

Opella.

Code of Conduct.



**Integrity, in
your hands.**

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1. Introduction.

Our commitment – a message from the CEO.

At Opella, our goal is to radically simplify self-care so we can revolutionize how people manage their own health. This Code of Conduct serves as a guide to help us navigate our daily interactions and decisions, ensuring we are bold, courageous, creative, and uphold the highest standards of ethics and integrity at all times. By embracing our Challenger Mindset, we build and maintain a supportive and collaborative culture where everyone can thrive. A culture where long-term success comes from doing what is right — not just when it is easy, but especially when it is not.

Being a trusted, ethical partner is essential to how we work and how we grow. It is what consumers, patients, customers and communities expect from us — and most importantly it is what we expect from ourselves.

Doing the right thing means keeping each other honest by asking questions, speaking up, and taking responsibility — even when no one is watching. That is who we are, and who we choose to be — All in. Together.

Our Code is not just a document; it is a shared commitment to each other and to those who count on us. So, if something does not feel right or you are unsure, reach out. You will be heard, you will be supported — and together, we will continue building a workplace where integrity leads the way. I lead by this Code, not just in words but in action — and I expect every one of you to join me in doing the same. I am all in — and I count on you to be, too.

Thank you for being an integral part of our journey. Together, we will lead the way in revolutionizing self-care, making a sustainable impact on the health and well-being of those we serve. It is as simple as that, as it should be.

Julie

Julie Van-Ongevalle,
Opella President & CEO.



Our promise – a message from the Vice President, Ethics & Business Integrity.

I am incredibly proud to introduce Opella's Code of Conduct.

As we embark on our journey to revolutionize self-care, it is crucial to understand how Opella aims to behave and be perceived in the marketplace and by our stakeholders. This Code is designed to help you understand how to operate in line with our ethical and integrity standards and Challenger Mindset.

Before making any decisions or interacting with stakeholders, please pause and reflect on whether your actions align with our Code. If you have any doubts, I urge you to speak to your manager, consult the Code or reach out to an Ethics and Business Integrity (EBI) colleague. These resources are here to support you in staying true to our principles.

Our Code is a testament to our commitment to ethics and business integrity. It is a promise we make to ourselves, and the consumers, patients, customers, and communities we engage with.

This commitment enhances our reputation, strengthens consumer trust, and contributes positively to society.

By embracing these principles, we not only uphold our ethical principles but also inspire those around us to do the same. I am confident that this approach creates both short-term value and long-term sustainability, ensuring that we remain a trusted leader in self-care.

I commit to this Code, and I expect everyone to do the same.

Thank you for your dedication to Opella and what we stand for.

Giota Papamarkou

Giota Papamarkou,
Vice President
Ethics & Business Integrity.



Our four behaviors.

At Opella, we are dedicated to making self-care as simple as it should be.

That starts with our culture, our Challenger Mindset. We challenge the status quo and push boundaries, while going all in, staying focused on what matters with integrity, and keeping things simple.

**All in.
Together.**

Keep each other honest.
Have each other's back.

Courageous.

Break boundaries.
Take thoughtful risks with creativity.

**Outcome-
obsessed.**

Be personally accountable.
Driving sustainable impact
and results with integrity.

**Radically
simple.**

Simple for us. Simple for consumers.
As it should be.

How we use this code.

This Code embodies our ethical principles and the integrity standards we hold dear. It applies to all of us—whether you are in management, part of a team, or working with Opella as contingent workers or contractors—wherever you are in the world and whatever your role or seniority may be. It is relevant at every stage of our value chain.

You can think of this Code as your go-to guide for making the right decisions, especially when you face challenges. While it does not cover every possible scenario, you will find additional guidance in Opella’s standards, procedures, and training materials. No matter what, commit to acting with honesty and integrity. When you are faced with a decision, it helps to pause and ask yourself:

- ❓ Does this decision align with the letter and spirit of our Code?
- ❓ Does it embrace our Challenger Mindset?
- ❓ Would I be comfortable if it were made public?
- ❓ Could it harm consumers, patients, or other stakeholders?
- ❓ Could it harm Opella or our reputation?
- ❓ Am I acting with clear intent and ready to take accountability?
- ❓ Am I actively listening to concerns, ideas, and different perspectives?
- ❓ Am I speaking up when something does not feel right?



If I am ever unsure, I should reach out — to my manager, Ethics and Business Integrity (EBI), or other relevant experts mentioned in this Code. Seeking guidance is a sign of strength, not weakness.

We are committed to upholding this Code and applying it with care and consistency. If, after a fair review, it turns out that someone knowingly failed to follow the Code, we will take the appropriate steps to address it in alignment with the applicable labor laws. This could include verbal or written warnings or, if necessary, ending employment. These measures are never the goal, but accountability is essential to a true culture of integrity.

Finally, when local laws, regulations, or industry codes require higher standards than what is outlined here, we will follow the strictest applicable rules.

We stand firmly behind both the spirit and the letter of this Code. Living by it is part of what makes us who we are at Opella — and we expect every member of our community to show the same commitment.

We report concerns.

Opella embraces a culture of openness and transparency, empowering every individual to speak up confidently without fear of retaliation. By raising and addressing concerns, we uphold integrity, preserve the trust of consumers, patients, customers, business partners, employees, and the broader public and protect Opella's reputation. We maintain the importance of truthful and fact-based reporting. At Opella your voice matters in preserving our shared commitment to ethical conduct and accountability.

We/I do.

- ✔ Promptly report any concerns of (suspected) violation of laws, regulations, industry codes, Opella policies, standards, and procedures, or any of the principles included in this Code.
- ✔ Raise concerns with our managers, People & Culture (P&C), Ethics and Business Integrity (EBI) or via any other local channels available under applicable laws. Concerns can also be reported via the Speak Up Helpline ([Speak-Up Helpline](#)). It operates 24 hours a day, every day of the year.
- ✔ Make anonymous reporting available, where allowed under local laws. We are nevertheless encouraged to identify ourselves. This helps ensure that all necessary information is available to fairly and fully investigate and address the matter. If we choose to share our identity, it will not be disclosed to any person other than those directly involved in the processing of the concern unless we agree to further disclosure. An exception may be made if the disclosure is required by law.
- ✔ Ensure that all investigations are conducted applying the principles of confidentiality, impartiality, objectivity, proportionality, integrity, and fairness.
- ✔ Implement corrective and/or disciplinary action, including dismissal, if a concern is raised frivolously or maliciously.

We/I do not.

- ✘ Ignore, dismiss, obstruct the reporting of, or cover up concerns related to potential misconduct, violations, or unethical behavior.
- ✘ Tolerate any form of intimidation or retaliation when any employee of Opella, whether full-time or part-time, temporary (e.g., contractor) or trainee, reports a concern that indicates wrongdoing they reasonably believe is true. We have zero tolerance in this respect.
- ✘ Make reports without a factual basis or with the intent to mislead or cause harm.

