



**SUPPORTING
THE HEALTH
& WELLNESS
OF VIETNAM'S FUTURE**



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LIST OF ABBREVIATIONS

ADB	Asian Development Bank
APEC	Asia-Pacific Economic Cooperation
OSH	Occupational Safety and Health
SHE	Environmental Health and Safety
ASEAN	Association of Southeast Asian Nations
AR	Annual Report
FS	Financial Statement
SR	Sustainability Report
BSC	Balance Score Cards
MOH	Ministry of Health
JSC	Joint Stock Company
GMS	General Meeting of Shareholders
DMS	Distribution Management System
ERP	Enterprise Resource Planning
ESOP	Employee Stock Ownership Plan
ETC	Ethical Drugs
EU	European Union
GDP	Gross Domestic Products
GMP	Good Manufacturing Practices
GRI	Global Reporting Initiative
BOD	Board of Directors
HOSE	Ho Chi Minh City Stock Exchange
IMP/ Imexpharm	Imexpharm Corporation
IR	Investor Relations
ISO	International Organization for Standardization
KPIs	Key Performance Indicators

SB	State Budget
OTC	Over The Counter
SD	Sustainable Development
QA	Quality Assurance
R&D	Research & Development
PR	Pharmaceutical Representatives
LC	Limited Company
HCMC	Ho Chi Minh City
PC	People's Committee
UNESCO	United Nations Educational Scientific and Cultural Organization
USD	U.S. Dollar
WHO	World Health Organization
VNSI	Vietnam Sustainability Index
VIOD	Vietnam Institute of Directors

CEO'S MESSAGE



Dear Valued Shareholders, Partners, Customers, and all Imexpharm employees,

The world has experienced a turbulent year in 2023. While the pharmaceutical market holds immense growth potential, it is not devoid of risks stemming from the uncertain global landscape, economic slowdown, energy price fluctuations, and disruptions in the global supply chain. Imexpharm, being a leading player in the pharmaceutical industry, is acutely aware of the challenges on both domestic and international fronts. We are dedicated to navigating these difficulties and achieving sustainable development goals, not only for the betterment of our company but also for creating tangible value for our communities.

Throughout its 46-year history, Imexpharm has proven its steadfast commitment to a deep investment strategy in product quality, realizing its mission of “providing highly effective solutions for community health.” Despite facing various fluctuations and the most challenging times, Imexpharm has remained at the forefront of economic, social, and environmental sectors.

The year 2023 holds immense significance for Imexpharm, representing a comprehensive transformation built upon its rich foundation. This transformative phase encompasses the establishment of a new Board of Directors for the 2023-2027 term, a revamp of the management system, and the successful commencement of commercial operations at the state-of-the-art IMP4 plant. These strategic initiatives have propelled Imexpharm towards exponential growth, enabling the company to expand its global reach and reinforce its reputation. Additionally, with the invaluable support of strategic shareholder, the SK Group, Imexpharm has harnessed global resources and acquired cutting-edge technologies, continually refining its business model and adopting best practices from around the world. These endeavors have enhanced Imexpharm's competitiveness, elevating its value and credibility in the market.

At the end of 2023, Imexpharm successfully achieved and surpassed its sustainable economic targets,

establishing new records with a total revenue of VND 2,113 billion, representing a 26% growth compared to the overall market growth rate of 8%. The company also achieved a pre-tax profit of VND 377.3 billion, leading the market in terms of revenue and profit growth.

Imexpharm takes great pride in recognizing that one of the core factors contributing to its success is the strength of its workforce. By prioritizing a sustainable development strategy that places people at the center, Imexpharm focuses on creating a happy and fulfilling work environment where employees can wholeheartedly dedicate themselves, develop professionally, and contribute to the company's prosperity. This shared commitment fosters a sense of unity and a shared set of values within the organization, with active participation in the positive development of society and the community. Over the years, Imexpharm has actively supported local communities with a strong sense of responsibility towards social welfare. The company has proactively implemented various meaningful volunteer programs, invested in education, sponsored scholarships, and provided support for healthcare to those in difficult circumstances. Imexpharm remains steadfast in fulfilling its social responsibilities and making positive contributions to society and the community.

The extraordinary efforts of the entire organization have led Imexpharm to achieve remarkable breakthroughs and receive awards related to sustainable development. These include being recognized as one of the Top 10 Mid-cap companies with Corporate Governance Awards, one of the Top 5 Companies with the Best Places to Work in Vietnam for pharmaceutical, medical equipment, and healthcare companies in the mid-cap enterprise category, and one of the Top 100 Companies with the Best Places to Work in Vietnam. Imexpharm's Board of Directors was honored to receive the title of “Board of Directors Committed to Corporate Governance Best Practices” in 2023.

For two consecutive years, Imexpharm's stock has been included in the Top 20 stocks with the best

sustainable development scores in the market. These awards not only recognize Imexpharm's sustainable development strategies but also serve as a springboard for the company to confidently advance and become a pioneering enterprise that adheres to advanced corporate governance standards, practices business transparency in accordance with the best international practices, and deserves its position as a leading market player in the pharmaceutical industry in Vietnam.

2023 was a remarkable milestone that marked a significant turning point for Imexpharm's ongoing journey towards growth and sustainability. In the years to come, Imexpharm will continue to drive its management strategy in line with international standards and reinforce its business operations through market expansion, process optimization, and cost-effective product quality enhancement. It will bring to life the vision and commitment of a responsible business that integrates business growth with human development, while addressing environmental, social, and community concerns. The pillars of **talented workforce, advanced technology, and scientific management** will remain the backbone of Imexpharm's progress, enabling it to confidently stride forward, venture into new horizons, and make substantial contributions to the nation's integration and development in the pharmaceutical sector.

With unwavering determination and a spirit of dedication, we envision a year of brilliance and breakthroughs for Imexpharm in 2024, as we stand united and work hand in hand with our valued customers, shareholders, and partners to shape a brighter future together.

May you have good health, happiness, and success as well!



General Director
People's Doctor - Pharm.
Tran Thi Dao

OVERVIEW OF 2023 SUSTAINABILITY REPORT

Embarking on a remarkable journey of nearly half a century, Imexpharm has consistently prioritized sustainable development as the guiding principle in all its endeavors. The company is unwavering in its commitment to providing exceptional quality products, a true testament to its dedication in promoting holistic well-being and uncompromising value for customers. The annual Sustainability Report serves as an essential platform, presenting the company's official information and showcasing its objectives, direction, and accomplishments throughout the year. It also serves as a bridge, facilitating transparent and accountable communication between Imexpharm and its stakeholders, reaffirming the company's commitment to integrity and responsibility. By fostering trust and strengthening the brand reputation, this report plays a pivotal role in building enduring relationships with all stakeholders, fostering collective growth, and sustaining Imexpharm's legacy.

STANDARDS OF REPORTING

Imexpharm's 2023 Sustainable Development Report continues to adhere to the Global Reporting Initiative (GRI) Sustainability Reporting Standards, which were released by the Global Sustainability Standards Board (GSSB) in 2016 and revised in 2021. The report is prepared in accordance with the GRI Standards: Core option.

Furthermore, we effectively align our company's activities with the 17 Sustainable Development Goals (SDGs) set by the United Nations. This allows us to have a comprehensive overview of Imexpharm's contributions to sustainable development in Vietnam.

CONTENT OF REPORT

Imexpharm's 2023 Sustainability Report includes information related to management approaches, operational efficiency, and the company's goals and strategies for key topics identified through analysis and evaluation of significant impacts based on the GRI 2021 Standards. It highlights Imexpharm's commitments, achievements, and level of commitment to address the concerns of stakeholders, providing a comprehensive overview of the company's activities throughout the year. This helps the company align its operational plans for the upcoming financial years.

REPORTING PERIOD

Imexpharm's Sustainability Report is prepared for the period from January 1, 2023, to December 31, 2023. It aligns with the annual reporting cycle for the year 2023, where the report is compiled once a year.

SCOPE OF REPORT

The report focuses on the pharmaceutical sector within Vietnam, encompassing Imexpharm's branches, affiliated manufacturing plants, and associated companies. Specifically, this includes:

- Head office, representative offices, 02 branch offices and 02 central warehouses.
- 04 manufacturing clusters consisting of 7 manufacturing plants and production workshops.
- 18 sales branches spanning over the country.

EXTERNAL ASSURANCE

For the 2023 Sustainability Report, Imexpharm does not conduct external assurance. This is a point we have taken note of and consider implementing in the coming years. However, the information of the report maintain accuracy, clarity, and verifiability through confirmation from both domestic and international organizations, including:

- Imexpharm's financial statements are audited by PwC Vietnam.
- The quality management systems at the IMP2, IMP3, and IMP4 plants meet EU-GMP standards.
- Environmental monitoring, product and raw material assessments, occupational safety, compliance assessments, etc., are carried out by capable state agencies or designated and licensed regulatory bodies, which undergo regular inspections by supervisory authorities.
- Imexpharm's evaluation results and awards are bestowed by reputable organizations such as being recognized as one of the Top 10 Best Corporate Governance in Mid-cap by HOSE (Ho Chi Minh Stock Exchange), one of the Top 5 Companies with Best Places to Work in Vietnam for pharmaceutical, medical equipment, and healthcare companies in the mid-cap enterprise category by Anphabe, the Board of Directors Committed to Corporate Governance Best Practices by VOID, and being included in the Top 20 Listed Companies in the VNSI Index Basket by HOSE.

CONTACT INFORMATION

Kindly send feedbacks on sustainability topics via address:

Department of Sustainable Development - Imexpharm Corporation

Address: No.04, 30/4 Street, Ward 1, Cao Lanh City, Dong Thap Province

Email: ir@imexpharm.com

Tel: 0277.3851.941



HIGHLIGHT SUSTAINABLE DEVELOPMENT INDICATORS 2023

SUSTAINABLE ECONOMIC DEVELOPMENT

GROSS REVENUE

VND
2,113.9
BILLION

⬆ 26% COMPARED TO THE OVERALL
MARKET GROWTH RATE OF 8%

PROFIT BEFORE TAX

VND
377.3
BILLION

⬆ 30% OVER THE SAME PERIOD

CONTRIBUTING TO THE STATE BUDGET
VND

176,973,033,536

SOCIAL WELFARE EXPENSE

VND
1,000,000,000

HAPPY WORKPLACE

TOP 100

BEST PLACES TO WORK
IN VIETNAM

ENSURING EMPLOYMENT
AND INCOME FOR

1,405
INDIVIDUALS

TOTAL NUMBER OF
TRAINING HOUR

77,556
HOURS

(INCREASE OF 43% TO 2022)

TOP 5

BEST PLACES TO WORK IN VIETNAM
(PHARMACEUTICAL, MEDICAL EQUIPMENT,
AND HEALTHCARE INDUSTRY)

AVERAGE INCOME

VND
20.8
MILLION

TOTAL TRAINING COST

VND
3
BILLION

TOP 50

BEST EMPLOYER
OF CHOICES

2023 AVERAGE INCOME

⬆ **15%**

HIGHER THAN 2022
AVERAGE INCOME

PROVIDING REGULAR
HEALTH CHECK-UPS FOR

100%
WORKFORCE

ACTIONS FOR COMMUNITY

EDUCATION
SPONSORSHIPS

VND
566
MILLION

COMPLEMENTARY
MEDICAL SUPPORT

4
RURAL AREAS
WITHIN THANH BINH
TOWN

GREEN LANDSCAPE
PLANTING

500
TREES IN
NHA TRANG

IMEXPHARM OVERVIEW

Chapter 1

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GENERAL INFORMATION

IMEXPHARM CORPORATION

Abbreviated Name	IMEXPHARM
Trading Name	IMEXPHARM CORPORATION
Charter Capital	VND 700,384,490,000
Enterprise Registration Certificate	No. 1400384433 dated 1 August 2001 and the latest (31th) amendment dated 7 November 2023 issued by the Department of Planning and Investment of Dong Thap Province
Head Office	No.04, 30/4 Street, Ward 1, Cao Lanh City, Dong Thap Province
Tel	0277.3851 941
Fax	0277.3853 106
Email	imp@imexpharm.com
Website	www.imexpharm.com
Stock Symbol	IMP
Stock Exchange	HOSE (Ho Chi Minh Stock Exchange), listed on 15 November 2006 with the ticker symbol IMP under Decision No. 76/UBCK-GPNY of HOSE



VISION - MISSION - CORE VALUES



VISION

TOP QUALITY - EUROPEAN STANDARD

Investing in product quality has been the guiding principle underlying all of Imexpharm's activities. Since its establishment, the company has continuously strived to provide the market with superior quality pharmaceutical products, manufactured according to international standards, and with high efficacy in treating diseases. Through these efforts, we aim to make a meaningful contribution to the progress in the healthcare field and improve the quality of life for the people of Vietnam. At the same time, we are committed to enhancing the quality of our products, consolidating and maintaining our leading position in the domestic market, expanding globally, and affirming the value of the Vietnamese pharmaceutical brand.



MISSION

TO PROVIDE SOLUTIONS TO OPTIMISE HEALTH AND WELLNESS IN VIETNAM

Imexpharm affirms its mission of serving and caring for the health of everyone through the provision of high-quality and differentiated products and services that it offers.



CORE VALUES - CULTURAL PRINCIPLES

In Imexpharm's cultural principles, Core Values and Cultural Principles must go together.

- 1 Customer Focus - Always leading in services
- 2 Cooperation - When a problem occurs, consider yourself first
- 3 Perseverance - Do not say "no", please give solutions
- 4 Enthusiasm - Do not leave until it's done
- 5 Learning & Improvement - If you think you're the best, you're being left behind
- 6 Efficiency drive - Let's work together by numbers

HISTORY AND KEY MILESTONES

Since its humble beginnings as a small seed, to the flourishing lotus it has become today, Imexpharm proudly celebrates 46 years of steadfast companionship and resilience. The company's journey has been marked by numerous challenges, but also filled with tremendous pride. In 1977, Pharmaceutical Company II (the predecessor of Imexpharm) was established in the vibrant land of Dong Thap, known for its pink lotus flowers. Dong Thap is not only a hometown but also the very foundation, nurturing the ambitious aspirations and unwavering dedication of Imexpharm.

Over the course of four decades, Imexpharm has grown and matured, solidifying its presence as a trailblazing brand that has shaped the market. It has become one of the leading voices in Vietnam's pharmaceutical industry, exemplifying excellence and innovation in all its endeavors.

Remakable milestones:

1977 - 1981

Beginnings

1977

- Tier II Pharmaceutical Company, Imexpharm's predecessor, is established in Dong Thap province
- The company begins medicine distribution activities, initially within its home province

1982 - 1986

Foundations

1983

- Authorized by The Dong Thap Department of Health, the company changes its name to Dong Thap Pharmaceutical United Enterprise
- Early efforts to identify new production strategies to grow the company's revenue
- The company has a workforce of 70 employees and a portfolio of 10 handcrafted products. Its annual revenue reaches VND 30 billion.

1987 - 1991

First steps in antibiotics

- The company overcomes a series of challenges to produce Amoxicillin, the first antibiotic product, along with other products derived from Paracetamol.

2002 - 2006

Breakthroughs

2005

- Imexpharm receives an excellent commendation from the National Committee for International Economic Cooperation for its outstanding development of products and brand in international economic integration.
- The company increases its charter capital to VND 64 billion through the sale of shares to strategic investors.
- Investments are made to upgrade the Penicillin and Non-Betalactam factories to meet WHO-GMP standards. The warehouse and laboratory systems were also upgraded to meet GSP and GLP standards.

2006

- Imexpharm becomes the first pharmaceutical company to be officially listed on the Ho Chi Minh City Stock Exchange with the stock symbol IMP.

1997 - 2001

Reaching out

1997

- The company invests in constructing a Non-Betalactam oral pharmaceutical factory GMP-ASEAN compliant, aiming to become the first Vietnamese pharmaceutical enterprise to produce drugs meeting GMP-ASEAN standards.

1999

- The company expands its reach to the European market, seeking new growth opportunities and began manufacturing drugs for Biochemie (Austria), a multinational corporation and member of the Sandoz AG group. It becomes the first Vietnamese pharmaceutical company to manufacture for an international conglomerate.

- The company expands its GMP-ASEAN standard factory chain by establishing a Betalactam oral pharmaceutical factory (Penicillin manufacturing).

2001

- The company takes the lead in the privatization process of the Vietnam Pharmaceutical Corporation, transforming into Imexpharm Corporation with a charter capital of VND 22 billion.

1992 - 1996

Turning points

1992

- The People's Committee of Dong Thap Province re-establishes the company as Dong Thap Pharmaceutical Company, operating independently in the production and trading of pharmaceuticals.

- The company introduces a new generation of Paracetamol and Cotrim products

- The company improves its machinery system and expanded its recruitment of high-quality personnel. Currently, it has a workforce of 200 employees, and its annual revenue exceeds VND 150 billion.

1994

- The company initiates the construction of a standardized testing laboratory.

- Sandoz Group AG (Swiss) selects the company as its partner to build a GMP-compliant factory in Vietnam

2007 - 2011

Bringing European standards to Vietnam

2007

- Imexpharm successfully demonstrates bioequivalence for the antibiotic Imeclor (125mg).
- The company increases its charter capital to VND 116 billion through a distribution of dividends and the issuance of additional shares.

2008

- Imexpharm signs a joint venture production contract with Pharmascience (Canada) to produce 130 products.

2009

- Imexpharm commences the operation of the Cephalosporin plant (producing oral and powdered injectable drugs using European technology) in Binh Duong, with a total investment capital of VND 113 billion.

2010

- Imexpharm constructs a Penicillin plant for the production of injectable drugs with a total investment capital of VND 50 billion. This investment aims to realize Imexpharm's vision of "Top Quality - European Standard".

2012 - 2016

New opportunities

2013

- Imexpharm becomes the first pharmaceutical company to implement the global SAP-ERP solution for system management.

2016

- By investing in the high-tech Betalactam Cluster Binh Duong (IMP3) factory complex, Imexpharm becomes the first pharmaceutical company to have three production lines simultaneously meeting EU-GMP standards.

2017 - 2022

Sustainability

2017

- Imexpharm's injectable drug product, Imetoxim 1g, is granted a visa for the European market, creating opportunities for expanding its export market and reaching a global scale.

2019

- Imexpharm inaugurates the high-tech plant (IMP4) that meets WHO-GMP standards.
- The advanced Antibiotics Plant Vinh Loc (IMP2) starts operations with EU-GMP certification.
- The IMP3 plant successfully undergoes a reassessment and obtains EU-GMP recertification.

2020

- Imexpharm increases its charter capital to over VND 667 billion through dividend distribution and the issuance of additional shares.
- The Asian Development Bank undertakes an operational appraisal of the company and awards it a loan of USD 8 million in recognition of its transparent, robust, and reliable development.
- SK Corporation (South Korea) becomes a strategic shareholder and joined the Board of Directors of Imexpharm.

2021

- Imexpharm enters the supplements market by operating the Supplement Plant with an investment of VND 82 billion in Dong Thap province.
- Imexpharm obtains the visa for the European market for two products: Amoxicillin 250mg powder for oral suspension and Amoxicillin 500mg hard capsules.
- The company successfully demonstrates bioequivalence for two products: Zanimex 500mg film-coated tablets and Biocemet DT 500mg/62.5mg dispersible tablets.

2022

- The high-tech Binh Duong Plant (IMP4) is officially recognized as meeting EU-GMP standards, making it the 11th production line at Imexpharm to achieve this certification.
- The company obtains 12 registrations for 7 products in Europe.



2023

Elevating its position

- Imexpharm sets a new record in terms of revenue and profit growth, solidifying its position as the leading company in the pharmaceutical industry.
- IMP4 plant commences operations, marking another milestone in the company's growth. Additionally, both IMP2 and IMP3 factories successfully undergo recertification for EU-GMP standards for the second and third time, respectively.
- The company successfully completes 11 registrations for 6 products in Europe. With these registrations, Imexpharm now holds a total of 27 MAs for 11 products in the European market.
- Imexpharm becomes the leading domestic pharmaceutical company in the ETC channel.
- The company ranks highest among top companies in the Vietnamese antibiotic market, surpassing both foreign and domestic competitors.

IMEXPHARM SUCCESSFULLY COMPLETES

11

REGISTRATIONS FOR 6 PRODUCTS IN EUROPE

RANKS

NO.1

AMONG TOP COMPANIES IN THE VIETNAMESE ANTIBIOTIC MARKET

(surpassing both foreign and domestic competitors)

BUSINESSES AND MARKETPLACE

BUSINESSES

With over four decades in manufacturing, formulation, and distribution of pharmaceuticals, Imexpharm relentlessly strives and improves to bring superior-quality products to the market, reaffirming its position as a leading pharmaceutical manufacturer in Vietnam.

SUPPLEMENT PRODUCT CATEGORY

Recognizing the potential of the supplement and herbal medicine segment, in recent years, Imexpharm has made investments in the Supplement Plant, conducted product portfolio research, and successfully produced high-quality supplement products. Notable products from the supplement category that are being distributed in the market include SuperMaxgo, FlexoMAX, Festale, MaxGO-Lutein, and Pumflex 300...

Imexpharm's main business is the production and distribution of pharmaceuticals, with a focus on the production of Beta-Lactam antibiotics and a range of products for pain relief, fever reduction, and digestive system treatment.

- Betalactam antibiotics: Oral antibiotics and Injectable antibiotics
- Analgesic - Antipyretics
- Cough medicine
- Digestive system
- Anti-inflammatory
- Musculoskeletal system
- Specialized medications: cardiovascular, diabetes, anti-histamines and anti-allergies, central nervous system...
- Vitamins & minerals

Regarding Enterprise Registration Certificate, Imexpharm's business activities include:

- Manufacturing and processing of pharmaceuticals, processing of medicinal materials;
- Wholesale and import-export of pharmaceuticals, medical equipment and devices, chemicals, packaging materials for drug production, and raw materials and chemicals for functional food production, bactericidal and disinfectant substances for human use;
- Cultivation of medicinal plants;
- Manufacturing and processing of supplements, nutritional foods;
- Provision of storage system services for drugs, pharmaceutical raw materials;
- Dairy production;
- Wholesale of cosmetics;
- Wholesale of food, supplements, alcoholic beverages, carbonated beverages;
- Retail of drugs, medical equipment, cosmetics, and sanitary items in specialized stores;
- Financial activities

SuperMaxGO: Maintaining bright and healthy eyes, supporting optimal vision

Ingredients:

Each soft gelatin capsule contains:

- » Vitamin A (Retinyl acetate) 1000 UI, Vitamin E (D-alpha-tocopheryl acetate) 100 UI, Superberry extract 25 mg, Natri chondroitin sulfate 12 mg, Zinc gluconate 2,5mg, Lutein 2,5 mg, Vitamin B2 (Riboflavin) 1 mg, Zeaxanthin 0,5 mg, Selenium 4 mcg

Uses:

- » Supplementing with lutein, zeaxanthin, and essential vitamins promotes bright and healthy eyes
- » Supports eye protection, helping to reduce the risk of macular degeneration and cataracts
- » Helps alleviate dryness, eye fatigue, and eye discomfort.



