

EcoloPharm

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WOMEN  
OWNED

# SUSTAINABLE DEVELOPMENT REPORT

# 2024

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# ABOUT THIS REPORT

This second ESG report outlines the impact of our activities in 2024 and reaffirms our commitment to transparency and sustainable innovation.

It follows GRI Standards and has been reviewed by our internal audit team. We also collaborated with external sustainability experts to ensure the application of best practices.

All our emission factors are sourced from the EcolInvent v3.10 database, and the GHG assessments were carried out by an independent third party.

The structure of this report has been revised to align with our updated Strategic Sustainability Plan, released at the beginning of 2025.

## **Alignment with the UN Sustainable Development Goals (SDGs)**

We have aligned our sustainability efforts with the United Nations Sustainable Development Goals (SDGs) to track and measure our environmental, social, and economic performance.

This alignment helps us clearly identify risks, strengthen our resilience, and increase the positive impact of our actions. Each goal is paired with specific indicators to support ongoing monitoring.

By adopting this universal framework, we are improving the consistency of our initiatives while paving the way for a more sustainable and inclusive future. This approach supports our ambition to lead by example in eco-design and to inspire our stakeholders to embrace environmentally responsible practices.

## **Tracking Progress**

The progress tables in this report differ from those in last year's edition. While our actions are still part of a continuous improvement plan, our recent update of the Strategic Sustainability Plan allowed us to reorganize how we present our targets (formerly called "objectives") and action levers (previously "progress"). We believe this new structure enhances clarity and strengthens accountability across our initiatives.

## **Forward-Looking Statements**

Some statements in this report may be forward-looking. In general, any declaration that does not refer to historical facts should be considered forward-looking in nature.

Terms such as "commit," "targets," "objectives," and similar language typically indicate future-oriented statements. These statements are not guarantees of future performance and are subject to risks and uncertainties.

That said, the targets outlined in this report were defined with feasibility in mind, and we are confident in our ability to meet them within the expected timeframe. Should that not be the case, EcoloPharm commits to disclosing any shortfalls in its next ESG report.

# OUR COMPANY

## EcoloPharm: A Company Like No Other

EcoloPharm is an organization entirely dedicated to environmental responsibility.

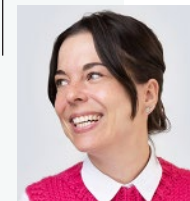
A pioneer in ecodesign within the pharmaceutical packaging sector, our organization supports pharmacies in their ecological transition by offering ecodesigned packaging that delivers economic, social, and environmental benefits.




Our products help pharmacies reduce their environmental footprint, optimize operations, and meet the growing public expectations around environmental responsibility. In line with our commitment, we act as a driver of transformation to address today's environmental challenges.



What makes EcoloPharm unique is the combination of innovation, a clear environmental mission, and strong human values put into practice every day. Every team member plays a role in something greater than themselves, and this shared sense of purpose fosters a deep sense of belonging. Working for a Quebec-based company that puts sustainability at the heart of its decisions gives true meaning to my work.”

**Véronik Brais, Sales Representative**



<b>Mission</b>	To generate a positive and lasting impact on people and the planet.	
<b>Vision</b>	To lead pharmacies through an unprecedented ecological transition and be recognized as their essential partner in that journey.	
<b>Values</b>	Excellence Respect (for people and the environment) Team spirit	
<b>Certifications</b>	B Corp, Women Owned, Eco-Designed Product Certification, Concilivi	
<b>Annual Production</b> (Number of units, 2024)	<b>63,128,000</b> EcoloVial vials	
	<b>4,513,020</b> EcoPill blister packs	
	<b>581,400</b> EcoloJar ointment jars	



# OUR ENVIRONMENTAL IMPACT

For over a decade, we've measured the environmental impact of our eco-design choices using tangible indicators. The results speak for themselves: they clearly demonstrate the environmental benefits of our manufacturing model.

Compared to equivalent products manufactured through conventional processes, our products lead to resource savings. The table below highlights the tangible results of our commitment.

ANNUAL (2024)	CUMULATIVE (2010-2024)
Less energy: 619,927 kWh	Less energy: 7.7 million kWh
Less plastic: 207,875 kg	Less plastic: 1,933 tons
Less cardboard: 24,276 kg	Less cardboard: 236 tons
No plastic bags: 8,873 fewer bags	No plastic bags: 2.4 million fewer bags
Lower GHG emissions: 693 tons	Lower GHG emissions: 8,066 tons



# Environmental Footprint of Our Products

To accurately assess the effectiveness of our efforts, we measure the environmental footprint of our products in grams of CO<sub>2</sub> — a unit well suited to our product types.

These data allow us to objectively compare our products with those made through conventional processes, and to demonstrate that performance and responsibility can go hand in hand.

## GHG emissions per million units produced (tCO<sub>2</sub>/unit)\*

	2022	2023	2024
Units produced	62,190,145	63,554,029	68,222,420
GHG emissions per million units (gCO <sub>2</sub> )	24.90	23.82	22.21
Annual GHG reduction (%)	−4.75%	−4.34%	−6.75%

\* Vials, blister packs, and ointment jars.



# OUR SUSTAINABILITY AMBITIONS

Our intention is clear: to generate a positive impact on both people and the planet.

To achieve this, we are committed to embedding the highest standards of ethics, governance, and sustainability into our business model.

## Our Sustainability Ambitions

ENVIRONMENTAL IMPACT	SOCIAL IMPACT	GOVERNANCE IMPACT
<p>Design, manufacture and deliver low-impact products, with a focus on eco-design, circularity, and decarbonization.</p>	<p>Provide a safe, inclusive, and engaging work environment where every individual can thrive, while supporting initiatives that strengthen collective well-being.</p>	<p>Foster responsible growth driven by ethical, transparent, and integrated governance across our decision-making, supply chain, and business ecosystem.</p>
<div> <div>7 AFFORDABLE AND CLEAN ENERGY</div> <div>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</div> <div>13 CLIMATE ACTION</div> <div>6 CLEAN WATER AND SANITATION</div> </div>	<div> <div>3 GOOD HEALTH AND WELL-BEING</div> <div>8 DECENT WORK AND ECONOMIC GROWTH</div> <div>5 GENDER EQUALITY</div> </div>	<div> <div>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</div> <div>8 DECENT WORK AND ECONOMIC GROWTH</div> <div>17 PARTNERSHIPS FOR THE GOALS</div> </div>



# MESSAGE FROM OUR PRESIDENT and CEO

It is with great pride that I present this 2024 edition—marked by ambitious projects and major transformations.

Despite a year filled with challenges and change, we remained focused on our vision: reducing the environmental impact of pharmacy while continuing to drive innovation.

I want to warmly thank the pharmacies that joined this sustainability movement over the past year. Their trust has allowed us to multiply our impact and demonstrate that concrete actions—even small ones—can lead to meaningful change. Together, we are helping to build a more environmentally responsible healthcare system.

Once again, we share our results with humility and full transparency. Although complex to produce, this report remains a valuable and unique tool. It embodies our desire to set the bar high and prove that performance, innovation, and environmental responsibility can absolutely go hand in hand.

We sincerely hope that our journey will inspire other organizations to join the movement and commit to sustainable transformation.

Together, let's keep doing more with less—  
and build a future where sustainability is  
the norm.

**Sandrine Milante,**  
President and CEO, EcoloPharm



## with Sandrine Milante

### Looking back on a year full of accomplishments

#### **What were the key sustainability milestones in 2024?**

One of the most significant milestones was the launch of our expansion project. From the planning phase, we prioritized eco-responsibility by selecting materials and equipment based on strict environmental criteria. This large-scale project also gave us the opportunity to forge new partnerships centered on sustainable innovation.

#### **How does your B Corp certification influence day-to-day decisions?**

Our B Corp certification is a guiding pillar. It keeps us focused and acts as a lever for continuous improvement. This label reminds us, every day, that true sustainability lies in the ongoing evolution of our practices.