Q&A.

Q: I have a serious concern to report. I saw a manager in a meeting room yelling at their assistant. It was very upsetting to witness! However, this manager is highly influential within the company and consistently delivers strong results for their brand. I'm worried that if I speak up, my name will be revealed, and they will make my life difficult. Am I truly protected if I report this situation?

A: Yes, you are protected when making a report. Your identity will not be disclosed to any person other than those directly involved in the processing of the concern, unless you agree to further disclosure or if required by law. The fact that the person involved is influential does not change in any shape or form our commitment to consistently apply the principles of confidentiality, impartiality, objectivity, proportionality, integrity, and fairness when conducting an investigation. If you still feel uncomfortable, you have the option to report anonymously. Your voice matters, and we are committed to a safe and respectful workplace for everyone.

→ More information.

Global Whistleblowing Standard.

→ Contact.

Ethics and Business Integrity (EBI).
People & Culture (P&C).

**To make a report
via the Speak Up
Helpline:**



2. We conduct our business ethically.

Rejecting corruption and bribery.

Opella resolutely opposes and strives to proactively prevent all forms of corruption and bribery. They erode the pillars of fair trade, innovation, and societal trust. They misuse public and private resources, endanger public health, violate human rights, harm communities, and degrade the environment.

We/I do.

- ✔ Strictly adhere to all applicable national and international laws, regulations, and codes that prohibit corruption and bribery in any form.
- ✔ Commit to conducting business ethically, ensuring our products and practices earn recognition based on their own merits.

We/I do not.

- ✘ Offer, promise, authorize, request, accept, or agree to receive, whether directly or indirectly, any transfer of value intended to influence decisions or to secure an improper business advantage, including any facilitation payments.
- ✘ Engage in any practices - for example cash payments, excessive hospitality, lavish entertainment, gifts, favors, services, free products, loans, discounts, sponsorships, grants, or donations - when used to gain improper business advantages.
- ✘ Engage in fraud by false representation, omission, forgery, misinformation, withholding information, falsifying documents or other dishonest practices such as intentionally providing false or misleading information to deceive others, leaving out or concealing important information, leading others to make decisions based on incomplete or inaccurate data, creating or altering documents, signatures, or records with the intent to defraud.

Q&A.

Q: As a sales manager, I've been asked by a pharmacist - who is a key retailer for our products - to invite them and their entire team to an international health and wellness congress. They mentioned that this invitation is crucial if we want them to keep our products on the shelf for the upcoming year. What should I do?

A: You should respectfully decline the request and immediately inform our Ethics and Business Integrity (EBI) team. At Opella, we are committed to conducting business with integrity, and we must ensure that no action could be seen as offering anything of value to influence product decisions or retain business. Individual sponsorships to congresses, where allowed by applicable laws, are only provided for educational and informational purposes, and they should not be linked to any unfair or unethical business advantages.

→ References.

Anticorruption Standard.
Global Standards on Conducting Anti-Bribery Due Diligence on Third Parties.
Healthcare Community Engagement Standards.

→ Contact.

Ethics and Business Integrity (EBI).



Interacting with our business partners responsibly.

Opella collaborates with a wide range of partners across the globe, including distributors, suppliers, consultants, trade partners, agencies, and other strategic third parties. To ensure we continue delivering on our commitment to self-care and integrity, it is essential that we work only with those who share our passion for and commitment to ethical practices. By carefully choosing partners who align with the ethical principles in this Code through a fair procurement process, we strengthen our reputation, build trust with people, and create lasting value that drives long-term success.

We/I do.

- ✓ Expect our third parties acting on our behalf to consistently adhere to ethical business practices and comply with applicable laws, regulations, and codes. This includes, for example, areas such as anti-corruption, antitrust, privacy and data protection, quality, human rights, labor rights, and environmental stewardship.
- ✓ Expect our third parties to adhere to our Supplier Code of Conduct.
- ✓ Expect our third parties to maintain appropriate policies and procedures in relation to their activities with Opella.
- ✓ Conduct due diligence on third parties which present a higher level of risk, before establishing any business relationship. This process assesses their capabilities, expertise, integrity, reputation, and alignment with our ethical expectations.
- ✓ Contract with third parties based on a genuine need for goods or services and mandate written agreements that require compliance with anti-corruption laws and other legal and ethical standards.
- ✓ Encourage third parties to report any concerns or potential non-compliance issues related to their engagement with Opella through the reporting channels outlined in this Code.

We/I do not.

- ✗ Work with any third parties that do not meet legal standards and do not align with or live up to the ethical principles in this Code and our Supplier Code of Conduct.
- ✗ Make payments to third parties without ensuring that the compensation, reimbursements, and expenses are reasonable and proportionate to the services rendered, the goods provided, or costs incurred.

Q&A.

Q: While reviewing the invoice from our marketing agency, I noticed a charge of 15,000 USD for a promotional material campaign, but the description of the work performed by them is pretty vague. We have worked with these folks for six years and they have always been very serious. Shall I approve the payment?

A: No. Invoices and payments should never be approved routinely, without thorough review. You must carefully examine such requests, ask for clarification, and engage with the third party if any uncertainties arise. Vague payment requests pose a potential corruption risk, as they cannot substantiate the legitimacy of the expense. Therefore, they do not meet our standards and should not be processed.

→ References.

Supplier Code of Conduct.
Anticorruption Standard.
Global Standards on Conducting Anti-Bribery Due Diligence on Third Parties.
Global Procurement Standard.
Procurement Global Operating Standard.

→ Contact.

Ethics and Business Integrity (EBI).
Procurement.

Operating with financial integrity.

Opella is committed to financial integrity as a key to our success, safeguarding the interests of our investors, employees, and all our stakeholders. By maintaining financial integrity, we ensure long-term stability, allowing us to operate responsibly and stay true to our commitments, creating lasting value for years to come.

Financial Integrity and Anti-Money Laundering.

We/I do.

- ✔ Comply with all applicable anti-money laundering laws, regulations and codes.
- ✔ Uphold the highest standards of financial integrity by complying with applicable laws and regulations for all our financial activities.
- ✔ Fulfil our tax duties as a corporate citizen by complying with all applicable laws and regulations.

We/I do not.

- ✘ Get involved in or facilitate money laundering.
- ✘ Enter into transactions without conducting applicable due diligence reviews to ensure transparency and legitimacy.

Financial Fraud.

We/I do.