FlexoMAX: Promoting joint lubrication, providing support in reducing pain caused by dryness, inflammation, and the risk of joint degeneration

Ingredients:

Capsule No.1 (01 hard gelatin capsule)

- » Native Collagen type II (NC-II) 40 mg
- » Vitamin C (Acid ascorbic) 30 mg
- » Bromelain 60 GDU (approximately 30 mg)
- » Acid hyaluronic 3,3 mg

Capsule No.2 (01 hard gelatin capsule)

- » Salix alba extract (White willow bark extract) 125 mg
- » Zingiber officinale extract (Ginger extract) 85 mg
- » Boswellia serrata extract gum 75 mg
- » Turmeric extract 50 mg

Capsule No.3 (01 flim-coated tablet)

- » Glucosamine sulfate.2KCl 125 mg
- » Natri chondroitin sulfate 100 mg
- » Methyl Sulfonyl Methane 25 mg

Uses:

- » Supports increased joint lubrication.
- » Helps reduce pain caused by dry joints and inflammation.
- » Assists in reducing the risk of joint degeneration.



Festale: Detoxify liver, promote bile secretion, and support the function of liver detoxification

Ingredients:

Each flim-coated tablet contains:

- » Extractum siccum Rhizoma Curcumae longae 50 mg (Equivalent to 625 mg turmeric rhizome)
- » Extractum siccum Fellis 25 mg (Equivalent to 250 mg fresh pig bile)
- » Extractum siccum Cynarae 25 mg (Equivalent to 625 mg fresh artichoke leaves)
- » Contain tableting aids

Uses:

- » Cool and nourish the liver, promote bile secretion, and support the enhancement of liver detoxification function.



Max-GO Lutein: Support in reducing symptoms of dry eyes, eye fatigue, eye discomfort, and risk of macular degeneration and cataracts

Ingredients:

Each MAX-GO® LUTEIN soft gelatin capsule contains:

- » Lutein 2,5 mg
 - » Zeaxanthin.0,5 mg
 - » Vitamin A (Retinyl acetate)1.000 IU
 - » Vitamin E (D-α-Tocopheryl acetate) 100 IU
- Dosage form: Soft gel capsule in an oval shape.

- » Color: Yellow capsule shell

Uses:

- » Supports in reducing symptoms of dry eyes, eye fatigue, and eye discomfort.
- » Reduces the risk of macular degeneration and cataracts.



Pumflex 300: Support in reducing symptoms of difficult urination, nocturia, and frequent urination caused by benign prostatic hyperplasia

Ingredients:

Each soft gelatin capsule contains:

- » Cucurbita pepo L. seed oil 300 mg
- » Contain encapsulating aids

Uses:

- » Reduces symptoms of difficult urination, nocturia, and frequent urination caused by benign prostatic hyperplasia.

MARKETPLACE

DOMESTIC MARKET

Imexpharm currently possesses a widespread distribution network with 18 branches located throughout the country, covering both the OTC and ETC channels. In the coming years, Imexpharm remains actively focused on expanding its distribution system, reaching the Central region and opening new branches in provinces in the North. This expansion aims to increase brand recognition, enhance competitive capabilities, and strive for sustainable development, all while serving the health needs of the community.

INTERNATIONAL MARKET

In 2023, Imexpharm intensified its commercial promotion activities by participating in international exhibitions such as the Convention on Pharmaceutical Ingredients (CPHI) exhibition in Spain. Imexpharm also sought to explore potential export markets such as Cambodia, Myanmar, and Mongolia. Furthermore, Imexpharm executed a robust global expansion strategy, aiming to establish a presence in the international market and contribute to the recognition of Vietnamese pharmaceutical brands on the global stage.

2023 KEY ACHIEVEMENTS AND AWARDS

Since its establishment, Imexpharm has overcome more than four decades of challenges to mature and solidify its position as a leading pharmaceutical manufacturer in Vietnam. With significant contributions to the country's development, Imexpharm has been consistently honored and awarded prestigious accolades throughout the years. These recognitions not only acknowledge the company's relentless efforts but also serve as motivation for Imexpharm to strive for even greater heights, deserving of its role and commitment as a pioneering enterprise dedicated to the sustainable development of the community.



2023 HIGHLIGHT AWARDS

TOP 50 BEST LISTED COMPANIES (FORBES VIETNAM)



Imexpharm is honored to have received the “Top 50 Best Listed Companies in 2023” award from Forbes Vietnam, recognizing the remarkable achievements made in the year.

This is the second time that Imexpharm has been trusted and voted into the prestigious list, demonstrating the meticulous preparation and strong foundation of the company. This achievement further solidifies the brand's position and reputation in the market, both in terms of product quality and financial strength.



TOP 50 MOST EFFECTIVE COMPANIES (NHIP CAU DAU TU MAGAZINE)



On September 16, 2023, Imexpharm had the honor of being recognized in the “Top 50 Most Efficient Businesses in Vietnam 2023” ranking, voted by Nhịp Cầu Đầu Tư magazine, as the representative of the pharmaceutical industry with outstanding market capitalization.

This award serves as a tangible testament to the company's sound business strategies and long-term vision. It also reflects Imexpharm's profound commitment to its partners and customers in terms of business efficiency and sustainable development for mutual prosperity.

TOP 5 BEST PLACES TO WORK IN VIETNAM IN THE PHARMACEUTICAL, MEDICAL EQUIPMENT AND HEALTHCARE INDUSTRIES (ANPHABE)



The “Best Places to Work in Vietnam” is a prestigious award presented by Anphabe - a renowned brand consultant in Employer Branding and Happy Work Environment. Imexpharm takes pride in being honored in the Top 5 Companies with the Best Work Environment in Vietnam specifically in the pharmaceutical, medical devices, and healthcare industries. Furthermore, it ranked 54th among the Top 100 Companies with the Best Work Environment in Vietnam, a rise of 5 positions compared to 2022.

Indeed, this is a great achievement that reflects Imexpharm's outstanding efforts in creating a happy work environment and fostering the company's cultural values that have been built over nearly half a century.



**"BOARD OF DIRECTORS
COMMITMENT TO
CORPORATE GOVERNANCE
BEST PRACTICES" AWARD
(VIOD)**



Building on its success, Imexpharm's Board of Directors proudly received the "Board of Directors Commitment to Corporate Governance Best Practices" award at the Annual Forum 6 (AF6) organized by the Vietnam Institute of Directors (VIOD) in 2023. This prestigious award, the first of its kind in Vietnam, recognizes the outstanding contributions of the board members who have played a pivotal role in the company's success.

With this recognition, Imexpharm is further motivated to continue its journey with confidence, striving to be a pioneering company that adopts advanced standards in corporate governance and operates with transparency and openness in line with international best practices. This award acknowledges Imexpharm's well-deserved position as a leading force in shaping the pharmaceutical market in Vietnam, and it serves as an inspiration for the company to continue to lead the way in the industry.

**RANKED 4TH
IN THE TOP 10 REPUTABLE
PHARMACEUTICAL
MANUFACTURING COMPANIES
IN 2023
(VIETNAM REPORT)**



Imexpharm is honored to be named in Vietnam Report's Top 10 reputable pharmaceutical manufacturing companies for the second consecutive year. This achievement is the result of Imexpharm's continuous dedication to serving the domestic healthcare industry. In 2023, Imexpharm witnessed remarkable milestones in its production and business operations, setting new records. However, the company's journey does not stop there. Imexpharm will continue to strengthen itself and strive for new heights, aiming to be the leading pharmaceutical brand in the industry.



**TOP 20
BEST ANNUAL REPORTS
IN NON-FINANCIAL INDUSTRIES
(HOSE)**



**TOP 10
TOP 10 BEST CORPORATE
GOVERNANCE IN MID-CAP
(HOSE)**



On December 16, 2023, at the Business Vote Awards Ceremony, Imexpharm was honored with the prestigious Top 20 Best Annual Reports award in the non-financial sector and the Top 10 Best Corporate Governance award in the mid-cap category. This proud achievement recognizes the efforts of Imexpharm in becoming a listed company with professional, transparent operations, and a commitment to adhering to international standards and practices in financial reporting, auditing, and corporate governance.

In the future, Imexpharm will continue to maintain transparency in information dissemination to shareholders and investors, leveraging its solid foundations and outstanding strengths. Through these efforts, Imexpharm aims to become the best-governed and most sustainable publicly-traded company, realizing its aspiration to expand internationally and integrate into the global market.

**THE BEST SUSTAINABLE DEVELOPMENT
IN 02 CONSECUTIVE YEARS**

TOP 20

**VNSI20 INDEX OF LISTED COMPANIES
(HOSE)**



In 2023, Imexpharm maintained its position as the only pharmaceutical company listed in the Top 20 stocks with the best sustainable development in the market. This index was developed by the Ho Chi Minh City Stock Exchange in collaboration with the German Corporation for International Cooperation (GIZ) and the State Securities Commission since July 2017. It recognizes the efforts of businesses in comprehensive ecosystem value creation for sustainable development.

The continuous inclusion of Imexpharm's stock in the VNSI20 index is not only a source of pride but also a driving force that solidifies the company's path forward. It signifies not only a wide range of high-quality products that effectively serve the health of the people but also the company's commitments and tangible actions that create a positive impact and sustainable development.



GOVERNANCE MODEL



In 2023, Imexpharm underwent a governance model transformation in line with the provisions stated in Point b, Clause 1, Article 137 of the Law on Enterprises 2020. This included the establishment of an Independent Audit Committee, replacing the Control Board, and restructuring the composition of the Board of Directors to include a greater number of independent members. Additionally, through the involvement of strategic shareholder SK Group, Imexpharm's operational framework has progressively become more streamlined, efficient, and aligned with the company's sustainable development strategy.

From a legal perspective, Imexpharm currently operates under the model of a joint-stock company, with the General Meeting of Shareholders as the highest authority. The company is structured with a Board of Directors, a General Director, and includes an Audit Committee under the Board of Directors.

To facilitate smooth operations, in addition to the main headquarters in Cao Lanh City, Dong Thap province, Imexpharm has established a representative office in Ho Chi Minh City. This office serves as the primary location for key executives, including the Deputy General Director in charge of Finance, the Deputy General Director in charge of Strategy, the Director of Sales, and related departments such as Finance, Strategy, Marketing, Project Management, Public Relations, and Investor Relations. The Ho Chi Minh City office has approximately 80-100 employees.

Branches and factories operate under Imexpharm:

4

INDUSTRIAL CLUSTERS



with a total of 07 factories and production facilities located in Dong Thap, Ho Chi Minh City, and Binh Duong

18

SALES BRANCHES



spread from the North to the South of Vietnam

2

BRANCH OFFICES

in Ho Chi Minh City

2

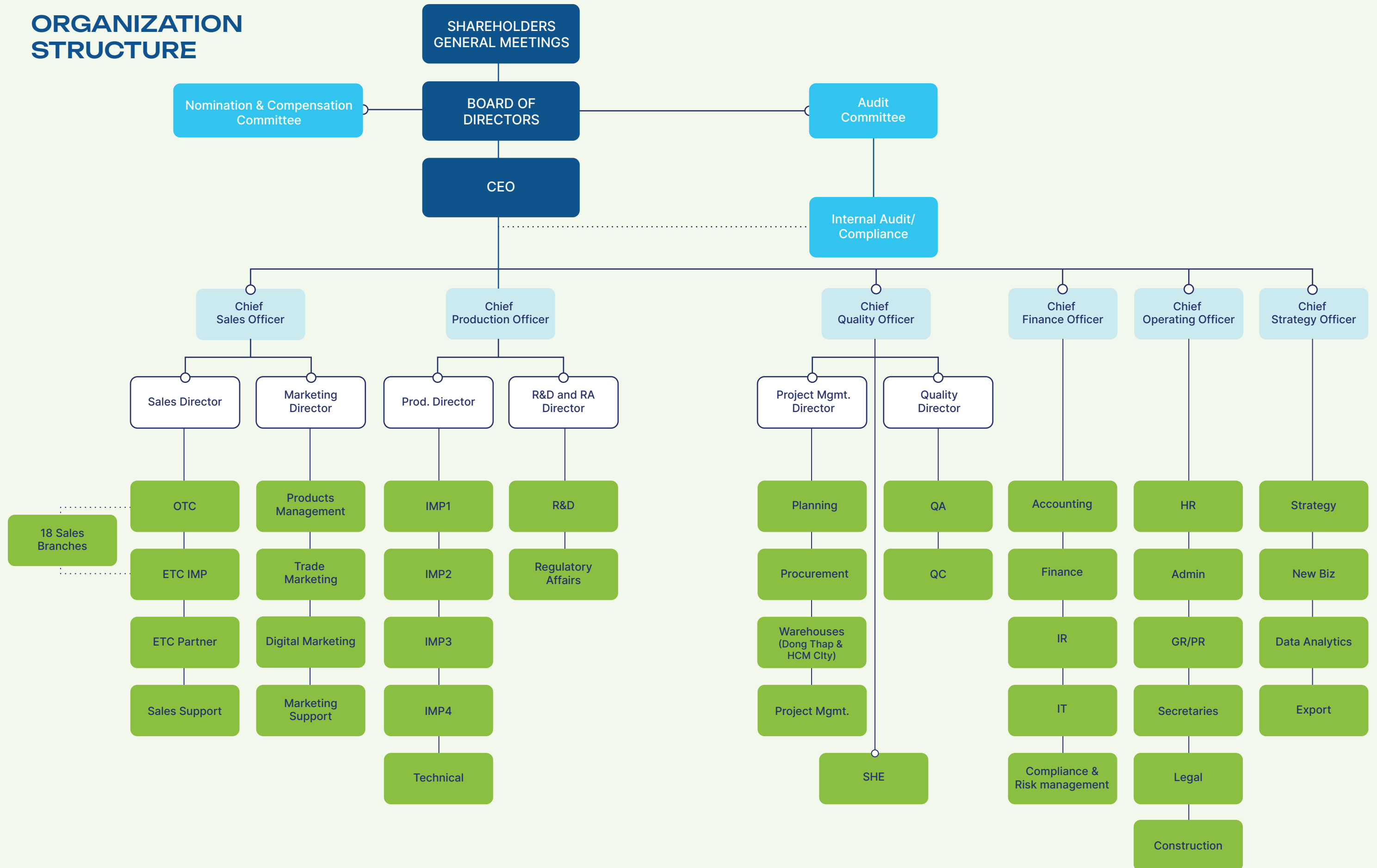
WAREHOUSES

in Ho Chi Minh City and Dong Thap

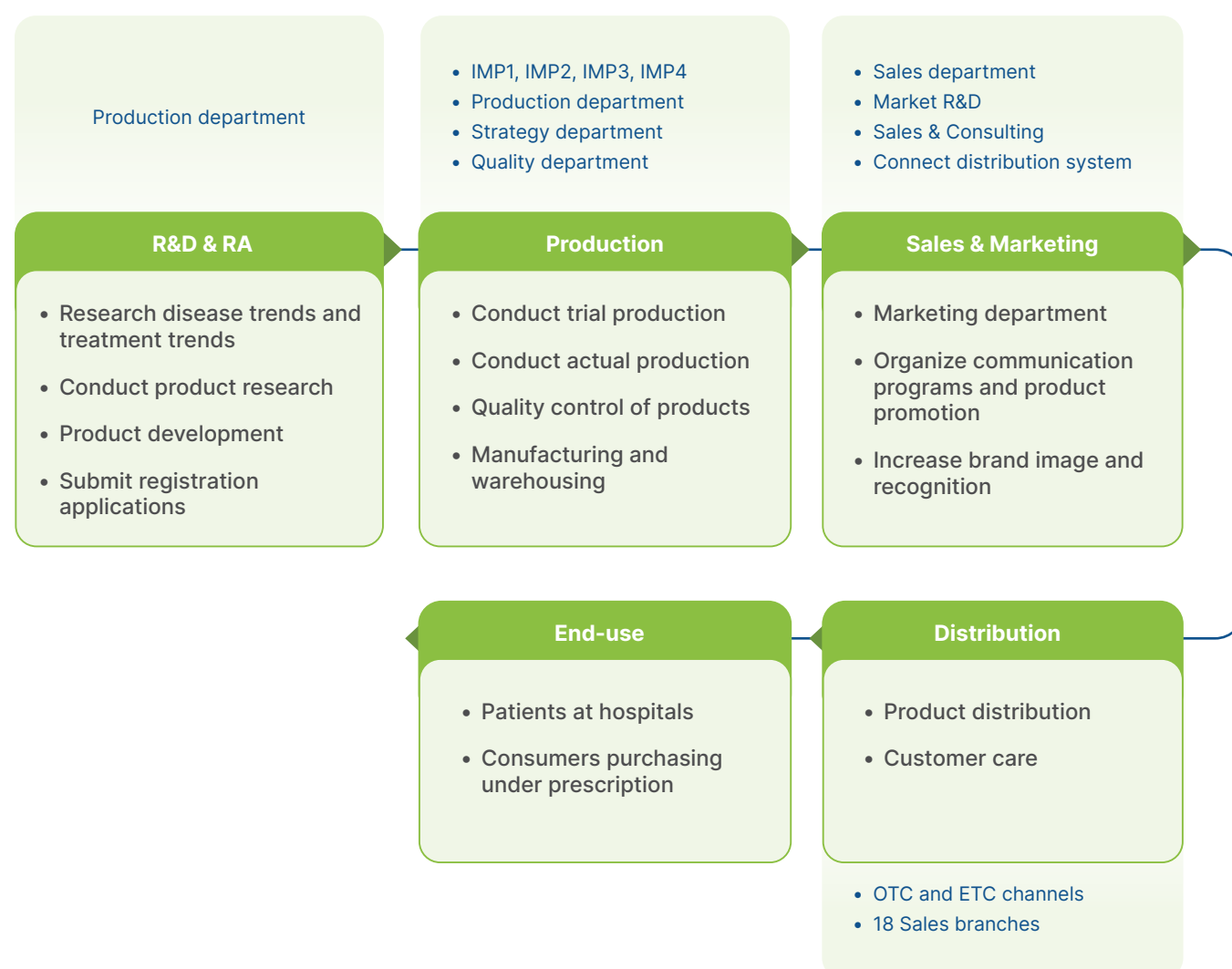
Affiliated Companies

Company Name	Imexpharm's percentage of ownership	Principal activities	Address
Aglmexpharm Corporation	31.56%	Manufacturing and trading pharmaceutical products	No. 27 Nguyen Thai Hoc Street, My Binh Ward, Long Xuyen City, An Giang Province
Dong Thap Muoi Research Conservation and Development Pharmaceutical Joint Stock Company	23.56%	Manufacturing and trading pharmaceutical products	Street 3, Binh Phong Thanh Town, Moc Hoa Ward, Long An Province

ORGANIZATION STRUCTURE



SUPPLY CHAIN



RESEARCH & DEVELOPMENT

Imexpharm's research and development department consists of a team of highly skilled researchers who have in-depth knowledge of the market and consumer insights. This enables them to develop a product portfolio that effectively meets the needs of customers.

PRODUCTION

With a focus on product quality and investment strategy, Imexpharm ensures continuous improvement and enhancement of its production processes, from the selection of raw materials to the final product delivered to consumers.

To ensure sustainability, Imexpharm evaluates and selects suppliers who comply with legal requirements, demonstrate a sense of responsibility towards environmental protection, and uphold ethical business practices. As 80-90% of raw materials are imported, close collaboration with suppliers is maintained to ensure the availability of high-quality materials in the required quantities that effectively support the company's manufacturing operations.

Imexpharm operates four industrial clusters, three of which have 11 production lines that meet EU-GMP standards. These facilities are committed to safe and stable operations, strict adherence to legal regulations, compliance with international standards, and environmental impact mitigation.

SALES & MARKETING

Sales & marketing are essential activities that generate revenue and profit, driving growth for the company, while also creating meaningful value in healthcare for consumers. As a leading pharmaceutical manufacturer, we demonstrate our responsibility by providing high-quality products at the most optimal cost. We also enhance our digitization efforts, utilizing big data and artificial intelligence to improve customer service quality, striving to act in the best interest of community health.

DISTRIBUTION

As of now, Imexpharm has a widespread distribution network, including 18 sales branches stretching from the North to the South of Vietnam. The company focuses on both the OTC and ETC channels, with Imexpharm currently holding a leading position in the ETC channel nationwide. In the future, Imexpharm will continue to expand its market share, ensuring fast, timely, and efficient distribution to customers.

OVERVIEW OF HUMAN RESOURCES

As of December 31, 2023, Imexpharm had a total of 1,405 employees, representing an increase of 11.5% compared to the same period.

The recruitment process has been highly effective, fully and timely meeting the manpower needs of various departments, achieving 100% of the planned targets.

Imexpharm has been honored as one of the Top 5 Best Places to Work in the pharmaceutical, medical equipment, and healthcare industry in Vietnam.

The labor structure remains balanced and reasonable in terms of gender and age. The company continues to maintain a highly skilled workforce and a well-structured team of professionals.



Imexpharm had a total of

1,405
EMPLOYEES

⬆ 11.5% compared to the same period



ETHICS AND INTEGRITY

Health is the cornerstone of individual happiness in society. A strong and healthy community is the driving force behind the development of nations and ultimately contributes to a healthier world. Operating in the pharmaceutical sector, which plays a crucial role in the health and well-being of customers, Imexpharm understands and is fully committed to transparency, integrity, and ethical values. In April 2010, Imexpharm established a comprehensive Code of Ethics and Compliance, serving as a guiding beacon for all daily operations. This code contributes to shaping the unique corporate culture of Imexpharm, grounded in the principles of upholding the law, championing integrity, ensuring fairness, maintaining compliance, and prioritizing ethics. Imexpharm also emphasizes respect for individuals, nature, environmental protection, and social responsibility, aiming to make a positive impact on society.

The Code of Ethics and Compliance provides a standard for professional conduct and ethics, as well as clarifies acceptable and unacceptable behavior and activities within internal and external relationships. The Code of Ethics and Compliance has been appropriately disseminated to the Board of Directors, Management Board, and employees, and is publicly available on the company's website at:

<https://www.imexpharm.com/en-US/code-of-conduct>

In 2022, Imexpharm transforms the Code of Ethics and Compliance into a video e-learning format to effectively communicate the content of these regulations in the onboarding training programs for new employees.

The content of Imexpharm's Code of Ethics and Compliance consists of six main sections:

① INTEGRITY AND TRANSPARENCY

Imexpharm is one of the leading pharmaceutical manufacturers in Vietnam, with a focus on investing in high-quality products that meet international standards, delivering high treatment efficacy for consumers. We are committed to complying with production standards, legal regulations for listed companies, and industry-specific pharmaceutical regulations. The company operates on the principles of integrity, transparency, and efficiency.

② FOR CUSTOMERS

With enthusiasm, intelligence, and dedicated commitment, Imexpharm is committed to providing the best healthcare solutions at the most reasonable cost for customers, serving for the well-being of individuals and a healthier nation.

③ FOR PARTNERS

Imexpharm constantly demonstrates respect, values cooperation, and strives for mutual development with strategic and trustworthy partners of the company.