#### **What were the main challenges you faced this year?**

Coordinating the construction work with day-to-day operations was a major challenge. It temporarily increased our energy consumption for 2024–2025. We are currently exploring ways to reduce that impact.

The scale of the expansion also caused delays in our pursuit of Level 3 eco-responsibility certification from CID (audited by Ecocert).

We were also approached with numerous proposals claiming to make our packaging “even more sustainable.” While some were promising, very few met our standards. One example is the concept of “carbon neutrality.” Although this type of solution is sometimes presented to us as a miracle fix, we want to avoid falling into a trap, which, in our view, relies on the efforts of one party to compensate for the negative impacts of another.

# 2024 HIGHLIGHTS

## Impact Projects

2024 was a year of impactful projects and accomplishments. Each initiative reflected our ambition to grow our positive impact—environmentally, socially, and economically. Many were launched in support of our growth strategy and to reinforce our leadership in sustainability.





## MAJOR EXPANSION PROJECT

In 2024, we launched a major expansion: adding 20,000 square feet to our existing facility to support growth and innovation. The groundbreaking took place in July, with construction continuing into early 2025.

Beyond the new space, the \$15M investment also includes new robotic equipment to accelerate the development of sustainable packaging solutions for pharmacies.



I have great admiration for Sandrine's vision of integrating environmental priorities into the expansion project. Bringing sustainability into the construction sector was an added challenge—one we successfully embraced!

**Claude Harvey,**  
Director of Human Resources

## ERP SYSTEM DEPLOYMENT

In January 2024, we implemented a new ERP (Enterprise Resource Planning) system—a foundational step in our digital transformation. Launched after months of preparation, this shift has enabled us to:

### Le système a notamment permis :

- Automate several key processes
- Increase overall operational efficiency
- Better support the company's growth
- Simplify training and accelerate onboarding for new team members

This technological advancement also opens the door to new analytics and optimization capabilities. It represents our first move toward business intelligence and offers numerous benefits:

- Improved control over production costs and capacity optimization
- Real-time monitoring of activities
- Access to strategic data through fast and efficient reporting

By equipping ourselves to make better decisions, faster, we gain in both performance and agility.

From a sustainability perspective, the ERP allows us to consolidate critical impact data. It helps us quickly identify actions that may hinder our sustainability performance—so we can act swiftly and effectively.



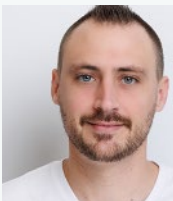


## NEW BRAND IMAGE

Our new brand identity fully reflects who we are and what we stand for. By embedding the principle of eco-design (*doing more with less*) into our brand, we've strengthened our leadership position in sustainable packaging. The strategic rebranding clarified our unique value and how we intend to lead and inspire others

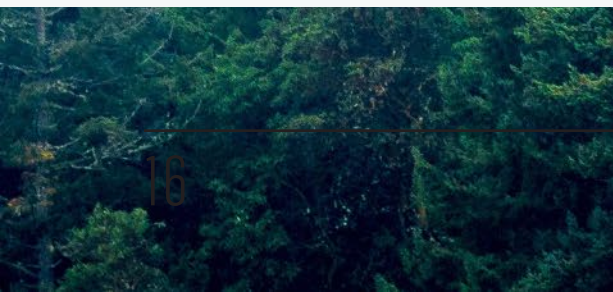
Notably, our marketing tools now use 34% less ink and are printed on sustainable paper, thanks to our partnership with Sustana.

This shift included a full revamp of our communications ecosystem and the launch of a digital strategy focused on education and deeper stakeholder engagement.



The rebranding was a real standout moment in 2024. It was bold to question the status quo and rethink how we present and express our organization—while keeping a close eye on impact.

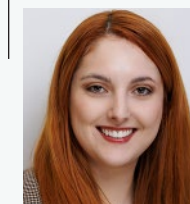
**Sébastien Soler,**  
**Director of Operations and Innovation**





The significant increase in our B Corp score was a real milestone in 2024. Even though our initial score was already strong, we managed to take it even further—proof that our efforts are truly paying off. I'm proud of what we've achieved!

**Katrine Lebeau, Customer Service Representative**



## CERTIFICATIONS & RECOGNITION

Certified



### B Corp Recertification

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Renewing our B Corp certification is a powerful testament to our ongoing commitment to excellence. This globally recognized audit confirms that we meet the highest standards of social, environmental, and governance performance.

In 2024, our score made a remarkable leap—from 81.6 to 101.4.

**This result reflects several major transformations, including:**

- Legal status strengthened: we are now officially recognized as an environmentally focused business
- Governance structure optimized to better support our sustainability commitments
- 7% of payroll invested in training to embed sustainability into our workplace culture
- 33% of our purchases made from certified suppliers
- A significant reduction in energy consumption, despite ongoing business growth



### Conciliavi Certification Achieved

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In 2024, we proudly obtained the Conciliavi Certification, which recognizes employers that promote a healthy work-life balance. Flexible scheduling, caregiver support, and employee assistance programs are just a few examples of how we place employee well-being at the heart of our priorities.

This certification is especially meaningful to us given the realities of manufacturing. Offering workplace flexibility in a facility operating 24 hours a day, five days a week is no small feat, and it speaks to our values in action.



### **EcoloPharm Wins Sustainable Development Award**

At the 40th Gala Excellence de la Rive-Sud, EcoloPharm was honored in the Sustainable Development category. This award recognizes our sustained efforts to improve outcomes for both people and the planet. Our rigorous measurement of environmental impact and our leadership in eco-design played a central role in earning this distinction.



## **PRODUCT INNOVATION**

### **EcoloJar: Now 100% Recycled**

2024 marked a major milestone for the EcoloJar. Our adjustable ointment jar is now made entirely from recycled materials sourced through our own closed-loop production system. This innovation is yet another proof point that environmental challenges can be transformed into real, scalable solutions through purposeful innovation.



## VOLUNTEERING & COMMUNITY INVOLVEMENT

### New Employee Volunteer Program Launched

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In 2024, we launched a structured volunteer program divided into two streams:

- **Collective volunteering:** Group volunteer days that combine team building with tangible community impact.
- **Individual volunteering:** Every employee can dedicate work hours to a cause they personally care about—fully supported and paid by EcoloPharm.

This initiative is fully aligned with our identity as an impact-driven business: starting with individual action to inspire collective change—creating a ripple effect for a more sustainable future.



I had been wanting to volunteer for a food sorting activity for years. Doing it with my colleagues during work hours at Moisson Rive-Sud—wow! I absolutely loved it. I contributed to the sorting process and learned about the rest of the chain of actions that follow. It was deeply inspiring.




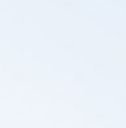



**Edith Pimparé,**  
**Supervisor, Procurement and Logistics**



# ENVIRONMENT

From product design to end-of-life management, we apply eco-design principles to reduce resource consumption, eliminate waste at the source, and maximize recyclability. We also make it a priority to rigorously measure our environmental footprint. This discipline reflects both our commitment and our drive to push boundaries and improve year after year.



