens, Greece**, serving also the markets of **Cyprus and Malta**.

At the end of 2020, the company with a total workforce of **71** highly qualified and experienced employees generated revenues of **€20.92 m**, specializing in healthcare products, prescription drugs, OTC products and medical devices for diverse therapeutic categories. BAUSCH Health Hellas holds a leading position in Ophthalmology, including a product portfolio of **more than 30 brands** in **pharmaceuticals** and **high-tech medical equipment** of great quality.

BAUSCH Health Hellas safeguards already established collaborations with Greek pharmaceutical companies, which have taken over the drugs' 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 for patients and their overall well-being.

HISTORICAL MILESTONES

During our 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.

Year	Event
2020	<ul style="list-style-type: none"> • 2nd place at Great Place to Work • Product launches: CebroLux NF, OcuVite Lutein Premium, Vidisan Plus • First Artelac consumer campaign through a TV campaign and influencers • Disease awareness campaign for the obesity under the auspices of Greek medical society of Obesity • New campaign for product Niflamol focused on consumers through • Above the line promotion (TV – Radio - Digital) • The swift turnaround of the company to help the transition to remote working • Safety measures for all personnel to avoid covid incidents
2019	<ul style="list-style-type: none"> • Annual Report 2018 (1st Report of BAUSCH Health Hellas) • 4th place at Great Place to Work • Change of corporate name from PharmaSwiss Hellas to BAUSCH Health Hellas
2018	<ul style="list-style-type: none"> • New corporate name “BAUSCH Health”
2017	<ul style="list-style-type: none"> • Mysimba launch • Protalgon launch
2016	<ul style="list-style-type: none"> • Artelac launch • Marimer launch • Abilify launch • ULTRA launch
2015	<ul style="list-style-type: none"> • New OTC launches: CounterL, Nherea, Coldisol, Aloepanten, Leglight • Algon relaunch • Go-Direct on Bausch+Lomb pharma products
2014	<ul style="list-style-type: none"> • Enhanced Rx portfolio with orphan drugs and genetics • CounterGel Capsicum launch
2013	<ul style="list-style-type: none"> • Bausch+Lomb acquisition • New OTC launches Physiosolvan, Physiocod cough syrups, CounterPlast, Counterfungus
2012	<ul style="list-style-type: none"> • Vasexten promotional agreement • Ezixin nasal spray acquisition
2011	<ul style="list-style-type: none"> • PharmaSwiss enters Valeant Pharmaceuticals Group • Physiodose decongestant launch • Strategic Rx products acquisition: Procef, Monopril, Superace, Niflamol • CounterGel active launch
2010	<ul style="list-style-type: none"> • Counterpain brand acquisition and relaunch
2008	<ul style="list-style-type: none"> • Depon/OTC line & IRBE portfolio Co-promoted with BMS
2007	<ul style="list-style-type: none"> • 1st position in the market for Procef • Greatest growth in the oral antibiotics market (IMS Values Report)
2006	<ul style="list-style-type: none"> • PharmaSwiss Hellas established • Procef relaunch

2. CORPORATE PROFILE

MEMBERSHIPS AND PARTICIPATIONS

This material references Disclosures 102-12 and 102-13 from GRI 102: General Disclosures 2016.

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 follow the market 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 Pharmaceutical Companies



ΣΥΝΔΕΣΜΟΣ ΕΤΑΙΡΕΙΩΝ ΦΑΡΜΑΚΩΝ ΕΥΡΕΙΑΣ ΧΡΗΣΗΣ

Hellenic Association of Self Medication



ΕΛΛΗΝΙΚΗ ΕΤΑΙΡΕΙΑ ΦΑΡΜΑΚΕΥΤΙΚΟΥ MANAGEMENT

Hellenic Pharmaceutical Management Association



Service Employees International Union (SEIU)



CEO CLUBS International

CEO Clubs Greece



Your Directors Club

Your Directors Club



Athens Chamber of Commerce and Industry



American Hellenic Chamber of Commerce

2. CORPORATE PROFILE

2.3

MISSION, VISION AND VALUES

This material references Disclosures 102-16 from GRI 102: General Disclosures 2016.

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 enable 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: 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.

2. CORPORATE PROFILE

2.4

ECONOMIC AND MARKET PERFORMANCE

Our Approach

This material references Disclosures 103-2 and 103-3 from GRI 103: Management Approach 2016.



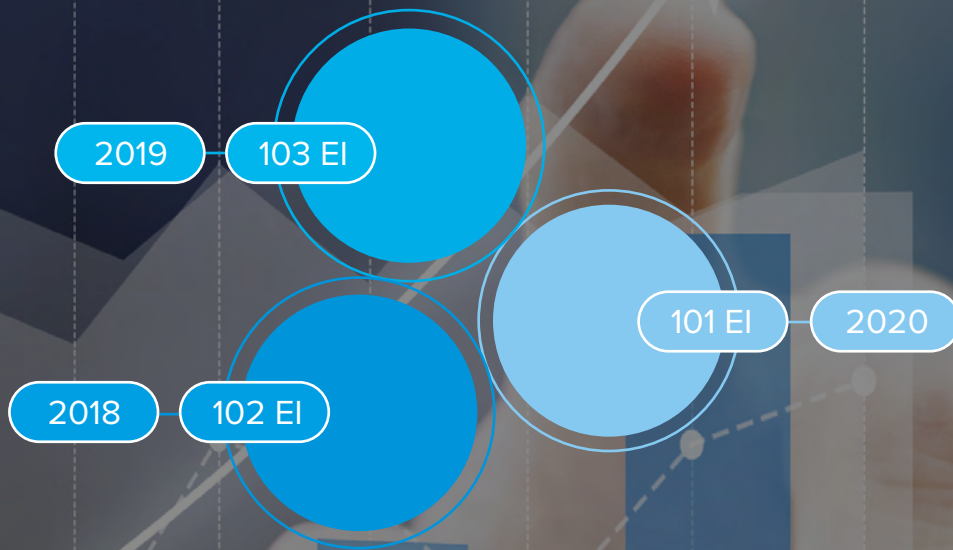
In BAUSCH Health Hellas, we work towards our targets and priorities for further growth and value-creation in the Greek market. Since our establishment, we have methodically applied the implementation of a coherent strategic investment plan, acquisitions and collaborations, across the range of health products. We aim to continuously increase revenues and product portfolio in our markets of operation, making BAUSCH Health stand out among the European subsidiaries of BAUSCH Health Companies Inc. and be one of the most successful pharmaceuticals in Greece, Cyprus and Malta.

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 2020, we continued to monitor our **evolution index** in the Greek pharmaceutical market against **19 high-standing companies**. The average score 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 score for the third year in a row, scoring **101 points**, responding positively to the unprecedented challenges of the pandemic. The fall in the Evolution Index for 2020 is mainly due to the effects of the COVID-19 pandemic on various therapeutic categories. In particular, Procef, which belongs to the category of antibiotics, recorded a significant decrease compared to the previous year (like the whole category), due to the restrictive measures imposed.

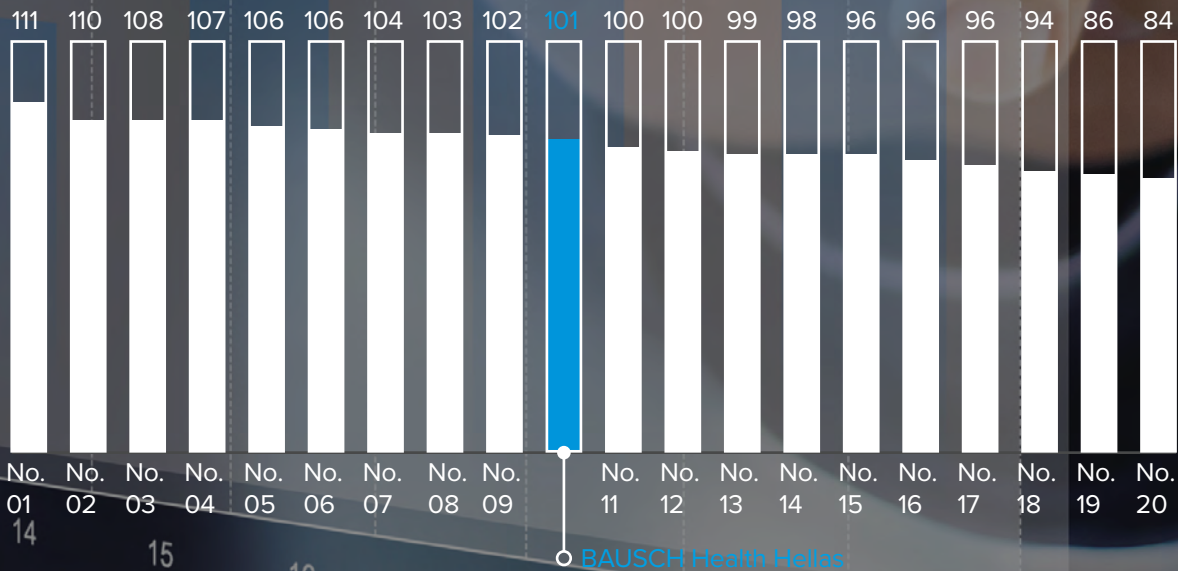
This performance classified BAUSCH Health Hellas in the 10th position, proving that our people efforts are recognized in the pharmaceutical market, positioning us among the most respected brands in Greece.

BAUSCH Health Hellas Evolution Index

Source: IQVIA LC Sales EV



Greek Pharma Companies Classification of Evolution Index



2. CORPORATE PROFILE

Our Performance

This material references Disclosure 201-1 from GRI 201: Economic Performance 2016.

In 2020, the company had a workforce of **71** employees with revenues of **€20,922,251.58** and distributed value of **€20,408,335.1**.

This proves our significant contribution to the Greek economy and a positive impact on a significant number of stakeholders.

ECONOMIC VALUE GENERATED AND DISTRIBUTED (€)

	2019	2020
Economic Value Generated		
Revenues	23,966,716.14	20,922,251.58
Economic Value Distributed		
Operating Costs	20,294,694.41	14,619,637.43
Employees' Remuneration and Benefits	3,829,773.16	3,976,134.11
Payments to Providers of Capital	0.00	1,260,000.00
Payments to Government	378,552.24	552,563.58
Community Investments	0.00	0.00
Total	24,503,019.8	20,408,335.1
Economic Value Retained		
	(536,303.67)	516,946.46

2. CORPORATE PROFILE

2.5 ESG STRATEGIC IMPACT FRAMEWORK

This material references Disclosure 102-11 from GRI 102: General Disclosures 2016.


BAUSCH Health takes steps to organize a more robust ESG Strategy and relevant programs with the full participation of our Board of Directors, Executive Committee and external experts.

This is a big opportunity and an even bigger responsibility, to have a positive impact. We have framed our work on sustainable development around five key commitment areas that align as follows to our new, more focused ESG work.


ESG Strategic Framework

Commitment Areas


SDGs Alignment

Environmental	 Environmental	<p>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.</p>
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3 GOOD HEALTH AND WELL-BEING 	12 RESPONSIBLE CONSUMPTION AND PRODUCTION 
13 CLIMATE ACTION 	

Social	 Advance Global Health and patient care	<p>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.</p>
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3 GOOD HEALTH AND WELL-BEING 
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Social	 Improve our communities	<p>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.</p>
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3 GOOD HEALTH AND WELL-BEING 	17 PARTNERSHIPS FOR THE GOALS 
--	---

Social	 Support employee growth and Well-Being	<p>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.</p>
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3 GOOD HEALTH AND WELL-BEING 	4 QUALITY EDUCATION 
8 DECENT WORK AND ECONOMIC GROWTH 	

Governance	 Operate with Integrity	<p>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.</p>
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4 QUALITY EDUCATION 	5 GENDER EQUALITY 
8 DECENT WORK AND ECONOMIC GROWTH 	10 REDUCED INEQUALITIES 
16 PEACE, JUSTICE AND STRONG INSTITUTIONS 	

2. BAUSCH HEALTH HELLAS

2.6

STAKEHOLDER ENGAGEMENT

This material references Disclosures 102-40, 102-42, 102-43 and 102-44 from GRI 102: General Disclosures 2016.