- ✔ Safeguard the integrity of our cash assets, securities, bank accounts, credit standing, and financial records, ensuring they are managed responsibly and securely.
- ✔ Use company funds strictly for legitimate business purposes and follow applicable approval processes.
- ✔ Report forecasts, budgets, and financial projections based on honest assumptions and reasonable evidence.
- ✔ Implement robust internal controls to prevent and detect fraud or misleading entries in our financial records.

We/I do not.

- ✘ Engage in any actions intended to fraudulently induce, coerce, manipulate, or mislead auditors or any other stakeholder.
- ✘ Engage in any forms of fraud that could compromise our assets, data, or reputation. This includes collusion with third parties, falsifying documents or invoices, fraudulent bank transfers, and claiming reimbursement for non-existent or ineligible expenses.

Financial Statements.

We/I do.

- ✓ Adhere to all applicable financial and purchasing standards.
- ✓ Maintain complete, accurate, and timely books, records, and accounts that fairly reflect Opella's financial position and transactions in compliance with financial reporting standards.
- ✓ Provide complete, accurate, and timely responses to internal and external audits.

Q&A.

Q: I received a payment request from a foreign company located in a remote jurisdiction, which differs from the entity we originally contracted with. This company has no clear connection to the services we have received, and the invoice currency does not match our agreement with the vendor. Additionally, the address on the invoice is different from the address we have in our records. What should I do?

A: You must immediately report this request to Finance and Ethics and Business Integrity (EBI). At Opella, we take any potentially fraudulent activity very seriously. Requests for payments to foreign companies with no clear business purpose or connection to the services provided raise red flags for possible money laundering, fraudulent practices or tax evasion. By addressing this issue promptly, we protect Opella's financial integrity and continue to uphold our commitment to transparency, trust, and ethical business practices.

We/I do not.

- ✗ Maintain unrecorded or "off-the-books" funds, assets, or liabilities under any circumstances.

For additional guidance on financial integrity, see the chapters titled "We communicate thoughtfully" and "We protect our assets".

→ References.

Opella Rules for International Financial Reporting (IFRS) Operational Navigation Standards.
Anticorruption Standard.

→ Contact.

Finance.
Ethics and Business Integrity (EBI).



Complying with export controls and sanctions restrictions.

Opella is committed to ensuring strict adherence to export controls and sanctions restrictions while enabling timely and compliant delivery of our products and solutions. This is crucial in order to prevent severe legal consequences, protect our business operations, and uphold international and applicable national human rights and security standards.

We/I do.

- ✓ Adhere to all applicable trade compliance and economic sanctions laws, including regulations related to import, export and re-export of goods, services, software and technology.
- ✓ Verify before engaging in any transactions whether our counterparts are restricted under any applicable sanctions lists (e.g., OFAC, EU and others) including thorough background checks depending on their risk profile.

We/I do not.

- ✗ Engage in prohibited activities involving restricted countries, individuals, companies or organizations without relying on proper exemptions or obtaining prior authorizations from competent authorities.

Q&A.

Q: I am a US-based employee traveling to our head office in France, where I have been invited to attend a project team meeting dedicated to launching a new product manufactured in the US. The product is intended for a country which is subject to various US sanctions and export controls. As the Brand & Innovation Head responsible for commercializing this product in the US, I am requested to advise on the launch strategy. Representatives of Opella's third-party distributor and their local media agency will connect to the call. What should I check before accepting the meeting and my role in the project?

A: Before joining the meeting or project team, you must request the project manager to share the project's export controls and sanctions assessment based on both EU and US regulations.

Ensure your consulting activity and the project are not subject to sanctions, or if they are, confirm any exceptions or derogations. Verify that third parties involved are not on any sanctions' lists, particularly those of the EU or US. If in doubt, consult Legal. Highlight that US-manufactured products must be checked against US export control rules for the destination country. If the assessment is incomplete or you suspect a sanctions violation, recuse yourself and report to Legal and Ethics and Business Integrity (EBI).

→ References.

Trade Restrictions and Economic Sanctions Standard.

→ Contact.

Legal.
Finance (Treasury, GBS).

Committing to fair competition.

Opella believes that maintaining fair competition is essential for driving innovation and improving the quality of our products. By fostering a competitive marketplace, we offer more choices for people, ultimately benefiting the healthcare system and society, empowering individuals to take control of their health with confidence and simplicity.

We/I do.

- ✓ Comply with all applicable antitrust and competition laws, regulations, and codes.
- ✓ Compete solely on the merits of our products and the effectiveness of our professional skills.
- ✓ Pay specific attention to our communications with competitors, particularly during trade association meetings, congresses, conferences, or any other interaction with them.
- ✓ Treat all customers, suppliers, trade partners and distributors with fairness, refraining from imposing unlawful restrictions.

We/I do not.

- ✗ Discuss nor align our commercial decisions with competitors on pricing, discounts, market allocation, marketing or scientific strategies, customer data, research or other competitively sensitive information.
- ✗ Denigrate competitors or engage in any form of negative campaigning against them.
- ✗ Exploit any dominant market position we may hold.
- ✗ Try to exclude competitors from the market by participating in boycotts or other coercive practices.

Q&A.

Q: I attended a trade association meeting where I heard several members discussing their pharmacist customer lists and the rebates they offer to these customers. What should I do?

A: Do not engage in the discussion. Immediately object and request that your objection be recorded in the meeting minutes. If the conversation continues despite your objection, leave the meeting immediately and report the incident to Legal. Always keep in mind that sharing competitively sensitive information like customer lists or commercial conditions with competitors can raise violations of competition and antitrust laws, which could result in significant fines, reputational harm and imprisonment for the individuals involved.

→ Contact.

Legal.



Respecting privacy.

Opella respects the privacy rights of everyone we interact with—whether consumers, patients, employees, customers, healthcare professionals, partners, suppliers, or any other stakeholders. We are fully committed to protecting personal information and ensuring compliance with all relevant data protection laws, regulations, and codes. Simply put, by prioritizing privacy, we build trust and create a foundation for responsible and sustainable business practices.

We/I do.

- ✔ Collect and use personal data openly and fairly, respecting people’s preferences, and allowing them to exercise their privacy rights.
- ✔ Collect only the personal data that is needed for specific and legitimate purposes, keep it only for as long as it is necessary, and will not reuse it for other purposes unless we obtain the necessary authorization.
- ✔ Understand and embrace the responsibilities involved in the use of personal data. Whether we are innovating or running day-to-day operations, we address privacy, security and data integrity concerns within every initiative.
- ✔ Adopt appropriate safeguards to provide equivalent level of protection to individuals’ data and rights, whether personal data is shared with partners, vendors or is shared within Opella affiliates, transferred across borders, or accessed from different locations.

We/I do not.

- ✘ Collect, store, or use personal data in ways or for purposes that are unethical, illegitimate or in any way detrimental to individuals or to society.