	TARGET	RELATED SDG	ACTION LEVERS	PROGRESSION
Energy and Climate	1. Reduce GHG emissions (Scopes 1 & 2) by 80% by the end of 2025		1.1 Generate our own renewable energy	Not viable
			1.2 Eliminate the use of natural gas by end of 2025	100 %
	2. Reduce GHG emissions (Scope 3) by 10% by the end of 2026		2.1 Reduce business travel emissions	100 %
			2.2 Launch a sustainable mobility program	100 %
			2.3 Deepen understanding of our scope 3 GHG emission sources	75 %
Resource Management	3. Reduce virgin raw material use by 10% by the end of 2024		3.1 Increase the share of post-industrial recycled material	100 %
			3.2 Manufacture EcoloJar using 100% recycled material	100 %
	4. Accelerate eco-design efforts to expand our product line		4.1 Design and market two new products: a vial compatible with automation and new ointment jar size	75 %
	5. Maintain or reduce water consumption		5.1 Optimize industrial processes to increase production without increasing water use	100 %
				
Waste Management & End-of-Life	6. Minimize landfill waste (zero waste target)		6.1 Divert 80% of organic waste from landfill	50 %
			6.2 Strengthen partnerships for recycling and reuse of waste materials	75 %
	7. Support clients in managing product end-of-life		7.1 Add recyclability information directly on products	0 %
			7.2 Develop a deposit-return system with partner clients	10 %

Canceled or at risk
  In progress
  Achieved

# ENERGY AND CLIMATE

The climate transition inevitably requires better energy management. By designing packaging with a low environmental footprint, we reduce not only resource consumption but also the greenhouse gas emissions associated with production.

## TARGET 1

### **Reduce Scope 1 and 2 GHG emissions by 80% by the end of 2025**

Despite a temporary increase in emissions linked to our expansion project, we remain on track to meet this target.

#### **1.1 Generate our own renewable energy**

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#### **1.2 Eliminate the use of natural gas by the end of 2025**

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During the expansion planning phase, multiple scenarios were evaluated to optimize energy consumption and reduce GHG emissions. We explored the installation of solar panels, but the results showed that—at this stage—this solution was not optimal for our operations.

Instead, we prioritized the purchase of high-efficiency equipment, which already exceeds certain environmental standards set to take effect in 2026.



### GHG Emissions – Scopes 1 and 2

Our entire operation is powered by hydroelectricity—a clean energy source. Until 2025, natural gas was used to heat the plant, accounting for 80% of our direct emissions. Following our major expansion, the size of our facility has doubled. As expected, this will have an impact on our Scope 2 emissions. Continuous monitoring will allow us to measure this increase and identify appropriate corrective actions.

#### Scope 1: Emissions from Natural Gas Use (tCO<sub>2</sub>)

2022	2023	2024
10,30	8	16

The energy efficiency of our manufacturing process has improved, even as our production volume has increased.

#### Scope 2: Emissions from Electricity Consumption (tCO<sub>2</sub>)

2022	2023	2024
1,70	1,62	1,53

#### Important Note on the Temporary Rise in Emissions

During the fall and winter months, we carried out a major expansion project. To continue construction despite the cold temperatures, the worksite had to be heated using natural gas. This exceptional—but temporary—situation explains the significant increase in our energy consumption and, as a result, our emissions during the reporting period. Outside of this project, we successfully eliminated the use of natural gas by switching to high-efficiency heating equipment powered by clean energy.

# TARGET 2

## Reduce Scope 3 GHG Emissions by 10% by the End of 2026

In 2024, as shown in the table below, we significantly reduced our Scope 3 greenhouse gas emissions. This decrease is the result of multiple factors: reduced raw material consumption and loss, increased material recovery, responsible waste management, improved logistics, and fewer car and air travel-related emissions.

### Key Sources of Our Internal Improvements:

- Implementation of a new waste measurement and management program
- Recovery and repurposing of end-of-cycle materials
- Optimization of downstream distribution
- Raw material savings through closed-loop reuse of production residues
- Improvement in the end-of-life emissions factor of our products

### Scope 3: CO<sub>2</sub> Emissions (tCO<sub>2</sub>)

2022	2023	2024
2034,26	2139,64	1457,76 (-39 %)

### Of the total 39% environmental gain:

- 56.11% is attributable to the actions of our partners.
- 43.89% stems from our internal initiatives.

This ratio highlights how important it is to work with partners who share our vision and values, in order to amplify the impact of our efforts.

## 2.1 Reduce Business Travel Emissions

In 2024, we achieved a significant reduction in greenhouse gas emissions from business travel.

We recorded a 25.59% decrease in “polluting” employee commutes to our facilities, thanks to:

- The adoption of carpooling
- The use of electric and hybrid vehicles

Compared to the previous year, 50,000 fewer kilometers were traveled using gasoline-powered vehicles. These efforts reflect our commitment to rethinking mobility in a more responsible and sustainable way.

This reduction was also supported by organizational changes in our sales structure, which helped limit business travel.

## Carbon Offsetting

From 2019 to 2023, our business travel emissions were offset annually through Carbone Scol’Ère, an educational program that encourages young people to adopt environmentally responsible behaviors. In 2024, we had initially planned to offset our GHG emissions through another organization, this time on a national scale.

However, due to the number and intensity of ongoing projects, this initiative was not carried out.

### CO<sub>2</sub> Emissions from Business Travel (tons of CO<sub>2</sub>)

2022	2023	2024
17,14	23,64	18,31

By 2025, we remain committed to our original goal: to expand our carbon offset program to cover all business travel, including employee commutes.



## 2.2 Launch a Sustainable Mobility Program

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Commuting and business travel account for a significant portion of our greenhouse gas (GHG) emissions. To address this, we promote both individual and collective responsibility by providing tools and incentives that encourage sustainable transportation choices:

- Reimbursement of moving expenses for employees who choose to live closer to the workplace
- Entry into a monthly prize draw for anyone using a sustainable mode of transport
- Installation of two additional electric vehicle charging stations
- Optimization of delivery logistics
- Prioritization of local sourcing

In 2024, our team traveled a total of 175,494 km for commuting, generating 54.33 tons of CO<sub>2</sub>.

## 2.3 Deepen Understanding of Our Scope 3 GHG Emission Sources

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We began an initiative to improve data collection related to our Scope 3 emissions. As a first step, we reached out to several business partners to obtain precise data on their emissions. This initiative not only improved the accuracy of our own measurements but also reinforced our commitment to working with partners who are actively reducing their own carbon footprints.

## 2.4 Reduce Packaging-Related GHG Emissions

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In collaboration with our cardboard supplier, we redefined our quality criteria for shipping boxes to reduce their environmental impact. By accepting minor visual variations without compromising product performance, we enabled greater use of recycled content and increased the reuse of non-conforming materials.

By choosing durability over aesthetics, we prevented 47,811 boxes from being discarded solely for cosmetic reasons. This initiative also led to a reduction of 14.60 tons of CO<sub>2</sub> at our cardboard supplier's facility, contributing directly to emissions reduction within our value chain.

# RESOURCE MANAGEMENT

Responsible resource management is a cornerstone of the ecological transition. At EcoloPharm, this means minimizing the use of raw materials, maintaining low water consumption, limiting residual waste, and actively promoting circular solutions.

## TARGET 3

### Reduce virgin raw material consumption by 10% by the end of 2024

A high-performing set of equipment and molds in excellent condition helps reduce material losses and waste caused by non-conformities. By investing in modernization and rigorous maintenance of our tools and production infrastructure, we limit waste and improve product quality. For these reasons, we allocated significant resources to equipment maintenance throughout the year.



As a Territory Manager, I can share EcoloPharm's mission with hundreds of clients. I explain why and how we reduce the environmental impact of our products. Pharmacists who choose our solutions pass that message along to their own patients. The result? A positive environmental impact and a more sustainable professional practice—something I'm truly proud of!

**Christoph Kapp,**  
**Territory Manager, Ontario**



### 3.1 Increase the share of post-industrial recycled material

Reintegrating recycled materials into our manufacturing process is directly tied to achieving this target. In 2024:

- We internally recovered and reused more than 121,100 kg of raw material, resulting in a 13.18% reduction in overall virgin material consumption.
- Working with external recycling partners, we also recovered over 14,600 kg of raw material that would otherwise have ended up in landfill.

### 3.2 Manufacture EcoloJar Using 100% Recycled Material

Since fall 2024, our EcoloJar ointment jar has been made entirely from post-industrial recycled material sourced through our own closed-loop production system. It now joins our lineup of products made entirely from recycled material—an achievement made possible without compromising on quality or safety.