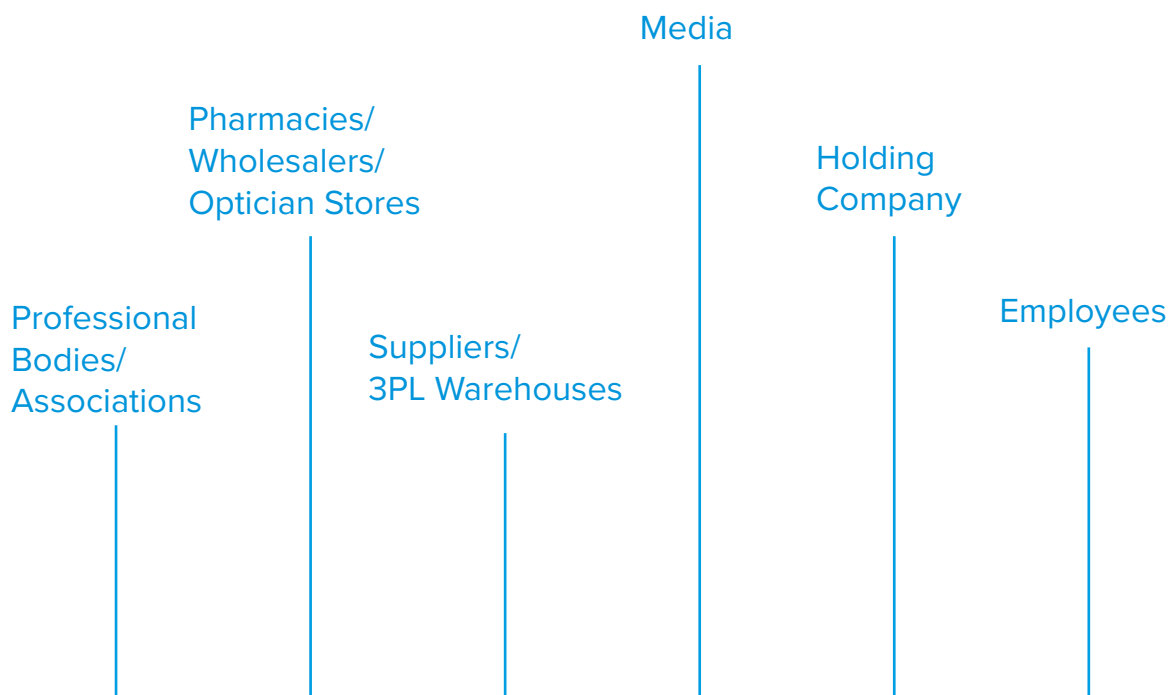
Communication is an essential tool of corporate operation, helping to build strong relationships, get feedback, avoid misunderstandings and meet the expectations of the stakeholders.

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

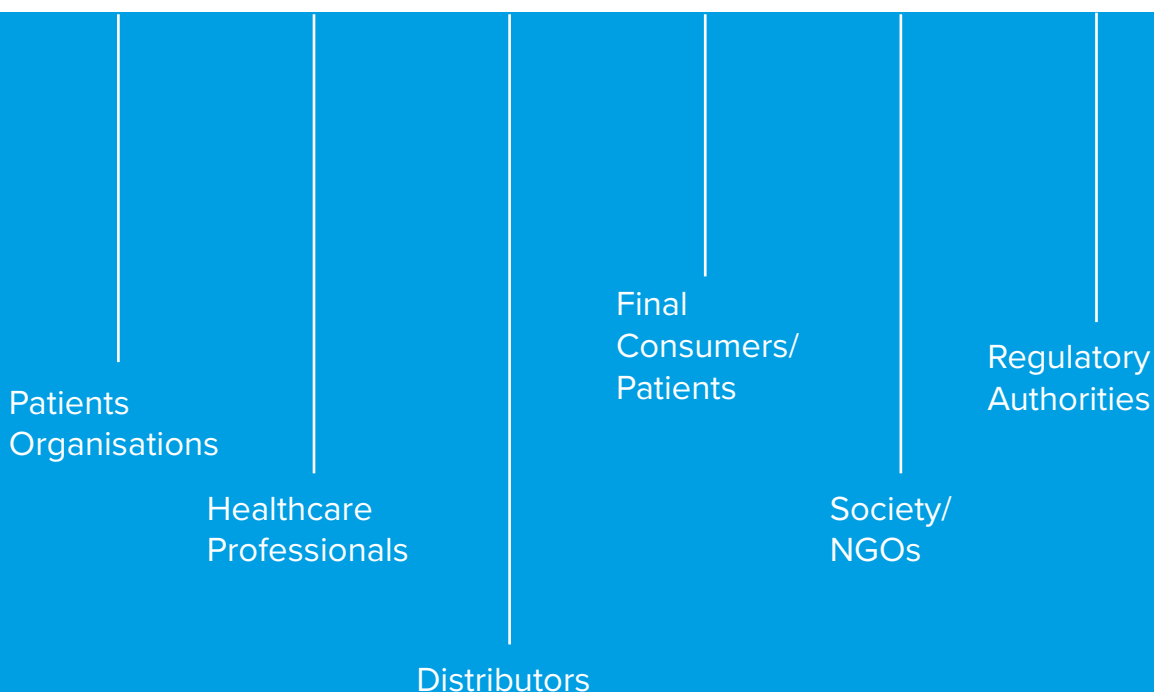
Stakeholders are the groups affected by our activities and those who affect our company, directly or indirectly, in various ways. Stakeholders contribute vitally to our effective operation and growth having an interest in our company and interacting with it.

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



BAUSCH Health Hellas



Stakeholder Holding Company	Frequency When necessary
--	------------------------------------

Communication methods

- Communication channels (website, social media, email, calls, press releases)
- Meetings
- Trainings and updates
- Financial statements
- Environmental, Social and Governance Report

Topics of interest

- Economic Performance
- Corporate Governance and Ethics
- Transparency and Anti-Corruption
- Regulatory Compliance
- Management and Quality Systems

Stakeholder Employees	Frequency Daily
----------------------------------	---------------------------

Communication methods

- Communication channels (website, social media, email, calls, press releases, intranet)
- Meetings
- Trainings and workshops
- Corporate events
- Financial statements
- Environmental, Social and Governance Report
- Social contribution activities
- Employees satisfaction survey

Topics of interest

- Corporate Governance and Ethics
- Training and Development
- Health, Safety & Wellbeing
- Talent Management, Recruiting and Retaining
- Equity, Diversity and Inclusion
- Employees Relations with Management

Stakeholder Patients Organizations	Frequency Monthly
---	-----------------------------

Communication methods

- Communication channels (website, social media, email, calls and press releases)
- Meetings
- Market events
- Social contribution activities
- Environmental, Social and Governance Report

Topics of interest

- Transparency and Anti-Corruption
- Regulatory Compliance
- Support to NGOs and Organizations
- Active Corporate Citizenship

Stakeholder Healthcare Professionals (Physicians)	Frequency Daily
--	---------------------------

Communication methods

- Communication channels (f2f, website, social media, email, calls, press releases, channel magazines)
- Meetings
- Promotional activities
- Client satisfaction survey
- Financial statements
- Environmental, Social and Governance Report

Topics of interest

- Market Presence and Business Development
- Customer Satisfaction and Relationship Management
- Regulatory Compliance
- Market Sponsorships
- Brand Awareness and Customer Loyalty

Stakeholder Final Customers / Patients	Frequency Daily
--	---------------------------

Communication methods

- Communication channels (website, social media, email, calls, press releases)
- Marketing material
- Promotional activities
- Pharmacovigilance phone line

Topics of interest

- Transparency and Anti-Corruption
- Customer Satisfaction and Relationship Management
- Regulatory Compliance
- Brand Awareness and Customer Loyalty
- Support to NGOs
- Active Corporate Citizenship

Stakeholder Distributors	Frequency Daily
------------------------------------	---------------------------

Communication methods

- Communication channels (f2f, website, social media, email, calls, press releases)
- Meetings
- Market events
- Client satisfaction survey
- Financial statements
- Environmental, Social and Governance Report

Topics of interest

- Market Presence and Business Development
- Customer Satisfaction and Relationship Management
- Regulatory Compliance
- Management and Quality Systems
- Brand Awareness and Customer Loyalty

Stakeholder Society / NGOs	Frequency Monthly
--------------------------------------	-----------------------------

Communication methods

- Sponsorships and donations
- Effective and interactive dialogue
- Volunteering actions
- Social contribution activities
- Environmental, Social and Governance Report

Topics of interest

- Transparency and Anti-Corruption
- Regulatory Compliance
- Management and Quality Systems
- Market Sponsorships
- Support to NGOs
- Active Corporate Citizenship

Stakeholder Regulatory Authorities	Frequency Daily
--	---------------------------

Communication methods

- Communication channels (website, social media, email, calls, press releases)
- Meetings
- Financial statements
- Environmental, Social and Governance Report

Topics of interest

- Corporate Governance and Ethics
- Transparency and Anti-Corruption
- Regulatory Compliance
- Management and Quality Systems
- Health, Safety & Wellbeing

Stakeholder Suppliers / 3PL Warehouses	Frequency Weekly
--	----------------------------

Communication methods

- Communication channels (website, social media, email, calls, press releases)
- Meetings
- Market events
- Financial statements
- Environmental, Social and Governance Report

Topics of interest

- Market Presence and Business Development
- Corporate Governance and Ethics
- Customer Satisfaction and Relationship Management
- Regulatory Compliance
- Management and Quality Systems
- Brand Awareness and Customer Loyalty

Stakeholder Professional Bodies / Associations	Frequency Weekly
--	----------------------------

Communication methods

- Communication channels (website, social media, email, calls, press releases)
- Meetings
- Market events
- Memberships and partnerships
- Financial statements
- Environmental, Social and Governance Report

Topics of interest

- Transparency and Anti-Corruption
- Regulatory Compliance
- Market Sponsorships
- Brand Awareness and Customer Loyalty
- Active Corporate Citizenship

Stakeholder Pharmacies / Wholesalers / Optician Stores	Frequency Weekly
--	----------------------------

Communication methods

- Communication channels (f2f, website, social media, email, calls, press releases, channel magazines)
- Marketing material
- Market events
- Client satisfaction survey

Topics of interest

- Market Presence and Business Development
- Corporate Governance and Ethics
- Customer Satisfaction and Relationship Management
- Regulatory Compliance
- Management and Quality Systems
- Brand Awareness and Customer Loyalty

Stakeholder Media	Frequency When necessary
-----------------------------	------------------------------------

Communication methods

- Communication channels (website, social media, email, calls, press releases)
- Meetings
- Marketing material
- Market events
- Financial statement
- Environmental, Social and Governance Report

Topics of interest

- Transparency and Anti-Corruption
- Customer Satisfaction and Relationship Management
- Regulatory Compliance
- Market Sponsorships
- Support to NGOs
- Active Corporate Citizenship

3. OPERATE WITH INTEGRITY

3.1 CORPORATE GOVERNANCE

This material references Disclosures 102-18 from GRI 102: General Disclosures 2016



BAUSCH Health Hellas believes in visionary and inspiring leadership aiming to create leaders among employees at every management level.

Efficient corporate governance constitutes an important aspect of the company towards achieving its business goals and corporate mission, as well as creating a great place to work.

Also, a solid and clear code of conduct contributes to the formalisation of the proper operation individually and collectively through a series of standards that cover 12 key corporate areas.