Q&A.

Q: When consumers send us messages concerning product issues, we use those messages to handle such issues and to respond. Can we also process those messages, analysing the words and the tone adopted by those who wrote them, to infer and track consumer satisfaction trends?

A: Not without assessing the privacy implications and ensuring the use aligns with the original purpose. Each message contains personal information that is meant to be used to solve issues, not to monitor sentiment unless the senders were informed. Systematically reusing this data for analysis or trend reporting may require updates to the privacy notice, and, in some jurisdictions, an explicit consent. You must contact the Privacy Office who will perform a privacy risk assessment and help you take the necessary measures prior to such activity being implemented.

→ References.

Data Privacy Standard.

→ Contact.

Ethics and Business Integrity (EBI) – Privacy Office.



Upholding product safety & quality.

Opella is dedicated to a culture of safety, quality, and regulatory compliance in everything we do. Our top priority is the health and safety of patients and consumers, ensuring that trust in our products and practices is both earned and maintained. We empower them to take control of their health with confidence and peace of mind and make conscious decisions based on reliable scientific data.

We/I do.

- ✔ Comply with all applicable Good Practice (GxP) standards, including good manufacturing, distribution, and clinical practices, as well as applicable regulations and laws related to quality, vigilance, adverse event reporting, and product complaints, encompassing pharmacovigilance, medical device vigilance, cosmetovigilance, and nutritional vigilance, to ensure the highest quality and safety of our products throughout their lifecycle.
- ✔ Conduct regular audits of all GxP functions' activities (Clinical, Pharmacovigilance, Medical Information, Manufacturing and Supply) to ensure adherence to external and internal processes. Additionally, we audit our supply chain, including sites, suppliers, transporters, and trade partners, to ensure that only products meeting our rigorous standards are delivered to patients and consumers.
- ✔ Proactively identify, assess, and manage product-related risks to protect the safety of patients and consumers, addressing any concerns in a timely manner.
- ✔ Promptly report, monitor, and evaluate adverse events, product complaints, and implement risk mitigation measures as required by applicable laws, regulations and codes, following clear and efficient internal governance and decision-making processes.
- ✔ Take all feedback and claims related to our products seriously, using them to continuously enhance our quality and safety standards.

- ✔ Prioritize providing timely, accurate, and evidence-based responses to information requests from consumers, patients, and healthcare professionals, ensuring that our communications are clear, balanced, substantiated and support informed decision-making and the responsible use of our products.
- ✔ Make data-driven product safety and quality decisions.
- ✔ Vigilantly monitor and enforce measures to prevent the distribution of counterfeit products, safeguarding our brand integrity.

We/I do not.

- ✘ Make safety and quality decisions based on commercial interests.
- ✘ Fail to assess risks related to product quality and safety throughout their lifecycle.
- ✘ Ignore information on adverse events, product complaints, or feedback.
- ✘ Compromise on transparency or the responsible communication of product information.



Q&A.

Q: I ran into my neighbor at the supermarket, and she mentioned experiencing headaches and dizziness after using one of Opella's products. She is unsure if the symptoms are linked to the product. Should I report this?

A: Yes, any potential adverse events or health concerns linked to our products should be reported immediately, no matter the circumstances. It is important to follow the established reporting procedures to ensure the issue is properly assessed. At Opella, we embrace a culture of safety, where every concern is taken seriously and addressed with the utmost care.

→ References.

Vigilance Standard(s).
Quality Standard.

→ Contact.

Pharmacovigilance, Medical Device Vigilance,
Nutritional Product Vigilance, Cosmetovigilance
M&S/Quality.
Science/Regulatory.

Marketing, promoting and educating responsibly.

Opella engages with a variety of stakeholders to support scientific education and promotion of our products, including consumers, patients, caregivers, doctors, pharmacists, trade partners, healthcare organizations, trade associations and government officials. We are committed to building such relationships based on honesty, fairness, and shared responsibility, all with the goal of achieving better health outcomes for all.

We/I do.

- ✔ Interact only with stakeholders when there is a clear and legitimate scientific or business reason that supports consumer or patient well-being.
- ✔ Respect stakeholders' independence and take steps to prevent or resolve any potential conflicts of interest.
- ✔ Listen to our stakeholders and value their insights, using their feedback to improve our work and remain aligned with their needs.
- ✔ Support stakeholders' education around health, well-being, and the safe and effective use of our products.
- ✔ Provide factual, science-based, fair, balanced, substantiated and up-to-date information about our products, to support their safe and effective use.
- ✔ Disclose all sponsorships and financial or material support to ensure transparent funding and promotion. We expect recipients of this funding to uphold the same level of transparency.
- ✔ Review and approve all promotional materials and scientific information according to our internal procedures before use.
- ✔ Treat all patients and consumers, and patient and consumer advocacy groups fairly and ensure that our interactions with them are based on mutual respect.
- ✔ Ensure that our interactions with stakeholders are documented in writing and disclosed when required by and in accordance with applicable transparency laws, regulations and codes.

We/I do not.

- ✘ Allow misleading claims or communications that could misinform or improperly influence decisions.
- ✘ Engage in hidden promotion, promote our products outside their approved indications or uses, or promote them before the necessary marketing authorizations are granted.
- ✘ Use gifts, donations, grants, services, hospitality, entertainment or any other transfers of value to improperly influence decisions - such as product recommendations, prescriptions, switching, or guidelines.



Q&A.

Q: As a sales representative, I am excited about our new allergy product and cannot wait to share it with pharmacists in my town. Can I start promoting it right away by sharing reprints of a journal I found online, or do I need to wait for the approved materials?

A: It is great to hear your enthusiasm for keeping pharmacists informed! However, it is important that we only share materials that have been officially approved by Opella. This ensures that all information we provide is accurate, compliant, and in line with regulations. Any product-related materials, including materials by third parties such as journal articles, must go through our internal approval process before we share them. By following these steps, we maintain trust and ensure that pharmacists receive the most reliable and compliant information to support their role in patient and consumer care.

→ References.

Anticorruption Standard.
Service Standard.
Hospitality Standard.
Grants Standard.
Donations Standard.
Opella Meetings Standard.
Congresses Standard.
Patient Standard.
Third Party Activities Standard.
Items Standard.
Influencer Interaction SOP.
Promotional and Non-Promotional Materials
Procedure.

→ Contact.

Growth Hub/Brand & Innovation.
Medical.
Regulatory.
Public Affairs.
Ethics and Business Integrity (EBI).
Legal.

Communicating thoughtfully.

Opella believes that every one of us plays a vital role in shaping the way the world sees our company. What we say and share—especially in public or online—can leave a lasting impression. That is why it is important for all of us to communicate responsibly and thoughtfully with stakeholders, from consumers and patients to healthcare professionals, the media, and policymakers. By doing so, we not only protect our reputation but also build trust and contribute to creating a positive impact in the world of self-care.