# TARGET 4

## Accelerate Eco-Design Efforts to Expand Our Product Line

The more sustainable packaging solutions are adopted at scale, the greater their positive environmental impact. In other words, it's by multiplying our solutions that we can help reduce the volume of waste generated by the pharmacy sector.

### 4.1 Design and Launch of Two New Products

- **A vial compatible with automation**
- **A new ointment jar size**

Significant progress was made in developing both products in 2024. The vial was optimized in preparation for a pilot project set to begin in early 2025. Meanwhile, the new ointment jar also advanced considerably, with a planned launch in 2025.

We continue to explore new innovation pathways to proactively meet the pharmacy sector's rapidly evolving needs.



I'm proud to work for a company that's genuinely committed to constantly minimizing its environmental impact. Rethinking the shipping process to eliminate plastic bags was a truly innovative move. That same spirit of innovation is reflected in our initiatives—like the volunteer program—and in the company's overall governance..

**François Poulin, Technician**



# TARGET 5

## Maintain or Reduce Our Water Consumption

Responsible water management is essential to achieving our sustainability goals. To support this, our production line uses a closed-loop water recycling system. We also use non-toxic water treatment products to ensure optimal water quality while eliminating any potential for contamination. Water is recovered, treated, and reintegrated into our operations—ensuring minimal losses.

### 5.1 Optimize Industrial Processes to Increase Output with the Same Water Use

Although our system generates very little water waste, we perform biweekly quality tests to ensure that 100% of the discharged water is returned to the municipal watershed with the same quality as when it was extracted.

In 2024, we cut our water consumption in half. We achieved this by adjusting production based on outdoor temperatures—a measure that significantly optimized water use, particularly during heat waves, when production-related water needs are highest.

#### Annual Water Consumption (in liters)

2022	2023	2024
8 057 000	8 278 000	3 589 000



# WASTE MANAGEMENT & END-OF-LIFE

80% of a product's environmental impact is determined at the design stage. That's why, from the earliest phases of packaging development, we think ahead, considering the entire lifecycle, including what happens after use. We focus on minimizing the total impact of production, not just during use, but also at end-of-life. This approach significantly reduces the environmental footprint of our packaging throughout its full lifecycle.

## TARGET 6

### Minimize Landfilled Waste (Zero Waste Target)

In 2022, only 27.1% of solid waste generated in Canada was diverted from landfill or incineration\*. This statistic reflects a standard we consider insufficient in the face of today's environmental challenges. We believe that doing better is not only possible—it's essential.

With this in mind, we remain fully committed to achieving zero waste production at our facility. Every step of our process is designed to reduce, reuse, and recover both raw materials and residual matter.

*\*Source: Environment and Climate Change Canada*

### 6.1 Divert 80% of Our Organic Waste from Landfill

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Our composting efforts were temporarily paused due to the facility expansion project. This exceptional situation will be resolved in 2025, and we plan to fully reinstate composting practices across the organization. Since the end of construction, available data indicates that we are on track to meet this target as planned.

### 6.2 Strengthen Partnerships for Recycling and Reuse of Residual Materials

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In 2024, we deepened our collaboration with a specialized cardboard recycling partner who recovers and repurposes our residual materials. This partnership, rooted in a circular economy approach, allows us to process materials at the source and give them a second life.

In pursuit of our zero-waste manufacturing goal, we continue to explore other recovery pathways, specifically for shrink wrap and pallet straps. While these materials are generated in small volumes, they still need to be diverted from landfill.

We are, however, facing a paradox: our low volume of residual waste, though positive from a sustainability standpoint, makes us a less attractive partner for many recovery organizations.

## 6.2 Strengthen Partnerships for Recycling and Reuse of Residual Materials (suite)

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The major expansion project carried out in 2024 gave us a valuable opportunity to reflect further on the end-of-life management of our materials and equipment. As part of this effort, we actively supported our construction partner in the responsible handling of waste generated during the project.

### Several concrete actions were taken:

- Donation of old wall panels for reuse on other job sites.
- Reuse of plumbing equipment from the original building.
- Donation of kitchen cabinets.
- Redistribution of various functional items (furniture, small appliances, etc.).

## TARGET 7

### Support Clients in Managing Product End-of-Life

#### 7.1 Communicate About Recyclability Directly on Our Products

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#### 7.2 Develop a Deposit-Return System with Partner Clients

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Discussions are currently underway to implement a full circularity program—one we ultimately aim to expand to include our clients and partners. Through this approach, we believe we will be well positioned to achieve the goals associated with action levers **7.1** and **7.2**.







EcoloPharm gives me the opportunity to raise awareness within the pharmacy sector about the importance of environmental responsibility—and to show that even a small change, like packaging choice, can have a meaningful impact on the planet. It encourages pharmacy teams to bring the topic into conversations with their patients and gives them a great opportunity to engage with their community.




**Christina Ferentinos**  
Director of Sales



# SOCIAL

The well-being of people, like that of the planet, is at the heart of our mission. By fostering an inclusive work environment and supporting human-centered initiatives, we actively contribute to building a more equitable, compassionate, and sustainable society.

	TARGET	RELATED SDG	ACTION LEVERS	PROGRESSION	
Health, Safety, and Well-Being at Work	1. Ensure 80% participation of administrative employees in the Wellness Program		1.1 Expand the Wellness program	100 %	
			1.2 Enhance the employee and family assistance program (EFAP)	100 %	
			1.3 Support employees in their hobbies and personal interests	100 %	
	2. Be an employer of choice and promote a healthy work-life balance.			2.1 Obtain Concilivi certification	100 %
	3. Maintain a workplace free of serious injuries			3.1 Continue implementing recommendations and prevention measures from our workplace health and safety mutual	100 %
	4. Maintain employee satisfaction rate at 90%			4.1 Implement suggestions from the 2024 survey	100 %
4.2 Conduct the annual employee survey again		50 %			
Equity, Diversity, and Inclusion	5. Ensure equity and maintain a healthy balance in gender, background, and compensation across all levels of the organization		5.1 Ensure continued equity across the organization	50 %	
			5.2 Maintain the overall parity rate above the provincial average	100 %	
Training and Empowerment	6. Increase training investments to 8% of total payroll		6.1 Define a development plan for all employees	50 %	
			6.2 Offer two training sessions: EDI awareness and inclusive language	50 %	
			6.3 Complete nonviolent communication training for all administrative employees	100 %	
Community Engagement	7. Ensure employee engagement in the Community Involvement Program	(Depending on the cause)	7.1 Integrate community involvement into the budgeting process and identify a social cause to support	100 %	
			7.2 Launch the Volunteer Involvement Program	100 %	
			7.3 Organize a group volunteer day with Moisson Rive-Sud	100 %	
	8. Increase donation rate to 3% of net profit by 2026	(Depending on the cause)	8.1 Implement a philanthropy policy to maximize the impact of our donations	50 %	

 Canceled or at risk
  In progress
  Achieved



# HEALTH, SAFETY, AND WELL-BEING AT WORK

Physical, mental, and financial health—as well as safety and well-being in the workplace—are deeply interconnected. At EcoloPharm, we view these dimensions as essential levers for contributing to the success of our organization. A healthy work environment that fosters both personal and professional growth is key to helping everyone give their best. Cultivating joy, building a climate of trust, and promoting balance are all part of how we think (and act) differently.

## TARGET 1

### **Ensure 80% participation of administrative employees in the Wellness Program**

The Wellness Program is led by the Human Resources team and supported by a committee made up of employees. Its primary goal is to strengthen our company culture through a variety of activities—ranging from sports and learning to fun and social events. It helps build team cohesion and reinforces a strong sense of belonging.