Currently, there are no board committees in the company, the issue of sustainable development is covered by the management team with word-mentioning involvement of the General Manager who is not limited to approving but also proposes initiatives and prompts our people for further actions.

Board of Directors

Iakovos Michalitsis

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.

Leadership Team

Iakovos Michalitsis

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

Kostas Baglatzis

Vision Care Head
Greece, Hungary, Balkans, Cyprus & Malta

Giannis Gerekos

Sales & Marketing Ophthalmology
Pharmaceutical Manager

Zetta Bithari

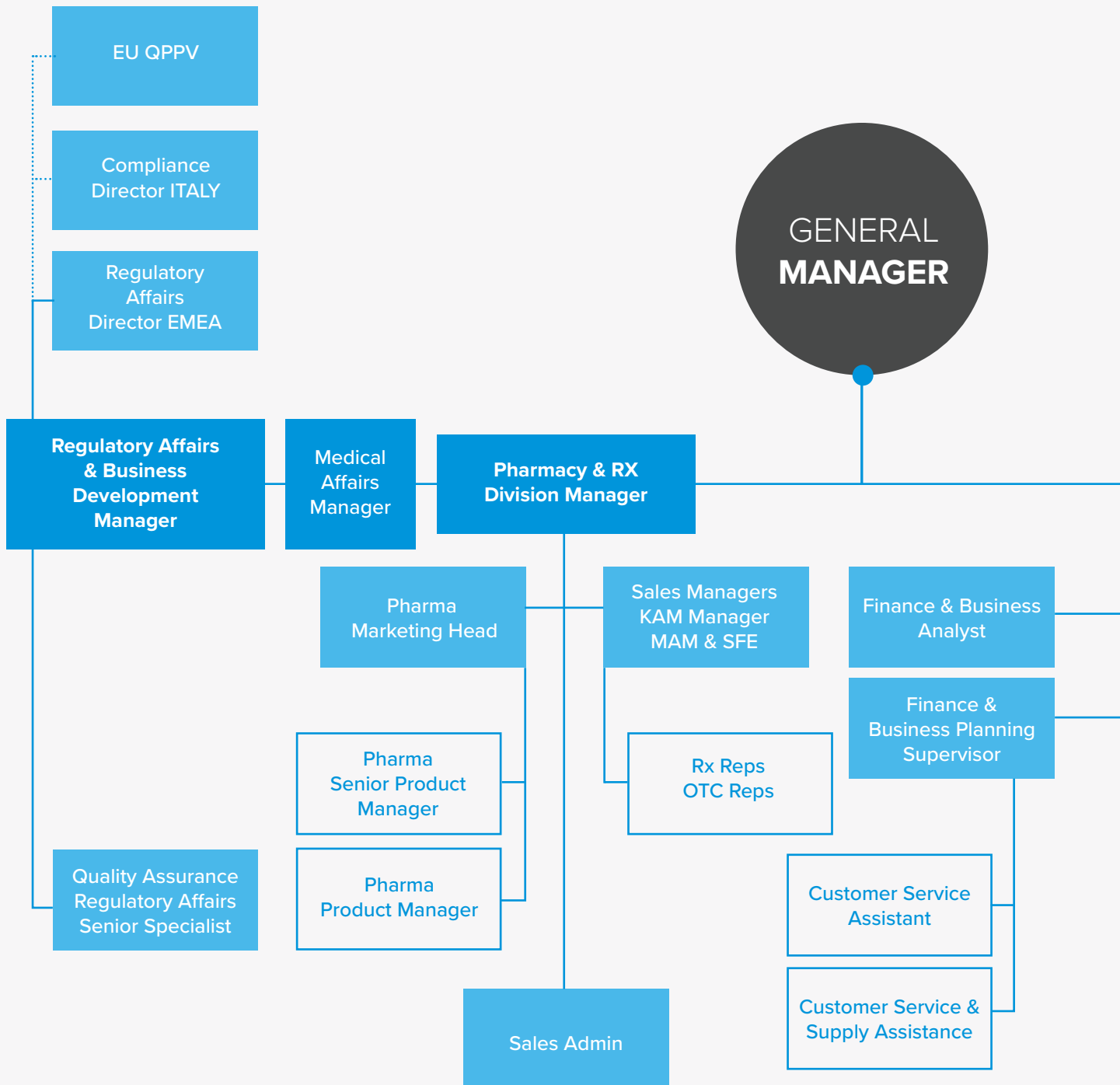
Marketing Manager Vision Care
Greece, Hungary, Balkans, Cyprus & Malta

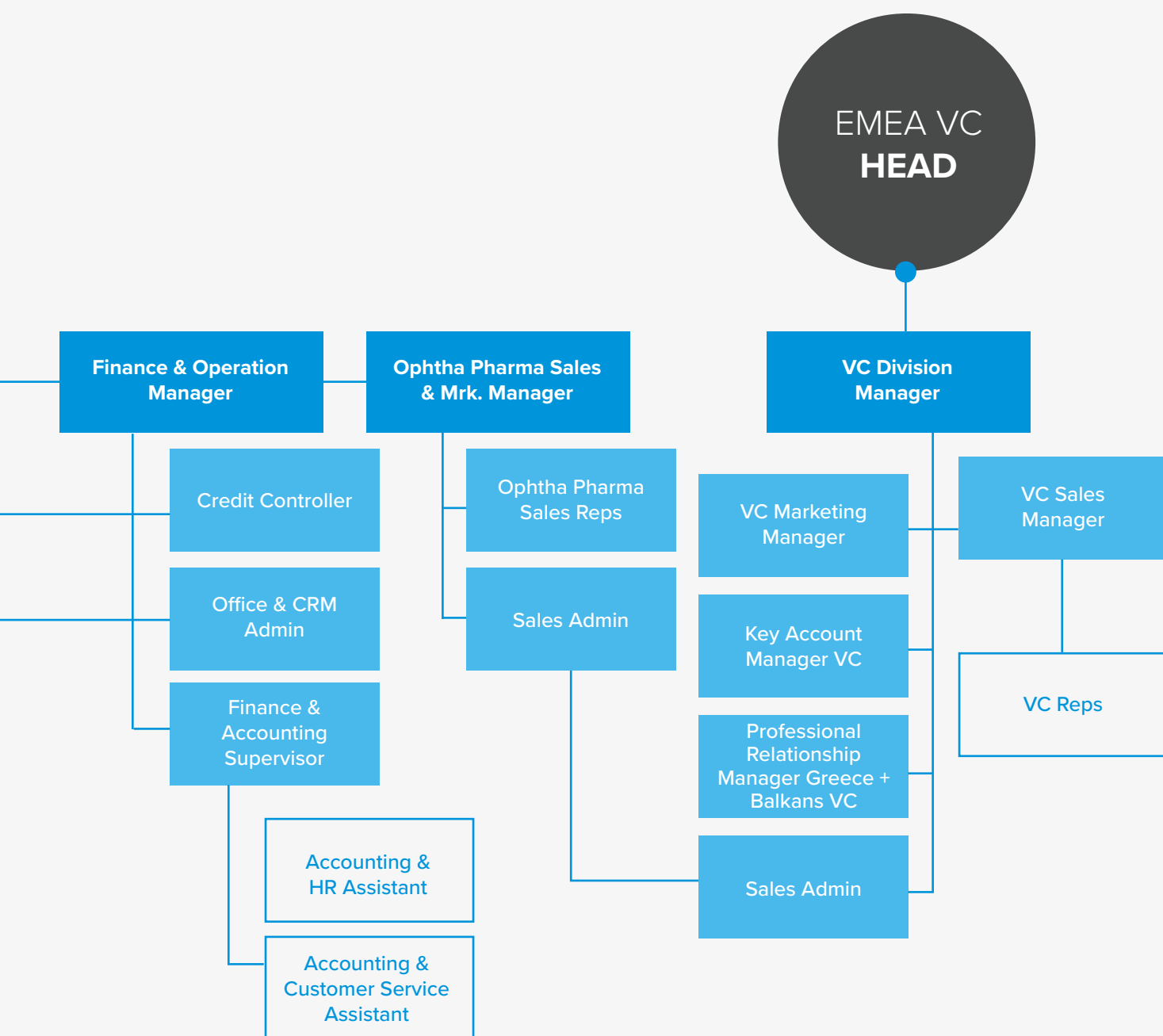
Teresa De Luca

Pharma Marketing Manager Rx,
OTC & Ophthalmology
Greece, Cyprus & Malta

3. OPERATE WITH INTEGRITY

ORGANIZATIONAL CHART





3. OPERATE WITH INTEGRITY

3.1.1

**COMPLIANCE AND
BUSINESS ETHICS**



BAUSCH Health has developed a compliance procedure, which is based on a continuous regulation training of the company's Standard Operating Procedures (SOP), the Travel and Expenses (T&E), the reporting requirements and the corporate procedures, related to healthcare compliance.

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 Association of Health – Research and Technology Industry (SEIV).

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 email communication to its stakeholders and training its employees to respond to new operational conditions. During 2020, BAUSCH Health Hellas has not identified any non-compliance issues and there was no penalty regarding GDPR issues.

3. OPERATE WITH INTEGRITY

SUPPLY CHAIN

This material references Disclosures 102-9 and 102-10 from GRI 102: General Disclosures 2016.

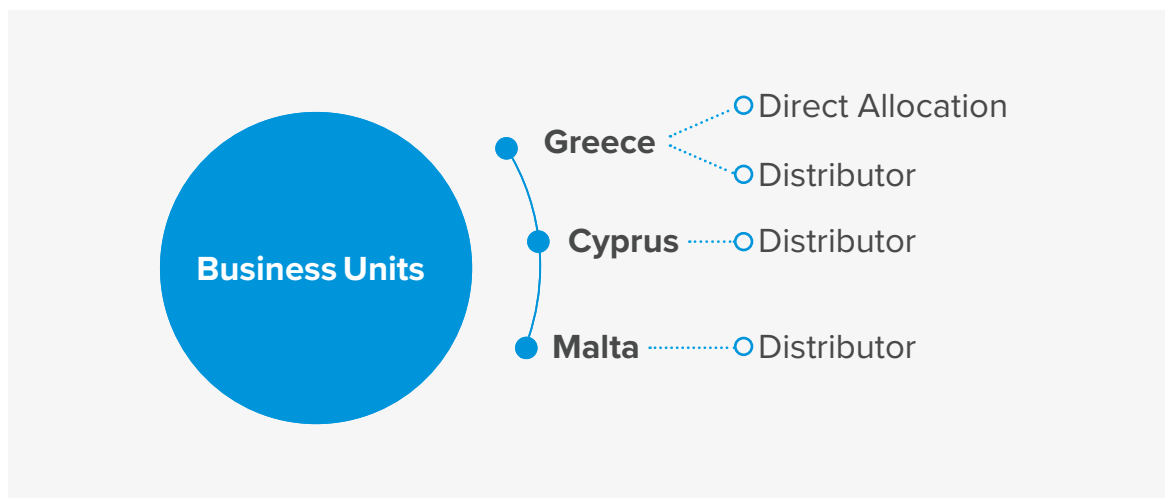
We provide healthcare products in Greece, Cyprus and Malta directly or via distributors.

97% of Total Net Sales of the three markets, comes from Greece, 1% from Cyprus and the rest 2% from Malta. Regarding the previous reporting period (2019), there is a change in supply chain segmentation, Cyprus’ portion has increased from 1% to 2%.

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 and “Famar” distributes our products to wholesalers and pharmacies.

Our distributors receive the products through our supply chain network. Five of our products are produced in Greece, namely Sentoba, Ocu-vite Complete, Niflamol, Counterpain and Ezix-in. Our supply chain includes the allocation of our business units directly, or via, distributors in Greece, Cyprus and Malta.

Supply Chain System



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.