④ FOR SHAREHOLDERS/ INVESTORS

Imexpharm is committed to serving the best interests of shareholders and nurturing stock value through efforts to achieve efficient and sustainable business growth. This includes transparent information disclosure, fair treatment, and safeguarding shareholder rights.

⑤ FOR EMPLOYEES

For Imexpharm, employees are the company's most valuable assets. The company focuses on building a happy workforce in a friendly and cohesive working environment. Imexpharm carries out comprehensive care activities for employees' well-being, emphasizes training and attracts talented individuals, and fosters harmonious and progressive labor relations for the development of the company.

⑥ LOCAL COMMUNITY

Imexpharm is committed to fulfilling its responsibility to the community and society through social welfare activities in the localities where it operates. This includes supporting entrepreneurial programs, sponsoring education initiatives, participating in seminars organized by ministries and sectors, and promoting the development of a civilized and modern Vietnamese society, as well as enhancing the country's image and position on the international stage.

COMPLIANCE WITH LAWS AND REGULATIONS

Imexpharm is committed to ongoing efforts to fully comply with all applicable laws and regulations. During the reporting period, there were no instances of non-compliance that resulted in penalties or sanctions from regulatory authorities or other parties.

GOVERNANCE AND SUSTAINABLE DEVELOPMENT STRATEGY

Chapter 2

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SUSTAINABLE CORPORATE GOVERNANCE

Corporate governance is identified as a core factor for the sustainable development of a business and serves as a significant resource to attract capital from both domestic and foreign investors. As a pharmaceutical company that has been listed on the stock exchange since 2006, Imexpharm strives to become a sustainable, professional, and transparent company in all its operations, particularly in the realm of corporate governance.

In 2023, Imexpharm proudly received the award for being among the Top 10 Best Corporate Governance in Mid-cap. The company continues to be honored as one of the Top 50 Best Listed Companies and Top 10 Reputable Pharmaceutical Manufacturing Companies in 2023. These achievements are a testament and recognition from organizations, regulatory bodies, and the market towards Imexpharm's increasingly scientific and professional corporate governance model. It demonstrates the company's adherence to international standards of good governance and its commitment to sustainable development strategies based on ESG criteria (Environment, Social, Governance).

TOP 10
BEST CORPORATE
GOVERNANCE IN MID-CAP

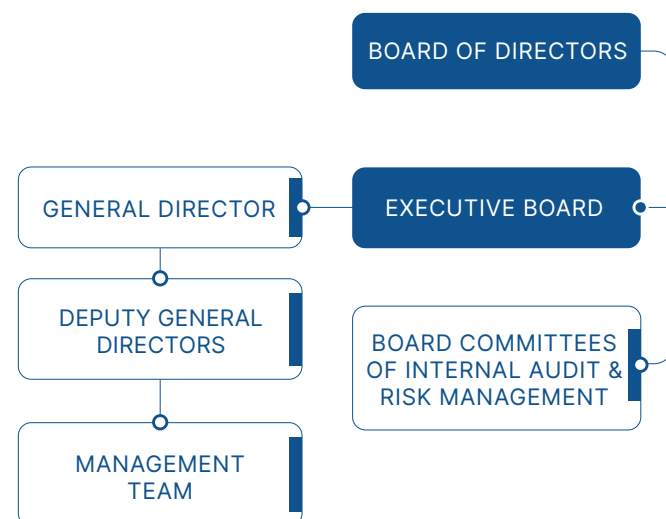
TOP 50
BEST LISTED COMPANIES

TOP 10
REPUTABLE PHARMACEUTICAL
MANUFACTURING COMPANIES
IN 2023



GOVERNANCE STRUCTURE

01 | MANAGEMENT AND BOARD OF DIRECTORS



- At Imexpharm, the Board of Directors is the highest governing body responsible for making decisions and overseeing the management of Imexpharm's impacts on the economy, environment, and society. The Board of Directors is also responsible for developing, approving, and declaring the mission, strategy, policies, and objectives of Imexpharm related to sustainable development.
- The General Director ensures the implementation and promotion of the sustainable development roadmap of the company in accordance with the direction of the Board of Directors and the company's development strategy; oversees the Executive Board and assigns the Deputy General Directors to manage and directly handle sustainable development issues, including planning, implementation, and management.

- The Board Committees of Internal Audit and Risk Management oversee and coordinate the overall activities related to sustainable development. They are responsible for developing and implementing training programs on sustainable development, as well as conducting regular reporting on sustainable development practices.
- The functional departments/units implement and initiate sustainability practices in specialized areas to achieve the objectives. They ensure timely, transparent, and accurate reporting of sustainability-related matters in each aspect.

Imexpharm's Sustainable Corporate Governance model is implemented based on a harmonious combination of a robust corporate governance structure that aligns with Vietnam's legal framework and conforms to international standards of corporate governance (adhering to the guidelines and principles of the Organisation for Economic Co-operation and Development - OECD and advanced governance models by applying the frameworks of strategic foreign partners).

Imexpharm continuously enhances the effectiveness of corporate governance and production management as the most efficient means to ensure customer satisfaction, improve competitive capabilities, and deliver sustainable benefits to stakeholders.

02 | BOARD OF DIRECTORS OVERVIEW

With a strategic focus on transparent and sustainable corporate governance throughout its business operations, Imexpharm's Board of Directors is honored to receive the "Board of Directors Commitment to Corporate Governance Best Practices" award in 2023, as voted by VIOD. The company was highly evaluated in criteria related to being pioneering, committed, and steadfast in practicing corporate governance towards sustainable development, with a focus on the three factors: G (Generation), I (Independence), and G (Gender).



To ensure transparency and independence, and to make objective decisions for the maximum benefit of the company, the position of the Chairman of the Board of Directors at Imexpharm is independent from the position of the General Director. The majority of the Board members do not directly participate in the Executive Board to minimize conflicts in roles and interests.

The Board of Directors consists of two independent members who provide multidimensional advisory opinions, offer advice, and provide constructive criticism to support the company's sustainable development.

In terms of educational diversity, the members of the Board of Directors at Imexpharm are experienced experts in various fields including pharmaceuticals, business management, finance, and sales. This diverse expertise allows for the sharing of different perspectives, knowledge, and experiences in order to enhance the effectiveness of the Board's operations.

In terms of gender diversity, the Board of Directors consists of three female members, accounting for 50% of the total number of members. This is a notable achievement that recognizes the company's efforts to eliminate gender barriers, empower and promote women progress. It demonstrates Imexpharm's commitment to the prosperity of the company and contributes to shaping a sustainable future for the community.

**THE BOARD OF DIRECTORS
CONSISTS OF**

3

**THREE FEMALE MEMBERS
ACCOUNTING FOR 50% OF
THE TOTAL NUMBER OF MEMBERS**

03 | BOARD OF DIRECTORS STRUCTURE

The annual shareholders general meeting on April 28, 2023, elected the members of the Board of Directors for the term 2023 - 2027. As of December 31, 2023, Imexpharm's Board of Directors consists of six members, including one executive member, three non-executive members, and two independent members.



Ms Chaerhan has been Imexpharm's Non-Executive Chairperson since April 2023. She is also Chairperson of the Nomination and Compensation Committee of the Board of Directors from February 23, 2024.

In her capacity as the Vietnam Regional Director of SUPLEX Council, the leading advisory committee of SK Group, one of South Korea's top companies, and the largest shareholder of Imexpharm, Ms. Chun serves as a member of the Board of Directors of several Vietnamese companies, including Vingroup and Masan Group. She also holds the position of Chairperson of the Board of Directors at Maroon Bells Joint Stock Company.

Positions held outside Imexpharm:

- Vietnam Regional Director of SK Group's SUPLEX Council
- Member of the Board of Directors of Vingroup Joint Stock Company
- Member of the Board of Directors of Masan Group Joint Stock Company
- Chairperson of the Board of Directors of Maroon Bells Joint Stock Company, Vietnam



With a Master's degree in International Accounting from Australia, Ms. Vinh actively participates in the Board of Directors of multiple pharmaceutical companies, including the Vietnamese branches of some international companies. At Imexpharm, her role involves providing advice on the pharmaceutical industry in Vietnam and managing external relations. She is also a member of the Nomination and Compensation Committee under the Board of Directors, starting from February 23, 2024.

Positions held outside Imexpharm:

- Member of the Board of Directors, General Director of Vietnam Pharmaceutical Corporation - Joint Stock Company
- Chairperson of the Board of Directors of CPC1 Central Pharmaceutical Joint Stock Company
- Member of the Board of Directors of OPC Pharmaceutical Joint Stock Company
- Member of the Board of Directors of Sanofi Vietnam Joint Stock Company
- Member of the Board of Directors of Sanofi Pharmaceutical Joint Stock Company - Synthelabo Vietnam



As one of the co-founders of Imexpharm, Ms. Dao was appointed as the Chairwoman of Imexpharm in 2001. She later served as Vice Chairwoman in 2013 and became a Member of the Board of Directors in 2023.

Positions held outside Imexpharm:

- Member of the Board of Directors of Aglmexpharm Corporation (an affiliate of Imexpharm)
- Vice Chairperson of the Vietnam Pharmaceutical Companies Association (VNPCA)



Mr. HOANG DUC HUNG
Independent Board member
(appointed December 19, 2023)

Mr. Hung was appointed as an Independent Director of Imexpharm's Board of Directors in December 2023. He has over 30 years of experience working in both public and private economic sectors in Vietnam. Currently, he holds the position of Chairman/Vice Chairman of the Board of Directors in various companies and associations. From 2014 to 2016, he served as a Senior Advisory Consultant for the World Bank, supporting the Ministry of Finance of Vietnam in developing the national internal audit regulations.

Positions held outside Imexpharm:

- President of Institute of Internal Auditors Vietnam – IIA Vietnam Chapter
- Vice President, Executive Committee Member of Vietnam Independent Directors Association (VNIDA)
- Chairman of CGS Vietnam Governance Consultancy Joint Stock Company
- Members of BOD of Gentis Testing Service Joint Stock Company
- Independent BOD Member of NoVaLand Investment Group Corporation



Mr. TRUONG MINH HUNG
Non-Executive Board member

As the Senior Investment Director at SK Group, the largest shareholder of Imexpharm, Mr. Hùng has been a member of the Board of Directors since 2020. He provides strategic and corporate management advice. He is also a member of the Nominations and Remuneration Committee under the Board of Directors, starting from February 23, 2024. Prior to joining SK, Mr. Hùng held several high-level positions at VinaCapital, Deloitte Vietnam, PVI Asset Management Company (PVIAM), and Vietnam-Oman Investment Joint Stock Company.

Positions held outside Imexpharm:

- Senior Investment Director of SK Vietnam

CHANGES TO THE BOARD OF DIRECTORS IN 2023

Board of Directors members dismissed from April 28, 2023

Mr. Nguyen Quoc Dinh

Dismissed from the position of Chairman of the Board of Directors

Mr. Ngo Minh Tuan

Dismissed from the position of member of the Board of Directors

Mr. Le Van Nha Phuong

Dismissed from the position of member of the Board of Directors



Mr. CHUNG SUYONG
Independent Board member

Mr. Suyong was appointed to the Board of Directors in April 2023 as an Independent Director. He is a professionally trained pharmacist and has held various management, advisory, and investment roles, including the position of General Director at IMS Health Thailand and Deputy Director at SK Group.

Positions held outside Imexpharm:

- None

04 COMMITTEES UNDER THE BOARD OF DIRECTORS

Before the 2023 General Meeting of Shareholders, the Board of Directors had three Subcommittees to assist the Board of Directors, including the Internal Audit and Risk Management Subcommittee, the Strategy Subcommittee, and the Human Resources and Compensation Subcommittee. Additionally, the company maintained a governance structure with a Supervisory Board in place.

After the 2023 General Meeting of Shareholders, Imexpharm underwent changes in the structure of its Board of Directors and the governance model, replacing the Supervisory Board with an Audit Committee. On February 23, 2024, the company passed a resolution by the Board of Directors to establish and appoint personnel for the Audit Committee and the Nomination and Remuneration Committee under the Board of Directors.

NOMINATE, SELECT BOARD OF DIRECTORS AND COMMITTEES

- The introduction of candidates for additional or new members of the Board of Directors is carefully considered through a candidate selection process before being presented to the Board of Directors for review and inclusion in the election program of the General Meeting of Shareholders.
- Detailed biographies of new Board members are fully disclosed in the General Meeting of Shareholders documents and on the Imexpharm website, allowing shareholders to learn about the candidates before voting.
- The Board of Directors of Imexpharm has a strategic vision, with members possessing strong professional expertise and a diverse range of knowledge, management experience, and leadership skills that are compatible with the company's requirements.
- The activities of the Board of Directors always adhere to relevant legal regulations within their authority and responsibilities.
- The Board of Directors has subsidiary committees that provide advice and assistance to optimize the operations, strategies, and financial effectiveness of the company.

ROLES AND RESPONSIBILITIES OF BOARD OF DIRECTORS



Strategic goal setting and sustainable development planning

The Board of Directors reviews and approves the strategic direction of sustainable development. The Board implements the activities through the issuance of Resolutions and provides guidance to the Executive Board in implementing those Resolutions. The Executive Board further translates the strategic direction into specific actions for each functional department.

The strategic directions, action plans, and development goals of each operational unit are disseminated and unified among the employees through business mission deployment meetings, labor conferences, training courses, and overall staff communication.



Monitoring and overseeing the implementation of issues related to sustainable development

The Board of Directors stays informed about the progress of business objectives, relationships with stakeholders, and environmental matters through regular updates and direct reports from the Executive Board. This includes:

- Reports presented at regular General Meeting of Shareholders.
- Reports submitted to the Board of Directors through written communication for review and feedback.
- Conducting reviews of the impacts, risks, and opportunities related to the economic, social, and environmental aspects.
- Monitoring the organization's implementation of decisions, resolutions, and policies issued by the Board of Directors regarding sustainable development.



Directing the implementation of the Sustainable Development Report

The Board of Directors provides guidance to ensure the implementation of the Sustainable Development Report, ensuring that it reflects comprehensive, transparent, and publicly available information about the company's sustainable development activities. It is aligned with the practical conditions in Vietnam and complies with the latest Global Reporting Initiative (GRI) Universal Standards 2021. These standards are the highest international benchmark for sustainability reporting, issued by the Global Sustainability Standards Board.

ROLES AND RESPONSIBILITIES OF COMMITTEES UNDER BOARD OF DIRECTORS

AUDIT COMMITTEE

In the governance structure of Imexpharm, the Board of Directors establishes an Audit Committee with the primary function of providing advice and assistance to the Board of Directors in the following areas:

- Supervise the integrity of the company's financial statements
- Review the internal control and risk management system
- Create and submit to the BOD a risk management framework and policies to detect and manage risks at the company-level, and monitor the outcomes
- Review with related party transactions
- Directly supervise the Company's Internal Audit Department
- Recommend the independent auditor to the BOD
- Supervise and assess the independence and objectivity of the auditor
- Monitor to ensure that the company complies with the provisions of the law & regulators

NOMINATION & COMPENSATION COMMITTEE

Main roles and responsibilities of Nomination & Compensation Committee are:

- Review and propose the structure, scale, and composition of the BOD and Committees under the BOD
- Authorized by the BOD to approve recruitment plans including job description, salaries, bonuses, and other policies for the Executive Board (except the General Director) and other managers, as proposed by the General Director, and reporting to the BOD
- Design and propose policies for ESOP (Employee Stock Ownership Plan), or other long-term incentive programs to the BOD or General Meeting of Shareholders
- Recommend to the BOD on the appointment of personnel of Committees under the BOD
- Negotiate and finalize compensation for the independent BOD members
- Review and participate in the annual evaluation of Committees and members under the BOD and Executive Board
- Support the BOD in carrying out responsibilities related to salaries, bonuses, and policies for the Executive Board and managers when presented to the BOD for consideration and decision
- Supervise the management of salary plans, remuneration, bonuses, and welfare policies of the company

RISK MANAGEMENT TOWARD SUSTAINABLE DEVELOPMENT

Imexpharm recognizes that risk management is one of the top principles of corporate governance that requires special attention. As a pioneering and leading brand in the pharmaceutical manufacturing and distribution sector, Imexpharm is keenly aware of the risks that enterprises face in a market characterized by constant potential fluctuations and challenges. Therefore, Imexpharm implements reasonable risk control measures to minimize the negative impact of these risks on its business operations, contributing to its success and sustainable development.



01 | RISK MANAGEMENT SYSTEM

The Board of Directors and Executive Board of Imexpharm have established an effective internal control system and risk management policies.

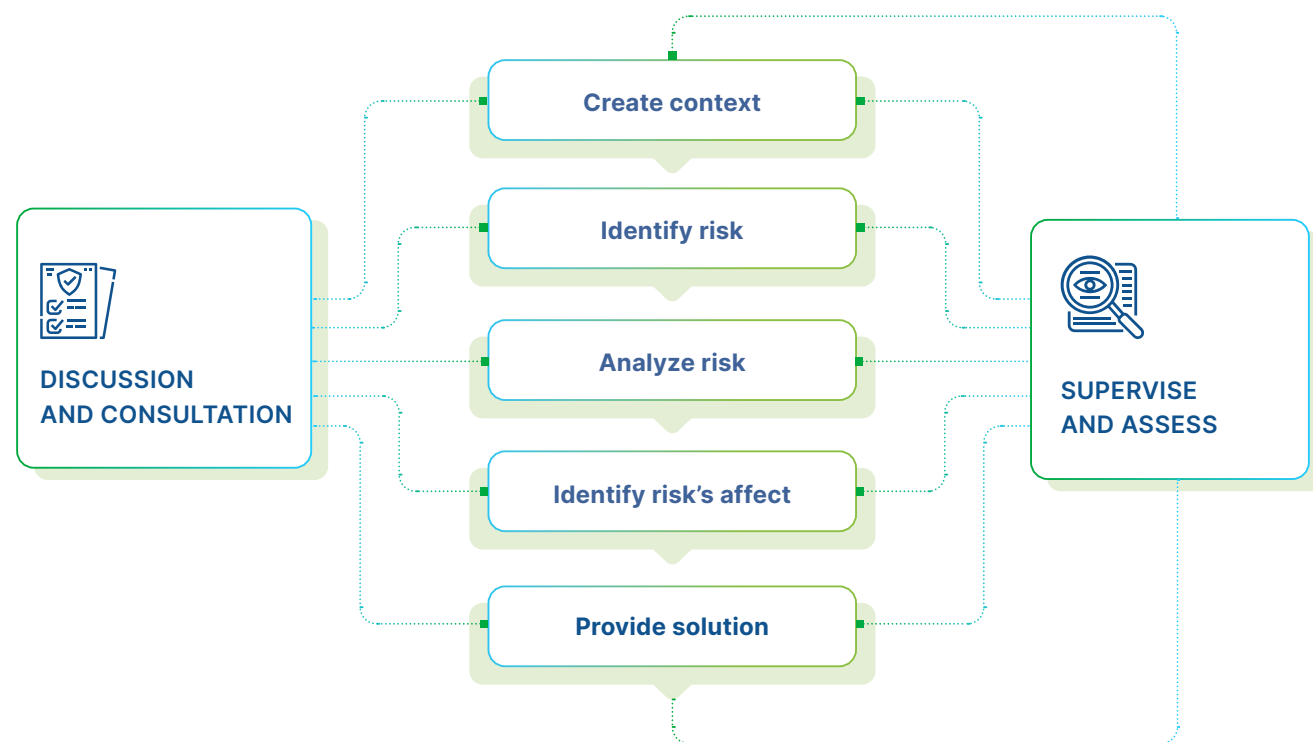
The Board of Directors is responsible for maintaining a reasonable and effective internal control and risk management system to protect the company's assets and shareholder interests while also evaluating the effectiveness of these systems. In addition to the systems implemented by the Board of Directors, an Audit Committee has been established to support the Board of Directors. The Executive Board has also established an Internal Control Department and a Legal Affairs Department, commensurate with the company's growing scale, to further enhance the control environment at Imexpharm. This ensures a robust control framework within the company.

The Board of Directors considers all operational activities of the company when evaluating risks. Additionally, the Board of Directors establishes Key Performance Indicators (KPIs) at the company level, while the Executive Board develops KPIs for all departments and divisions to implement. These KPIs cover a wide range of key objectives and important aspects in production control, business operations, finance, human resources, etc., with specific control and completion frameworks defined for each. This provides the departments with guidelines for managing and accomplishing their targets.

This framework also serves as a basis for departments to identify and effectively manage the risks that may arise during the implementation of the KPIs. It ensures that production and business objectives are successfully achieved in line with the requirements and directions set by the Board of Directors and the Executive Board.

02 | RISK MANAGEMENT PROCESS

The company applies a risk management framework based on international standards, providing transparent, systematic, and reliable principles, guidelines, and forms of risk management.



03 | RISK IDENTIFICATION

In 2023, the company conducted analysis, evaluation, monitoring, and management of significant risks that could have a major impact on its strategy and business operations. These risks include:

No	Risk	Affect
1	Risks specific to the pharmaceutical industry	High
2	Brand risk	High
3	Operational risk	Medium
4	Financial risk	Short

Please refer to the company's Annual Report 2023 (pages 83 - 86) for detailed information.



CONFLICT OF INTEREST

To ensure that conflicts of interest are managed properly and the interests of the company and shareholders are protected, Article 37 of the company's Charter explicitly states that members of the Board of Directors have a responsibility to exercise diligence, honesty, and avoid conflicts of interest that may compromise the rights and maximum interests of the shareholders and the company. Additionally, members of the Board of Directors must fulfill their rights, obligations, and responsibilities as stipulated by the Enterprise Law, the company's Charter, Corporate Governance Regulations, and other internal regulations.

Detailed provisions regarding transactions related to the interests of Board members are outlined in the company's Charter, and this information is regularly disclosed in the company's semi-annual and annual Corporate Governance Reports and the Annual Report.

DELIVER KEY CONCERNS

Through the Executive Board and functional departments, the Board of Directors is informed about significant concerns from stakeholders, including those related to sustainable development impacts. For unusual or urgent concerns, or major events that could affect Imexpharm, they are raised to the relevant business committees. The leaders of these committees promptly analyze, evaluate, and propose solutions to the higher levels of leadership, particularly the Chairman of the Board of Directors, to make timely decisions for resolution and rectification.

THE REMUNERATION AND BONUS OF BOARD OF DIRECTORS

In 2023, the company allocated a budget for remuneration and bonuses for the Board of Directors, as approved by the General Meeting of Shareholders, totaling nearly VND 7.7 billion. In addition to the approved remuneration and bonuses, in 2023, the Board of Directors members also received support for travel expenses and accommodation expenses related to official business.