## 1.1 Expand the Wellness Program

---

Our Wellness Program continued to grow in 2024. New initiatives introduced this year included:

- Lunch & Learn sessions on various health and personal development topics:
  - Equity, Diversity, and Inclusion (April)
  - Learning to Slow Down (June)
  - The 5 Love Languages (Interpersonal Relationships) (September)
  - Nutrition and Healthy Habits (October)
  - Wheel of Balance (November)
- Personal growth workshops focused on continuous learning
- Group fitness sessions (yoga, HIIT)
- Outdoor Wellness Day in partnership with Espace Tonik
  - Held in September, this event featured several team-building activities, including a mindful “Afghan walk” in nature
- Financial support for personal hobbies and passions

Throughout the year, these actions contributed to a healthier, more engaging work environment aligned with our values.

The Wellness Program was also one of the key factors in obtaining our Concilivi Certification.

## 1.2 Enhance the Employee and Family Assistance Program (EFAP)

---

We improved our EFAP to better meet the evolving needs of our team. A change in provider also allowed us to centralize the management of employee benefits while expanding available services—particularly in terms of psychological support. The program now includes, among other features, dedicated support for managers facing complex situations.

In 2024, the EAP had a registration rate of 41%, and users reported a 90% satisfaction rate.

## 1.3 Support Employees in Their Hobbies and Personal Interests

---

We introduced the Hobbies and Passions Budget, an initiative designed to support our team in pursuing activities that nurture their personal well-being and interests outside of work. This program reflects our ongoing commitment to promoting a healthy work–life balance. Each team member receives an annual allowance of \$300, which can be used to purchase books, register for classes or sports activities, or take part in any leisure activity that enriches their day-to-day life.

In 2024, 33% of employees took advantage of this benefit.



I especially appreciate the Wellness Committee, which plays a key role in strengthening team cohesion. Its members spread joy throughout the year with activities and thoughtful gestures for employees.

**Priscille Ouellet, Quality Team Lead**



# TARGET 2

## Be an employer of choice and promote a healthy work–life balance

In October 2024, EcoloPharm was awarded the Concilivi Certification, a symbol of our commitment to work–life balance. In a manufacturing sector often characterized by rigid schedules, we’ve chosen to do things differently. Flexible work hours, support for caregivers, and a comprehensive employee assistance program are just some of the concrete measures we’ve implemented to help our team thrive, both professionally and personally.

### 2.1 Obtain Concilivi Certification

A charter documenting our work–life balance measures was developed for both our administrative team and plant personnel. This document played a key role in securing the Concilivi Certification. It will be regularly updated and enhanced to ensure we maintain this distinction over time.

# TARGET 3

## Maintain a workplace free of serious injuries

Providing a safe and healthy work environment is a fundamental responsibility.

But our commitment goes further: we firmly believe that employee well-being is a key driver of success. That’s why we continuously invest in training and awareness to promote safe work practices across all teams.

### 3.1 Continue implementing recommendations and prevention measures from our workplace health and safety mutual

In 2024, we conducted a full ergonomic reassessment of all factory workstations, supported by an external specialist. That same year, no workplace accidents involving serious injury were reported—confirming the effectiveness of our proactive, prevention-focused approach to health and safety.

#### Number of Work-Related Injuries, 2022–2024\*

2022	2023	2024
0	0	0

*\*Source: Annual audits conducted by TELUS Health.*



# TARGET 4

## Maintain employee satisfaction rate at 90%

The employee satisfaction survey regarding EcoloPharm as an employer is conducted every two years. It measures overall employee appreciation of the work environment. The most recent survey was conducted in 2023, and its results will serve as a benchmark for the next edition, scheduled for 2025.

### 4.1 Implement Suggestions from the 2024 Survey

The analysis of responses from the 2024 satisfaction survey led to several improvement initiatives, including:

- The onboarding and training plan was enhanced for all staff.
  - The welcome process was refined, presentations were improved, and closer follow-ups were added to ensure faster, more consistent, and better-supported integration
- The need to improve communication between teams confirmed the relevance of implementing an ERP system
  - The system centralizes information, making it easier to access and share across departments
- Common areas and break spaces were significantly upgraded as part of the expansion and renovation project
- Work-life balance measures were strengthened, ultimately contributing to the achievement of Concilivi Certification
- The need for recognition and feedback was partially addressed through a revision of the meeting structure and greater attention to onboarding and welcoming new team members

### 4.2 Conduct the Annual Employee Survey Again

A new company-wide survey will be conducted in 2025. It will assess satisfaction across several key areas, including the work environment, quality of collaboration, supervisor support, recognition, communication, onboarding experience for new team members, employee benefits, flexibility, and the effectiveness of tools and equipment.

The results will help identify priority areas for improvement, which will be incorporated into a dedicated action plan.



EcoloPharm has built a truly human-centered company culture. As a recent addition to the team, I felt welcomed from day one. I was supported throughout the onboarding process, which spans several weeks. I could genuinely feel that the company truly cares about my well-being.

**Alexandra Gallegos-Noël,**  
**Project Manager**



# EQUITY, DIVERSITY, AND INCLUSION

True to our status as a certified B Corp and Women-Owned business, we are deeply committed to promoting diversity and inclusion at every level of the organization.

## TARGET 5

### Ensure equity and maintain a healthy balance in gender, background, and compensation across all levels of the organization.

Sustainable well-being cannot exist without social justice. That's why we're committed to building a fair, inclusive, and respectful workplace—where each person is seen, heard, and valued.

#### 5.1 Ensure continued equity across the organization

In 2024, we refined our fair compensation policy by introducing a salary scale consisting of eight levels. This work was carried out in collaboration with an external compensation consulting firm to ensure a rigorous and unbiased approach. Each position was objectively assessed and benchmarked against market standards to ensure both internal equity and external competitiveness.

This foundational step will allow us to complete a formal pay equity exercise in 2025, in line with government requirements.

#### 5.2 Maintain the overall parity rate above the provincial average.

In 2024, our overall gender parity rate reached 51.5%, down 6% from the previous year.

It's worth noting that, with a small administrative team of around fifteen people, a change of just two employees can significantly shift the balance.

- Our executive team remains majority women (66%)
- At our production facility, 35% of employees identify as women, well above the Quebec manufacturing sector average of 29.6%

Developing women's leadership is key to building inclusive, high-performing, and innovative workplaces. Diverse perspectives strengthen decision-making, foster creativity, and enhance overall performance.



EcoloPharm is truly unique. Since I was hired, I've never been this happy: the work environment is great, and I feel accepted for who I am. Here, I've grown in so many areas of my life.

**Mélissa Gervais, Quality Control & Packaging Operator**



# TRAINING AND EMPOWERMENT

Fostering the holistic development of each individual not only strengthens the company as a whole, it also empowers every team member to become the best version of themselves. Each year, we invest in the professional and personal growth of our team, an approach that remains uncommon in most business settings.