3. OPERATE WITH INTEGRITY

3.1.2 DIVERSITY, EQUITY AND INCLUSION



Our Approach

This material references Disclosures 103-2 and 103-3 from GRI 103: Management Approach 2016.

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 Regulatory Affairs Director, is responsible for matters relating to diversity.

BAUSCH Health 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 e.g. in relation to color, ethnicity, religion, disability, sexual orientation, age and family or social status.

Furthermore, since October 2020, a global internal electronic newsletter, entitled “Diversity & Inclusion”, has been addressed to employees in all countries. Its purpose is to inform for the latest related corporate news with diversity and inclusion themes and provide a source for further information on a variety of relevant topics.

By creating a workplace with no discrimination, 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.

Our remuneration policy is fair and equal for all our employees, the wage policy is defined through a benchmark methodology for salaries, according to the positions in the pharmaceutical industry and an evaluation of the importance of responsibilities for each position. For example, in the sales department, the average salary is €2,047.07 and for women, the average is € 2,108.13, which shows wage equality.

BAUSCH Health Hellas applies the “Job Matrix” rating system, for all employees. The system prioritizes the importance of each job, which is used as a criterion for determining the company’s payroll policy. We also 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, via internal emails and is presented during the company’s interdepartmental meetings, at the beginning of the year.

Our Performance

This material references Disclosure 405-1 Diversity of governance bodies and employees from GRI 405: Diversity and Equal Opportunity 2016.

Diversity of governance bodies

Gender	2019						2020					
	Men		Women		Total		Men		Women		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Board of Directors	2	66.7	1	33.3	3	100	2	66.7	1	33.3	3	100
Top Management	4	80	1	20	5	100	4	80	1	20	5	100

Age Group	<30		30-50		>50		Total		<30		30-50		>50		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
	Board of Directors	0	-	2	66.7	1	33.3	3	100	0	-	2	66.7	1	33.3	3
Top Management	0	-	2	40	3	60	5	100	0	-	2	40	3	60	5	100

Nationality	Greek		Other Nationality		Total		Greek		Other Nationality		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
	Board of Directors	2	66.7	1	33.3	3	100	2	66.7	1	33.3	3
Top Management	5	100	0	0	5	100	5	100	0	0	5	100

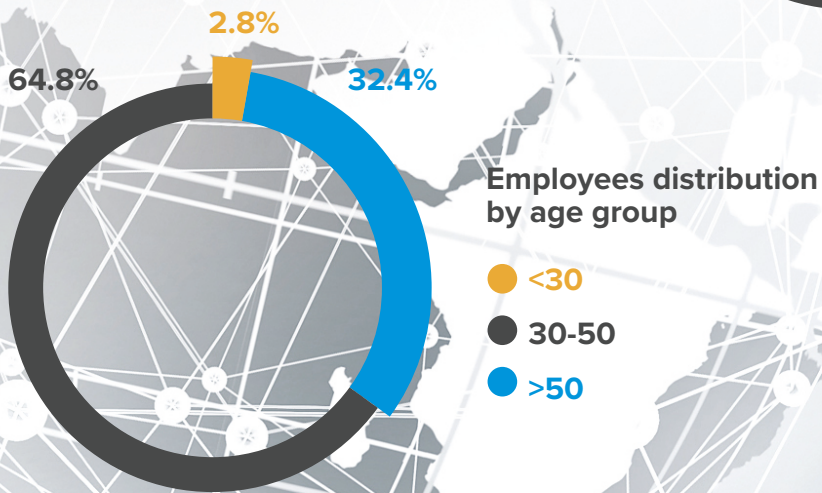
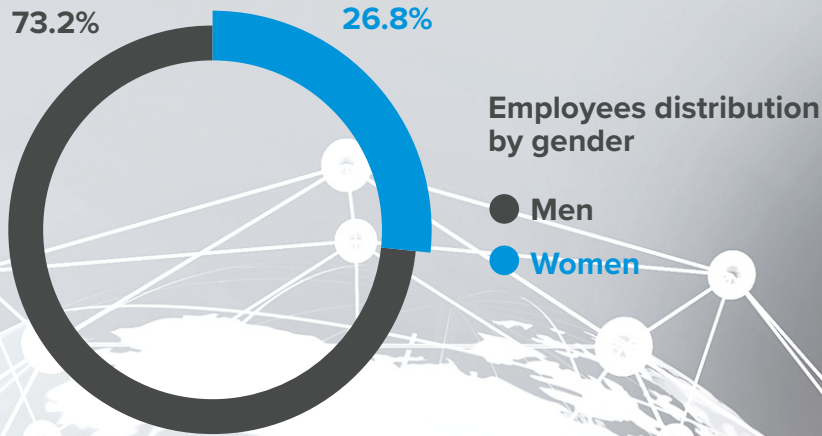
3. OPERATE WITH INTEGRITY

Diversity of governance bodies

Gender	2019						2020					
	Men		Women		Total		Men		Women		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Top Management	4	5.5	1	1.4	5	6.9	4	5.6	1	1.4	5	7.1
Senior Executives	10	13.9	7	9.7	17	23.6	10	14.1	6	8.5	16	22.5
Employees	38	52.8	12	16.7	50	69.5	38	53.5	12	16.9	50	70.4
Total	52	72.2	20	27.8	72	100	52	73.2	19	26.8	71	100

Age Group	<30		30-50		>50		Total		<30		30-50		>50		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
	Top Management	0	-	2	2.8	3	4.2	5	7	0	-	2	2.8	3	4.2	5
Senior Executives	0	-	10	13.9	7	9.7	17	23.6	0	-	9	12.7	7	9.9	16	22.6
Employees	4	5.5	34	47.2	12	16.7	50	69.4	2	2.8	33	46.5	15	21.1	50	70.4
Total	4	5.5	46	63.9	22	30.5	72	100	2	2.8	44	62	25	35.2	71	100

Nationality	Greek		Other Nationality		Total		Greek		Other Nationality		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
	Top Management	4	5.5	1	1.4	5	6.9	4	5.6	1	1.4	5
Senior Executives	17	23.6	0	-	17	23.6	16	22.6	0	-	16	22.6
Employees	48	66.7	2	2.8	50	69.5	48	67.6	2	2.8	50	70.4
Total	69	95.8	3	4.2	72	100	68	95.8	3	4.2	71	100



3. OPERATE WITH INTEGRITY



3.2 TRANSPARENCY

BAUSCH Health Hellas is committed to complying with all laws and regulations which govern our operations.

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.

Corporate policies are designed to guide 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.

→ Code of Conduct

→ Business Ethics Reporting Policy

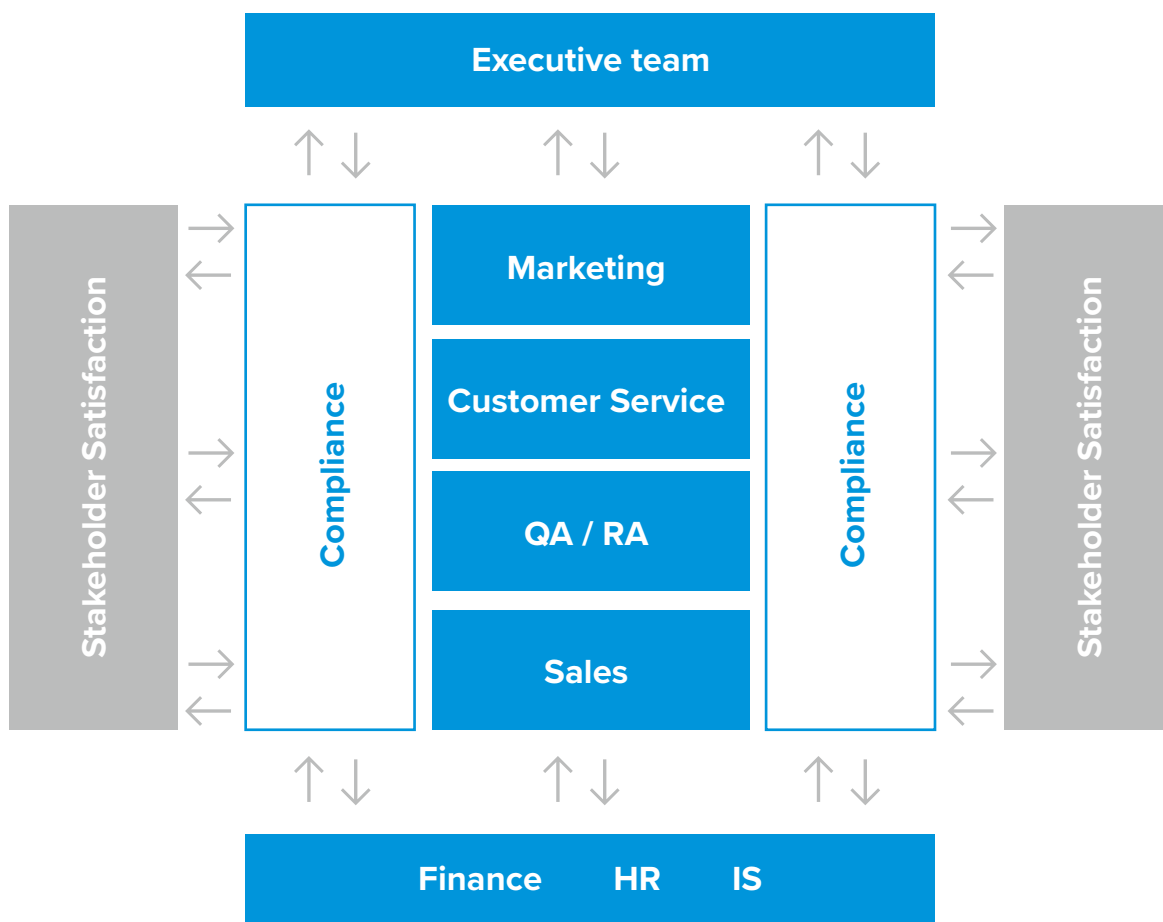
→ Insider Trading Policy

→ Blackout Policy

Quality Anti-Bribery Management System

In BAUSCH Health Hellas, we developed the Quality Anti-Bribery Management System to fulfill 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 SEIV code of Deontology.



3. OPERATE WITH INTEGRITY

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.

All interactions and transfers of value to HCPs, HCOs and Patient Organizations are taking place according to our internal SOPs and Policies, local laws and regulations, and the rules imposed by the Pharma Associations of which we are members. Our commitment to Ethics, Compliance and Transparency is declared through our company's Code of Conduct and core values and is sealed by our certification according to the Antibribery ISO37001.

TRANSFERS TO HEALTHCARE PROFESSIONALS

(amounts in Euros)	Registration Cost to Events		Travel and Accommodation Expenses		Fees for Consulting Services		Total	
	2019	2020	2019	2020	2019	2020	2019	2020
Total Transfers to Healthcare Professionals	34,026.40	1,437.00	27,233.30	-	36,935.00	27,099.00	98,194.70	28,536.00
Number of Recipients	134	6	41	-	37	37	427	43

TRANSFERS TO HEALTHCARE ORGANIZATIONS

(amounts in Euros)		Donations and Sponsorships	Cost of Events			Costs regarding Consulting Services	Total
			Sponsorship Contract/ Third Parties	Registration Cost	Travel and Accommodation Expenses		
Total Transfers to Scientific Health Institutions	2019	4,000	157,833.40	70,544.20	62,412.35	1,940.00	296,729.95
	2020	-	88,488.00	41,969.00	34,190.00	-	164,647.00

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 Amfiktionies
- Hellenic College of Pediatricians
- Children's General Hospital Karamandaneio
- Hellenic Endocrine Society
- 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

4. RESPECT THE ENVIRONMENT, HEALTH AND SAFETY

Today we operate in a world where our ability to grow and thrive - in business, in our environment and in society - becomes increasingly more intertwined each day.