SUSTAINABLE DEVELOPMENT STRATEGY

SUSTAINABLE DEVELOPMENT CONTEXT

01 | GLOBAL AND DOMESTIC CONTEXT

Global sustainable development

According to the latest assessment of the global progress in achieving the SDGs by the United Nations, only 12% of the SDG targets are on track, 50% are progressing slowly, and 30% show no progress or even regression compared to 2015. In 2023, we are witnessing a significant shift in the global trend towards sustainable development under the influence of specific factors such as:



According to the International Monetary Fund (IMF)

GLOBAL GDP IS PROJECTED TO GROW

3.2%

0.3 PERCENTAGE POINTS COMPARED TO 2022

Global economic growth is sluggish

The global economy has faced significant challenges and difficulties over the past year due to the prolonged impact of the Covid-19 pandemic. Strategic competition among major economies has intensified, leading to heightened trade and investment rivalry. Global trade and investment have declined as a result. According to the International Monetary Fund (IMF), global GDP is projected to grow by 3.2% in 2023, a decrease of 0.3 percentage points compared to 2022. The global trend towards transformation in areas such as growth, energy, and agriculture is becoming increasingly evident. Concepts and phrases such as green transition, circular economy, and clean energy are frequently discussed at international conferences and are reflected in the commitments and actions of countries, aiming towards achieving sustainable development goals.



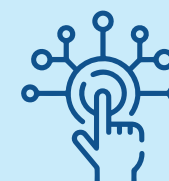
Geopolitical tensions and conflicts

The complex geopolitical situation is characterized by the ongoing Russia-Ukraine war and the recent outbreak of clashes in the Gaza Strip, both of which involve unpredictable dynamics. The tensions in the Red Sea have severed the global supply chain, causing severe repercussions for economic recovery and development in affected countries. The overall context presents urgent demands for international communities to strengthen cooperation and make efforts to build sustainable peace in various regions.



Climate change

According to the World Meteorological Organization (WMO), the year 2023 has broken climate records, accompanied by global warming and extreme weather events. At the 28th Conference of the Parties to the United Nations Framework Convention on Climate Change (COP28), the first agreement to reduce and phase out fossil fuels was passed. The officially launched climate damage compensation fund and increased financial support from wealthier nations to assist poorer countries were also significant outcomes of the conference. These commitments are expected to translate into actions in the coming years, realigning the trajectory for achieving the SDGs.



The rise of science and technology

In 2023, the field of science and technology witnessed several impressive advancements. One notable highlight was the rapid development of Artificial Intelligence (AI), particularly the groundbreaking debut and rapid progress of the ChatGPT application. This marked a significant milestone for the global community, showcasing the immense potential of AI while also raising important concerns and risks. The first AI Safety Summit conference adopted the Bletchley Declaration, acknowledging global consensus on the need for coordinated development and responsible application of this advanced technology. Additionally, changes in consumer trends towards green products with transparent supply chains have also driven the development of sustainable technology.

Sustainable development in Vietnam



In line with international commitments, Vietnam has translated the Global Agenda 2030 into a National Action Plan consisting of 17 Sustainable Development Goals (SDGs) and 115 specific targets tailored to its national conditions and development priorities.

The overall goal is to maintain sustainable economic growth while making progress in social equity, ecological protection, efficient resource management, and proactive response to climate change. It aims to ensure that everyone can contribute to and benefit from the achievements of development equally. The vision is to build a peaceful, prosperous, inclusive, democratic, equitable, civilized, and sustainable Vietnamese society.

The Voluntary National Review (VNR) report in 2023 also recognizes Vietnam's remarkable progress, particularly in SDG 1, SDG 6, SDG 9, SDG 10, SDG 16, and SDG 17. Notably, in 2023, Vietnam presented its VNR for the second time at the United Nations High-Level Political Forum on Sustainable Development (HLPF), reaffirming its commitment to continue playing an active and responsible role as a member, contributing to the collective efforts of the international community.

In recent years, Vietnam has strengthened cooperation and achieved significant milestones in bilateral and multilateral diplomacy. It has made significant contributions and played an active role in important organizations and forums such as the United Nations, ASEAN, APEC, and international institutions including the United Nations General Assembly, Human Rights Council, UNESCO General Conference, and World Heritage Committee. Vietnam has contributed substantially and effectively to global issues and the resolution of global challenges.

On its journey towards achieving the SDGs, Vietnam continues to emphasize its commitment and actions towards a transition to green and circular economic development, clean energy, and sustainable economic practices. It affirms the goal of sustainable development, placing its people at the center as the driving force, ensuring that no one is left behind. Vietnam also strives to create a favorable investment and business environment, guided by the principles of "harmony of interests" and "shared risks," with the aim of achieving the SDGs by 2030.

02 | SUSTAINABLE DEVELOPMENT IN THE PHARMACEUTICAL INDUSTRY IN VIETNAM



In 2023, the pharmaceutical market faced various challenges amidst fluctuations in both domestic and international environments. The industry had to contend with reduced consumer demand, fluctuations in energy prices and input materials, intensified competition among businesses within the sector, and increased pressure from currency exchange rates. However, as a critical sector, the pharmaceutical industry maintained stable growth, with companies achieving favorable results in terms of revenue and profit.

Despite being heavily dependent on imported raw materials for drug production, the domestic pharmaceutical industry in Vietnam still accounted for nearly 50% of the circulation of pharmaceutical substances in the market. The country was recognized as an emerging pharmaceutical market with favorable conditions for development. As of 2023, Vietnam had around 51 foreign-invested pharmaceutical manufacturing companies and 228 domestic pharmaceutical manufacturing companies. Among them, 18 companies met high GMP standards such as those of the EU, PICs, Japan, and TCA.

Tính đến năm 2023, Việt Nam có khoảng

51

FOREIGN-INVESTED
PHARMACEUTICAL
MANUFACTURING
COMPANIES

228

DOMESTIC
PHARMACEUTICAL
MANUFACTURING
COMPANIES

The year 2023 marks the halfway point in the SDGs implementation journey. Amidst complex international developments, Vietnam has made efforts and achieved certain accomplishments in pursuing the SDGs, guided by the core principle of "leaving no one behind." According to the UN's Sustainable Development Report in 2023, Vietnam is currently ranked 55th out of 166 countries. In the Southeast Asian region, Vietnam is evaluated favorably for its overall progress in achieving the SDGs, ranking second after Thailand.

Facing significant demographic and disease pattern changes, the increasing demand for healthcare and social care, the pharmaceutical industry is projected to maintain a CAGR of 6% - 8% during the period 2023 - 2028. The value of the pharmaceutical industry is forecasted to reach VND 217,911 billion in 2024, an 8% increase compared to 2023 (IQVIA). Within this, the ETC channel (hospital channel) is expected to grow more strongly than the OTC channel (retail pharmacy channel) due to the expanded coverage of universal health insurance, which has reached 93%. The value of the ETC segment is projected to grow by 9.4% in 2024.

THE VALUE OF THE
PHARMACEUTICAL INDUSTRY IS
FORECASTED TO REACH

VND
217,911
BILLION

⌚ COMPARED TO 2023 (IQVIA)

the ETC channel (hospital channel)
is expected to grow more strongly
than the OTC channel (retail
pharmacy channel)

93%

THE VALUE OF THE
ETC SEGMENT IS
PROJECTED TO GROW
IN 2024

9.4%

Vietnam is focused on developing a high-quality pharmaceutical industry to ensure that people have timely access to affordable and quality medicines. The specific provisions of the amended Pharmaceutical Law in 2024, which introduce new mechanisms tailored to Vietnam's context, will expedite the process of approving new drugs and address challenges in the supply of medicines to the market. This presents an opportunity for domestic pharmaceutical companies to demonstrate their manufacturing capabilities and gradually establish dominance in the pharmaceutical market with the motto of "Vietnamese people using Vietnamese medicines," contributing to the country's socio-economic development.



The national strategy for the development of the pharmaceutical industry in Vietnam until 2030, with a vision to 2045, serves as a guiding beacon for the future development of businesses in the sector. The specific targets by 2030 include proactive and timely supply of 100% of medicines for disease prevention and treatment; domestically manufactured medicines meeting around 80% of demand and accounting for 70% of market value; at least a 30% increase in the utilization of domestically sourced medicinal materials compared to 2020. By 2024, the total value of the pharmaceutical industry is expected to contribute over USD 20 billion to GDP.

Investment in modern technology is especially crucial as it provides a foundation for pharmaceutical companies to expand their reach and participate extensively in the global supply chain. Promising potential export markets for Vietnamese pharmaceutical companies include neighboring countries such as Cambodia, Laos, Myanmar, and other ASEAN member states.



THE SPECIFIC TARGETS BY
2030 INCLUDE PROACTIVE
AND TIMELY SUPPLY

100%

OF MEDICINES FOR
DISEASE PREVENTION
AND TREATMENT

SUSTAINABLE DEVELOPMENT STRATEGY

01 | SUSTAINABLE DEVELOPMENT STRATEGIC DIRECTION

Committed to advancing the business and working alongside the aspiration to reach greater heights, Imexpharm is dedicated to pursuing sustainable development goals. This includes maintaining business growth while prioritizing the development of individuals, fulfilling social responsibilities, and fostering healthy competition to drive societal progress and community development.

With the message of "Sharing for Sustainability", Imexpharm places high importance on harmonious development and beneficial outcomes for all stakeholders. The company strives to become a long-term companion by ensuring balanced benefits for all parties involved.

Building upon its traditional foundation and long-term vision, Imexpharm's sustainable development strategy revolves around five core pillars: People, Environment, Prosperity, Cooperation and Cohesion



People

Building a team of elite talent working towards the common values and goals of the company.



Environment

Embedding environmentally responsible production and business activities into the company's operations, including conservation practices and sustainable use of natural resources.



Prosperity

Promoting Imexpharm's position as a leading pharmaceutical manufacturer meeting European standards, fully implementing its mission of "Providing highly effective solutions for public health".



Cooperation

Showing respect and promoting cooperation and development with strategic partners and trusted customers



Cohesion

Building Imexpharm as a strong and compassionate organization, with high employee satisfaction levels and sense of ownership.

02 | SUSTAINABLE DEVELOPMENT GOALS

Embracing the philosophy that “the lotus still blooms in 1,000 years”, Imexpharm remains steadfast in its commitment to sustainable development with a focus on people, respect for the environment, and the community. The company strives to create enduring value for the pharmaceutical industry in Vietnam and be a trusted partner in shaping the future of the nation.



Economy

- Maintaining the position as Vietnam’s leading manufacturer of antibiotics and expanding into the international market.
- Achieving growth through product quality, providing the market with Vietnamese pharmaceutical products under the Imexpharm brand that meet European quality standards.
- Increasing benefits and delivering tangible value to all stakeholders.



Environment

- Complying with environmental protection laws and ensuring the utmost employee safety and health.
- Applying modern production standards, investing in research, and enhancing the application of science and technology in business operations; improving activities related to environmental efficiency.




Society

- Proactively fulfilling responsibilities towards society and the community, Imexpharm contributes by creating stable and sustainable employment for workers, making economic development contributions to the local area, fulfilling tax obligations to the state, and organizing or participating in programs that serve social welfare.

THE COMMITMENT PROGRESS OF UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS




The United Nations has adopted the 2030 Agenda for Sustainable Development, which includes 17 Sustainable Development Goals (SDGs). These goals call for global efforts to eradicate poverty, protect the environment and the Earth’s climate, and build a better future for all.

In pursuit of sustainable development across economic, social, and environmental aspects, Imexpharm has made progress in achieving specific targets aligned with the company’s objectives and the UN’s 17 SDGs in the year 2023, as listed below:

No.	UN Sustainable Development Goal	Imexpharm’s commitment and 2023 progress
	No Poverty	<ul style="list-style-type: none"> • Ensuring stable employment and income for workers, supporting local economic development. • In 2023, Imexpharm provided employment for 1,405 workers within the company. • The average salary of employees in 2023 increased by 15% compared to the same period in 2022.
	Zero hunger	<ul style="list-style-type: none"> • Enhancing the quality of life for workers. • Implementing sustainable production processes that ensure income for workers and benefit the local community.
	Good health and well-being	<ul style="list-style-type: none"> • Ensuring a healthy and well-being life and enhancing welfare for all employees in the company, creating a happy work environment where employees can bond and dedicate themselves. • Conducting annual regular health check-ups for employees. In 2023, the cost of insurance and healthcare for employees amounted to nearly USD 20 billion.
	Quality education	<ul style="list-style-type: none"> • Focusing on training a highly skilled workforce with good character traits to meet the increasingly demanding needs of the pharmaceutical industry in the new context. • In 2023, Imexpharm conducted approximately 100 external training courses and over 3,000 internal training programs, both domestically and internationally, with the participation of foreign experts and industry leaders in the pharmaceutical field.

No.	UN Sustainable Development Goal	Imexpharm's commitment and 2023 progress
	Gender equality	<ul style="list-style-type: none"> Imexpharm implements gender equality in its recruitment process, develops young talents, provides training for female employees, and offers welfare policies. In 2023, the female workforce in the company accounted for 37% (532 individuals). The proportion of women in managerial positions from middle management level and above was 38% of the total workforce (54 individuals).
	Clean water and sanitation	<ul style="list-style-type: none"> Efficient and responsible use of water resources. 100% of the wastewater is treated through a wastewater treatment system that meets ISO 14001:2015 management standards before being discharged into the environment.
	Affordable and clean energy	<ul style="list-style-type: none"> Prioritizing the use of renewable energy sources and promoting efficient and energy-saving practices. Investing in technological advancements in production processes to reduce energy consumption and protect the surrounding environment.
	Decent work and economic growth	<ul style="list-style-type: none"> Ensuring sustainable economic growth: <ul style="list-style-type: none"> » In 2023, Imexpharm achieved a net revenue of VND 1,994 billion and a pre-tax profit of VND 377.3 billion. Imexpharm was honored as one of the Top 50 Best Listed Companies in Vietnam. Ensuring a safe working environment for employees: <ul style="list-style-type: none"> » Using protective clothing against dust in areas with high dust emissions in the production area; » The clothing is tested and certified according to dust standards, and current clothing is used in all factories; » Dust masks and head-covering helmets are currently implemented at the IMP3 factory and will be rolled out at the IMP1 and IMP2 factories.
	Industry, innovation and infrastructure	<ul style="list-style-type: none"> Owning 04 manufacturing facilities, including 03 facilities that meet EU-GMP standards, with a total of 11 production lines for oral and injectable pharmaceuticals. As of the end of 2023, Imexpharm has obtained 27 registrations for 11 products in the European market.

No.	UN Sustainable Development Goal	Imexpharm's commitment and 2023 progress
	Reduced inequality	<ul style="list-style-type: none"> No complaints regarding inequality. No complaints regarding discrimination. No forced labor or child labor. Ensuring employment, improving working conditions, enhancing professional skills, providing healthcare, and strengthening welfare for female workers. Strengthening community engagement, respecting the rights of women and marginalized groups, and assisting individuals regardless of age, gender, disabilities, race, ethnicity, origin, religion, economic status, or other conditions.
	Sustainable cities and communities	<ul style="list-style-type: none"> Constructing and preserving green landscapes. Ensuring no emissions that could negatively impact residents and the surrounding environment.
	Responsible consumption and production	<ul style="list-style-type: none"> Implementing sustainable production processes, enhancing the application of science and technology, and adopting innovative techniques in manufacturing and business operations. All waste generated during the operations is managed, collected, stored, and treated in compliance with national environmental technical standards and prevailing legal regulations.
	Climate action	<ul style="list-style-type: none"> Imexpharm has been and is currently implementing the enforcement of environmental protection regulations in the field of climate change. This includes strict control and improvement of the quality of input fuels, implementing technical solutions to optimize production processes, minimizing smoke emissions, and reducing the concentration of pollutants and greenhouse gases.
	Life below water	<ul style="list-style-type: none"> Upgrade and maintenance of a safe operation of the wastewater treatment system. All production wastewater is treated to meet the required standards before being discharged into the environment, ensuring 100% compliance with the wastewater treatment standards.

No.	UN Sustainable Development Goal	Imexpharm's commitment and 2023 progress
	Life on land	<ul style="list-style-type: none"> Constant focus on caring for, improving, and increasing the green coverage of the landscape at the power plants. Ensuring that no activities or factors have any impact that alters the current state of the land, air, or terrestrial ecosystems, and biodiversity is not compromised.
	Peace, justice and strong institutions	<ul style="list-style-type: none"> Active support and participation in the government's policies and activities aimed at promoting a peaceful, democratic, equal, and civilized society for sustainable development. Collaborating with the government in working towards the 17 Sustainable Development Goals set by the United Nations.
	Partnership for goals	<ul style="list-style-type: none"> Enhancing the expansion of the distribution market in various territories worldwide. Strengthening relationships and collaborations with numerous organizations, both domestic and international.

COMMITMENT TO STAKEHOLDERS



Imexpharm's commitment to sustainable development includes being a steadfast companion. The company ensures a balance of interests with all stakeholders, upholds the law, and builds and maintains relationships based on a spirit of respect, cooperation, understanding, and collaboration.

In the course of interactions, each stakeholder has different concerns, expectations, and levels of influence on Imexpharm's operations. Conversely, the company's impact on stakeholders also varies. Therefore, the company's strategies and policies are developed not only to be aligned with reality but also to address and fulfill the concerns and expectations of stakeholders.

Stakeholders	Concerns/Expectation	Approach	Details
Shareholders - Investors	<ul style="list-style-type: none"> Business operations and sustainable growth Strong finance, stock value, dividends Business management Prestige and brand image Investor relations activities and transparent information disclosure Fair treatment and shareholder rights 	<ul style="list-style-type: none"> Organize Annual or Extraordinary General Meeting of Shareholders according to law Periodic reports: Financial statements, annual reports, sustainable development reports Monthly/quarterly IR newsletter Relevant information disclosure to the stock market Exchange information through the Investor Relations Department Direct meetings Organizing meetings and engage in discussions with analysts each quarter 	<ul style="list-style-type: none"> Invest in product quality, commit to sustainable production Maximize business efficiency and create business values Clear strategic direction, improve management capacity, strengthen brand image Ensure high returns for shareholders while still being in harmony with the company's development goals Ensure the provision of complete, timely, public and transparent information Maintain a compliance Code of Ethics, highlighting shareholder rights (including the right to equal treatment)
Customers	<ul style="list-style-type: none"> Product quality Price Sales policy After sales service Customer care Brand reputation 	<ul style="list-style-type: none"> Pharmacist team Marketing, customer care, market survey department Media (hotline, website, fanpage ...) Periodic surveys ImexForum Medical Forum 	<ul style="list-style-type: none"> Commitment to the best quality products and services Invest in technology, upgrade production lines to meet EU - GMP standards Take advantage of price to compete with imported drugs with equivalent quality standards Build a professional sales team Develop customer care services, optimize customer experience Follow the core values - Cultural principle No. 1 in company culture: Customer oriented - Leading service

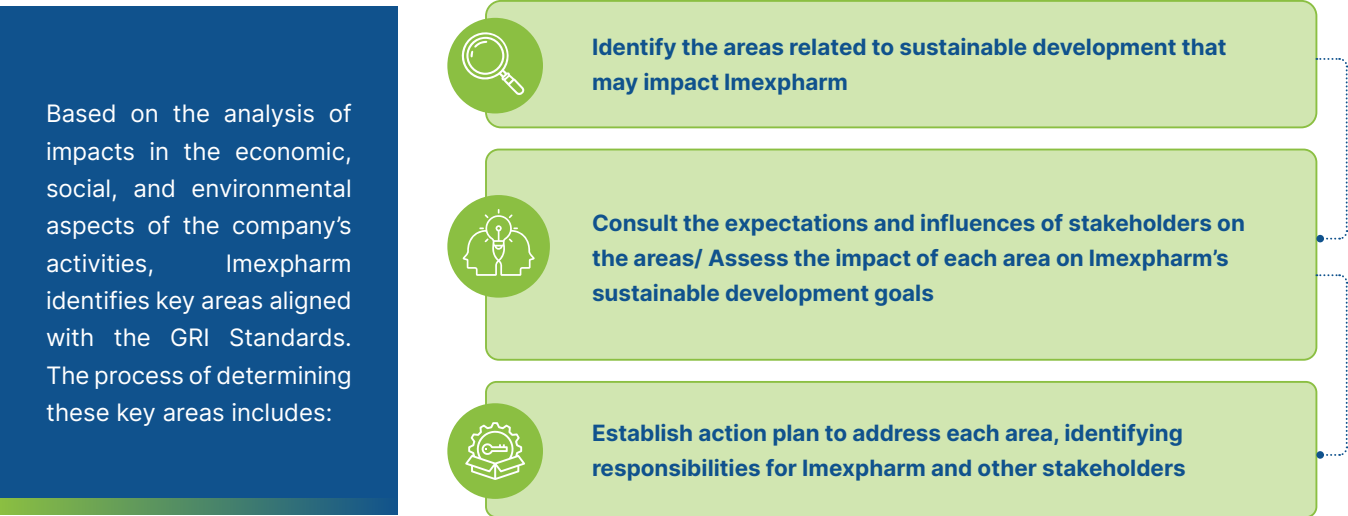
Stakeholders	Concerns/Expectation	Approach	Details
Employees	<ul style="list-style-type: none"> Labor regime: salary benefits, insurance, occupational safety Working environment and advancement opportunities Recognized dedication and contributions The company's achievements and reputation in terms of economy, environment and society 	<ul style="list-style-type: none"> Labor conference Periodic evaluation and rewards Trade Union activities Training and coaching programs Internal communications Company website, management software (Base, email...) 	<ul style="list-style-type: none"> Guaranteed source of income, with average salary of VND 20.8 million/person/month, 15% increase in 2023 Top 5 best places to work in Vietnam aiming to build a "Happy Workplace" Maintain bonus and welfare fund <ul style="list-style-type: none"> Create a civilized, professional disciplined - effective working environment Implement occupational health and safety policy Human Resources department to oversee recruiting and training workers, building and developing company culture
Supplier	<ul style="list-style-type: none"> Fair and equal policy Public bidding process Pay in full and on time Feedback to improve quality Cooperative development Sustainable growth 	<ul style="list-style-type: none"> Meet and discuss directly Communicate via email/phone Surveys Build a feedback communication channel between both parties to enhance the quality of products and services 	<ul style="list-style-type: none"> Ensure transparent purchasing regulations Maintain the principle of healthy competition, being willing to cooperate and provide comprehensive support based on mutual benefits Prioritize the selection of suppliers that meet management requirements, comply with laws, and do not cause harm to the environment during their operations
Banking/ Credit institution	<ul style="list-style-type: none"> Fully comply with obligations in the credit contract Pay interest and repay principal on time Implement development goals, bringing benefits to the community 	<ul style="list-style-type: none"> Meet and discuss directly Visit and survey the factory Communicate via email/phone 	<ul style="list-style-type: none"> Fulfill obligations under the contract Effective business operations Maintain safe cash flow management, ensuring on-time payments Promote sustainable development activities, especially gender equality