We/I do.

- ✔ Share information with stakeholders, which is honest, respectful, and timely, and also follows relevant laws, regulations and Opella standards and procedures.
- ✔ Use communication channels - like email, social media, and formally approved messaging apps - responsibly and professionally, avoiding any misuse that could harm Opella's reputation or disclose sensitive information.
- ✔ Use good judgment in tone and content to avoid misrepresenting the company or putting its reputation at risk.
- ✔ Ensure that all our reports, press releases and public communications provide the required fair, accurate, timely, and clear disclosures about our operations, portfolio, financial condition and operating results.
- ✔ Protect confidential financial information and share it only with authorized individuals for legitimate purposes.
- ✔ Speak on behalf of Opella only if we have been officially authorized to do so. This includes interactions with the media, social media posts, public speaking, or publications. Engage in lobbying activities transparently and responsibly to contribute to informed policy-making that advances public health and reflects the legitimate interests of the healthcare industry.

- ✔ Ensure that only Public Affairs, other designated authorized employees, and approved lobbying consultants engage in lobbying on behalf of Opella. Require that all lobbying activities comply with applicable laws, regulations, institutional codes, and internal standards. This includes transparency obligations such as registration and disclosure requirements.

We/I do not.

- ✘ Share any sensitive or confidential information about our company, our products, our practices, our employees, consumers or stakeholders in the public domain, including digital platforms.
- ✘ Discuss our products unless we are authorized, and it is appropriate to do so.
- ✘ Offer or promise any form of personal benefit—such as gifts, hospitality, entertainment, or services—to policymakers to influence their decisions nor to the media to write positively about Opella and its products.

Q&A.

Q: Can I share a group photo from our recent official Opella team year-end dinner on my personal LinkedIn account? It was such a fun moment, and I am proud to be part of the company.

A: Yes, you may share photos from Opella events on your personal social media account. However, you will need to make sure that no Opella confidential or sensitive information is visible and that everyone featured in the photo is aware that the picture may be posted on social media and is given the opportunity to step out or to object. With these checks in place, you can celebrate your team moments while respecting our confidentiality, communication and privacy standards.

→ References.

Social Media Guidance.

→ Contact.

Communications.
Public Affairs.
Legal.

Promoting responsible use of technology and artificial intelligence.

Opella is dedicated to using digital technologies and tools in ways that are responsible, transparent, and aligned with our ethical principles as expressed in the Code. Whether it is artificial intelligence (AI) or other digital systems, we prioritize integrity, respect for user rights, and ensure our innovations support our mission. By being mindful of the risks associated with emerging digital technologies, we protect our organization and the people who trust us. This approach allows us to keep evolving responsibly while maintaining the high standards that define Opella.

We/I do.

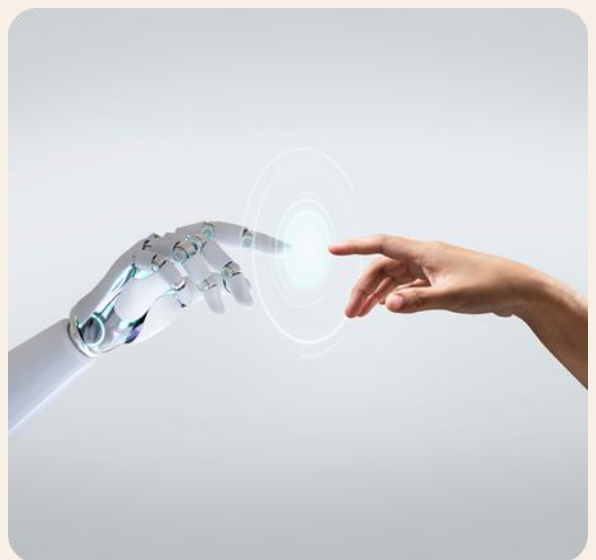
- ✔ Handle all digital technologies, tools, and systems with care and responsibility.

Use formally approved digital tools and technologies in a transparent, ethical, and lawful manner.
- ✔ Strive to develop internal AI solutions that are transparent, intelligible, and explainable, ensuring that decisions are understandable, and outcomes are trustworthy by actively avoiding bias, discrimination, inaccuracy, black-box opacity, and lack of fairness.
- ✔ Follow internal processes in place to assess and mitigate the potential risks connected to the digital technologies we use to ensure they support our goals while meeting our ethical, compliance, security, and quality standards.
- ✔ Ensure appropriate human oversight is applied by reviewing and validating AI outputs for accuracy, appropriateness, and inclusiveness, especially in sensitive or high-impact decisions such as communications, business decisions or decisions impacting consumers and patients.
- ✔ Clearly disclose when any external content or communication was primarily generated by AI.
- ✔ Implement appropriate controls when using digital technology for internal operations, ensuring secure access, encrypted data, and continuous monitoring to detect misuse or breaches.

- ✔ Stay informed and trained on emerging digital and AI risks, ensuring our use of technology evolves responsibly alongside innovation.
- ✔ Take appropriate measures to prevent violations of copyright, licensing terms, or the rights of others.

We/I do not

- ✘ Use digital technology (including AI-generated content) to mislead or manipulate colleagues or stakeholders.
- ✘ Input confidential, personal, or sensitive company information into public or non-approved AI platforms.



Q&A.

Q: Can I use AI to help me create an Instagram ad for Enterogermina? It is just a first draft, and I will review it before sharing it with the team. Is that acceptable?

A: Yes, you may use formally approved generative AI tools to assist with creation or drafting as long as you follow our standards on responsible AI use. Always review, fact-check, and validate the content yourself, as AI outputs can be inaccurate or misleading. Your use of AI assistance should be transparently disclosed to everyone. When in doubt, consult your manager or Legal before sharing with others.

→ **References.**

Responsible AI Framework.

→ **Contact.**

Digital Data.

3. We care for our company and people.

Managing conflicts of interest.

Opella employees make decisions that are in the best interest of the company, consumers, patients, and other stakeholders. We avoid any conflicts of interest, ensuring that our professional roles are never used for personal gain, or to benefit friends or family. By staying true to these principles, we build trust, protect our reputation, and contribute to a sustainable future for self-care.

We/I do.

- ✔ Take conflicts of interest seriously, whether they are actual, potential, or just perceived, and we disclose them routinely and timely. If we feel uneasy about explaining a situation publicly, it likely indicates a conflict of interest, which we should disclose.
- ✔ Avoid situations where our personal interests - or those of our close relatives –interfere, might interfere, or could be perceived to interfere with Opella’s legitimate business interests.
- ✔ Disclose any outside roles, consulting, board seats, business interests or personal relationships with Opella’s partners, suppliers, competitors, or any healthcare-related entity.
- ✔ Assess potential conflicts of interest disclosed by candidates and new hires for Opella positions.