As such, Bausch Health is taking the necessary steps to more formally integrate its commitment to “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 recognize that mitigating our environmental impact is of great important so we work daily to become a more sustainable company. Our efforts focus on the reduction of our fuel, energy and water consumption, and our waste generation minimization. We fulfill this commitment through our global Environment, Health, Safety + Sustainability organization (EHS+S).


4.1 GLOBAL SUSTAINABILITY PRINCIPLES AND POLICIES



The BAUSCH Health EHS+S principles and Sustainability Global Commitments 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 and cost savings.

4. RESPECT THE ENVIRONMENT, HEALTH AND SAFETY

BAUSCH Health EHS+S principles



Protect and sustain our employees, the community, our environment and natural resources.

Meet the needs of patients, customers, consumers, health care providers, regulators and other stakeholders.

Accelerate the achievement of our business objectives.

Sustainability Global Commitments

Conduct our business in a way that provides a safe and healthy workplace for our employees and protects the environment.

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

Design our products and manufacturing processes to meet both customer and consumer needs for performance, quality and efficacy; as well as to meet and exceed standards for efficiency and minimization throughout the product life cycle.

Optimize the use of packaging materials to reduce waste and continually improve our processes.

4. RESPECT THE ENVIRONMENT, HEALTH AND SAFETY

4.2 ENVIRONMENTAL INITIATIVES AND 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 recommendations 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, which have been distributed to all employees of all departments and are located in key areas, in the office.

In 2020, the remote work model, for all employees during the quarantine period and the majority of them until the publication of the current Report, contributed essentially to the reduction of resources' consumption since the majority of the work transferred to a paperless and digital environment.

Natural Resources Consumption

Electricity	Paper	Water
57,859 KWh (2018)	27.04 kg (2018)	92 m ³ (2018)
53,314 KWh (2019)	22.64 kg (2019)	67.16 m ³ (2019)
46,014 KWh (2020)	10.04 kg (2020)	18.9 m³ (2020)
-13.69% (2020 vs 2019)	-54.06% (2020 vs 2019)	-71.86% (2020 vs 2019)
-20.47% (2020 vs 2018)	-61.54% (2020 vs 2018)	-79.46% (2020 vs 2018)

Volunteerism

BAUSCH Health Hellas proving its environmental awareness, participates and collaborates to volunteering environmental initiatives such as contribution to cleaning initiatives.

During 2020, and due to the COVID-19 pandemic our volunteers did not participate in relevant events, however the management along with the employees are willing to re-activate such events, when the conditions will allow it.



Eco-stickers & Recycling Stand

Sensitive to environmental issues, we encourage our employees to apply day-to-day practices such as electricity-saving, 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.



Finally, we have installed in our premises special stands for the storage of light bulbs as well as batteries and packaging material, collecting 14kg that were sent for recycling in 2019. During 2020, the company did not proceed to the collection and measurement of the gathered materials from the bins since the quantities were negligible due to the remote work model implemented for the reporting period.



4. RESPECT THE ENVIRONMENT, HEALTH AND SAFETY

4.3 HEALTH AND SAFETY



As healthcare providers, 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.

In particular, our employees can also receive medical care at the offices every week, by appointment with the occupational doctor, having the capacity of free examination and prescription.

Also we offer to our employees and their relatives, in a special area within offices, an ophthalmological examination. Furthermore, we have taken all the necessary measures to ensure safety in the workplace.

Moreover, we provide occupational doctor, medical examinations, hospital and private insurance as also our workspace has been approved by a safety officer who has set all the obligatory measures for a safe operation. During the reporting period there were not occupational accidents. In addition, our Medical Affairs Consultant also provides free health care advices and services to our personnel.

Unfortunately, in 2020 a colleague of ours in the sales department lost his life due to pathological causes during his visit to pharmacies.

COVID-19 Response

The outbreak of the COVID-19 pandemic brought about significant changes in working life, creating new conditions, which are expected to remain largely even after the end of the health crisis.

The company, with an absolute sense of responsibility for the measures taken by the state authorities and prioritizing the safety of its employees, implemented a series of protection measures which, however, did not hinder its operational performance, creating a “COVID-19” great place to work that embraces everything and also enhances the innovation and flexibility of our organization.

Our company builds a new equilibrium point called “For All Leadership” in which employees

remain at the center, with full utilization of their talents and productive potential. In the midst of the pandemic, we have discovered that our leaders have unique skills and make use of practices that are appropriate for dealing with the health crisis. These people have shown their teams the flexibility and resilience to move faster and smoother in the post-COVID-19 period while working proactively to mitigate the effects of economic change and unpredictable changes on the pharmaceutical environment.



4. RESPECT THE ENVIRONMENT,
HEALTH AND SAFETY

COVID-19 response key priorities

Our company's main concern is to make our people feel that they belong to a safe working environment, without experiencing a constant state of stress and pressure, which affects both their working and personal life. In BAUSCH Health Hellas, there were no redundancies or need for use any of the supporting tools by the state.

1.

Do our part to reduce the spread of the virus

2.

Ensure our products are available to patients and providers who rely on them

3.

Protect the health and safety of our employees and their families

4.

Leverage our industry to improve the health of those impacted by COVID-19

5.

Provide support to those in need where we live and work

During the COVID-19 period, we offered free diagnostic tests regularly to all our employees and ensured coverage of additional tests through the insurance program. Furthermore, the most important of the preventative measures was remote working for all employees. Although this transition took place extremely quickly, we immediately implemented self-regulatory policies. We built a stable, balanced and predictable work model, which supports the work-life balance and we acted in a way that ensures the employees' fundamental rights protection.

APPLIED ACTIONS OF PROTECTION TO FACE THE PANDEMIC:

- Implementation of 100% remote working earlier than the official State's instructions.
- Coverage of medical expenses for COVID-19 disease further to fixed insurance program, in collaboration with the "Health Program of Met Life for the coronavirus" for all the employees and the insured parties.
- No application of the forced unpaid leave.
- Reception of three "COVID-19 support kits" with masks, BAUSCH Health Global hand sanitizers and gloves.
- Extension of provided capacity in Sales Department employees' corporate phones.
- Implementation of online meetings between the employees and a collaborator psychotherapist.
- Creation of weekly music list, movie suggestions, online theatrical performances, gymnastics at home, weekly prize games and creation of a Book Club for the reduction of stress that quarantine imposed.
- Organizing ad hoc blood donations during the quarantine
- Sharing information about how to deal with the pandemic.
- Free PCR COVID-19 tests to all employees, due to gradual return to offices.
- PCR and antibody COVID-19 tests at discounted prices, to all employees and their first-degree relatives.
- Offering flu vaccines to all employees and their first-degree relatives.
- Establishing shift-work in offices from September 2020, with less than 50% of the employees.
- Creation and compliance with the weekly meeting program in the offices.
- Provision to employees of the Sales Department Medical-Technology equipment & pharmacy salesmen with disposable masks, as well as a smartwatch for their real-time thermometry because they could not work remotely.
- Provision of backpacks to employees from the Finance & Operations Department and to the front office so that to carry the work equipment at home.
- Coverage of travel and catering expenses for out-of-office executives' meetings in compliance with safety measures for issues that require teamwork.
- Coverage of commute expenses for use of taxi and avoidance of public transportation, for employees that the company does not provide corporate car and they do not own.
- Weekly decontamination of Athens and Thessaloniki offices and compliance with the safety measures.
- Application of entrance screening in offices' public spaces for all incomings and offering hand sanitizers, thermometers, and pulse oximeters.
- Laying carpets with antiseptic action at the offices' entrance.
- Installation of protective plexiglass and parcel delivery stand at the offices' reception.
- Maintenance and operation of air conditioners in offices in accordance with the relevant state regulations.
- Providing instructions for the use of public spaces (elevator, WC, kitchen, printing room) and prohibition of meeting rooms' usage.
- Prohibition of meetings and visits with third parties in office.
- Conducting COVID-19 audit report by the occupational health & safety consulting firm, according to the Circulars and Directives issued by the Greek Authorities, which showed that the level of compliance in office was 95.27%¹.
- Participation of Regulatory Managers in weekly COVID-19 safety & protection online meetings to continuously update the protective measures.

We also proceeded with an online discussion and a questionnaire completion regarding the employees' experience on the changes imposed by COVID-19. Most of the results were very optimistic and clearly proved that trust and security between the employees built solid foundations so that in difficult times, everyone remains more united than ever.

¹Letter of the Labor Inspection Body SEPE 94243 / 09-03-20, Guidelines of ELINYAE 12/03/20, Decision of the Ministry of Health 16393 / 09-03-20, Circular 17312 D9.506 - 04/05/2020, Circular D1 (d) / ΓΠ οικ. 26635 / 23.4.2020, Ministerial Decision Δ1α / ΓΠ.οικ. 33465 / 31.5.2020, Circular Δ1 / ΓΠοικ.32965 / 27-5-2020, Circular 58146 / Ε3 / 2020.

5. ADVANCE GLOBAL HEALTH AND PATIENT CARE

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

5.1

PRODUCTS AND SERVICES

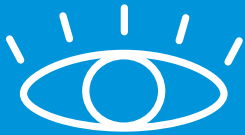


In BAUSCH Health Hellas, we develop and sell prescription medicines, both for daily clinical practice (upper and lower respiratory infections, urinary tract infections, skin infections, hypertension, hyper-triglyceridemia, obesity, allergic conjunctivitis, inflammatory conditions of the eye) as well 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-arthritic rheumatism, the categories related to the common cold with nasal sprays, syrups and sprays for sore throat, the category of dry eye and food supplements related to AMD (age related macular disease) and neuroprotection. 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, skin care professionals and medical spas.

5. ADVANCE GLOBAL HEALTH AND PATIENT CARE

Products Categories



Ophthalmological



Food supplements



Cold Medication



Prescription drugs



Medical Equipment



Topical analgesics



Orphan Drugs /
Rare Diseases



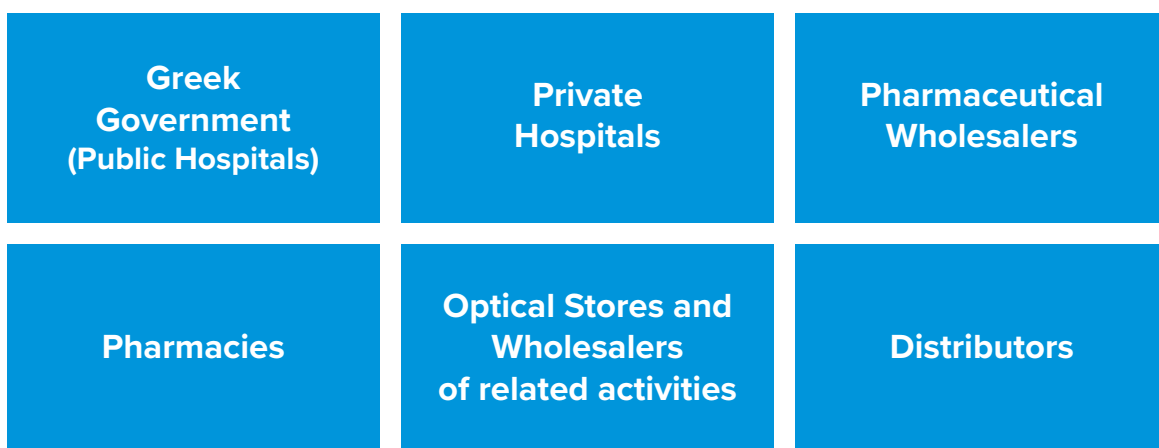
Analgesics -
Anti-inflammatory
drugs



Allergy drugs

Clients Categories

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.



5. ADVANCE GLOBAL HEALTH & PATIENT CARE

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.