Stakeholders	Concerns/Expectation	Approach	Details
Government & Authorities	<ul style="list-style-type: none"> Implement the directions and development strategies of the Government Comply with legal regulations Support the policies and calls of government agencies 	<ul style="list-style-type: none"> Conferences and seminars organized by the government, ministries, departments, and industries Meetings and inspections, periodic reports Participate in organizations, associations 	<ul style="list-style-type: none"> Ensure compliance with legal policies Participate in conferences and seminars organized by regulatory agencies Participate in providing feedback on draft policies and legal documents
Local community	<ul style="list-style-type: none"> Contribute to the State Budget Operate environmentally friendly factories Increase social responsibility 	<ul style="list-style-type: none"> Meet directly or via authorities Community activities Media 	<ul style="list-style-type: none"> Ensure compliance with tax and budget payments in accordance with regulations Comply with environmental laws <ul style="list-style-type: none"> Implement projects related to energy efficiency Implement social responsibilities with practical activities toward local community
Industry associations	<ul style="list-style-type: none"> Act as a focal point for connecting and building industry development in the region Be proactive in sharing information 	<ul style="list-style-type: none"> Forum, dialogue Contacts Administrative documents Email exchanges 	<ul style="list-style-type: none"> Participate in the Executive Committee of Vietnam Pharmaceutical Association, as Vice President of the Association Support providing information and actively cooperate with industry associations Contribute annual membership fees



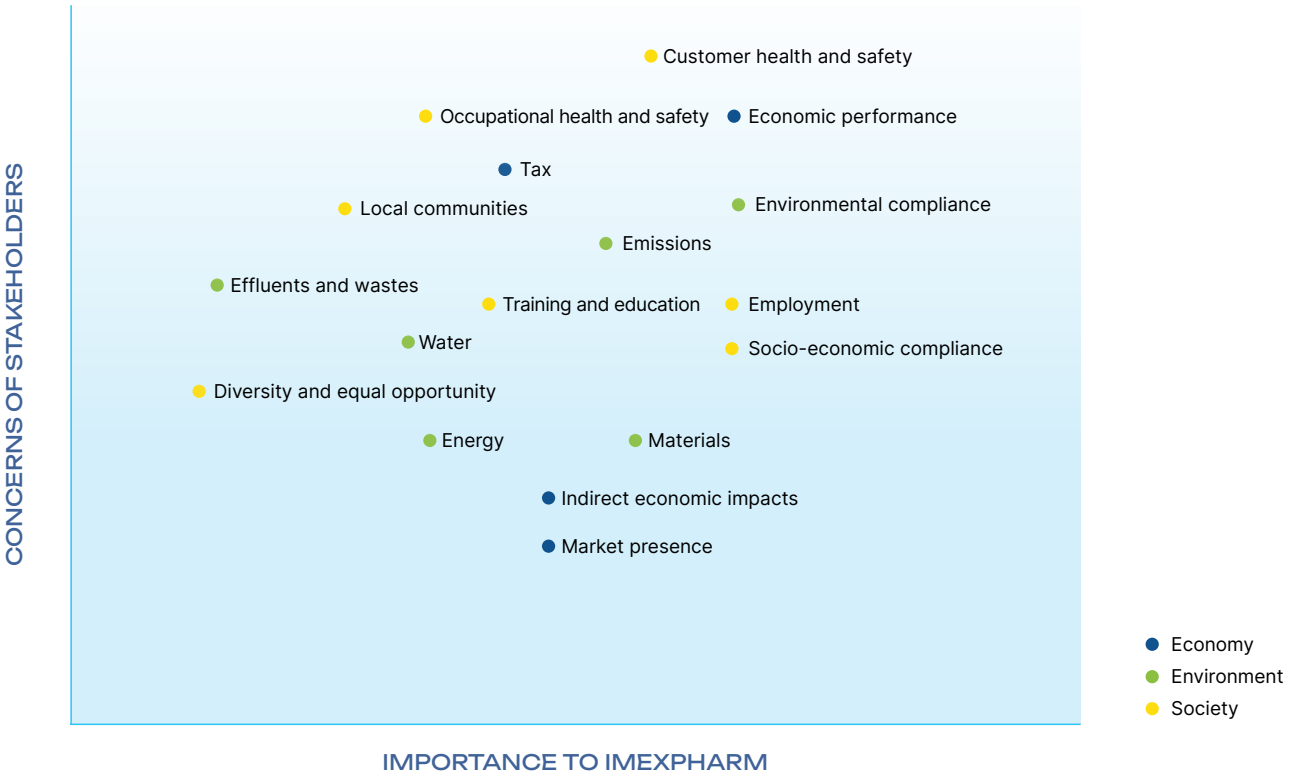
IMPORTANT AREAS

IMPORTANCE IDENTIFICATION PROCESS



IMPORTANCE MATRIX

By assessing the significance of the areas considered within the correlation between the stakeholders’ level of interest and the level of impact on the business operations, Imexpharm constructs a “Matrix of Material Topics” to determine the priority level and allocate resources efficiently to best meet the expectations of stakeholders and ensure the sustainable development of Imexpharm.



LIST OF MATERIAL TOPICS

From the list of significant impacts on the economy, environment, and society, we have grouped these impacts into main themes, and the list of key themes includes the following 23 topics:

ECONOMY		
GRI 201	•	Economic performance
GRI 202	•	Market presence
GRI 203	•	Indirect economic impacts
GRI 205	•	Anti-corruption
GRI 207	•	Tax
ENVIRONMENT		
GRI 301	•	Materials
GRI 302	•	Energy
GRI 303	•	Water
GRI 305	•	Emissions
GRI 306	•	Effluents and wastes
GRI 307	•	Environmental compliance
SOCIETY		
GRI 401	•	Employment
GRI 402	•	Labor/management relations
GRI 403	•	Occupational health and safety
GRI 404	•	Training and education
GRI 405	•	Diversity and equal opportunity
GRI 406	•	Non-discrimination
GRI 408	•	Child labor
GRI 409	•	Forced or compulsory labor
GRI 413	•	Local communities
GRI 416	•	Customer health and safety
GRI 417	•	Marketing and labeling
GRI 419	•	Socio-economic compliance

ECONOMY (GRI 200)

Chapter 3

- 66 GRI 201. Economic performance
- 68 GRI 202. Market presence
- 70 GRI 203. Indirect economic impacts
- 72 GRI 205. Anti-corruption
- 74 GRI 207. Tax



GRI 201. ECONOMIC PERFORMANCE

DIRECT ECONOMIC VALUE GENERATED AND DISTRIBUTED (GRI 201-1)

Business performance in 2023

No.	Target (VND Billion)	2022	% 2023	2023	Growth rate
1	Gross revenue	1,676.3		2,113.9	26%
2	OTC	1,023.9		1,083.0	6%
3	ETC Partner	399.0		696.0	74%
4	ETC-IMP	167.8		188.0	12%
5	Others	85.6		146.9	70%
6	Less deductions	32.6		119.8	267%
7	Net revenue	1,643.7	114%	1,994.0	21%
8	COGS	946.4		1,183.5	25%
9	Gross profit	697.4		810.5	16%
	(%)	42%		41%	
10	Selling expenses	269.0		309.9	15%
11	General & administrative expenses	131.8		119.6	-9%
12	Profit before tax	291.4	108%	377.3	30%
13	Depreciation and amortisation	60.4		82.6	37%
14	EBITDA	355.6		466.0	31%
	(%)	22%		23%	

BY THE END OF 2023

TOTAL GROSS REVENUE OF
VND
2,113.9
BILLION
⬆️ **26%**
compared to the overall market
growth rate of 8% in the Vietnamese
pharmaceutical industry

NET REVENUE REACHED
VND
1,994.0
BILLION
exceeding the set target by 114% and
reflecting a growth rate of
⬆️ **21%** compared to the
same period last year

THE PRE-TAX PROFIT REACHED
VND
377.3
BILLION
⬆️ **30%** compared to the
same period
exceeding the target set by the
Shareholders' General Meeting
by 108%

Total assets and equity

No.	Target (VND Billion)	2022	2023	Growth rate
1	Total assets	2,276.9	2,392.6	5.1%
2	Equity	1,894.4	2,084.6	10.0%
3	Charter capital	667.1	700.4	5.0%

Profitability Indicators

No.	Target	Unit	2022	2023	Change
1	Profit before tax/Revenue	%	17.7%	18.9%	1.2 point %
2	EBITDA	VND Billion	356.9	466.0	31%
3	ROS	%	13.6%	15.0%	1.4 point %
4	ROA	%	9.8%	12.8%	3 point %
5	ROE	%	12.1%	15.0%	2.9 point %

Economic value distribution in 2023

THE AVERAGE INCOME
FOR EMPLOYEES IN 2023

VND
20.8
MILLION/PERSON/MONTH
⬆️ **15%** compared to 2022
(VND 18.1 million/person/month)

THE EXPECTED DIVIDEND PAYOUT RATIO
FOR SHAREHOLDERS

20% OF THE
CHARTER CAPITAL
(10% in cash and 10% in shares, equivalent to
nearly VND 70 billion and over 7 million shares)

100% OF EMPLOYEES
ARE COVERED BY SOCIAL INSURANCE
AND RECEIVE HEALTH CHECK-UPS

VND
1,350
BILLION
PAYMENT TO SUPPLIERS

VND
177
BILLION
AMOUNTS PAYABLE TO THE GOVERNMENT

VND
>1
BILLION
INVESTMENT IN THE COMMUNITY

EFFECTS ON FINANCIAL PERFORMANCE, RISKS, AND OPPORTUNITIES DUE TO CLIMATE CHANGE (GRI 201-2)

The risks and opportunities arising from climate change can potentially lead to significant changes in the operations and financial performance of Imexpharm's factories. These changes might increase input costs and affect the safety and health of the company's employees. To minimize risks and losses, the company closely monitors fluctuations and implements flexible, timely policies to preserve resources and stabilize business operations. Additionally, the company can seize opportunities to optimize production activities, create new products and services, and take environmentally friendly actions, contributing to a healthier, more sustainable community.

GRI 202. MARKET PRESENCE

GENERAL GOVERNANCE METHOD (GRI 3-3)

Based on the clear understanding that employees are a valuable asset and a core element of success and sustainable development, Imexpharm implements a comprehensive care policy for its workforce, focusing on diversity, equality, and integration. The company ensures that all employees have the opportunity to live and work in the best possible environment, where they can maximize their potential.



Imexpharm applies and maintains a fair internal salary and reward policy, aiming to enhance competitiveness in total income compared to the external market. The salary and reward policy is implemented based on the effectiveness of each employee's performance, aligned with their skills and expertise, allowing for the maintenance of performance and encouraging individuals to strive for further development. Moreover, a good salary policy also contributes to boosting domestic consumption as employees' income is ensured, thereby contributing to higher GDP growth and improving the quality of economic and social development.

RATIOS OF STANDARD ENTRY LEVEL WAGE BY GENDER COMPARED TO LOCAL MINIMUM WAGE (GRI 202-1)

Imexpharm implements a wage allocation policy that is higher than the minimum wage in the business areas where it operates. This is aimed at eliminating inequality and prioritizing the recruitment of local residents, contributing to improving their standard of living and supporting sustainable development in those regions.

In reality, the average income for full-time employees at Imexpharm is between 3.9 to 5.6 times higher than the regional minimum wage in 2023. This result highlights the company's complete commitment to Core Value #1: Customer Orientation, within the Imexpharm culture. Taking care of and satisfying "Internal Customers" is the primary goal that Imexpharm's leadership team focuses on.



In 2023, the minimum wage for employees at Imexpharm was 1.5 to 2.2 times higher than the base wage in the respective regions, as stipulated in Government Decree No. 38.

Area	Monthly minimum wage (Unit: VND/ month)
Region 1	4,680,000
Region 2	4,160,000
Region 3	3,640,000
Region 4	3,250,000
At Imexpharm	7,000,000

GRI 203. INDIRECT ECONOMIC IMPACTS

INFRASTRUCTURE INVESTMENTS AND SERVICES SUPPORTED (GRI 203-1)

Investment in core activities

In 2023, the total research and development expenses of Imexpharm reached

≈ 5% OF NET REVENUE

Currently, Imexpharm is the company with the largest number of EU-GMP standard production lines in the country

11 EU-GMP LINES located in three manufacturing clusters: IMP2, IMP3, and IMP4

Imexpharm continuously promotes and invests significant resources in research and development activities. The company consistently strives to improve manufacturing technologies to ensure the supply of products of the highest quality to consumers. Through these efforts, Imexpharm contributes to fulfilling its aspiration of becoming a sustainable companion brand for community health.

Social Security benefits

Imexpharm has been accompanying the Educational Support Association of Dong Thap province by sponsoring

VND 566 MILLION in the "Commendation and Reward Ceremony for students, students, and teachers with outstanding achievements in the academic year 2022-2023"



SIGNIFICANT INDIRECT ECONOMIC IMPACTS (GRI 203-2)

Job creation, poverty and hunger reduction

In 2023, Imexpharm has created employment opportunities for

1,405 EMPLOYEES

The workforce serves as a significant driving force for Imexpharm to successfully implement its management and business strategies, meeting the production needs and serving the livelihood of the people, thus contributing to the economic development of the country.

Promote social security through community activities

In 2023, Imexpharm provided support of over VND 1 billion for social welfare activities. The support primarily focused on sponsoring medical equipment and providing free medical examinations and treatments for disadvantaged individuals and marginalized groups. Imexpharm also collaborated in educational initiatives and nurtured talent development programs.



GRI 205. ANTI-CORRUPTION



GENERAL GOVERNANCE METHOD (GRI 3-3)



Transparency and anti-corruption are major concerns for investors and shareholders. Enhancing anti-corruption measures through adherence to honesty, corporate governance standards, and responsible business practices can have positive impacts on the company, meeting market expectations, international standards, and stakeholders' demands.



Therefore, Imexpharm continues to develop and strengthen a professional management framework based on international standards to effectively control all operations and mitigate operational risks, preventing any negative elements in the business activities.



Implementing transparency and disclosure of regulations and procedures in the company's operations contributes to raising awareness and responsibility among employees in combating corruption. Communication methods regarding anti-corruption policies and procedures are being researched and developed to effectively disseminate information to employees, ensuring the most efficient anti-corruption measures are implemented.

CONFIRMED INCIDENTS OF CORRUPTION AND ACTIONS TAKEN (GRI 205-3)

In 2023, as well as in previous years, there have been no reported incidents of corruption at Imexpharm.

GRI 207. TAX



GENERAL GOVERNANCE METHOD (GRI 3-3)

Taxation is an important aspect of business transparency and responsibility towards regulatory agencies, shareholders, customers, and society as a whole.

Imexpharm understands this responsibility as a leading pharmaceutical company, and it not only fulfills its management and business obligations, but also fulfills its responsibilities to society by contributing to the State budget through tax payments.

APPROACH TO TAX (GRI 207-1)

The company follows the regulations for declaration and payment of various taxes, including corporate income tax, value-added tax, personal income tax on investment activities in stocks, and other taxes as required by law.

TAX GOVERNANCE, CONTROL, AND RISK MANAGEMENT (GRI 207-2)

With a deep respect for the law, Imexpharm places special emphasis on compliance with tax regulations and timely payment to the State budget. The company ensures accurate and timely tax filing, adhering to the correct locations, amounts, and deadlines. Imexpharm maintains transparency with tax authorities, disclosing and explaining relevant events and situations. In 2023, Imexpharm paid a total of VND 177 billion in taxes to the State Budget, representing a 33% increase compared to the same period in 2022, which was VND 133 billion.

STAKEHOLDER ENGAGEMENT AND MANAGEMENT OF CONCERNS RELATED TO TAX (GRI 207-3)

Imexpharm strives for sustainable and balanced development that considers the interests of all stakeholders. Each stakeholder plays a crucial role in the company's existence, reputation, and growth. Therefore, tax obligations towards stakeholders are also valued by the company. Imexpharm is committed to fully complying with tax obligations, transparently and within the designated deadlines, towards employees, local communities, and other relevant parties associated with its operations.

ENVIRONMENT (GRI 300)

Chapter 4

- 77 GRI 301. Materials
- 79 GRI 302. Energy
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- 95 GRI 306. Waste
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PROTECT THE ENVIRONMENT, PRESERVE THE PLANET

TOP 50

BEST LISTED COMPANIES

TOP 20

LISTED COMPANIES
VIET NAM SUSTAINABILITY INDEX



IMEXPHARM COMMITMENT TO SUSTAINABLE DEVELOPMENT

- Complying fully with the requirements of ISO 14001 standards and environmental protection laws.
- Conserving energy, water, and efficiently utilizing resources.
- Continuously improving the effectiveness of the management system and preventing environmental pollution.
- All employees are well-informed and provided with the best conditions to implement the company's environmental policy.

GRI 301. MATERIALS

GENERAL GOVERNANCE METHOD (GRI 3-3)

As a pharmaceutical manufacturing company, Imexpharm recognizes the importance of managing and controlling raw materials as they play a crucial role in the quality of the final products.

With a commitment to investing in product quality, Imexpharm consistently enhances the efficiency of its supply chain operations. This involves actively sourcing and maintaining high-quality input materials, selecting reputable suppliers, diversifying sourcing channels, and developing a stable supply of raw materials. By ensuring stable production and business operations, Imexpharm minimizes disruptions and effectively controls costs, ultimately achieving the goal of providing high-quality healthcare products at reasonable prices to hospitals, pharmacies, and the general public.

Imexpharm currently holds over 333 products licensed by the Ministry of Health for circulation nationwide. The diverse range of products leads to a rich variety of raw materials used in the company's manufacturing process. Stringent and thorough monitoring is carried out to ensure the quality of raw materials. Imexpharm has an experienced quality control team that promptly detects and rejects any materials that do not meet the requirements. The company utilizes raw materials that meet the Certificate of Suitability (CEP) standards set by the European Union for selected key products from its EU-GMP certified facilities, ensuring that the products meet high-quality standards and provide effective treatment outcomes.

Imexpharm implements material control activities on the SAP-ERP software, which enhances the efficiency of material and inventory management. The Procurement Department, together with the Quality Assurance (QA) Department, conducts material appraisal procedures prior to stock intake. The Planning Department, under

the Finance Division, collaborates with the Sales and Production departments to plan and forecast goods and manage inventory. Imexpharm has periodic material inventory reassessment policies every six months based on current regulations. Additionally, relevant departments carry out regular inspections and statistics on raw materials on a monthly and quarterly basis to proactively respond to market conditions.

Other activities related to improving the quality of the supply chain are also emphasized, such as conducting regular supplier assessments, ensuring transparent procurement practices, and promoting the use of domestic packaging and excipients that meet the required standards.



MATERIALS USED BY WEIGHT OR VOLUME (GRI 301-1)

To serve its manufacturing and business operations, Imexpharm has utilized a significant amount of raw materials throughout the year, including active pharmaceutical ingredients, excipients, and packaging materials.

The volume of raw materials used in 2023 is as follows:

No.	Target	Unit	2022	2023
1	Main materials	Ton	405	381
2	Excipients	Ton	332	328
3	Auxiliary materials	Million Unit	539	536
Inclusively				
3.1	Capsule	Million Unit	363	402
3.2	Packaging	Million Unit	176	134

RECYCLED INPUT MATERIALS USED (GRI 301-2)

In material management, the company does not classify materials based on whether they are recyclable or non-recyclable.

Due to the strict regulations in the pharmaceutical industry, it is challenging to implement recycling practices for materials and packaging.

Therefore, Imexpharm mainly collects products that are potentially recyclable, such as cardboard boxes, plastic packaging, and aluminum foils, and sells them to waste collection units. Currently, the company does not actively manage this issue as the volume of recyclable materials is negligible.



GRI 302. ENERGY

GENERAL GOVERNANCE METHOD (GRI 3-3)

Using energy efficiently and saving costs is one of the practical solutions that help the company reduce production operation expenses, optimize profitability, and enhance business efficiency. It also contributes to resource conservation, environmental protection, greenhouse gas emissions reduction, and minimizing the impacts of global climate change.

Imexpharm implements control and efficient energy use in both office activities and manufacturing plants. Every year, the company establishes energy-saving targets for both production and office departments. Additionally, Imexpharm encourages and promotes initiatives and improvements to enhance energy efficiency. To evaluate the plant's performance and improve the management practices of its staff, the company sets energy-saving targets in the Balanced Scorecard (BSC) assessment.

ENERGY CONSUMPTION WITHIN THE ORGANIZATION (GRI 302-1)

At Imexpharm, electricity and diesel fuel (DO) are the primary sources of energy used in manufacturing operations at the plants and for activities at the main headquarters and nationwide sales branches.

ENERGY CONSUMPTION AT IMEXPHARM IN 2023

Total electricity consumption

15,557,780 kWh

Total diesel fuel (DO) consumption

415,200 liters

TOTAL ENERGY CONSUMPTION WITHIN THE ORGANIZATION

56,018,702 MJ

Reference conversion notes: (1 liter of diesel fuel (DO) = 0.8 kg); (1 kg = 7,700 cal); (1 kcal = 4,181 J); (1 kWh = 3.6*10⁶ J); (1 MJ = 10⁶ J)

2023 ENERGY CONSUMPTION AT THE PLANTS IN 2023

Total electricity consumption (Unit: kWh)

No.	Plant	2022	2023	(+/-) 2023/2022
1	IMP1	5,887,685	5,873,000	0%
2	IMP2	2,482,609	2,668,430	7%
3	IMP3	3,949,244	4,231,050	7%
4	IMP4	-	2,785,300	-
Total		12,319,538	15,557,780	26%

Total fuel (DO) consumption (Unit: Liter)

No.	Plant	2022	2023	(+/-) 2023/2022
1	IMP1	57,320	74,000	31.3%
2	IMP2	750	900	19.9%
3	IMP3	167,400	211,500	26.3%
4	IMP4	-	128,800	-
Total		225,470	415,200	84.9%

ENERGY INTENSITY (GRI 302-3)



ENERGY INTENSITY

VND 44,197 kWh per VND million of net revenue

The results of the 2023 implementation of quality and environmental objectives regarding the energy intensity of the plants are as follows:

(Unit: kWh)

No.	Plant	2022	2023	(+/-) 2023/2022
1	IMP1	7741.87	8,318.70	7%
2	IMP2	36,242	22,807	-37%
3	IMP3	17,949	113,071	-27%
Total		61,933	44,197	-29%

REDUCTION OF ENERGY CONSUMPTION (GRI 302-4)

Imexpharm actively implements various energy-saving measures, including the following:



Regulations on electricity savings for departments within the company, maximizing the use of natural light and ventilation, reducing the operation of non-essential electrical sources, avoiding simultaneous use of high-consumption devices during peak hours, repairing and upgrading lighting systems to gradually replace incandescent bulbs with LED lights, reviewing and adding automatic on/off systems.



Regular maintenance of vehicles, machinery, and equipment that use gasoline or diesel fuel, as well as measures to suspend the operation of vehicles such as cars and trucks that emit excessive emissions.



Imexpharm has also made improvements by equipping online meeting systems in conference rooms to reduce the frequency of long-distance travel by car and plane from branches nationwide.



Additionally, there is a focus on limiting the use of plastic, promoting the use of recyclable materials, and planting more greenery. These activities contribute to reducing carbon emissions within the company's operations.



