

## "Health is a matter of trust"

### **Our philosophy - trusting cooperation**

Trust has a very special role to play in the healthcare industry. We build this trust by following professional processes and dealing with tested, quality products.

We are characterised by a cooperative partnership on equal terms, with respect and appreciation of business partners, customers and employees.

### **Our strategy - affordable healthcare**

We are one of the leading suppliers in Germany in the field of parallel and reimported EU medicines and a manufacturer of OTC products made in Germany. With in-depth expertise and dedication, we provide pharmacists and wholesalers with safe and certified branded medicines from Germany and Europe, reinforcing our commitment to better healthcare in Germany.

We also insist on high quality while at the same time ensuring low prices and excellent service.

### **Our quality promise - high-quality products and services**

To safeguard our quality pledge, we apply high standards and requirements consistently throughout all processes. We follow the principles and guidelines of Good Manufacturing Practice (Directive 2003/94/EC) as well as DIN EN ISO 9001:2015, thereby laying the foundations for safe, high-quality medicines and medical products.

Each individual employee is actively involved in the constant improvement and development of the quality management system and receives regular training. This is the only way we are able to maintain our high standard of quality.

### **Our growth - our goals**

Since we were first founded in 2002, we have been able to seamlessly continue our path to growth. We want to enjoy healthy, continued growth. This is why we are consistently working on future-focused solutions. With new launches in the EU medicines sector and a stronger focus on the non-prescription medicines sector, we are keen to successfully continue our development and guarantee a portfolio that reflects market demand.

### **Our partners - our customers**

Partners and customers are our top priority, which means that our business partners - suppliers and customers alike - always have a personal contact partner.

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The needs, wishes and expectations of our partners and customers, as well as the increase in customer satisfaction, are the focus of our company's activities. It is our pledge to constantly develop and optimise our services. We carry out customer satisfaction surveys regularly to be able to keep track of valuable opinions.

We take responsibility for the quality of our products agreed with our customers. We have high requirements for suppliers and service providers, which is why we specifically choose suppliers who meet our quality requirements and who, through constant supplier development, safeguard dependable and consistent cooperation, including the constant transfer of expertise.

### Our employees - our asset

We believe in individuality and the specific strengths of each individual employee.

That is why we offer a working environment inspired by partnership involving small teams in which each individual plays a key role in the company and makes an important contribution to its success.

We set ourselves and our employees clear goals and we work consistently to ensure they are achieved.

We strive to continue to develop of own staff who take on specialised and leadership positions internally. We promote this through active personnel development and advanced training.

Our employees are our most valuable asset.

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A handwritten signature in blue ink, appearing to read 'Gerner'.

*Anna-Karina Gerner  
Chief Executive Officer*