5.2 QUALITY

As quality stewards, we integrate quality into our global processes to drive continual performance improvements. We do this by partnering with internal and external stakeholders to attain and sustain **E2C (Effectiveness, Efficiency, Compliance)** quality with the following objectives:

- **Ensure** the implementation and continuous improvement of robust quality systems.
- **Utilize** quality sciences and learning to drive operational excellence.
- **Deliver** consistent products and services to our customers.
- **Achieve** and maintain sustainable compliance for all operating sites and functions.
- **Build** a learning organization that can drive and sustain a robust quality culture marked by continuous improvements and excellence.

E2C Defined

Effectiveness for Patients

Consistently meet or exceed customer requirements with robust quality systems to deliver products and services that are available when needed, price competitive, safe and effective.

Efficiency for our Shareholders

Achieve operational excellence by right-first-time design, execution and optimization of resources and lean processes.

Compliance for our Regulators

Consistently meet the evolving quality standards and regulatory requirements by continuous improvement of systems and processes.

5. ADVANCE GLOBAL HEALTH & PATIENT CARE

Certifications



ISO 37001:2016 Anti-bribery Management System²

BAUSCH Health Hellas is the first pharmaceutical company in Europe 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 the inspection and certification process, in accordance with ISO 37001: 2016.

²Certification No. 066 17 0006 - Audit Report No. AMS-0006/2020.



ISO 9001:2015 Quality Management System³

BAUSCH Health Hellas applies a management system in line with the ISO 9001:2015 standard for trade and distribution of Pharmaceutical, Medical Devices, Cosmetics and Food Supplements.

³Certification Registration No. 041 12 0011 - Audit Report No. E-1642/ 2020.



Decision No. 1348/04 of the Greek Ministry for Health and Welfare⁴

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.

⁴Report No. GR-2809/2020.

“

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



Awards and Distinctions

Healthcare Business Awards 2019

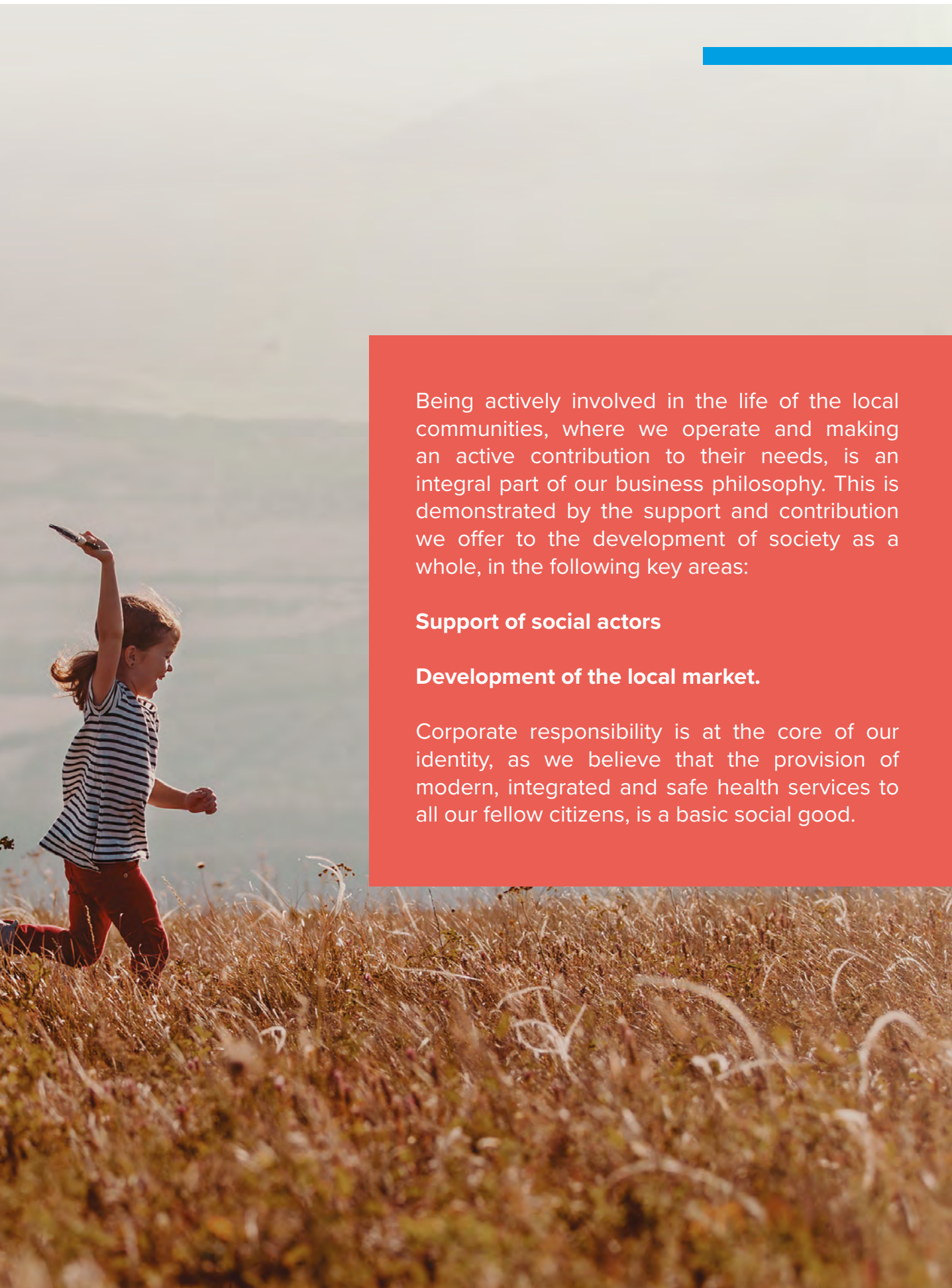
BAUSCH Health and its social campaign for the treatment of obesity, “mychoicemylife” (www.mychoicemylife.gr) recently received another important distinction. The “mychoicemylife” campaign was awarded the Bronze Communication Award, in the category “Pharmaceutical Companies”, for the fully integrated and effective promotion of the campaign messages to the citizens. In this way, “mychoicemylife” emerged as one of the most original and innovative social communication programs, with many informative actions, in electronic, online and social media.

Iatronet Audience Awards Health & Beauty 2020

BAUSCH Health Hellas participated in the 1st Iatronet Awards competition - Health and Beauty, with the winners being announced exclusively by the public, with an online transparent process. The two products submitted by the company were Niflamol, in the pain category, and Artelac, in the eye care category. Both products took the 1st place in their category.

6. IMPROVE OUR COMMUNITIES

Bausch Health's long-term success is linked directly to our ability to make a positive difference in the communities where we live and work — and never was there a greater need for us to do so than in 2020.



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 actors

Development of the local market.

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.

6. IMPROVE OUR COMMUNITIES

6.1 SOCIAL CONTRIBUTION INITIATIVES



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.

During 2020, and due to the COVID-19 pandemic our volunteers did not participate physically in relevant events, however Bausch Health Hellas and its employees helped the NGO “Smile of the Child” with the supply of clothing for the children and furniture for the home at Mellissia. Nevertheless the management along with the employees are willing to re-activate events with physical presense, when the conditions will allow it.

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.

“Blood Bank” of BAUSCH Health Hellas Employees

The corporate 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 team basis, upon invitation, or request.

Currently, there are 11 volunteers who address emergencies that may arise for employees and their families. The company 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.

Free precautionary Ophthalmologic Check by BAUSCH Health



Employees in BAUSCH Health Hellas Ophthalmology department, in collaboration with organizations, such as the 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 needed.

"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 passing away 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 in 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 **€7,000** from the beginning of the initiative far.

6. IMPROVE OUR COMMUNITIES

Hellenic League Against Rheumatism and to NGO "Fainareti" and "Hellenic League Against Rheumatism"



BAUSCH Health Hellas, 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". Already from 2017, we have organized initiatives that included a complete optometric examination and check-up for the children, renovation of venues and donation of necessary furniture and equipment also a Christmas party for the children of the "Smile of the Child" in Melissia, Attica. In 2020 Bausch Health Hellas and its employees helped the NGO "Smile of the Child" with the supply of clothing for the children and furniture for the home at Mellissia.

Participation to Digital Race for the Cure® 2020



BAUSCH Health Greece participated, with 13 volunteer employees, in the symbolic, online pan-European race, "Digital Race for the Cure® 2020". In the park "Andreas Syggros", Attica, our people walked a significant distance, with an audience goal: a world without breast cancer deaths and social exclusion, strengthening social responsibility and social solidarity. Wearing the Digital Race for the Cure® 2020 T-shirts, they exercised to help

demystify breast cancer, eliminate fear and prejudice, and improve quality of life, defending the rights of women with breast cancer, but also to honor women who are no longer with us and save lives in the future!

Disease Awareness Campaign "MyChoiceMyLife"

In the context of new obesity treatment in the Greek market, we have developed a 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 Ms. 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 2020, 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, Ms. 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, a similar campaign took place in Eastern Europe by BAUSCH Health where **20 million** citizens were informed.

Moreover, the company, participated on the "World Pharmacists Day" in an awareness action, "Come to the Pharmacy - Ask Your Pharmacist", under the auspices of the Thessaloniki Pharmaceutical Association (Northern Greece). In a large virtual pharmacy, we set up our booth providing to visitors specialized advice and information on obesity treatment.

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.

7. SUPPORT EMPLOYEE GROWTH AND WELL-BEING

7.1

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 a 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 that consciously and consistently cares about its employees.

#2 Great Place to Work 2020

BAUSCH Health Hellas was awarded as one of the leading employer companies, with the best working environment, taking 2nd place, in the category of 50-250 employees, in the “Best Workplaces 2020” list.

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.

In May 2020, the Best Workplaces 2020 awards were presented online, due to the limitations of the COVID-19 pandemic. Each employee watched the event online and celebrated in their way, either at home or in small groups! At the same time, the executives of the A-TEAM team, from the middle-upper management of

BAUSCH Health, organized an exclusive mini-event at the General Manager’s cottage, where the online award ceremony was displayed on a plasma wall. Shortly afterward, there was a small party with champagne, music and an outdoor buffet, where everyone wore Special Award Day T-shirts.

Wanting to show our gratitude to our people, with some small, but equally important, rewarding actions, the company sent a branded #2 big cake to the homes of all employees, to celebrate success with their families. In addition, all employees received a #2 branded & reusable, eco-friendly, take-away beverage mug, which is made from bamboo material. Finally, the company created two wireless #2 branded office power banks which were placed in the two central meeting rooms of the offices to remind the important distinction

“Our presence for the second consecutive year, in the list of award-winning companies, in the 2nd place confirms our commitment to human-centered development, especially in such a demanding environment, in which we need to feel the company is like a second family.

We faithfully follow our vision and constantly improve our work ecosystem, aiming for excellence. What is important for an employee is not only the remuneration but also the essential principles such as pride, credibility, education, respect, solidarity, justice, responsibility via the sharing of values that unite us in a great work environment.

At BAUSCH Health our people are our motivation! We dedicate to them the joy we feel today. We continue, all together, to build bonds of trust, implementing actions, towards an increasingly strong corporate culture with unlimited possibilities, whose inspiration and point of reference will always be our people. “

Iakovos Michalitsis
General Manager Greece, Cyprus & Malta

7. 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.

After the success of 4th place Great Place to Work 2019, a new 8-member team undertook the effort for even bigger success. For our participation in “Great Place to Work 2020” the group not only proposed an updated version of the past actions but also added new ones, approved by the management.

The new proposals of Great Place to Work Task Force 2 are aligned with our corporate values paying attention to the value of “Care”:

- BAUSCH Health Value Card with discount prices from 40%-60% in corporate non-prescription products.
- Provision of parental leaves and extra leaves due to childhood illnesses.
- One day off for participation in voluntary blood donation.
- Creation of an office Library corner and a Book Club (book exchange, monthly brainstorming, volunteering collection of books for NGOs).
- Early Friday leaving during the whole year.
- Annual advisory meetings, by an expert, regarding labor relations.
- Presentation of insurance facilities program for all employees, from the insurance company MetLife.
- Monthly visit of the corporate scientific advisor for medical advice and personalized nutrition program.