We/I do not.

- ✘ Let personal interest, or the appearance of personal interest, interfere with Opella’s legitimate business interests, including holding financial interests that could influence our decisions.
- ✘ Supervise or favor relatives or friends.
- ✘ Take decisions that might be biased, or perceived as such, by romantic or personal connections.
- ✘ Accept gifts or invitations that could create a sense of obligation.

Q&A.

Q: My girlfriend recently joined the leadership team of a digital agency that is being considered to support a new Opella brand. I am not part of that specific commercial team nor involved in vendor decisions generally. Do I still need to report this?

A: Yes. You must report this potential conflict. Even if you are not directly involved in the decision, your connection could raise questions or create the appearance of bias. Being transparent protects your reputation and helps preserve trust in Opella’s decisions. Disclose the situation according to the Opella process.

→ References.

Conflicts of Interest SOP.

→ Contact.

Ethics and Business Integrity (EBI).

Protecting our assets.

Opella is dedicated to protecting its assets by using resources responsibly, maintaining strong internal controls, and safeguarding Opella's proprietary confidential information. We also respect both our own and others' intellectual property, ensuring that we operate with integrity and uphold the highest standards in everything we do.

We/I do.

- ✔ Protect Opella's assets – whether physical, financial, digital, or intellectual property rights from loss, damage, misappropriation, theft, misuse, and waste. This includes securing equipment, maintaining proper storage, and reporting any issues promptly.
- ✔ Treat all confidential and sensitive information with the highest level of care. This includes financial data, business strategies, employee or customer records, and any other proprietary information.
- ✔ Respect and protect Opella's intellectual property. This includes product and packaging designs, research and development data, trademarks, brand names and logos, processes, and customer or employee information. We take all necessary steps to register, defend, and enforce our intellectual property rights.
- ✔ Respect the intellectual property and confidential information of others.
- ✔ Use company resources, including equipment and data systems, responsibly and only for legitimate business purposes.
- ✔ Manage records responsibly. Company documents and data must be retained, accessed, transferred, and deleted according to our data retention standards and the applicable legal requirements.
- ✔ Monitor for and respond to cybersecurity threats, including cyberattacks and personal data breaches. In the event of an incident, we follow our established breach procedures to minimize harm, notify relevant stakeholders, and restore security swiftly and effectively.

We/I do not.

- ✘ Misappropriate or exploit any of Opella's assets for personal gain, including fraudulent disbursements.
- ✘ Share confidential information with third parties without proper authorization or safeguards. A signed non-disclosure agreement is required before sharing with third parties.
- ✘ Copy, use, or share protected materials without permission.

Q&A.

Q: I was browsing online and came across a consumer healthcare advertising award. To my surprise, I saw that our creative agency had submitted the new campaign for our forthcoming product, even though our campaign has not been launched yet. What should I do?

A: I report this immediately to my manager. Sharing a campaign before its official launch may constitute a breach of confidentiality by the agency. This kind of unauthorized disclosure — even by a trusted partner — can put Opella at risk and undermine the impact of the launch. Opella relies on all employees to help protect confidential materials and ensure that our third parties do the same, as we are also responsible for their conduct.

→ References.

Information Technology and Solutions Usage Standard.

→ Contact.

LEX/ Legal/ Corporate Security & Intelligence.
Digital/ Cybersecurity.

Fostering an inclusive culture.

Opella’s mission to put “health in your hands by making self-care as simple as it should be” includes an inherent commitment to build a meaningful, innovative healthcare company that both authentically represents the varied communities of consumers we serve and fosters a culture where everyone feels valued and included. Our people are our greatest asset, and we unwaveringly believe in the value that comes from creating opportunities for them to excel and lead, irrespective of their backgrounds. As such, we operate under the following key principles:

We/I do.

- ✓ Foster diverse perspectives that drive innovation and better self-care for consumers worldwide.
- ✓ Ground our hiring and promotion practices in equal employment opportunity and merit-based recognition of performance and potential.
- ✓ Create an environment where employees can bring their authentic selves to work, as inclusion fuels innovation.
- ✓ Continuously adapt our inclusion initiatives to meet business needs and comply with applicable laws, respecting local contexts.
- ✓ Commit to creating an accessible workspace by providing reasonable accommodations (e.g., ramps, elevators and quiet zones), flexible working arrangements, and tools empowering employees of all abilities to fully contribute and succeed.

We/I do not.

- ✗ Accept behaviors or practices that undermine a safe, inclusive, and respectful environment where all individuals feel valued and empowered to contribute.
- ✗ Discriminate against, stigmatize, or retaliate against individuals who request accommodations, report incidents, or advocate for accessibility improvements.

Q&A.

Q: A colleague often makes “jokes” about gender roles and repeatedly comments on what they think are “appropriate” tasks for men and women. For example, he recently said that “buying cakes for employees’ birthdays is a ladies’ job”. This makes me uncomfortable, but I am not sure if it qualifies as harassment. What should I do?

A: Comments that reinforce gender stereotypes, even as jokes, can create a hostile or exclusionary work environment and can be perceived as harassment by those that are on the receiving end of such messages, despite the light-hearted intention of the person making the joke. It is important to address them, whether they are directed at ourselves, or we simply witness them. We can respond directly by saying, “I do not think that comment aligns with our commitment to inclusion and our Challenger Mindset.” Being an ally means speaking up when you witness such behavior—not just for yourself but to support others who may feel marginalized. If the behavior continues or you prefer not to address it directly, you can report it to a colleague in P&C, Ethics and Business Integrity (EBI) or the Speak-Up Helpline ([Speak-Up Helpline](#)). Our workplace culture is built on respect, and everyone has a responsibility to uphold it.

→ References.

Human Rights Policy.

→ Contact.

P&C.
Sustainability.

Maintaining professional conduct.

Opella cultivates a safe and respectful work environment, where all forms of misconduct, including harassment and discrimination, are firmly rejected. We do not tolerate any behavior that undermines a person's dignity, ensuring that everyone feels valued and respected in every interaction.

We/I do.