GRI 303. WATER AND EFFLUENTS

GENERAL GOVERNANCE METHOD (GRI 3-3)

With the slogan

“SAVE TODAY - SUSTAIN TOMORROW”,

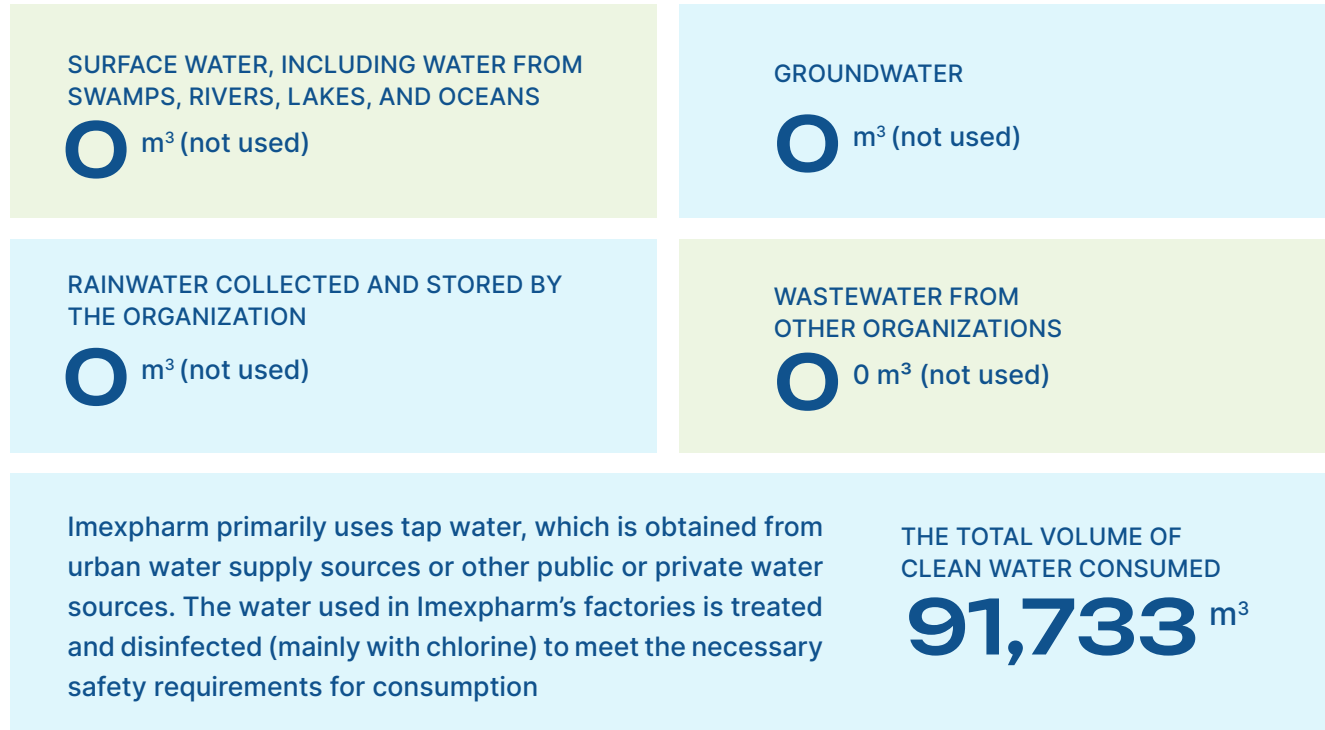
all employees at Imexpharm are committed to practicing responsible water consumption to protect valuable resources. Moreover, the company schedules production plans strategically to minimize equipment cleaning processes and conserve water.



WATER WITHDRAWAL (GRI 303-3)

Imexpharm always complies with the regulations of Vietnamese law regarding water exploitation and implements various technological measures to reduce water usage.

The total volume of incoming water is categorized as follows:



WATER DISCHARGE (GRI 303-4)

The wastewater generated from manufacturing activities is treated by the company before being discharged into the river in accordance with local government regulations on water discharge. Alternatively, treated wastewater can be discharged into the industrial zone's designated water discharge area.

The volume of wastewater at the plants:

(Unit: m³)					
No.	Plant	2021	2022	2023	(+/-) 2023/2022
1	IMP1	12,723	13,933	13,150	-5.6%
2	IMP2	7,181	3,596	8,153.6	8.0%
3	IMP3	19,414	22,176	22,521.6	1.6%
4	IMP4	-	-	8,179	
Total		39,318	39,705	52,004	19.1%



For the IMP1 plant, Imexpharm has constructed a wastewater treatment system that fully complies with environmental protection criteria. After treatment, the wastewater is measured for appropriate levels of various substances before being discharged into the city's wastewater system. The company engages independent third parties with expertise in environmental monitoring to measure and report environmental indices. Regular quarterly environmental monitoring is conducted, with monitoring carried out by the Resource and Environmental Monitoring Center of the Department of Natural Resources and Environment of Dong Thap province. The results of environmental surveys and measurements are conducted at the Environmental Technology and Occupational Safety Consultancy Center.

The quality of wastewater after treatment in the IMP1 plant's treatment system

No.	Analytical parameter	Testing method	Unit	QCVN 40 BTNMT COLUMN A	2023
1	pH	Device measurement	-	6-9	7.30
2	BOD5	Sensor	mg/l	30	13
3	COD	Method 8000	mg/l	75	20
4	TSS	TCVN 6625-2000	mg/l	50	<5
5	Nitrogen	TCVN 5987-1995	mg/l	15	5.04
6	Phosphor	Method 8180	mg/l	4	0.07
7	Chlorine	Method 8021/DR5000	mg/l	1	<0.04
8	Amoni	TCVN 5988-1995	mg/l	5	0.06
9	Mangan	Method 8034/DR5000	mg/l	0.5	<0.013
10	Coliform	TCVN 6187-2:1996	MPN/100ml	3000	240
11	Amoxicillin stain	Less than the detection limit		Qualified	Qualified

FOR THE IMP2, IMP3, AND IMP4 PLANTS
Imexpharm has also established initial wastewater treatment systems in accordance with European standards. After treatment, the wastewater will be discharged into the industrial zone's wastewater system where the plants are located.

The quality standards for wastewater after treatment in the IMP2 plant's treatment system

No.	Analytical parameter	Unit	Result Date		The wastewater standards of VSIP Industrial Park
			29/06/2023	25/12/2023	
1	Color	-	<15.0*	<15.0*	150
2	pH	mg/l	6.4	6.6	5.5-9
3	TSS	mg/l	10.4	11.6	100
4	BOD5	mg/l	27.5	22.7	50
5	COD	mg/l	45.4	37.6	150
6	Nitrogen	mg/l	18.5	15.4	40
7	N-NH4+	mg/l	KPH (MDL=0.01)	KPH (MDL=0.01)	10
8	N-NO3-	mg/l	13.2	10.5	-
9	Phosphor	mg/l	0.19	0.23	6
10	Chlorine	mg/l	KPH (MDL = 0.2)	KPH (MDL = 0.2)	2
11	Arsenic	mg/l	KPH (MDL = 0.006)	KPH (MDL = 0.006)	0.1
12	Hydrargyrum	mg/l	KPH (MDL = 0.001)	KPH (MDL = 0.001)	0.01
13	Iron	mg/l	KPH (MDL = 0.04)	KPH (MDL = 0.04)	5
14	Coliform	MPN/100 ml	KPH (MDL = 1)	KPH (MDL = 1)	5,000

At the IMP3 plant, wastewater monitoring is conducted four times a year, and it meets the wastewater standards of the VSIP Industrial Park.

The quality standards for wastewater after treatment in the IMP3 plant's treatment system

No.	Analytical parameter	Unit	Result Date				The wastewater standards of VSIP Industrial Park
			30/03/2023	22/06/2023	13/09/2023	06/12/2023	
1	pH	-	7.14	6.88	7.21	7.18	6-9
2	TSS	mg/l	84	73	62	57	400
3	BOD5 (20°C)	mg/l	45	38	44	39	600
4	COD	mg/l	109	69	93	80	400
5	N-NH4+	mg/l	7.3	7.6	7.2	6.8	8
6	Nitrogen	mg/l	13.2	14.1	13.6	14.4	20
7	Phosphor	mg/l	0.97	1.05	1.23	1.5	5

No.	Analytical parameter	Unit	Result Date				The wastewater standards of VSIP Industrial Park
			30/03/2023	22/06/2023	13/09/2023	06/12/2023	
8	Lead (Pb)	mg/l	KPH	KPH	KPH	KPH	0.08
9	Arsenic (As)	mg/l	KPH	KPH	KPH	KPH	0.04
10	Hydrargyrum (Hg)	mg/l	KPH	KPH	KPH	KPH	0.004
11	Cadmium (Cd)	mg/l	KPH	KPH	KPH	KPH	0.004
12	Mineral oil	mg/l	KPH	KPH	KPH	KPH	10
13	Coliform	MPN/100 ml	3.9 x 10 ³	3.6 x 10 ³	4.6 x 10 ³	3.6 x 10 ³	5,000

The quality standards for wastewater after treatment in the IMP4 plant's treatment system

No.	Analytical parameter	Unit	Result Date				The wastewater standards of VSIP Industrial Park
			30/03/2023	22/06/2023	13/09/2023	06/12/2023	
1	pH	-	6.75	7.28	7.18	7.13	6-9
2	TSS	mg/l	43	87	75	67	400
3	BOD5 (20°C)	mg/l	25	108	97	85	600
4	COD	mg/l	41	250	193	170	400
5	N-NH4+	mg/l	3.9	6.7	5.6	6.7	8
6	Nitrogen	mg/l	10.3	16.2	14.5	15.8	20
7	Phosphor	mg/l	KPH	KPH	KPH	KPH	5
8	Lead (Pb)	mg/l	KPH	KPH	KPH	KPH	0.08
9	Arsenic (As)	mg/l	KPH	KPH	KPH	KPH	0.04
10	Hydrargyrum (Hg)	mg/l	KPH	KPH	KPH	KPH	0.004
11	Cadmium (Cd)	mg/l	0.97	1.95	2.3	2.8	0.004
12	Mineral oil	mg/l	KPH	KPH	KPH	KPH	10
13	Coliform	MPN/100 ml	3.6 x 10 ³	3.9 x 10 ³	2.4 x 10 ³	2.9 x 10 ³	5,000

IN 2023,

Imexpharm strictly implemented wastewater treatment and did not encounter any violations related to wastewater discharge.

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WATER CONSUMPTION (GRI 303-5)

Water consumption status at Imexpharm from 2019 to 2023 (Unit: m³)

2019	2020	2021	2022	2023
65,885	62,517	65,328	70,369	91,733

Water consumption status at the plants in 2023 (Unit: m³)

No.	Plant	2021	2022	2023	(+/-) 2023/2022
1	IMP1	32,085	33,658	32,559	-3%
2	IMP2	8,976	9,437	10,192	8%
3	IMP3	24,267	27,274	28,152	3%
4	IMP4	-	-	20,830	
Total		65,328	70,369	91,733	30%

Water consumption intensity at the plants in 2023 (Unit: m³ /million product unit)

No.	Plant	2021	2022	2023	(+/-) 2023/2022
1	IMP1	57.4	44.3	46.1	4%
2	IMP2	294.3	137.8	86.4	-37%
3	IMP3	109.6	124.0	87.0	-30%
Total		461.3	306.0	219.5	-28%

WATER RECYCLING AND REUSE

Due to the safety standards required for water used in the pharmaceutical industry, the company does not practice water recycling or reuse.

GRI 305. EMISSIONS

GENERAL GOVERNANCE METHOD (GRI 3-3)

The issue of air pollution is a challenging problem worldwide. Industrial activities, particularly large-scale and concentrated production, are one of the significant sources of air pollution. As a responsible manufacturer, Imexpharm is closely controlling its emissions to ensure an environmentally friendly production process that benefits both the environment and the community.

The company implements an environmental management system in its plants according to ISO 14001:2015 standards. This system helps effectively manage and control environmental hazards, minimizing the environmental risks associated with business operations. Additionally, Imexpharm conducts regular environmental monitoring on a quarterly basis to promptly detect any potential environmental risks.

As a responsible manufacturer, Imexpharm is closely controlling its emissions to ensure an environmentally friendly production process that benefits both the environment and the community.



DIRECT AND ENERGY INDIRECT GHG EMISSIONS (GRI 305-1, GRI 305-2)

The sources of greenhouse gas emissions at Imexpharm primarily include electricity consumption from the national grid, the use of fossil fuels in business and production activities, and direct emissions from company employees.

The total greenhouse gas emissions in the company can be measured in three scopes:

SCOPE 1	SCOPE 2	SCOPE 3
All direct emissions from the plants and company operations that are under the company's direct control: the use of diesel oil in boiler operations, gasoline and diesel fuel for company vehicles.	Indirect emissions resulting from the company's electricity and energy purchases for production and business activities: energy used for lighting and operating machinery and equipment.	All other indirect emissions resulting from activities along the value chain that the company does not own or control: Imexpharm does not apply Scope 3 accounting.

The amount of CO₂ emissions increases or decreases in proportion to the production output. As production increases, there is a greater need for electricity, water, diesel oil, and other resources.

CO₂ emissions from production activities

Plant	TOTAL VOLUME (UNIT)			CO ₂ EMISSIONS (TON)		
	2021	2022	2023	2021	2022	2023
IMP1	558,610,000	760,498,915	705,966,302	510,013	694,331	644,542,80
IMP2	30,498,226	68,497,733	117,911,884	27,845	62,538	107,652,81
IMP3	221,428,387	220,027,177	323,692,854	201,500	200,225	295,529,54
Total	810,536,613	1,049,023,825	1,147,571,040	739,358	957,093	1,047,725

Direct CO₂ emissions from company employees

Year	AVG NUMBER OF EMPLOYEES	CO ₂ EMISSIONS (TON)
2021	1,203	43.12
2022	1,260	45.16
2023	1,405	50.40



The total amount of diesel oil used in the company's plants and the conversion of CO₂ according to the IPCC's 2006 formula

Plant	DIESEL OIL USAGE (LITER)			CO ₂ EMISSIONS (TON)			(+/-) 2023/2022
	2021	2022	2023	2021	2022	2023	
IMP1	52,990	57,320	57,320	142.29	153.92	202	31.3%
IMP2	485	750	750	1.32	2.05	2	19.9%
IMP3	175,400	167,400	167,400	476.70	457.00	577	26.3%
IMP4	-	-	-	-	-	352	-
Total	228,875	225,470	225,470	620.31	612.97	1,133.50	84.9%

CO₂ emissions from electricity consumption from the national grid in 2023

Plant	USAGE OF ELECTRICITY (KWH)			CO ₂ EMISSIONS (TON)			(+/-) 2023/2022
	2021	2022	2023	2021	2022	2023	
IMP1	5,163,665	5,887,685	5,873,000	4,367.43	4,251.50	4,240.89	0%
IMP2	1,818,735	2,482,609	2,668,430	1,538.29	1,792.69	1,926.87	7%
IMP3	4,076,800	3,949,244	4,231,050	3,448.16	2,851.75	3,055.24	7%
IMP4	-	-	2,785,300	-	-	2,011.27	-
Total	11,059,200	12,319,538	15,557,780	9,354	8,896	11,234	26%

MONITORING THE PLANT ENVIRONMENT

In addition to implementing emission treatment systems at its plants, Imexpharm also

CONDUCTS REGULAR ENVIRONMENTAL MONITORING EVERY THREE MONTHS

and submits comprehensive reports to the relevant environmental management authorities.

This monitoring activity is performed by licensed environmental monitoring organizations.

Imexpharm has conducted regular monitoring at its plants in compliance with regulations, and the company has not recorded any abnormal index or any index exceeding the permissible limits at its plants.

Air monitoring results at the IMP1 plant

STT	Area	Date	CO (mg/Nm ³)	NO ₂ (mg/Nm ³)	Result SO ₂ (mg/Nm ³)	Dust (mg/Nm ³)	Noise (dB)
1	Air handling equipment for the testing area	27/11/2023	KPH	KPH	KPH	KPH	67.8
2	Boiler chimney	27/11/2023	3.8	KPH	KPH	20.6	68.5
QCVN No. 19: 2009/BTNT, column B			1000	-	500	200	-
Testing method			HD-ĐDHT10	HD-ĐDHT10	HD-ĐDHT10	US EPA Method 5	Specialized device

Gas emissions monitoring results at the IMP1 plant

No.	Area	Date	CO (mg/Nm ³)	NO ₂ (mg/Nm ³)	Result SO ₂ (mg/Nm ³)	Dust (mg/m ³)	Noise (dB)
1	Peni Workshop	27/11/2023	27/11/2023	KPH	KPH	KPH	68,5
2	24 - TPCN Workshop	27/11/2023	27/11/2023	3.7	KPH	19.1	69
3	Non Betalactam Workshop - preparation	27/11/2023	27/11/2023	KPH	KPH	6.9	67.9
4	Non Betalactam Workshop - film coating area	27/11/2023	27/11/2023	KPH	KPH	10	68.3
QCVN No. 19: 2009/BTNT, column B				-	500	200	-
Testing method			HD-ĐDHT10	HD-ĐDHT10	HD-ĐDHT10	US EPA Method 5	Specialized device

Gas emissions monitoring results at the IMP2 plant

No.	Area	Date	Result Dust (mg/Nm ³)	Volume (m ³ /h)
1	Drainpipe Bibo 1	29/06/2023	65.8	2,710
		25/12/2023	66.2	2,713
2	Drainpipe Bibo 2	29/06/2023	65.3	2,590
		25/12/2023	65.4	2,631

Air monitoring results at the IMP2 plant

No.	Area	Date	Result			
			Dust (mg/Nm³)	SO ₂ (mg/Nm³)	NO ₂ (mg/Nm³)	CO (mg/Nm³)
1	The area surrounding the support area	30/06/2023	0.18	0.040	0.044	<5.0
		25/12/2023	0.17	0.037	0.046	<5.0
2	Surrounding area of the warehouse of Branch No.2	30/06/2023	0.15	0.041	0.047	<5.0
		25/12/2023	0.16	0.042	0.049	<5.0
3	Entrance area to the branch	30/06/2023	0.18	0.052	0.055	6.11
		25/12/2023	0.18	0.048	0.053	5.96
QCVN 05:2013/BTNMT			0.3	0.35	0.2	30

Gas emissions monitoring results at the IMP3 plant

No.	Area	Date	Result			
			Dust (mg/Nm³)	SO ₂ (mg/Nm³)	NO ₂ (mg/Nm³)	CO (mg/Nm³)
1	Entrance area of the Company	30/03/2023	0.228	0.094	0.080	< 8.3
		22/06/2023	0.237	0.093	0.081	< 8.3
		13/09/2023	0.253	0.090	0.076	< 8.3
		06/12/2023	0.264	0.089	0.073	< 8.3
2	Area between two production workshops	30/03/2023	0.198	0.089	0.075	< 8.3
		22/06/2023	0.203	0.090	0.078	< 8.3
		13/09/2023	0.203	0.092	0.079	< 8.3
		06/12/2023	0.203	0.090	0.076	< 8.3
QCVN 05:2013/BTNMT			0.3	0.35	0.2	30

Gas boiler emissions monitoring results at the IMP3 plant

No.	Area	Date	Result			
			Dust (mg/Nm³)	SO ₂ (mg/Nm³)	NO ₂ (mg/Nm³)	CO (mg/Nm³)
1	Boiler chimney	30/03/2023	63	0	14	172
		22/06/2023	57	0	11	168
		13/09/2023	78	0	17	142
		06/12/2023	81	0	25	173
QCVN 19:2009/ BTNMT, column B			200	500	850	1000

Gas emissions monitoring results at the IMP4 plant

No.	Area	Date	Result			
			Dust (mg/Nm³)	SO ₂ (mg/Nm³)	NO ₂ (mg/Nm³)	CO (mg/Nm³)
1	Entrance area of the Company	02/03/2023	0.245	0.094	0.079	< 8.3
		07/06/2023	0.237	0.092	0.080	< 8.3
		16/09/2023	0.229	0.090	0.077	< 8.3
		28/11/2023	0.237	0.091	0.079	< 8.3
2	Area between two production workshops	02/03/2023	0.478	0.297	0.161	< 8.3
		07/06/2023	0.425	0.292	0.158	< 8.3
		16/09/2023	0.474	0.295	0.161	< 8.3
		28/11/2023	0.557	0.292	0.164	< 8.3
QCVN 05:2013/BTNMT			0.3	0.35	0.2	30

Gas boiler emissions monitoring results at the IMP4 plant

No.	No.	Date	Result			
			Dust (mg/Nm³)	SO ₂ (mg/Nm³)	NO ₂ (mg/Nm³)	CO (mg/Nm³)
1	Boiler chimney	02/03/2023	50	0	12	170
		07/06/2023	49	0	14	185
		16/09/2023	57	0	8	168
		28/11/2023	57	0	8	168
QCVN 19:2009/ BTNMT, column B			200	500	850	1000

GRI 306. WASTE

GENERAL GOVERNANCE METHOD (GRI 3-3)

For the pharmaceutical industry, particularly in the production of antibiotics like Imexpharm, the treatment of wastewater must be handled with utmost care to avoid any negative impact on the water environment. Proper management of wastewater and waste reflects the company's responsibility in preserving the environment for the community. It helps prevent the degradation of natural ecosystems and minimizes harmful impacts on the ecosystem, affecting the livelihoods, economy, society, as well as the existence and development of humans, organisms, and nature. Imexpharm is committed to complying with environmental regulations and laws. The treatment of wastewater and waste at the company is carried out in accordance with regulations and follows the proper procedures.

All wastewater and waste go through a treatment system

TO ENSURE 100% ENVIRONMENTAL SAFETY

before being discharged.

TOTAL WASTE BY CATEGORY AND TREATMENT METHOD (GRI 306-1, GRI 306-2, GRI 306-3, GRI 306-4, GRI 306-5)

Imexpharm has clear guidelines for waste management stated in the company's Quality and Environmental Handbook. According to these guidelines, waste at Imexpharm is categorized into hazardous and non-hazardous waste. The company performs separate classification and collection of waste based on its type, labeling, and centralized storage in designated areas that meet environmental requirements.

Total volume of hazardous waste

(Unit: Kg)

No.	Plant	2021	2022	2023	(+/-) 2023/2022
1	IMP1	27,720	32,923	37,228	13.1%
2	IMP2	2,295	4,495	9,693	115.6%
3	IMP3	10,404	10,350	13,420	29.7%
4	IMP4	-	-	8,988	
Total		40,419	43,514	69,329	45.1%

FOR HAZARDOUS SOLID WASTE,

the company will collect and consolidate it in waste storage facilities and then hand it over to waste treatment units. Imexpharm conducts inspections after the treatment process and performs acceptance testing as required for the waste treatment units.