- School equipment gifts to employees' children "Kindergarten gift box".
- "Back to school gift bag", a 30€ voucher per school child (from primary school to high school).
- "Plaisio Gift Card", a 500€ voucher for buying a laptop or other equipment for high school graduated employees' children that continue their studies in higher education in Greek Universities.
- Concentration day: One meeting – free day per week, specifically on Thursdays.
- Two extra days for volunteering actions to NGOs with no subtraction of days-off and salary.
- Happy Brunch day, once a quarter.
- A 20-minute meeting with the General Manager for all employees once per year.
- Replacement of all the unhealthy snacks in the corporate kitchen with healthy ones.
- A Christmas event in the offices with the employees and their families.
- "Induction Buddy concept" for 6-month support for every new joiner.
- A Christmas party in Thessaloniki for local employees.
- Free ophthalmic examination for employees and their families.
- Motivation weekly email: Every Monday morning employees receive an optimist quote.
- "Hot seat!": In every department meeting, one person who seat in the "Hot seat" will receive a positive comment about her/him.



7. SUPPORT EMPLOYEE GROWTH AND WELL-BEING

7.2 RECRUITING AND TALENT MANAGEMENT



Our Approach

This material references Disclosures 102-41 from GRI 102: General Disclosures 2016 and 103-2 and 103-3 from GRI 103: Management Approach 2016.

Recruiting

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:

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

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. During 2020, the company did not have any employees with collective bargaining agreements during the reporting year.

Welcome Tactics

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).

We implement a “Walk the floor” on the 1st day in which the new employee is guided by the supervisor in offices and other company premises and meets the colleagues. Finally, 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.

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 her/his role.

In addition, the employee attends a “BAUSCH Health: Core Values Drive Us seminar”, a presentation of the company’s vision and values map by the executives of the company as also 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 an “Induction Buddy concept” in which every new employee of the company, and for an adjustment period of six months from his recruitment, she/he will have at his disposal advisory by an older executive.

Talent Management

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.

The Talent Management Model prioritizes in:

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

Coaching

Coaching by a certified, external associate or someone from the executive team who motivates, empowers and helps employees to develop their skills. Employees are 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

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.

Inspiring

BAUSCH Health Hellas has developed a system of corporate values, a set of timeless guiding principles, aiming to motivate employees 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.

Succession plan

Succession planning is referring to the identification and tracking process of “high potential” employees, who can respond to higher management positions. 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.



7. SUPPORT EMPLOYEE GROWTH AND WELL-BEING

Our Performance

This material references Disclosure 102-8 from GRI 102: General Disclosures 2016 and Disclosure 401-1 GRI 401: Employment 2016.

EMPLOYEES BY EMPLOYMENT CONTRACT, GENDER AND AGE

	2019						2020					
	< 30		30-50		> 50		< 30		30-50		> 50	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Men												
Permanent	2	2.75	32	44.4	18	25	1	1.4%	31	43.7	21	29.6
Temporary	0	0	0	0	0	0	0	0	0	0	0	0
Total	2	2.75	32	44.4	18	25	1	1.4%	31	43.7	21	29.6
Women												
Permanent	2	2.75	16	22.2	2	2.8	1	1.4%	15	21.1	2	2.8
Temporary	0	0	0	0	0	0	0	0	0	0	0	0
Total	2	2.75	16	22.2	2	2.8	1	1.4%	15	21.1	2	2.8
Total												
Permanent	4	5.5	48	66.7	20	27.8	2	2.8%	46	64.8	23	32.4
Temporary	0	0	0	0	0	0	0	0	0	0	0	0
Total	4	5.5	48	66.7	20	27.8	2	2.8%	46	64.8	23	32.4

HIRES BY AGE AND GENDER IN 2019 -2020

	<30			30-50			>50		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
Hires in 2019	2	0	2	7	1	8	0	0	0
Employees in 2019	2	2	4	32	16	48	18	2	20
Percentage of hires in 2019	100%	0%	50%	21.90%	6.25%	16.70%	0%	0%	0%

	<30			30-50			>50		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
Hires in 2020	0	0	0	1	0	1	2	0	2
Employees in 2020	1	1	2	31	15	46	21	2	23
Percentage of hires in 2020	0%	0%	0%	3.23%	0%	2.18%	0%	0%	8.70%

EMPLOYEES BY EMPLOYMENT TYPE, GENDER AND AGE

	2019						2020					
	< 30		30-50		> 50		< 30		30-50		> 50	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Men												
Full Time	2	2.75	32	44.4	18	25	1	1.4	31	43.7	21	29.6
Part Time	0	0	0	0	0	0	0	0	0	0	0	0
Total	2	2.75	32	44.4	18	25	1	1.4	31	43.7	21	29.6
Women												
Full Time	2	2.75	16	22.2	2	2.8	1	1.4	15	21.1	2	2.8
Part Time	0	0	0	0	0	0	0	0	0	0	0	0
Total	2	2.75	16	22.2	2	2.8	1	1.4	15	21.1	2	2.8
Total												
Full Time	4	5.5	48	66.7	20	27.8	2	2.8	46	64.8	23	32.4
Part Time	0	0	0	0	0	0	0	0	0	0	0	0
Total	4	5.5	48	66.7	20	27.8	2	2.8	46	64.8	23	32.4

DISMISSALS BY AGE AND GENDER IN 2019 -2020

	<30			30-50			>50		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
Dismissals in 2019	0	0	0	1	1	2	0	0	0
Employees in 2019	2	2	4	32	16	48	18	2	20
Percentage of Dismissals in 2019	0%	0%	0%	3.13%	3.13%	3.13%	0%	0%	0%

	<30			30-50			>50		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
Dismissals in 2020	0	0	0	0	0	0	0	0	0
Employees in 2020	1	1	2	31	15	46	21	2	23
Percentage of Dismissals in 2020	0%	0%	0%	0%	0%	0%	0%	0%	0%

7. SUPPORT EMPLOYEE GROWTH AND WELL-BEING

7.3

RELATIONS BETWEEN EMPLOYEES AND 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. During the reporting period, the communication framework transferred to a digital environment due to remote work. Upon the return to physical presence, the management will reactivate the in-vivo communication.

INSPIRATIONAL FRAMEWORK

Semi-annual Meetings (Cycle meetings)

Two-day meetings outside the offices, twice a year, which constitute major events for the BAUSCH Health Hellas.

Self-inspiration tactics

Interdisciplinary teams present one of the six corporate values through their concepts and initiatives.

Team building activities

Team building activities, which enhance companionship, friendship, positive interpersonal relationships, and teamwork based on the six values of the company.

Internal “Corporate Values” Ambassadors

Internal corporate ambassadors, who have undertaken the task to organize the interdepartmental dissemination of the relevant information to the employees.

External “Corporate Values” Ambassadors

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.

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.

Greek newsletter “BAUSCH Health Plus”

The Greek newsletter is a monthly internal corporate communication tool, initiated by the Greek team focusing on local news and events.

Greek Edition of BAUSCH Health Central

Corporate communication tool, launched from the Central Management in Canada to affiliates around the world. This tool is translated into Greek.

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 sales employees of the OTC products, Ophthalmology products, Rx products, F&O and the leadership team, sharing daily news.

Teams Communicator and “Closer Together” photos

Chat groups to connect BAUSCH Health employees around the world.

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

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, lunch or e-coffee 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 listens to their thoughts and concerns.

Surveys

In-house surveys on general or specific issues to get information and to increase employees’ participation.

Open door policy

Direct access to senior management, with no bureaucratic procedures.

Teleconferences

Teleconferences via the digital platform “Microsoft Teams” facilitating the internal communication.

“Collective Knowledge” and quick access to it!

We encourage employees’ involvement in the process of collection and communication of work-related issues.

Award “BEST IDEA WINS”

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

Interaction in Marketing actions

Actions to express employees’ opinion, evaluation of communication materials and suggestion of improvements.

Reverse Mentoring

A group of six young employees becomes mentors of the General Manager, in matters of technology and new media.

Corporate Material

Free distribution to employees of various promotional materials which display our corporate values and vision.



7. SUPPORT EMPLOYEE GROWTH AND WELL-BEING

A TEAM

In 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.

In the context of LTA, managers of all levels created “A-TEAM” named after agility, one of BAUSCH Health core values.

“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 their duties.

In 2020, A-TEAM continued its activity, by establishing weekly meetings, in the presence of the General Manager, as well as with online updates of the General Manager, to the whole team (17 executives), with the aim of their overall information, for all-important corporate issues.



SATISFACTION AND TURNOVER

Our employees have 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 provide 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.

The BAUSCH Health Global Employee Satisfaction Survey 2020 has been postponed due to COVID-19 conditions.

7.4 GROWTH

One of the most crucial challenges for our business is to upgrade the performance of our employees so that our overall investment in human capital becomes a lever for sustainable business growth.

Thus, BAUSCH Health Hellas is in a constant search for training and development opportunities to inspire and motivate its people to the maximum possible performance but at the same time to develop the evaluation tools that will allow the interpretation of job data. In a pharmaceutical market that is evolving with ever-increasing demands and changes, achieving the above goals seems even more difficult and suggests the need for the implementation of modern strategies and methods.

7. SUPPORT EMPLOYEE GROWTH AND WELL-BEING

7.4.1 PERFORMANCE EVALUATION



Our Approach

This material references Disclosures 103-2 and 103-3 from GRI 103: Management Approach 2016.

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.

Our Performance

This material references Disclosure 404-3 from GRI 404: Training and Education 2016.

During 2020, 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.

Performance review by gender and employees category

Work Position	2019		2020	
	Men	Women	Men	Women
Top Management	100%	100%	100%	100%
Senior Executives	100%	100%	100%	100%
Employees	100%	100%	100%	100%

Innovation
Branding
Solution
Marketing
Analysis
Ideas
Success
Management

7. SUPPORT EMPLOYEE GROWTH AND WELL-BEING

7.4.2 TRAINING AND DEVELOPMENT



Our Approach

This material references Disclosures 103-2 and 103-3 from GRI 103: Management Approach 2016.

Our people are at the center of the corporate strategy and consequently, we are committed to constantly supporting them, developing their talents and skills, finding professional challenges, managing their careers and promoting 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.

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 a 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 organization (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.

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 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 for the employees include:

- 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
- Anti-Bribery training
- Standards of Business Conduct
- 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/ Materiovigilance training
- MDR training related to the regulation of medical devices (only for the regulatory Dpt.)
- Social Media Policy
- Business Ethics Reporting Policy
- 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

7. SUPPORT EMPLOYEE GROWTH AND WELL-BEING

Management Training

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 a solution by the management team which affected all corporate functions.

Custom made Training

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, enhancement of knowledge and techniques for achieving higher service levels in a customer-centric approach for the company’s “front line” staff.

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 training that are subsidized by the company may be absent for the entire duration of the seminar, as well as for the relevant exams.

Our Performance

This material references Disclosure 404-1 from GRI 404: Training and Education 2016.

In 2020, we offered to our **71** employees **183** training sessions, with a total duration of **5,065** hours, resulting in an average of **71** training hours per employee, increased by **61%** from 2019. 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.

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)	
	2019	2020	2019	2020	2019	2020	2019	2020	2019	2020
Top Management	116	416	90	25	206	441	29	416	90	25
Senior Executives	538	320	171	762	709	1,082	53.80	320	24.43	762
Employees	1,965	2,574	289	968	2,254	3,542	51.71	2,574	24.08	968

TRAINING KPIs

	2019	2020
Number of Employees who received Training	72	71
Total number of training/workshops/seminars	44	183
Total hours of Training	3,169	5,065
Avg. Training Hours per Employee	44	71

7.5 BENEFITS AND WELLBEING



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.