## TARGET 6

### **Increase training investments to 8% of total payroll**

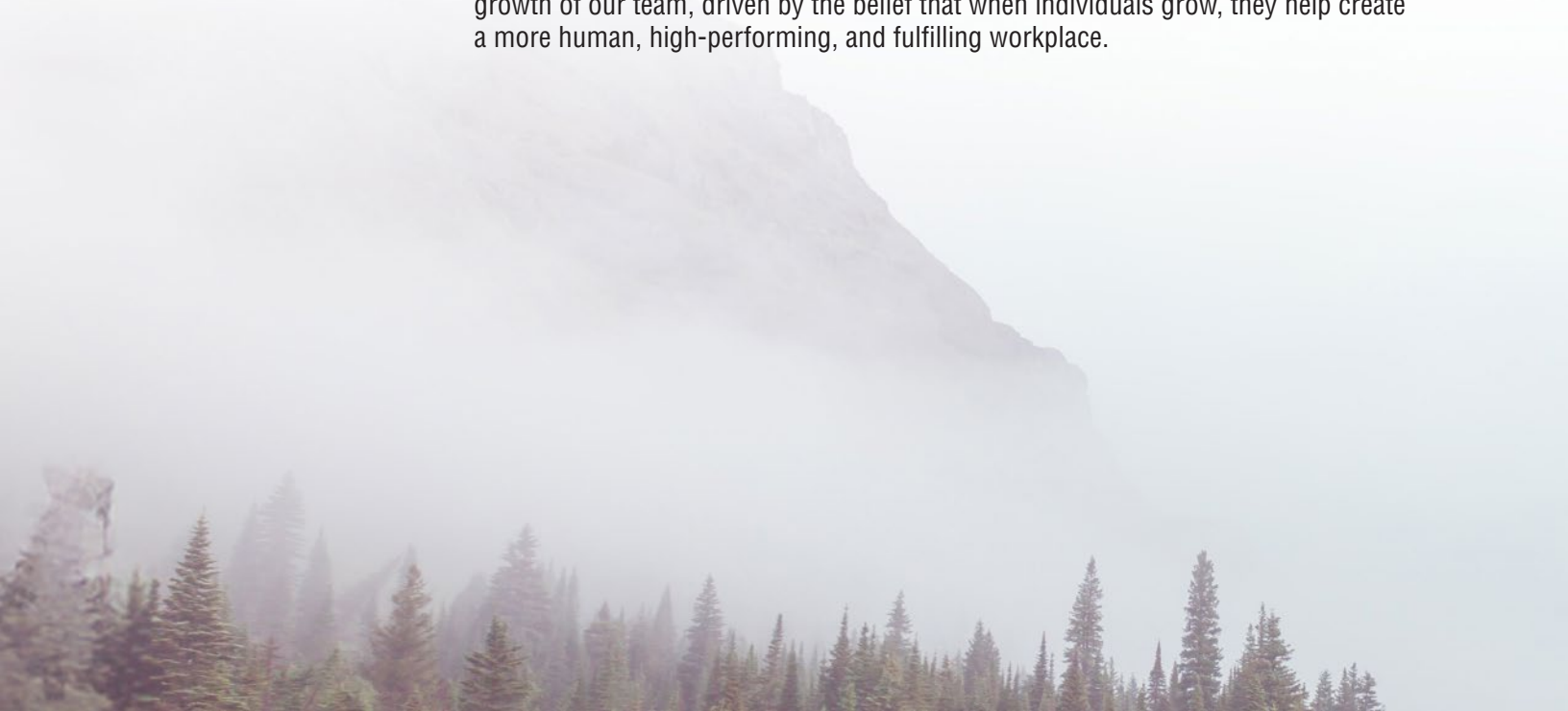
By combining group training, individual sessions, and coaching, our commitment to skills development represented 6.06% of the total payroll in 2024.

This percentage is slightly lower than in 2023 (7%), but the total number of training hours actually increased. This difference can be explained in two ways:

- We maximized training efficiency by choosing lower-cost group formats.
- New hires significantly increased our overall payroll.

To avoid such an imbalance in the next report, we will now track the number of training hours per employee, which will provide a more accurate reflection of the situation.

This approach reflects our commitment to investing in the personal and professional growth of our team, driven by the belief that when individuals grow, they help create a more human, high-performing, and fulfilling workplace.



### **6.1 Define a Development Plan for All Employees**

---

Launched in 2024 with the support of a specialized consultant, this project will continue in 2025, following a temporary pause due to the expansion project. Development plans focused on skill-building have already been created for several team members, including coaching, continuing education, and participation in professional groups.

At the plant, additional technical training is planned to deepen knowledge of materials and injection molding processes—ensuring a consistently high level of expertise over the long term.

### **6.2 Offer Two Training Sessions: EDI Awareness and Inclusive Language**

---

In 2024, an Equity, Diversity, and Inclusion (EDI) awareness session was delivered to all staff. The inclusive language and writing training, originally scheduled for the same year, has been postponed to 2025.

### **6.3 Complete Nonviolent Communication Training for All Administrative Employees**

---

Nonviolent Communication (NVC) training, inspired by the principles of Marshall Rosenberg, was completed by the entire administrative team. In 2025, this training will be offered again to all new team members to ensure a shared foundation. A leadership development session is also planned for administrative staff before the end of 2025.

This personal development approach in the workplace fosters better self-awareness and mutual understanding. The consultant supporting us adds real value—both in terms of team cohesion and individual growth. These learnings strengthen interpersonal bonds and result in open, authentic, and positive working relationships.

Additionally, some members of the Management team are pursuing individual coaching to support their personal development.



# COMMUNITY ENGAGEMENT

## TARGET 7

### **Ensure Employee Engagement in the Community Involvement Program**

We place great value on community involvement—both for the organization and for the people who make it what it is. Whether through local initiatives or participation in solidarity-based projects, volunteer work strengthens our sense of belonging, reinforces our shared values, and contributes to individual and collective well-being.

With Target 7, our goal is to engage 100% of administrative employees and 60% of plant staff in our community involvement program.





The team, in my opinion, is our organization's greatest strength. Together, we carry EcoloPharm's mission with pride. That's what sets us apart—and what makes us stronger.

**Marie-Eve Arpin,**  
**Financial Controller**



## 7.1 Include Community Involvement in the Budgeting Process and Identify a Social Cause to Support

---

As part of the 2024 employee survey, we consulted our team to identify the social causes they care most about. This participatory process led to a clear priority: the fight against food insecurity. As a result, Moisson Rive-Sud was selected as the cause we would support. In December 2024, our administrative team took part in a food-sorting volunteer day at the organization's facilities.

We will continue supporting Moisson Rive-Sud in 2025, with a new volunteer activity already planned.

## 7.2 Launch the Volunteer Involvement Program

---

The volunteer involvement program was officially launched in April 2024. This initiative reflects our commitment to encouraging social engagement by offering meaningful ways for employees to support causes aligned with their values. Structured around two components, the program is designed to maximize social impact while strengthening internal cohesion:

- **Collective volunteering:** Team-based volunteer days organized with local partners, combining collaboration with high-impact social or environmental projects.
- **Individual volunteering:** Each employee can dedicate 8 paid hours to a cause of their choice, in line with their personal convictions.

The program was very well received and will continue in 2025. While individual participation is still being monitored, we already know that several team members are actively involved in their communities.



### 7.3 Organize a Group Volunteer Day with Moisson Rive-Sud

---

In December 2024, 100% of our administrative team participated in a volunteer day with Moisson Rive-Sud, directly contributing to their essential mission. Building on the momentum of this inspiring experience, we have already planned to renew the initiative in 2025. Ultimately, our objective is to promote a minimum of 16 hours of community engagement per employee by 2026—a target we are confident we will achieve.

## TARGET 8

### Increase donation rate to 3% of net profit by 2026

Non-profit organizations play a vital role in improving quality of life within communities. Corporate donations help amplify their positive social impact. In 2024, we allocated 2% of our profits to donations supporting various organizations, all united by a common mission: improving the health and well-being of the community.

#### 8.1 Implement a philanthropy policy to maximize the impact of our donations

---

In 2024, 2.77% of our profits were donated to various organizations, all of which share the mission of improving the health and well-being of the community.

This year also marked our first participation in the “Course du Commandant,” a sports challenge in support of the Fondation Santé Haut-Richelieu-Rouville. A ten-person team joined the fundraising effort. This initiative is part of our ongoing commitment to actively contribute to the well-being of our community.




Through our collaboration with CanadaHelps, some product discounts are redirected as donations, allowing our clients to support the causes and organizations of their choice.

By 2026, we are committed to gradually increasing our donation rate to reach 3% of our organization’s net profits.

# GOVERNANCE

Strong governance means acting with integrity  
and in alignment with our commitments.

It is rooted in listening, transparency, and  
continuous improvement—foundations that  
enable our stakeholders to play an active role  
in our sustainability journey.