The results of achieving the quality & environmental objectives for 2023 regarding hazardous waste at the plants:

Plant	2023 Plan	2023 Result	Note
IMP1			
Total electricity consumption (KW)	NON: 6,380 PENI: 8,096	NON: 5,695 PENI: 6,875	Qualified
IMP2			
Total electricity consumption (KW)/ 1 million product unit	44,000	22,630	Qualified
Total hazardous waste (Kg)	380	160	Qualified
IMP3			
Total electricity consumption (KW)/ 1 million product unit	20,900	13,198	Qualified
Hazardous waste (Kg)/ 1 million product unit	56	34,6	Qualified

Plant	2023 Plan	2023 Result	Note
IMP4			
Total electricity consumption (KW)	3,700,000	2,785,300	Qualified
Total hazardous waste (Kg)	17,000	5,438	Qualified

Total volume of non-hazardous waste (Unit: Kg)

No.	Plant	2021	2022	2023	(+/-) 2023/2022
1	IMP1	27,086	35,261	42,287	19.9%
2	IMP2	600	500	500	0.0%
3	IMP3	34,187	26,500	37,980	43.3%
4	IMP4	-	-	30,159	
Total		61,873	57,712	110,926	78.2%



Non-hazardous waste includes materials that can be recycled, such as paper packaging, plastic packaging, clean nylon, cardboard boxes, and paper waste generated during the product packaging process. Imexpharm does not recycle non-hazardous waste itself but instead collects and sells it to purchasing units for recycling purposes.

TRANSPORTATION OF HAZARDOUS WASTE

At Imexpharm, the department responsible for labeling hazardous waste ensures strict management for each type of waste during the storage and transportation processes.

The company enters into contracts with collection, transportation, and treatment units for hazardous waste, including:

- Vietnam Australia Environment Joint Stock Company
- Binh Duong Environment Water Joint Stock Company
- Golden Lotus Environment Co., Ltd.
- Siam City Cement (Vietnam) Co., Ltd.
- Tien Phat Environment Production Trading Service Limited Liability Company

GRI 307. ENVIRONMENTAL COMPLIANCE

GENERAL GOVERNANCE METHOD (GRI 3-3)

As a leading pharmaceutical company in Vietnam, Imexpharm has always prioritized investing in ESG activities, particularly in environmental protection in its production and management practices.

The company fully complies with the requirements of ISO 14001 standards and environmental protection laws. Imexpharm's plant system meets the EU-GMP standards, adheres to energy-saving practices, uses materials according to international CEP standards, reduces greenhouse gas emissions, and minimizes wastewater and waste. Every Imexpharm employee follows and is conscious of environmental protection activities at their workplace, such as conserving energy and limiting plastic waste

FOR TWO CONSECUTIVE YEARS,
IMEXPHARM HAS BEEN HONORED TO BE LISTED IN THE

TOP 20

LISTED COMPANIES IN THE SUSTAINABLE
DEVELOPMENT INDEX - VNSI BY HOSE

TOP 50

BEST LISTED COMPANIES OF THE YEAR"
BY FORBES MAGAZINE

The company receiving numerous awards related to sustainable development is a testament to its sense of responsibility and efforts in adhering to environmental, economic, and social standards.

NON-COMPLIANCE WITH ENVIRONMENTAL LAWS AND REGULATIONS (GRI 307-1)

IN 2023,
Imexpharm did not record
any violations of laws and
regulations related to the
environment.

The company focuses on investing in quality standards for its manufacturing plants to minimize negative impacts on the environment. Imexpharm strives to adhere to higher standards than current regulations to guide sustainable development and contribute to building a better community and society.

Every year, Imexpharm allocates funds for environmental protection activities and responsible production practices to treat wastewater, emissions, and hazardous waste.

TOTAL ENVIRONMENTAL TREATMENT COST IN 2023 (Unit: VND)

Plant	2022	2023	% Growth
IMP1			
Wastewater treatment systems	210,000,000	165,00,0000	-21.4%
Emission treatment systems	220,000,000	218,000,000	-0.9%
Hazardous waste treatment	340,000,000	378,476,222	11.3%
Total	770,000,000	761,476,222	-1.1%
IMP2			
Wastewater treatment systems	88,101,867	62,741,952	-28.8%
Emission treatment systems	637,504,000	237,956,000	-62.7%
Hazardous waste treatment	24,976,080	69,448,110	178.1%
Total	750,581,947	370,146,062	-50.7%
IMP3			
Wastewater treatment systems	171,864,000	189,050,400	10.0%
Emission treatment systems	150,000,000	165,000,000	10.0%
Hazardous waste treatment	82,800,000	107,360,000	29.7%
Total	404,664,000	461,410,400	14.0%
IMP4			
Hazardous waste treatment	-	71,904,000	-

SOCIETY (GRI 400)

Chapter 5

- 103 GRI 401. Employment
- 108 GRI 402. Labor - Management relations
- 109 GRI 403. Occupational health and safety
- 111 GRI 404. Education and training
- 114 GRI 405. Diversity and equal opportunity
- 116 GRI 406. Non-discrimination
- 116 GRI 408. Child labor
- 116 GRI 409. Forced or compulsory labor
- 117 GRI 413. Local communities
- 124 GRI 416. Customer health and safety
- 130 GRI 417. Marketing and labeling
- 133 GRI 419. Socioeconomic compliance



TOGETHER FOR THE COMMUNITY

- 1 COMMUNITY HEALTHCARE
SUSTAINABLE ANTIBIOTIC STRATEGY
- 2 PIONEERING SUPPORT FOR HEALTHCARE
IN LOCALITIES
- 3 CREATING A GREEN FUTURE
NURTURING TALENT, SUPPORTING EDUCATION
- 4 SHARING LOVE
- 5 ACTION FOR THE ENVIRONMENT

HAPPY WORK ENVIRONMENT

TOP 100

BEST PLACES
TO WORK IN VIETNAM

TOP 5

BEST PLACES TO WORK
IN PHARMACEUTICAL,
MEDICAL EQUIPMENT AND
HEALTHCARE INDUSTRIES

TOP 50

BEST EMPLOYER
OF CHOICES

Workplace preference rate

10%

HIGHER THAN THE
INDUSTRY AVERAGE

Brand awareness rate

81.5%

HIGHER THAN THE INDUSTRY
AVERAGE BY 4.8%

72%

EMPLOYEE
SATISFACTION RATE

(based on indicators of Emotional
attachment, Positive self-motivation,
Commitment and intellectual
engagement within the organization)

GRI 401. EMPLOYMENT

GENERAL GOVERNANCE METHOD (GRI 3-3)

Imexpharm always considers people as its most valuable asset and the core of the company's success. The company's business and management policies focus on the development of a happy workforce, where each individual contributes positively to the development of society and the community. Pursuing the philosophy of comprehensive human development based on the pillars of **"Professional Excellence - Physical Well-being - Resilient Spirit"** creates a strong and solid foundation for Imexpharm. The company has built a workforce of high-quality, skilled, enthusiastic, and sustainable individuals.

The philosophy of comprehensive human development based on the 3 pillars

Professional
Excellence

Physical
Well-being

Resilient
Spirit



With its scale and continuous growth, Imexpharm continuously demands a plentiful and high-quality workforce. The company emphasizes building an employer brand to attract and retain talented individuals, striving to ensure stable employment and enhance remuneration for employees.



Furthermore, the company focuses on developing a healthy, honest, responsible corporate culture and provides appropriate welfare policies that align with the capabilities of its staff. Imexpharm manages work performance by evaluating the effectiveness of each individual, ensuring fairness and efficiency, and creating conditions to unleash the potential of its employees, contributing to the prosperity of the organization.



Regarding welfare policies, the allocation, management, and use of reward funds and employee welfare funds at Imexpharm are managed in accordance with the principles of purpose assurance, transparency, compliance with legal regulations, and the company's financial management regulations.



In terms of training and human resource development, Imexpharm actively implements high-quality training and development activities to maximize the potential and excellence of its workforce, meeting the increasingly demanding requirements of the pharmaceutical industry in the context of deep global integration.

NEW EMPLOYEE HIRES AND EMPLOYEE TURNOVER AT IMEXPHARM (GRI 401-1)



Imexpharm always prioritizes strategic attention to its workforce, making efforts to recruit timely and complete manpower while reducing turnover rates and increasing employee engagement and stability. In 2023, the company's recruitment activities effectively met the manpower needs of various departments, achieving 100% of the planned recruitment with an improved quality of applicants. Recruitment mainly focused on direct departments such as Sales/Production/Quality, accounting for 96% of the total.



The number of newly recruited personnel in 2023 was 295. Imexpharm has a non-discriminatory recruitment policy and provides equal employment opportunities for both men and women. However, due to the nature of the manufacturing industry, some positions may be more suitable for male candidates, and female candidates typically do not apply for these positions.



The number of resignations in 2023 was 150, and the employee retention rate was well implemented. The employee retention rate reached 89% during the period, compared to 81% in 2022. For each resignation case, the Human Resources Department always conducts surveys to gather employees' feedback on the reasons for leaving. All resignations were voluntary, and the company did not record any cases related to unfair treatment. Additionally, Imexpharm fully complies with its obligations towards departing employees, and there have been no complaints from employees.

IN 2023

The company's
recruitment activities
achieved

100%
OF THE PLANNED
RECRUITMENT

The number of newly
recruited personnel in 2023

295
PEOPLE

The employee retention rate reached

89% COMPARED TO 81%
IN 2022

BENEFITS PROVIDED TO FULL-TIME EMPLOYEES THAT ARE NOT PROVIDED TO TEMPORARY OR PART-TIME EMPLOYEES (GRI 401-2)



Income ranging

17 - 21
MONTHS OF SALARY

Average income to increase

15%
FOR EMPLOYEES

Imexpharm focuses on establishing reasonable labor policies alongside policies on salary, bonuses, benefits, and career development to ensure that each member is respected, feels secure in their work, and has long-term loyalty to the company.



In 2023, employees at Imexpharm will receive income ranging from 17 to 21 months of salary, depending on their position, responsibilities, capabilities, and job performance. Key personnel at the company's EU-GMP factories are eligible for the 3P salary policy.



Imexpharm has implemented new salary policies and adjusted average income to increase by 7% for employees. With achievements in production, business performance, and significant revenue and profit growth, the budget for salaries, bonuses, and benefits in 2023 at Imexpharm increased compared to the previous year, resulting in a 15% increase in average income.

BENEFITS PROVIDED TO FULL-TIME EMPLOYEES THAT ARE NOT PROVIDED TO TEMPORARY OR PART-TIME EMPLOYEES (GRI 401-2) (continued)

Imexpharm places strategic emphasis on developing comprehensive policies to ensure the well-rounded development of its workforce, making the company an attractive employer with highly skilled professionals in the market. These policies include:

100%

of employees receive timely and full payment of salaries. Each employee can transparently check their income information on the administrative HR portal.

100%

of Imexpharm employees participate in social insurance, health insurance, and unemployment insurance as regulated by the state.

100%

of staff members are provided with uniforms for work annually.

100%

of employees undergo regular health check-ups at reputable hospitals. Each year, the Administration Department presents the budget for regular health check-ups to be approved by the CEO and the Labor Safety and Hygiene Council. The amount spent by the company on regular health check-ups in 2023 was over VND 1.19 billion.

- Every year, the company allocates a budget from the Welfare Fund to organize trips, vacations, and training for employees to enhance unity, cohesion, and harmonious collaboration within the team.
- The company has a system of rewarding employees on special occasions such as holidays and festivals, including February 27th and Lunar New Year; bonuses for April 30th, and August 1st - the company's founding anniversary.
- In addition to monthly rewards for outstanding employees, Imexpharm also has a reward policy based on performance evaluation and competition regulations.
- The company has a timely reward policy for individuals and groups who have made significant contributions to Imexpharm, including regular and ad hoc bonuses and awards for innovative initiatives that enhance work efficiency.
- Managers at Imexpharm receive attention and their income is competitive with top organizations in the industry. Besides salary and bonus policies, the company regularly implements an Employee Stock Ownership Program (ESOP) to encourage employee loyalty and dedication.
- Imexpharm has programs to care for employees' children, including Mid-Autumn Festival celebrations, International Children's Day activities, support for education, and rewards for children of employees with outstanding academic achievements.
- Additionally, Imexpharm provides retirement benefits to its staff members according to collective labor agreements.
- Salary, bonus, and welfare policies are regularly evaluated and updated based on the actual situation to ensure the rights and benefits of employees, enhance work motivation, and attract and retain talented individuals within the company.

PARENTAL LEAVE (GRI 401-3)

In 2023, a total of

45 EMPLOYEES (INCLUDING 15 FEMALE EMPLOYEES AND 30 MALE EMPLOYEES) benefited from maternity leave

The rate of return to work after maternity leave

100%

Imexpharm fully complies with the legal regulations regarding maternity leave for women. Female employees on maternity leave receive 100% payment of social insurance, health insurance, and the designated amount of leave as prescribed by the law. The company ensures that 100% of employees are able to return to work after their maternity leave and there is no discrimination or prejudice.

Quota	Unit	2022	2023	(+/-) 2023/2022
Number of employees that were entitled to parental leave		48	45	-6.3%
Including	Female	26	15	-42.3%
	Male	22	30	36.4%
Number of employees that took parental leave		48	45	-6.3%
Including	Female	26	15	-42.3%
	Male	22	30	36.4%
Number of employees that returned to work in the reporting period after parental leave ended		37	44	18.9%
Including	Female	17	14	-17.7%
	Male	20	30	50.0%
Number of employees that returned to work after parental leave ended that were still employed 12 months after their return to work		37	44	18.9%
Including	Female	17	14	-17.7%
	Male	20	30	50.0%
Return to work rates of employees that took parental leave	Female	65%	93%	42.8%
	Male	91%	100%	10%
Retention rates of employees that took parental leave	Female	65%	93%	42.8%
	Male	91%	100%	10%

GRI 402. LABOR - MANAGEMENT RELATIONS

GENERAL GOVERNANCE METHOD (GRI 3-3)

Imexpharm is committed to fully complying with the provisions of the 2019 Labor Code to ensure the rights and legitimate interests of employees and employers. The company aims to strike a balance between the interests of employees and employers that align with Vietnam's current socio-economic development. This commitment is aimed at developing harmonious, stable, and progressive labor relationships, contributing to the development of the labor market and meeting the requirements of international economic integration.

The company issues collective labor agreements to provide a written agreement between the workforce and the employer, ensuring the rights and obligations of both parties. This helps to safeguard the interests of both parties and maintain long-term engagement between the employees and the company.

In addition, the company and the labor union organize regular conferences every two years to understand the aspirations and difficulties of the employees. This allows for timely recognition and adjustments, and enhances the bond between the company and its employees.

MINIMUM NOTICE PERIODS REGARDING OPERATIONAL CHANGES (GRI 402 -1)



Imexpharm has established the "Information Sending, Receiving, and Feedback Procedure" to ensure that information exchange within the company is transparent and that any changes affecting the rights of employees are properly communicated. Managers notify employees of any changes in advance, providing sufficient time before the changes take effect. Additionally, meetings are organized within departments or teams to disseminate and ensure that employees understand the details of the changes. This ensures effective communication and transparency in the decision-making process.



GRI 403. OCCUPATIONAL HEALTH AND SAFETY

OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT SYSTEM (GRI 403-1, GRI 403-2, GRI 403-4, GRI 403-6)

The SHE (Safety - Health - Environment) Department was established in 2023 under the Quality Division.

Since then, the SHE Department has carried out various activities to enhance the quality of occupational safety, hygiene, and environment management at Imexpharm, including:

OCCUPATIONAL SAFETY

- 1 Issuing Golden Safety Rules for employees
- 2 Applying Job Safety Analysis (JSA) and safety measures prior to task execution (40 approved JSAs)
- 3 Issuing permits for high-risk tasks (working at heights, welding and cutting, confined spaces, working with electrical systems) (244 permits issued)
- 4 Issuing occupational safety and health regulations for employees and contractors/suppliers at Imexpharm
- 5 Providing employees in IMP3 factory areas (with dust generation) with dust-filtering respiratory masks and head covers
- 6 Conducting verification of current cleanroom clothing in accordance with TCVN 13413-1:2021 dust control standard (meeting the requirements)
- 7 Training Occupational Safety for new employees working in the factories: 48 new employees trained

HEALTH

- Establishing a list of hazardous, dangerous, and particularly hazardous and dangerous jobs
- Proposing occupational health examinations for employees working in hazardous, dangerous, and particularly hazardous and dangerous environments.

ENVIRONMENT

- Conducting greenhouse gas emissions inventory and proposing initiatives and measures to reduce emissions
- Registering a packaging recycling plan with the Ministry of Natural Resources and Environment.

WORKER TRAINING ON OCCUPATIONAL HEALTH AND SAFETY (GRI 403-5)



INDICATORS OF WORK-RELATED INJURIES AND DISEASES (GRI 403-9, 403-10)

In 2023, Imexpharm did not record any occupational safety issues.

Statistics on occupational safety over the years

No.	Indicators	2021	2022	2023
1	Occupational Disease Rate (ODR)	0%	0%	0%
2	Rate of days off due to work accidents and occupational diseases (LDR)	0%	0%	0%
3	Rate of absenteeism due to work accidents and occupational diseases (AR)	0%	0%	0%
4	Fatalities as a result of work-related injury	None	None	None

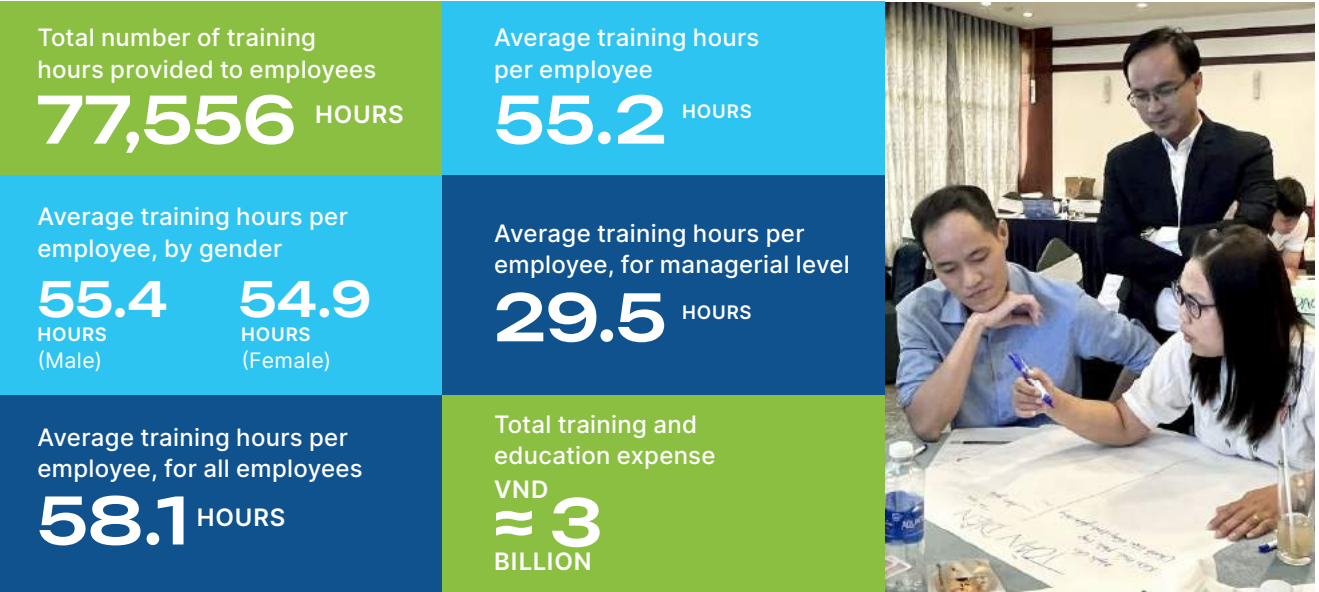
GRI 404. EDUCATION AND TRAINING

GENERAL GOVERNANCE METHOD (GRI 3-3)

Focusing on the development of human resources is always one of Imexpharm's top priorities. The company regularly implements training courses and development programs to enhance employees' professional skills and qualities, providing opportunities for their growth and advancement. This ensures a sustainable workforce as a solid foundation for the company's strong transformation in the global integration journey.



AVERAGE HOURS OF TRAINING PER YEAR PER EMPLOYEE (GRI 404-1)



PROGRAMS FOR UPDATING EMPLOYEE SKILLS (GRI 404-2)



In 2023, external training courses

➤ **76%**

Organized **3,000** INTERNAL TRAINING SESSIONS & **954** HOURS OF TRAINING

middle-level management provided for employees

HIGHLIGHT TRAINING COURSE		1	2	3	4
		Advanced Excel and Dashboard training (3 sessions)	Sales skills training for Sales Representatives (6 sessions)	Product knowledge and problem-solving skills training for the Sales Department - Team-building (6 sessions)	Data analysis and visualization training using Power BI + Business Forecasting training
		Health, fire protection, and labor safety training for the entire company	Regulations, decrees, workshops/ trainings on GMP, ISO assessors for international training programs	Mentorship policy	New employee on-board training (13 sessions)
		5	6	7	8
					9
					Pharmacist training in Pharmaceutical Technology and Drug Formulation (2020 - 2022)



Currently, the Deputy General Director of the Administration Division is responsible for the effectiveness of culture implementation within the company. They are supported by the Human Resources Department, specifically the Culture Team.

In 2023, a total of 11 corporate culture programs were implemented, with a budget of VND 504 million, achieving 75% of the plan and 69% compared to the same period. The activities to implement and maintain the culture in 2023 included:

- Incorporating culture into the integration training program for newly recruited members
- Conducting monthly culture tests for all employees
- Internal Broadcasting program (weekly, from Monday to Friday)
- Implementing the criteria for evaluating Outstanding Employees on a monthly/yearly basis
- Encouraging innovative and improvement activities (implementing Core Value 5)



PERCENTAGE OF EMPLOYEES RECEIVING REGULAR PERFORMANCE AND CAREER DEVELOPMENT REVIEWS (GRI 404-3)

In 2023, 100% of employees underwent monthly evaluations. For middle-level managers, the evaluation also takes into account the Balanced Scorecard (BSC) of their respective departments. Additionally, individual and team competitions, as well as recognition for outstanding employees, have fostered a healthy competitive atmosphere and encouraged high achievements within the company on a monthly/quarterly basis.

With the goal of promoting growth and development within the company, outstanding individuals with notable achievements are considered for promotion to managerial positions.

In total, Imexpharm appointed

80 EMPLOYEES

including

47 MIDDLE-LEVEL MANAGERS & **33** FRONTLINE MANAGERS



GRI 405. DIVERSITY AND EQUAL OPPORTUNITY

GENERAL GOVERNANCE METHOD (GRI 3-3)

Imexpharm is committed to building a happy workforce by creating an ideal work environment where each employee is supported to unleash their full potential and provided with equal opportunities for learning and development. Diversity, equality, and inclusivity are among the key focuses in the company's comprehensive human resources development strategy. This helps strengthen the corporate culture, build a more positive brand image, and reflect the company's sustainable vision.

DIVERSITY OF GOVERNANCE BODIES AND EMPLOYEES (GRI 405-1)

Due to the nature of Imexpharm being a pharmaceutical manufacturing company, there is a higher proportion of male employees in production roles. However, the company's personnel policies ensure the full and effective participation of women, providing equal opportunities for leadership at all levels. This is most evident in the changes in the leadership structure, where in the Board of Directors, 3 out of 6 members are women, accounting for 50%, with the Chair of the Board being a woman. This demonstrates the commitment to gender diversity within the company's workforce.