50 new, safe and modern SUV cars have replaced the older ones in corporate fleet

60 employees have a corporate vehicle

62 employees have a corporate phone

60 people receive compensation in the form of ticket restaurant vouchers

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 postpartum mothers and newborns
- Birthday presents
- Presents for semi-annual meetings
- Internal fitness center
- Christmas presents for the employees and their children
- 25% discount to car rental company Avis for travel within Greece

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)

7. SUPPORT EMPLOYEE GROWTH AND WELL-BEING

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 every-day 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). Vouchers of **2,400 euros** total values were given to **12** employees.

Vouchers for successful projects

Four colleagues of the accounting department received a gift **voucher worth 200 and 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 **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. Totally, three trips were given to three employees during the draw.

Presentation of Star Representatives

Best sellers are recognized and publicly rewarded for their performance presenting the results of his work.

Presentation of the Best Colleague according to corporate values

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.

Participation in the CEO Award

The BAUSCH Health CEO Award recognizes the significant contribution of an employee to 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.

CORPORATE PROVISIONS AND INITIATIVES

Healthy Snacks

We provide everyone free soft drinks, snacks, fruits, cheeses, healthy cookies and toasts, cereal bars, teas and coffee. 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 resignation, BAUSCH Health Hellas organized a farewell surprise party, offering sweets, gifts and wishing cards from the management and other colleagues.

Team Building activities

In the "semestrial cycles" the company organizes Team Building activities, to boost the companionship, friendship, positive relations, good sportsmanship, and team playing.

Organising corporate athletic events

Running and basketball races, which enforce the relations, cultivate the family spirit in the Company and boost the work-life balance. BAUSCH Health covers all the participation expenses.

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, food supplements, products for colds, sore throat and nose. Employees receive price lists with prices below the wholesale (40% to 60%), for medical technology, ophthalmology products, food supplements and cosmetics.

Corporate Car

We offer a corporate car for a business and personal use with unlimited mileage 365 days a year. 60 employees of the company from the total of our 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 400, offering them free data and minutes. In particular, 64 people (86%) out of 74 employees have a corporate smartphone device.

Summer Kit for safe holidays

We distribute to all employees a summer kit that contained sunscreen, mosquito repellent, first-aid products in a stylish case.

Corporate Pharmacy

We keep corporate pharmacy, under the advice of the occupational doctor, to meet the needs of our employees in any emergency minor illness or accident.

Corporate tablets and laptops

All employees have corporate laptop, 50 people from the Sales team, higher rank and Marketing have tablets.

Travel and subsistence allowances for business trips abroad

48 people have compensation in the form of ticket restaurant.

Valentine's day celebration

The company offers cakes to all employees to celebrate that day.

7. SUPPORT EMPLOYEE GROWTH AND WELL-BEING

Support the employees' reincorporation

BAUSCH Health supports employees to reincorporate after serious health issues (coverage of medical expenses).

Advance payments

BAUSCH Health supports employees that need advance payments, with return of it from the next 4 payments.

Support all phases of the personal and social employees' life

BAUSCH Health supports new mothers by offering bouquets and stays close to its employees in case of relative's death.

Support special additional leaves

BAUSCH Health offers special additional leaves for widowhood, diseases, births and weddings.

Baby Shower ... remotely

BAUSCH Health Hellas shows in practice great respect and support for working pregnant mothers.



WORK - LIFE BALANCE

In BAUSCH Health we care and take for our employees. We believe that our corporate success mainly comes from them. Our purpose is to create an excellent working environment, which is fair, meritocratic, safe and oriented to our people's development and prosperity.

- 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 Friday.
- "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. All of the employees have access to an individual appointment, medical examination and course of treatment.
- Different customized plans for puerperium, based on the different needs of every woman (different days of leave, flexible working hours).

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.



SPORT INITIATIVES

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.

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 participate in a basketball match which brings together our employees and their families, in a relaxing and entertaining sports event.

Weekly gymnastics sessions

The Company organizes gymnastics sessions to its employees, due to COVID-19 the sessions were online.

Walks between small groups, in a park outside the offices

8. ANNEXES

8.1 GRI Content index

This material references Disclosures 102-55 from GRI 102: General Disclosures 2016.

GRI Standard	Disclosure	Report Reference	Page	Omission
General Standard Disclosures (GRI Referenced)				
Organisational Profile				
GRI 102: General Disclosures 2016	102-1 Name of the organisation	BAUSCH Health Hellas Single Member Pharmaceutical Societe Anonyme		
	102-2 Activities, brands, products, and services	2.1 BAUSCH Health Companies Inc.	14-15	
		2.2 BAUSCH Health Hellas	16-17	
	102-3 Location of headquarters	2.1 BAUSCH Health Companies Inc.	14-15	
		2.2 BAUSCH Health Hellas	16-17	
	102-4 Location of operations	2.1 BAUSCH Health Companies Inc.	14-15	
		2.2 BAUSCH Health Hellas	16-17	
	102-5 Ownership and legal form	2.1 BAUSCH Health Companies Inc.	14-15	
		2.2 BAUSCH Health Hellas	16-17	
	102-6 Markets served	2.1 BAUSCH Health Companies Inc.	14-15	
		2.2 BAUSCH Health Hellas	16-17	
	102-7 Scale of the organization	2.1 BAUSCH Health Companies Inc.	14-15	
		2.2 BAUSCH Health Hellas	16-17	
	102-8 Information on employees and other workers	7.2 Recruiting and Talent Management	80-81	
102-9 Supply chain	3.1.1 Compliance and Business Ethics	40		
102-10 Significant changes to the organization and its supply chain	3.1.1 Compliance and Business Ethics	40		
102-11 Precautionary Principle or approach	2.5 ESG Strategic Impact Framework	26-27		
102-12 External initiatives	2.2 BAUSCH Health Hellas	18-19		
102-13 Membership of associations	2.2 BAUSCH Health Hellas	18-19		
Strategy				
102-14 Statement from senior decision-maker	1.2 General Manager Message	10		
Ethics and Integrity				
102-16 Values, principles, standards, and norms of behavior	2.3 Mission, Vision and Values	20-21		
Governance				
102-18 Governance structure	3.1 Corporate Governance	34-37		
Stakeholder Engagement				
102-40 List of stakeholder groups	2.6 Stakeholder Engagement	28-33		
102-41 Collective bargaining agreements	7.2 Recruiting and Talent Management	80-81		
102-42 Identifying and selecting stakeholders	2.6 Stakeholder Engagement	28-33		
102-43 Approach to stakeholder engagement	2.6 Stakeholder Engagement	28-33		
102-44 Key topics and concerns raised	2.6 Stakeholder Engagement	28-33		

GRI Standard	Disclosure	Report Reference	Page	Omission
General Standard Disclosures (GRI Referenced)				
GRI 102: General Disclosures 2016	Reporting Practice			
	102-45 Entities included in the consolidated financial statements	1.3 About this Report	12-13	
	102-48 Restatements of information	1.3 About this Report	13	
	102-50 Reporting period	01/01/2020-31/12/2020		
	102-51 Date of most recent report	The most recent report is the Annual Report 2019 published on December 2020		
	102-52 Reporting cycle	Annual		
	102-53 Contact point for questions regarding the report	1.3 About this Report	13	
	102-54 Claims of reporting in accordance with the GRI Standards	Organization uses selected GRI Standards, or parts of their content, to report specific information, but has not met the criteria to prepare a report in accordance with the GRI Standards.		
	102-55 GRI content index	8.1 GRI Content index	98-99	
102-56 External assurance	1.3 About this Report	13		

GRI Standard	Disclosure	Report Section/Reference	Page	Omission
Economic and Market Performance				
GRI 103: Management Approach 2016	103-2 The management approach and its components	2.4 Economic and Market Performance	22-23	
	103-3 Evaluation of the management approach	2.4 Economic and Market Performance	22-23	
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	2.4 Economic and Market Performance	24-25	
Diversity, Equity and Inclusion				
GRI 103: Management Approach 2016	103-2 The management approach and its components	3.1.2 Diversity, Equity and Inclusion	42	
	103-3 Evaluation of the management approach	3.1.2 Diversity, Equity and Inclusion	42	
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	3.1.2 Diversity, Equity and Inclusion	43-45	
Recruiting and Talent Management				
GRI 103: Management Approach 2016	103-2 The management approach and its components	7.2 Recruiting and Talent Management	78-79	
	103-3 Evaluation of the management approach	7.2 Recruiting and Talent Management	78-79	
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	7.2 Recruiting and Talent Management	80-81	
Training and Development				
GRI 103: Management Approach 2016	103-2 The management approach and its components	7.4.2 Training and Development	88-91	
	103-3 Evaluation of the management approach	7.4.2 Training and Development	88-91	
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	7.4.2 Training and Development	91	
Performance Evaluation				
GRI 103: Management Approach 2016	103-2 The management approach and its components	7.4.1 Performance Evaluation	85-86	
	103-3 Evaluation of the management approach	7.4.1 Performance Evaluation	85-86	
GRI 404: Training and Education 2016	404-3 Percentage of employees receiving regular performance and career development reviews	7.4.1 Performance Evaluation	87	

08. ANNEXES

8.2

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 2020 in the following table with references across the sections of our Environmental, Social & Governance Report 2020.

Clauses	Description	Reference
4.	Principles of social responsibility	
4.2	Accountability	1.3 About this Report
4.3	Transparency	1.3 About this Report
4.4	Ethical behavior	2.3 Mission, Vision and Values 2.5 ESG Strategic Impact Framework
4.5	Respect for stakeholder interest	2.6 Stakeholder Engagement
4.6	Respect for the rule of law	1.3 About this Report
4.7	Respect for the international norms of behavior	1.3 About this Report
4.8	Respect for human rights	3.1.2 Diversity, Equity and Inclusion
5.	Recognizing social responsibility and engaging stakeholders	
5.2	Recognizing Social Responsibility	2.5 ESG Strategic Impact Framework
5.3	Recognizing social responsibility and engaging stakeholders	2.6 Stakeholder Engagement
6.	Guidance on social responsibility core subjects	
6.2	Core Subject: Organizational governance	3.1 Corporate Governance
6.3	Core Subject: Human Rights	3.1.2 Diversity, Equity and Inclusion
6.4	Core Subject: Labour practices	7. Support Employee Growth and Well-being
6.4.3	Employment and employment relationships	7.3 Relations between Employees and Management
6.4.6	Health and safety at work	4.3 Health and Safety
6.4.7	Human development and training in the workplace	7.4.2 Training and Development
6.5	Core Subject: The environment	4. Respect the Environment
6.6	Core Subject: Fair operating practices	3. Operate with Integrity
6.7	Core Subject: Consumer issues	2.6 Stakeholder Engagement
6.7.3	Fair marketing, factual and unbiased information and fair contractual practices	3.1.1 Compliance and Business Ethics
6.7.4	Protecting consumers' health and safety	5.1 Products and Services
6.7.6	Consumer service, support, and complaint and dispute resolution	5.1 Products and Services
6.7.7	Consumer data protection and privacy	3.1.1 Compliance and Business Ethics
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	
6.8.9	Social investment	2.4 Economic and Market Performance
7.	Guidance on integrating social responsibility throughout an organization	
7.2	The relationship of an organization's characteristics to social responsibility	2.5 ESG Strategic Impact Framework
7.3	Understanding the social responsibility of an organization	1.2 General Manager Message 2.5 ESG Strategic Impact Framework
7.4	Practices for integrating social responsibility throughout an organization	2.5 ESG Strategic Impact Framework
7.5	Communication on social responsibility	1.3 About this Report
7.6	Enhancing credibility regarding social responsibility	1.3 About this Report
7.7	Reviewing and improving an organization's actions and practices related to social responsibility	ESG 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 7.5 Benefits and Wellbeing

08. ANNEXES

8.3 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	SEIV	Association of Health – Research and Technology Industry
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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