	TARGET	SDG	ACTION LEVERS	PROGRESSION
Governance Structure	1. Strengthen and influence ESG expectations across our business ecosystem	17 PARTNERSHIPS FOR THE GOALS 	1.1 Update the materiality assessment	100 %
			1.2 Conduct a sustainability maturity assessment	100 %
	2. Integrate ESG goal achievement into the bonus structure by the end of 2026	9 INDUSTRY, INNOVATION AND INFRASTRUCTURE 	2.1 Define ESG objectives for each member of the Management team	100 %
Responsible Supply Chain	3. Assess 100% of our suppliers based on ethical and responsible criteria	12 RESPONSIBLE CONSUMPTION AND PRODUCTION 	3.1 Deploy a responsible procurement framework	50 %
	4. Maintain 90% of our supplier base as local		4.1 Identify local suppliers in our internal systems	100 %
Outreach and Influence	5. Obtain sustainability-related certifications and awards	—	5.1 Obtain the CID Eco-Responsibility Certification	80 %
			5.2 Renew our B Corp Certification	100 %
			5.3 Identify relevant environmental certifications	50 %
	6. Communicate the environmental impact of our clients	—	6.1 Review environmental certificates	100 %
	7. Communicate our ESG commitments and progress externally	—	7.1 Regularly publish awareness content and data reporting	75 %

Canceled or at risk
  In progress
  Achieved

# GOVERNANCE STRUCTURE

## TARGET 1

### **Strengthen and Influence ESG Expectations Across Our Business Ecosystem**

#### **1.1 Update the Materiality Assessment**

---

We began updating our materiality matrix with a critical review of the 2022 version and the 2023 attempt, which had fallen short of expectations due to a lack of clarity in the methodology used. This reflection helped us identify key areas for improvement, leading to a complete reassessment of the ESG factors to be included in the new matrix. Irrelevant issues were removed, and new ones were added to better align with current industry standards and best practices.

While we had initially planned to complete the updated materiality exercise in 2024, the exceptional context of the year—including the simultaneous management of multiple strategic projects and our facility expansion—prevented us from executing the initiative with the rigor it requires.

**That said, the process is well underway, and we have already completed several key steps, including:**

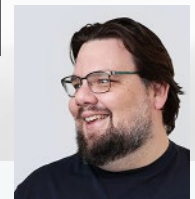
- A sectoral research analysis
- An internal employee survey
- A prioritization workshop

**See an overview of the preliminary findings on the next page.**



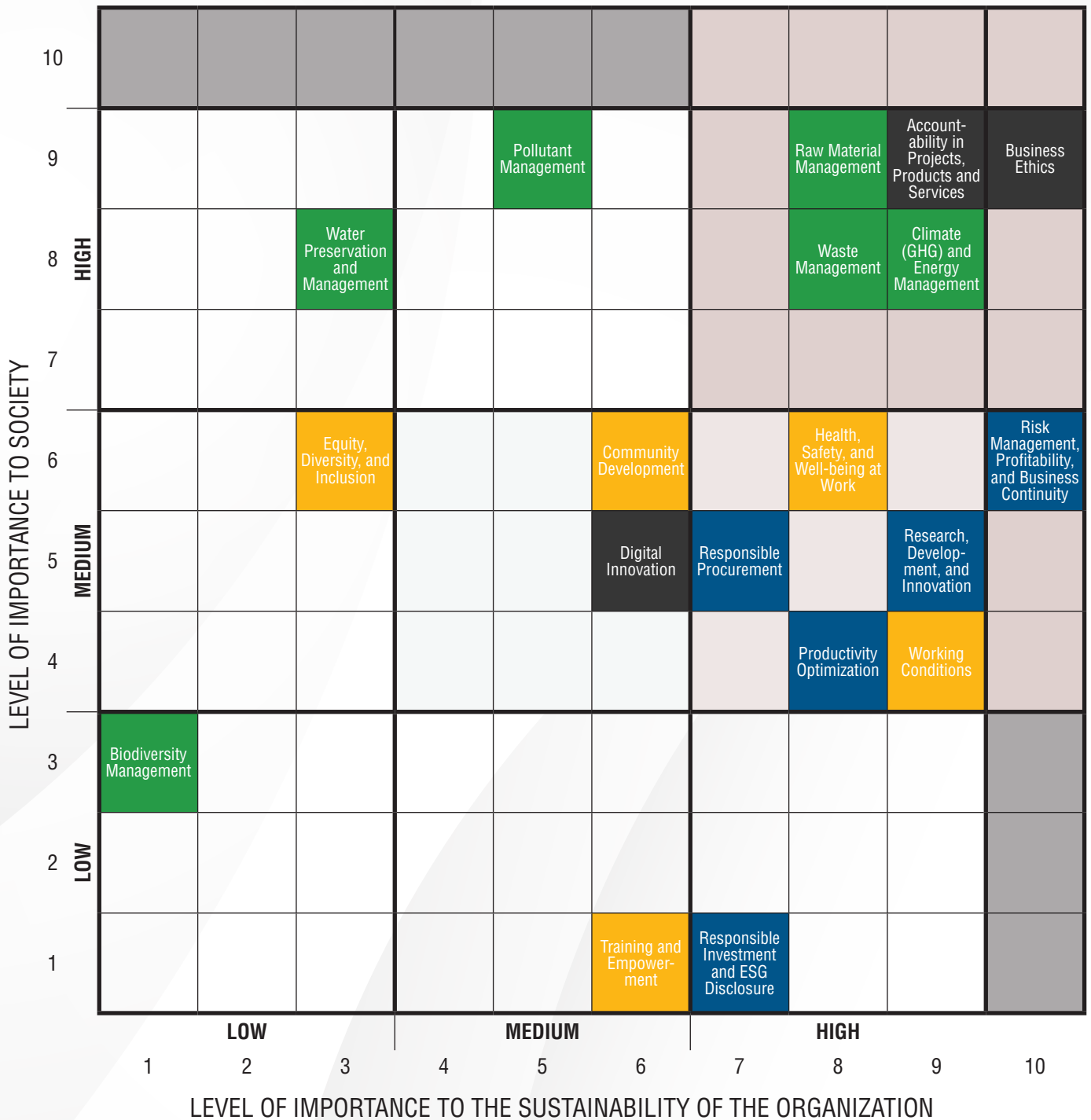
Working at EcoloPharm is like getting a full education in sustainability. I've learned so much! Eco-responsibility is a mindset. EcoloPharm doesn't just make a recyclable product, it pushes the limits of what's possible in terms of sustainability to reduce the pharmaceutical industry's environmental impact in Canada. In our conversations, ecological impact carries as much weight as financial return. I've come to understand that if you want to make a difference, you have to *be* the difference!

**Jérémy Panneton, Sales Representative**



# Materiality Matrix

MATERIALITY OF ISSUES ACCORDING TO THE TEAM'S PERCEPTIONS





The horizontal axis represents employee perceptions of the importance of each factor for the long-term viability of the organization.

The vertical axis reflects how the same employees perceive the importance of those factors for society as a whole.

Survey results were normalized to ensure the matrix would be easy to interpret, then reviewed and refined collectively during a workshop involving various team members. Ultimately, the matrix analysis helped us identify ESG priorities by focusing on the factors located in the upper right quadrant.

Aware of the importance of this approach in aligning our priorities with stakeholder expectations, we remain firmly committed to conducting a stakeholder survey in 2025.

This exercise will allow us to identify which issues are considered most critical by our ecosystem, and to validate—or adjust—our actions accordingly so they truly reflect the concerns and aspirations of those we aim to serve.

## 1.2 Conduct a Sustainability Maturity Assessment

---

In 2024, members of our administrative team participated in a sustainability maturity assessment.

This exercise aimed to evaluate how deeply sustainability principles are embedded in our practices, to measure understanding of current initiatives, to gather team perceptions, and to collectively identify priority areas for improvement.

Each employee was invited to assess, based on their own knowledge, the organization's maturity on key topics such as mission, governance, strategy, processes, ethics, products and services, and more.