In 2023, the total number of employees at Imexpharm was

1,405
EMPLOYEES
with a male-to-female ratio of
63% & 37%
(Male) (Female)

Among them, female employees constituted

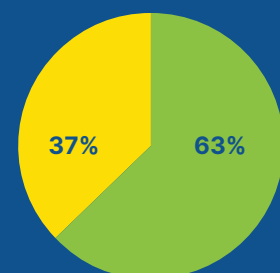
38% of managerial positions

The company also had a young workforce

93% UNDER THE AGE OF 50

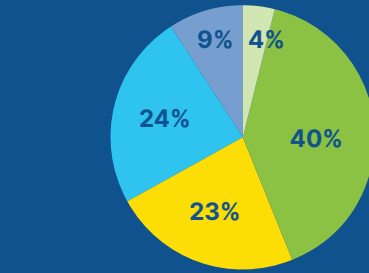
TOTAL NUMBER OF EMPLOYEE

Categorized by gender



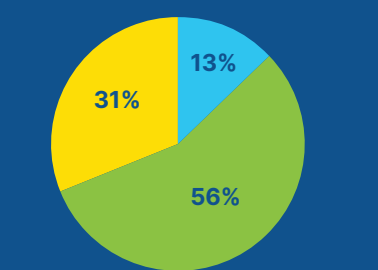
Female Male

Categorized by educational background



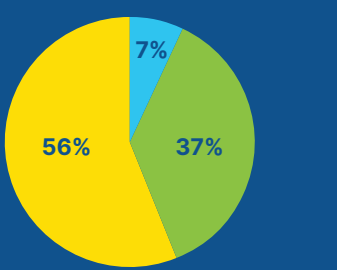
Elementary level Intermediate level
College level University level
Master's degree and above

Categorized by department



Administration Production
Sales

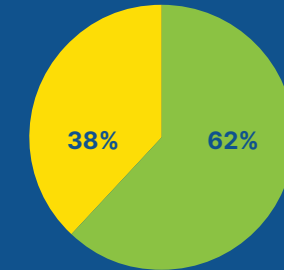
Categorized by age



Over 50 From 35 to 50
Under 35

NUMBER OF MID-LEVEL EMPLOYEE

Categorized by gender



Female Male

RATIO OF BASIC SALARY AND REMUNERATION OF WOMEN TO MEN (GRI 405-2)

The salary and bonus policies, as well as employee benefits, are closely linked to the individual's performance, achievements, and contributions within the broader effectiveness of their respective departments and the company as a whole. These policies ensure equal opportunities for all personnel, without discrimination based on gender or region. Income equality is also an important factor in retaining efficient employees.

Average income for Imexpharm personnel by gender over the years
(Unit: VND Million/Person/Month)

No.	Category	2021	2022	2023
1	Male employee	15.5	17.7	20.4
2	Female employee	15.7	18.6	21.4



Imexpharm has established a Facebook page called “Phụ nữ Imexpharm” (Imexpharm Women) where female employees can share knowledge, personal development experiences, improve professional skills, and discuss gender equality.

In 2023, on average, each female staff member participated in 54.9 hours of training per year. In addition to training programs, Imexpharm also regularly organizes activities to show appreciation and honor women, especially during months such as March and October.

Furthermore, the Women's Committee has provided information to all Imexpharm employees about available support services related to workplace conditions, health, and domestic violence, including internal and external hotlines. The company raises awareness of issues such as sexual harassment, gender biases, and gender-based violence through communication campaigns. This information is disseminated through internal broadcasting programs and posters placed in the company's factories and offices.



GRI 406. NON-DISCRIMINATION GRI 408. CHILD LABOR GRI 409. FORCED OR COMPULSORY LABOR

GENERAL GOVERNANCE METHOD (GRI 3-3)

Imexpharm consistently abides by the regulations of Vietnam's labor laws and strives to adhere to labor practices and ensure the rights of workers. The company follows a policy of non-discrimination in the workplace, implements policies that protect the freedom and interests of employees, and strictly prohibits the use of child labor.

INCIDENTS OF DISCRIMINATION AND CORRECTIVE ACTIONS TAKEN (GRI 406-1)

At Imexpharm, all employees work in an equal and inclusive environment, free from harassment or discrimination. All employees are treated fairly, regardless of race, religion, political belief, skin color, gender, nationality, marital status, age, religion, sexual orientation, pregnancy, disability, or any other reason unrelated to their job. In 2023, no cases of discrimination were reported at the company.

OPERATIONS AND SUPPLIERS AT SIGNIFICANT RISK FOR INCIDENTS OF CHILD LABOR (GRI 408-1)

Imexpharm strictly prohibits the use of child labor, and the minimum age for employment in the company is 18 years and above. The rights and benefits of workers at Imexpharm are ensured in accordance with the provisions of the 2019 Labor Code.

OPERATIONS AND SUPPLIERS AT SIGNIFICANT RISK FOR INCIDENTS OF FORCED OR COMPULSORY LABOR (GRI 409-1)

Imexpharm is committed to not using forced or coerced labor. All employees at the company work based on voluntary principles and agreements between the company and the workers.

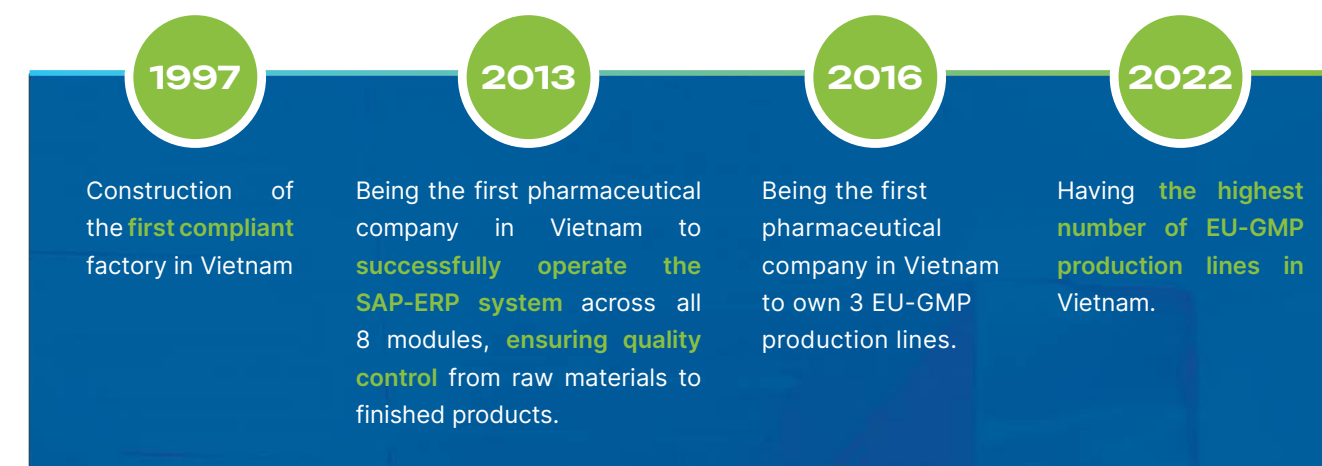
GRI 413. LOCAL COMMUNITIES

SUSTAINABLE ANTIBIOTIC STRATEGY

Breakthrough in antibiotic raw materials and production technology following European standards



Breakthrough in production technology



SUSTAINABLE ANTIBIOTIC STRATEGY (continued)

Breakthrough in antibiotic raw materials production

Imexpharm utilizes enzymatic fermentation technology for antibiotic raw materials, which is different from the traditional chemical technology.

Traditional technology	Enzymatic technology
The manufacturer uses organic solvents in the synthesis process. -> There may be a residual amount of organic solvents in the raw materials.	The production process avoids the use of most organic solvents and chemicals, instead utilizing water and alcohol. -> There is no residual organic solvent in the raw materials.

4 advantages of antibiotics produced using enzymatic technology

High purity	High stability	Safety for patients	Environmental protection
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Antibiotics following European standards

- Antibiotics produced by Imexpharm, following European standards, include a **diverse range of formulations and dosages** of **amoxicillin/clavulanic acid**. They are effective in **treating respiratory and throat infections caused by susceptible bacteria**.
- In particular, the combination of **500mg amoxicillin/62.5mg** clavulanic acid from Imexpharm has the following advantages:
 - The raw materials are produced using **enzymatic technology**, imported from Spain, and manufactured on **a GMP-EU compliant production line**.
 - The **tablet formulation requires less excipients** compared to the packet form, making it easier to store and transport. It is also **quickly absorbed** and has a pleasant taste, making it easy to swallow.
 - The ratio of 1:8** is suitable for **children and elderly individuals**.
- Imexpharm also offers a **diverse range of formulations and dosages of amoxicillin/sulbactam**, including oral suspension and injectable forms. These combinations are effective in treating **community-acquired respiratory infections**.

Reference: Pharmacist Lam Thi Ngoc Dung. Presented at the Workshop on "Rational Use of Antibiotics in Community-Acquired Respiratory Infections" on December 2, 2023.



OPERATIONS WITH LOCAL COMMUNITY ENGAGEMENT, IMPACT ASSESSMENTS, AND DEVELOPMENT PROGRAMS (GRI 413-1)

Throughout its 46 years of operation, Imexpharm has always upheld the principle of "doing business in parallel with serving society"

In 2023, Imexpharm contributed to community charity programs.

VND
>1
BILLION

The company has implemented numerous practical programs to collaborate with the government, local authorities, and communities to create sustainable value, improve quality of life, and contribute to the country's development.

Healthcare and medical support programs



Imexpharm fulfills its social responsibility by collaborating with hospitals and clinics to provide free medication to individuals in difficult circumstances.



On July 22nd, Imexpharm partnered with Dong Thap Military General Hospital to organize a medical examination and free medication distribution program for veterans, people with meritorious services, policy beneficiary families, and individuals facing financial difficulties in four rural communes of Thanh Binh district.

Education support activities



For many years, Imexpharm has been committed to long-term projects in the field of education and child safety. Supporting educational initiatives is one of the persistent philanthropic activities of Imexpharm, with the spirit of knowledge-sharing and contributing to the enhancement of education in various localities. Additionally, the company organizes training courses to enhance the capabilities of teachers in Dong Thap province, fully embodying the motto "**Education as the foundation for future development**".

OPERATIONS WITH LOCAL COMMUNITY ENGAGEMENT, IMPACT ASSESSMENTS, AND DEVELOPMENT PROGRAMS (GRI 413-1) (continued)

Education support activities (continued)



Community support activities

Supporting “Cay Xuan” Program for underprivileged children during the Lunar New Year 2023; Supporting Tet program for the poor in Cao Lanh city; Contributing to the social welfare program in Tam Nong district, Dong Thap province.



Empowering the provincial entrepreneurial movement

In 2016, Imexpharm joined the Leading Brand Club in Dong Thap (LBC-D), actively contributing to the development of small and medium-sized enterprises and startup businesses in the province, in accordance with the direction of the Provincial Party Committee and the Provincial People’s Committee.

Activities implemented by Imexpharm and LBC-D

No.	Roles/Responsibilities	Activities
1	Mentor	Organizing training programs and project mentoring
		Organizing field trips to learn from experiences in areas of medicinal plant cultivation for startup projects
2	Consult	Project assessment
		“Connecting Circle”: a program for gathering feedback and suggestions on products
3	Connect	Acting as judges in startup competitions
		Introducing potential investors to startup projects
4	Support purchase start-up product	Assisting in accessing loan funds (after assessment)
		Prioritizing orders for startup products when needed
5	Policy consultation	Providing advice to provincial leaders on economic management and business-related policies in the area

Green future building program



OPERATIONS WITH SIGNIFICANT ACTUAL AND POTENTIAL NEGATIVE IMPACTS ON LOCAL COMMUNITIES (GRI 413 - 2)

REDUCING NOISE POLLUTION AT IMP1 PLANT

Imexpharm has organized measurements conducted by the Resource and Environmental Monitoring Center of the Department of Natural Resources and Environment in Dong Thap province.

According to the definition of GRI, the local community is understood as individuals or groups of people who live and/or work in any area that is economically, socially, or environmentally affected, including those living near an organization's operations. Therefore, in this report, Imexpharm will present the results of the impact of noise in the area surrounding the IMP1 factory in Cao Lanh City, as well as within the company premises, to assess the level of impact on the local community.

Imexpharm has identified the sources of noise as coming from production equipment (STS, film packaging), auxiliary equipment such as air compressors, central air conditioning, and wastewater treatment systems. To ensure noise management, Imexpharm has organized measurements conducted by the Resource and Environmental Monitoring Center of the Department of Natural Resources and Environment in Dong Thap province. The measurements are conducted quarterly at approved monitoring points (7 locations) following the guidelines of the Environmental Impact Assessment (EIA) report. The measurement and monitoring results are sent to the Department of Natural Resources and Environment in Dong Thap province for annual reporting purposes.

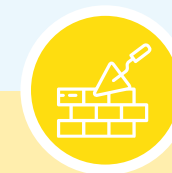
Results of measurement and monitoring of noise at IMP1

Unit: dBA

Area	Quarter I (23/03)	Quarter II (22/05)	Quarter III (21/09)	Quarter IV (27/11)	QCVN 3:2019/ BYT
Boiler Area 01	61	60	67.3	68.5	85(B)
Boiler Area 02	61.9	60.3	61.4	69.3	85(B)
Tested gas treatment equipment area	60.5	61	61.1	67.8	85(B)
Peni Workshop gas treatment equipment area	57.9	55.8	64.3	68.5	85(B)
Functional food production workshop area	58	57.2	60.9	69	85(B)
Non-Betalactam preparing area	56.3	57.5	60.8	67.9	85(B)
Non-Betalactam film-coating machine area	59.2	59	63.9	68.3	85(B)

The results were obtained using the TCVN 7878-2:2010 method

With the obtained results, the noise levels at the measured and monitored areas at IMP1 are ensured to be below the permissible limits. In addition, Imexpharm has implemented various measures to minimize noise, including:



Constructing high walls in areas with noise generation



Installing sound-reducing devices for noise-generating production equipment



Removing or replacing high-noise devices with low-noise alternatives



Designing soundproof rooms or partitions to reduce noise for clusters of air compressors

Specifically for workers in areas with high noise levels, Imexpharm implements the isolation of glass rooms for noise-generating equipment to protect the workers. However, for equipment that cannot be isolated due to specific conditions, the company provides personal protective equipment for workers and arranges proper working hours in accordance with regulations. Additionally, employees undergo regular health check-ups to detect and treat any occupational health-related issues in a timely manner.

GRI 416. CUSTOMER HEALTH AND SAFETY

GENERAL GOVERNANCE METHOD (GRI 3-3)

“Customer-oriented - Leading in Services” is one of the core values and top priorities of Imexpharm

Operating in the pharmaceutical field, which directly affects people’s health and well-being, Imexpharm is devoted to investing in product quality, focusing on improving manufacturing technology, and is determined not to compromise customer health for the sake of profit. We have established a sustainable production and supply chain to deliver the best products and services to our customers, providing comprehensive healthcare.

ASSESSMENT OF THE HEALTH AND SAFETY IMPACTS OF PRODUCT AND SERVICE CATEGORIES (GRI 416-1)

We take pride in being the first company to achieve the GMP-ASEAN standards and have the highest number of EU-GMP certified factories in the country

AS OF THE END OF 2023

The company has
11 PRODUCTION LINES
that meet EU-GMP standards

ranking among
TOP 8%
of domestic pharmaceutical manufacturers

that meet the bidding standards in
TIER 1 & 2
in the ETC channel in Vietnam



QUALITY POLICY OF IMEXPHARM

We commit to



Ensure that customers receive products and services of agreed quality, on time, and in the agreed quantity.



Take responsibility for doctors, who recommend and use Imexpharm’s products, regarding Quality, Safety, and Efficacy.



Ensure all employees understand and are provided with the best conditions to implement the company’s quality policy.



Continuously improve the effectiveness of the quality management system, enhance the quality of management, and continually improve the quality of products and services.



Comply with all requirements of ISO 9001, current GMP standards, and legal regulations.



ASSESSMENT OF THE HEALTH AND SAFETY IMPACTS OF PRODUCT AND SERVICE CATEGORIES (GRI 416-1) (continued)

QUALITY MANAGEMENT ACTIVITIES OF IMEXPHARM

Regarding raw materials

Imexpharm pays special attention to the portfolio of drugs produced from active pharmaceutical ingredients WITH A CERTIFICATE OF SUITABILITY TO

CEP

(THE MONOGRAPHS OF THE EUROPEAN PHARMACOPOEIA)

THE COMPANY HAS BEEN PROMOTING THE USE OF ANTIBIOTICS PRODUCED USING

ENZYMATIC

Enzymatic technology is a natural fermentation process, aiming to ensure prolonged stability and safety of products for patient health, as well as environmental safety. Additionally, the reduced need for excessive excipients to mask flavors increases the value of the products and enhances user absorption.

As of the end of 2023, the company has obtained

27 EU MAS **FOR** **11** PRODUCTS **IN EUROPE**

According to regulations, products with European Union Visa and Tier 1 bidding requirements must meet this standard. As of the end of 2023, the company has obtained 27 EU MAs for 11 products in Europe. Achieving these results further strengthens customer confidence in the quality of products manufactured by Imexpharm.

Regarding production

100%

OF PRODUCTS MEET INTERNATIONAL QUALITY STANDARDS



100%

OF INFRASTRUCTURE IS EVALUATED AND UNDERGOES REGULAR ANNUAL INSPECTIONS



In 2023, Imexpharm successfully completed the reassessment of its factories and tightly controlled supply chains. The EU-GMP reassessment of IMP2 was completed for the second time, and IMP3 for the third time. Additionally, the IMP4 factory officially commenced commercial operations, enhancing the production capacity and expanding the scale for the company. Imexpharm will continue to leverage its strengths in raw materials, production capacity, and key products to diversify its production portfolio and introduce more reputable and high-quality products to consumers.

Imexpharm successfully completed the reassessment of

IMP2 & **IMP3**
FOR THE SECOND TIME FOR THE THIRD TIME

INCIDENTS OF NON-COMPLIANCE CONCERNING THE HEALTH AND SAFETY IMPACTS OF PRODUCTS AND SERVICES (GRI 416-2)



Imexpharm has a dedicated customer care department to address any inquiries and complaints from customers through its 24/7 hotline. The customer care department collects complaints throughout the month, reviews any outstanding issues that need resolution, seeks input from relevant superiors, and provides feedback to customers. In 2023, the company did not record any product-related incidents.

HOTLINE:
1800 555535

CUSTOMER COMPLAINT AND DISPUTE RESOLUTION PROCESS

Imexpharm has established a pharmacovigilance system and a complaint-handling process as a basis for addressing customer feedback related to products. The process is as follows:

Pharmacovigilance System Process



Customer Complaint Resolution Process



Product Recall Process



Product Returns Process

Complying with all legal requirements regarding the duties and responsibilities of the pharmacovigilance system; Preventing harmful reactions arising from the use of pharmaceutical products in circulation or occupational exposure; Promoting the use of safe and effective medicines by providing timely drug safety information to patients, healthcare professionals, and the public; Contributing to the protection of patient health and the community.

Ensure that any quality, safety, or efficacy flaws in a product or deviations in the quality of raw materials, production processes, packaging, or testing can be addressed and rectified; Uphold the company's reputation with customers.

When a production error or batch deviation is identified, prompt procedures for product recall are implemented to minimize the impact on consumers.

In case of product defects identified by the customer (such as quality, product, information, or materials discrepancies), the product is promptly examined and returned to the company according to the correct procedure.

GRI 417. MARKETING AND LABELING



According to a survey conducted by Anphabe and published in 2023

THE BRAND RECOGNITION LEVEL OF IMEXPHARM IN THE PHARMACEUTICAL INDUSTRY REACHED

81.5%

surpassing the industry average of 76.7%

REQUIREMENTS FOR PRODUCT AND SERVICE INFORMATION AND LABELING (GRI 417-1)

The information on product labels is provided clearly and comprehensively, including details such as ingredients, benefits, instructions for use, target users, and storage conditions. This helps customers use the products correctly to achieve optimal results.

The information on product labels ensures:

- 1 THE SOURCE OF THE SUPPLIED INGREDIENTS CAN BE IDENTIFIED
- 2 THE CONTENT MENTIONS SUBSTANCES THAT MAY HAVE ENVIRONMENTAL OR SOCIAL IMPACTS
- 3 SAFE USAGE INSTRUCTIONS FOR THE PRODUCT
- 4 OTHER INFORMATION AS REGULATED BY THE MINISTRY OF HEALTH
- 5 INFORMATION ON PRODUCT DISPOSAL AND ENVIRONMENTAL OR SOCIAL IMPACTS: OTHER INFORMATION AS REGULATED BY THE MINISTRY OF HEALTH

INCIDENTS OF NON-COMPLIANCE CONCERNING PRODUCT AND SERVICE INFORMATION AND LABELING (GRI 417-2)



Imexpharm complies with Marketing and Labeling regulations, without any reported violations resulting in administrative penalties or other forms of sanctions. The company regularly updates the latest information about its products and activities through various communication channels such as the website, Facebook, printed media, industry seminars, and trade promotion programs.

INCIDENTS OF NON-COMPLIANCE CONCERNING MARKETING COMMUNICATIONS (GRI 417-3)

The company strictly adheres to all relevant laws and regulations related to marketing communication and did not record any violations or penalties in 2023. Imexpharm's marketing communication efforts in 2023 made notable progress with a focus on creativity, innovation, and dynamism. Regular marketing campaigns were implemented with high effectiveness, such as the Brand Promotion Program for six products, loyalty member programs, season 4 of the "wave surfers" program, customer conferences, and large medical conferences held nationwide.



In line with the strategy of sustainable antibiotic use, Imexpharm organized several scientific seminars, including the seminar "Rational use of antibiotics in community-acquired respiratory infections," for the purpose of exchanging practical experiences in antibiotic selection, raising awareness, and promoting the use of safe medications.

Furthermore, to effectively combat the problem of counterfeit drugs, Imexpharm implemented robust actions in collaboration with law enforcement agencies and market regulators to crack down on cases involving counterfeit Claminat - one of the company's key products. With a commitment to safety from the outset, Imexpharm strives to provide high-quality and trustworthy products, protect public health, and enhance longevity for people's well-being.



GRI 419. SOCIOECONOMIC COMPLIANCE

NON-COMPLIANCE WITH LAWS AND REGULATIONS IN THE SOCIAL AND ECONOMIC AREA (GRI 419-1)

In 2023, there were no significant violations at Imexpharm. The company did not incur any monetary fines or penalties.

TOTAL VALUE OF SIGNIFICANT FINES IN MONETARY TERMS

VND **0.00**

TOTAL NUMBER OF NON-MONETARY PENALTIES

NONE

DISPUTES WERE RESOLVED THROUGH APPROPRIATE MECHANISMS

NONE



In 2023, state management agencies issued several legal documents directly impacting the company's production and business activities. Under the guidance of the Executive Board, specialized departments promptly updated, studied, and implemented the relevant regulations stated in the legal documents related to their respective functions and responsibilities. This was done to ensure compliance and uphold the rule of law at Imexpharm. Additionally, the company's legal compliance efforts were maintained and strengthened to ensure effective risk management and sustainable development.

GRI INDEX



GRI INDEX

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