- ✔ Unequivocally prohibit all forms of harassment or discrimination or even the appearance of harassment or discrimination - whether verbal, written, digital, or physical - based on race, color, religion, nationality, age, sex, gender identity and expression, sexual orientation, disability, appearance, genetics, medical history, marital status, pregnancy, parenthood, political affiliation, union membership, socioeconomic status or any other legally protected characteristic. This applies to recruitment, employment conditions, professional development, career progression, or any other interaction.
- ✔ Categorically reject the use of stereotypes, jokes, microaggressions, intimidation, bullying, and any other form of behavior and communication that hints at harassment or discrimination. We actively recognize and promptly address such situations.
- ✔ Forcefully reject and severely address sexual harassment and discrimination, for example, sexual-related advances, comments, jokes, questions or gestures; mimicking body parts; contact without consent; invading personal space in a sexual way; insisting on invitations for romantic dates; promising promotions or avoiding termination in return to sexual favors; or stopping careers in response to declining invitations.
- ✔ Strictly prohibit the use, possession, distribution, or being under the influence of illegal drugs or unauthorized controlled substances while on company premises, during work hours, or while conducting company business.
- ✔ Even where permitted by local law, the use of any substance that impairs an employee's ability to perform their duties safely and effectively, or that poses a risk to the health and safety of others, is not allowed in the workplace.

- ✘ Allow moderate alcohol consumption at work related events where culturally accepted and locally authorized, provided it does not compromise the health and safety of oneself or others, and all participants conduct themselves in a professional and respectful manner.

We/I do not.

- ✘ Tolerate and rigorously address for example comments on perceived attributes of a certain ethnicity (e.g., curly hair, accents, beliefs, clothing); racial slurs, jokes or stereotypes; intolerance of differences in attire; intolerance toward non-prevalent religious holidays, traditions or customs.
- ✘ Accept and forcefully address harassment and discrimination based on gender, gender identity, expression and sexual orientation. This includes confronting gender stereotypes that impose how individuals should behave or act and preventing the display or sharing of degrading material (e.g., social media posts, comics, posters, emails, memes, text messages) targeting female or LGBTQAI+ colleagues. It also involves addressing persistent references to gender norms, colleagues not given promotions or projects in relation to pregnancy and sexist remarks (e.g., women are not good at...).
- ✘ Tolerate any form of misconduct in the workplace or in any other professional settings outside of the workplace such as at company events. This includes abusive or threatening language, shouting, showing aggression, or behaving in a way that creates a hostile, unsafe, or disrespectful environment for others.

Q&A.

Q: Two colleagues, Alex and Aisha, are attending an office party. As the evening progresses, you notice Alex starting to flirt with Aisha. Initially, the conversation seems harmless, but soon Alex's remarks become more personal and suggestive. Aisha's body language changes: she starts to look uncomfortable, avoiding eye contact and shifting in her seat. You overhear Alex saying things like, "You look amazing tonight, Aisha. I cannot stop thinking about you," and "We should hang out more often, maybe somewhere more private." Aisha responds with polite but uneasy laughter and attempts to change the subject. As a bystander, what should I do when I overhear Alex making uncomfortable remarks to Aisha?

A: Approach the situation calmly and respectfully. You could say something like, "Hey Alex, let's keep the conversation professional" or you could offer Aisha an opportunity to step away from the situation by saying, "Aisha, would you like to join me for some fresh air?". Additionally, it is important to report the situation to P&C, Ethics and Business Integrity (EBI) or the Speak-Up Helpline ([Speak-Up Helpline](#)). Check in with Aisha later to ensure she is okay and feels supported.

→ Contact.

P&C.

Respecting human rights.

Human rights are the basic rights and freedoms that all people are entitled to. Opella is committed to respecting human rights, such as worker labor rights, worker health and safety, trial participant and patient/consumer health and safety, privacy and a clean, healthy and sustainable environment. This means treating fairly everyone connected to our value chain, cultivating a respectful and supportive environment for employees, acting with integrity in our relationships with partners and suppliers, and engaging responsibly with the communities where we operate.

We/I do.

- ✔ Uphold international human rights and labor standards such as the International Bill of Human Rights, the United Nations Guiding Principles on Business and Human Rights and the International Labor Organization's Core Conventions and comply with all relevant laws and regulations.
- ✔ Ensure all work is freely chosen. No one should be forced to work through threat, debt, coercion, or deception. Employees are free to accept or leave employment without penalties.
- ✔ Provide every employee with a written employment contract in a language they understand, outlining key terms.
- ✔ Respect the right to freedom of association and collective bargaining, where allowed by law, and do not interfere with employees' ability to organize.
- ✔ Ensure fair and regular pay that meets or exceeds legal minimums and enables workers and their families to live with dignity.
- ✔ Ensure fair and healthy working conditions, including limits on working hours, proper rest periods, and paid leave, in compliance with applicable laws and international standards.
- ✔ Conduct due diligence in sourcing, especially for high-risk procurement categories, to ensure our supply chain does not contribute to human rights abuses.
- ✔ Respect local communities wherever we operate and commit to addressing concerns that are raised by local community members.

- ✔ Measure and report the impact of our commitments to human rights and society, in line with applicable legal and regulatory standards.
- ✔ Expect our partners and suppliers to comply with our Supplier Code of Conduct.

We/I do not.

- ✘ Accept any form of forced labor, including slavery, bonded labor, and human trafficking, under any circumstances.
- ✘ Use child labor and do not employ anyone below the minimum legal working age.
- ✘ Engage in undeclared or illegal employment, and we actively prevent hidden or informal labor practices across our operations.
- ✘ Withhold passports, licenses, or immigration papers, and never destroy or alter them.

Q&A.

Q: While getting coffee, I had a casual conversation with the cleaner who was tidying the machine. Since it is school holiday season, I asked if they had any time off planned. They mentioned that their company never really allows them to take leave, not even on Sundays. I was shocked. Should I report this?

A: Yes, this should be reported. If a service provider is preventing workers from taking leave or requiring them to work excessive hours, including weekends, it may violate labor laws and basic human rights. Even informal conversations can reveal serious concerns. Promptly report the situation to your manager, Ethics and Business Integrity (EBI) or P&C. Respecting human rights starts with paying attention and speaking up.

→ References.

Human Rights Policy.

→ Contact.

Sustainability / Human Rights.
Procurement.

Promoting a healthy and safe workspace.

Opella is committed to creating a healthy and safe workspace that supports safety, physical and mental well-being of anyone in our work environment. By fostering the right environment, we empower our people to thrive and reach their full potential, ensuring they can bring their best selves to work every day.

We/I do.

- ✔ Comply with all applicable health and safety laws, regulations, and codes, and go beyond compliance by actively promoting a culture of prevention, care, and accountability.
- ✔ Lead by example and comply with all health and safety rules, with a specific focus on Opella Life-Saving Rules addressing life-threatening risks (driving, work at height, construction work, energized systems).
- ✔ Prioritize the health, safety, accessibility and well-being of all employees, embedding these principles into every aspect of our operations and work environment, including while travelling for business.
- ✔ Design and maintain our facilities to ensure the highest standards of safety and welfare.
- ✔ Promote psychological safety so that everyone feels free and encouraged to speak up in case of health and safety concerns, building a proactive safety culture.
- ✔ Develop an interdependent safety culture where everyone cares for each other, providing feedback when seeing someone behaving in an unsafe way or identifying unsafe conditions.
- ✔ Take proactive steps to identify and mitigate risks and take responsibility for contributing to our journey to a zero-harm workplace.
- ✔ Promptly report any actual or potential health, safety, environmental, or security incidents to our manager or Health & Safety manager, so that appropriate actions are taken.