This initiative helped reveal gaps in understanding, provided an opportunity to refresh internal knowledge, and most importantly, brought everyone together under a shared, structured vision of sustainability at EcoloPharm.

It also helped identify the most impactful actions to prioritize over the coming years.

Compared to our first exercise in 2022, the 2024 results show clear progress. The company has grown in consistency, project structure, understanding, and clarity of communication around sustainability issues.

**Final result:** an overall maturity score of 4 out of 5—an excellent performance we are proud of, and a reflection of our commitment to sustainability leadership in our industry.

# TARGET 2

## **Integrate ESG goal achievement into the bonus structure by the end of 2026**

Integrating ESG objectives into the bonus structure helps align individual performance with collective sustainability goals.

### **2.1 Define ESG Objectives for Each Member of the Management Team**

---

Since 2024, each department has been responsible for setting its own environmental, social, and governance (ESG) objectives. This approach aims to more directly embed sustainability principles into leadership decisions and departmental initiatives. These objectives also serve as a foundation for the potential implementation of a performance-based ESG bonus structure, scheduled for deployment by the end of 2026.

In parallel, key performance indicators (KPIs) are currently being developed to systematically measure the achievement—or non-achievement—of these targets.

# RESPONSIBLE SUPPLY CHAIN

## TARGET 3

### Evaluate 100% of Our Suppliers Based on Ethical and Responsible Criteria

#### 3.1 Deploy a Responsible Procurement Framework

---

After adopting policies focused on local and responsible purchasing, we enhanced our procurement framework by introducing a Supplier Code of Ethics and a list of eco-responsibility criteria integrated into our evaluation forms. These forms are already used to guide the selection of new suppliers and ensure alignment with our values. Now that all our suppliers have been evaluated, we are beginning the next step: officially having our business partners sign our code of ethics.

Ultimately, our goal is to implement a performance tracking scorecard that will allow us to assess and strengthen supplier practices within a continuous improvement framework.

#### Supplier Code of Ethics

In 2024, we reached a major milestone in responsible governance by drafting our very first Supplier Code of Ethics. This document formalizes our expectations and strengthens our governance practices by ensuring our business partners share our core values.

We are now moving into the implementation phase by inviting our suppliers to sign the Code and commit to meeting our ethical, environmental, and social standards.

## TARGET 4

### Maintain 90% Local Suppliers

Prioritizing local suppliers helps reduce the carbon footprint associated with transportation, supports the regional economy, and fosters more direct, flexible business relationships that align with our values. This approach also enhances our resilience by reducing dependence on long and complex supply chains.

#### 4.1 Identify Local Suppliers in Our Internal Systems

---

This initiative began in 2024 alongside the deployment of our ERP system. The goal is to make it easier to identify local and responsible suppliers among those who have been evaluated and pre-approved. The procurement team continuously monitors this data, helping us advance toward a supply chain that is increasingly aligned with our sustainability commitments.

## TARGET 5

### Obtain certifications and awards related to sustainable development

Obtaining sustainability-related certifications and awards strengthens an organization's credibility, validates its efforts in the eyes of external stakeholders, and highlights its leadership in a market increasingly focused on responsibility. It also serves as an internal engagement lever, by tangibly recognizing the work of teams committed to the transition.

#### 5.1 Obtain the CID Eco-Responsibility Certification

---

The application file was submitted for evaluation, but the certification required an on-site audit. Due to ongoing construction work, this step was postponed. We plan to resume the process during 2025.

#### 5.2 Renew Our B Corp Certification

---

Our B Corp certification was successfully renewed in 2024, once again confirming our deep-rooted sustainability commitment.

For this renewal, our score increased from 81.6 to 101.4 points. This improvement reflects concrete actions, such as:

- Strengthened legal status
- More structured governance
- 7% of payroll invested in training
- One-third of our purchases made from certified suppliers
- Reduced energy consumption despite ongoing growth

#### 5.3 Identify Relevant Environmental Certifications

---

We initiated a research and analysis process to identify certifications that are relevant to our organization and aligned with our goals and targets. This exploratory work will continue in 2025.

## TARGET 6

### **Communicating Our Clients' Environmental Impact**

Communicating our clients' environmental impact helps showcase their responsible choices and reinforces their own commitment to sustainable practices.

#### **6.1 Update Environmental Impact Certificates**

---

Each year, we issue a personalized environmental impact certificate to our clients, highlighting the savings achieved through their purchase of our sustainable packaging—energy, cardboard, plastic, plastic bags, and GHG emissions. Until now, this data had been presented cumulatively, starting from the beginning of the business relationship.

In 2024, we enhanced these certificates by adding a column showing annual data. This update was designed to simplify environmental reporting for our clients and better reflect the evolution of their impact. It also more effectively meets their needs in terms of communication, responsible positioning, and accountability.

## TARGET 7

### **Externally Communicating Our ESG Commitments and Progress**

Sharing our ESG commitments and progress externally strengthens trust among our partners, engages our broader ecosystem, and demonstrates our genuine intent to generate a positive, measurable, and lasting impact. It is also a strategic lever to inspire change within our industry.

#### **7.1 Regularly Publish Awareness Content and Data Reporting**

---

We began rolling out an omnichannel content strategy focused on raising awareness and educating our stakeholders. This approach aims to increase transparency, strengthen engagement, and foster a closer connection with our audiences. Digital tools serve as key enablers in communicating our impact data, sharing our vision, and inspiring action. The website redesign and brand repositioning launched in April 2024 now allow us to deliver clearer messaging and foster stronger alignment, thereby amplifying our impact.

These communication efforts will intensify in 2025, with close performance monitoring to support ongoing optimization.

# GRI INDEX

## EcoloPharm – GRI Standards Disclosure

	Code	GRI Standard	Page
<b>GRI 2</b> Organizational Details	2-1 A.	Declare the organization's legal name	See 2023 Report
	2-1 B.	Indicate the nature of ownership and legal form	See 2023 Report
	2-1 C.	Declare the location of the organization's headquarters	See 2023 Report
	2-1 D.	Declare the countries where the organization operates	See 2023 Report
	2-6 A.	Declare the sector in which the organization operates	See 2023 Report
	2-9 A.	Describe the governance structure, including committees of the highest governance body	See 2023 Report
	2-28 A.	List significant industry associations and other membership organizations and international initiatives the organization participates in	See 2023 Report
<b>GRI 3</b> Material Topics	3-1 A.I.	Describe the process used to determine material topics	Before the materiality matrix
	3-1 B.	Identify the stakeholders and experts whose insights informed the material topic determination process	Before the materiality matrix
<b>GRI 301</b> Materials	301-2 A.	Percentage of recycled materials used to produce the organization's main products and services	27
	302-1 C.I.	Electricity consumption	23
	302-2.1.4	Total energy consumption within the organization	23
	302-5	Reductions in energy requirements of products and services achieved during the reporting period	23



	Code	GRI Standard	Page
<b>GRI 303</b> Water and Effluents	303-1	Description of the organization's interactions with water, including how and where water is withdrawn, consumed, and discharged, and related impacts caused or contributed to or linked to its activities, products, services, or business relationships (e.g., runoff impacts)	29
<b>GRI 305</b> GHG Emissions	305-1 A.	Gross direct GHG emissions (Scope 1) in metric tons of CO <sub>2</sub> equivalent	23
	305-2 A.	Gross location-based energy indirect GHG emissions (Scope 2) in metric tons of CO <sub>2</sub> equivalent	23
	305-3	Other gross indirect GHG emissions (Scope 3) in metric tons of CO <sub>2</sub> equivalent	24-25
	305-5	GHG emissions reductions achieved as a direct result of initiatives, in metric tons of CO <sub>2</sub> equivalent	24
<b>GRI 401</b> Employment	401-2 A.	Benefits provided to full-time employees	34-35
	403-9 A.III.	Number and rate of recordable work-related injuries	36

# MERCI

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EcoloPharm



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