We/I do not.

- ✘ Ignore or minimize health and safety concerns raised by employees or observed in the workplace.
- ✘ Tolerate unsafe behaviors, practices, or conditions that could compromise the physical or mental safety and well-being of anyone in our work environment.

Q&A.

Q: While visiting a manufacturing site and leaving a meeting, I noticed a construction worker on the roof who was not wearing a safety harness. I'm not responsible for this activity—should I still report it?

A: Yes, you should report it immediately. Working at height without proper fall protection is a serious safety risk and could result in severe injury or fatality. Regardless of your role or responsibility, everyone has a duty to speak up about unsafe conditions. You should provide immediate feedback to the worker, if it is safe to do so, referencing the Opella Life-Saving Rules, which require fall protection when working at height. Additionally, you should report the incident to the site's Health & Safety Manager.

→ References.

HSE Policy.
HSE standards & guides.
Opella Life-Saving Rules.

→ Contact.

M&S/HSE.
P&C / Real Estate and Workplace Experience.

4. We care for our world.

Committing to healthy societies.

At Opella, we put safety, well-being, and trust of consumers and patients at the center of everything we do. We believe that health is a fundamental human right and that building healthy societies begins with access to trusted products, grounded in scientific integrity and transparency. By providing reliable information and education, we aim to empower people and foster inclusive and resilient communities. From consumers and patients to employees, partners and communities we strive to make a lasting, positive impact on health and well-being.

We/I do.

- ✔ Prioritize the safety, well-being, and rights of consumers and patients in every decision we make, from product development to post-market surveillance.
- ✔ Ensure that our products are supported by robust scientific evidence, manufactured to the highest quality standards, and used appropriately.
- ✔ Listen to and respect the voices of consumers and patients, integrating their feedback into how we innovate, communicate, and improve.
- ✔ Protect our products against falsification to protect consumers and patients.
- ✔ Provide clear, accurate, and accessible information to help people make informed decisions about their health.
- ✔ Promote access to healthcare and self-care by striving to make our products available and culturally relevant to diverse communities around the world.
- ✔ Strive to positively contribute to our communities, and we build and maintain respectful relationships with community organizations.
- ✔ Advocate for self-care, public health, well-being, and inclusion in the communities we serve.
- ✔ Encourage employees to participate in purpose-led volunteerism and local community engagement.

We/I do not.

- ✘ Compromise on product safety, quality, or scientific integrity for commercial gain.
- ✘ Mislead consumers or patients through inaccurate, incomplete, or confusing information about our products or their use.
- ✘ Ignore feedback, concerns, or complaints from consumers, patients, or communities that could help us improve safety, accessibility, or trust.
- ✘ Use brand-related social impact initiatives solely for commercial gain or public relations.

Q&A.

Q: I have recently been contacted by a patient organization whose mission is raising awareness on stomach infections. They have asked Opella for support in the form of a grant to fund one of their campaigns, which would educate patients and consumers on prevention strategies. This is such an important initiative, and I want to make sure I handle it properly. How should I respond?

A: At Opella, we are proud to support initiatives that help empower individuals to take charge of their health. If the request aligns with our Standards and is approved through the relevant process, we would be happy to support the campaign. Once the proposal goes through the appropriate Opella review and approval process, we can move forward in supporting this meaningful effort to improve health outcomes.

→ References.

Healthcare Community Engagement Standards.

→ Contact.

Sustainability.
Growth Hub.
Science Hub.
Public Affairs.

Committing to a healthy planet.

At Opella, we recognize that human health depends on a healthy planet. Climate change, pollution, biodiversity loss, and resource scarcity are not just environmental issues – they directly impact public health and our ability to care for people. That is why we are committed to environmental stewardship in everything we do. From how we operate and innovate to how we source and collaborate, we strive to protect natural resources, reduce our footprint, and support a more sustainable future for our business, our communities and generations to come.

We/I do.

- ✔ Comply with all relevant environmental laws, regulations and codes and embed Environmental, Social and Governance (ESG) principles in our operations and strategy.
- ✔ Work toward the decarbonization of our products, operations, and value chain by reducing greenhouse gas emissions in line with science-based targets.
- ✔ Reduce our environmental footprint within our operations and our value chain by striving to cut emissions, conserve water and resources, protect biodiversity, eliminate pollution, manage waste responsibly, and design for circularity.
- ✔ Design and manufacture products with sustainability in mind, prioritizing recyclable packaging, resource-efficient production, and environmentally responsible ingredients and materials wherever possible.
- ✔ Incorporate sustainability into procurement decisions, giving preference to suppliers and vendors who demonstrate solid environmental practices.
- ✔ Assess and manage environmental risks throughout our value chain, from sourcing raw materials to distribution and use by our customers and consumers.
- ✔ Promote more sustainable travel and logistics solutions, encouraging low-impact transport options where possible and minimizing unnecessary air travel.

- ✔ Seek digital-first solutions to reduce paper waste, such as digital materials for internal and external communication, training, and engagement.
- ✔ Foster a culture of environmental awareness and innovation, engaging employees and partners in sustainable practices.
- ✔ Measure and report on our environmental performance transparently, in line with applicable regulations and stakeholder expectations.
- ✔ Partner with third parties who meet our environmental and sustainability standards.

We/I do not.

- ✘ Neglect our environmental responsibilities or disregard the impact of our operations, products, value chain or decisions on the planet.
- ✘ Prioritize short-term gains over long-term sustainability goals or compromise our environmental commitments for convenience or cost savings.
- ✘ Make vague, unsubstantiated or misleading environmental claims.



Q&A.

Q: While visiting one of our packaging suppliers, I noticed they were using a lot of single-use plastic wrap and did not seem to have any recycling system in place. I am not sure it is my role to raise this. Should I raise this concern?

A: Yes, environmental responsibility is a shared commitment, and suppliers are expected to uphold the same high standards that Opella applies to itself. If you see practices that contradict our sustainability goals, even if they seem small, it is important to speak up. Share your observations with your manager or the relevant Procurement or Sustainability contact. This helps Opella stay compliant with its legal obligations, engage with partners constructively and ensures that our entire value chain reflects our environmental principles.

→ References.

Procurement Standard.
HSE Policy and Standards.

→ Contact.

Sustainability.
M&S/HSE.
Procurement.

Opella.