



CODE OF ETHICS **SANTO**

Member of Polpharma Group





Dear Colleagues,

When we introduced SANTO Member of Polpharma Group Code of Ethics in 2015, we knew it was not just a set of static principles but a living common document with Polpharma Group. Our company operates in Central Asia. It is a rapidly evolving environment, and as such, our values and guidelines must keep pace with the changes around us. We face new challenges daily - technological advancements, such as artificial intelligence, shifts in climate and societal norms. In Central Asia, where diverse cultures and traditions intersect, the Code of Ethics serves as a vital roadmap for navigating these complexities. Our company is unique in its ability to help people live a healthy life in a healthy world. We understand that achieving our business and economic goals requires a steadfast commitment to ethical principles and values.

The updated Code of Ethics is not merely an updated list of principles. It reflects our evolving times and our ongoing commitment to new values. It underscores our special responsibility as a leading pharmaceutical company and affirms our dedication to maintaining the highest ethical standards.

Our mission—"We are always there for you, using state-of-the-art technologies, creating high-quality affordable medicines caring for the health of each family"—captures our purpose and unites us all, regardless of role or location. I hope this new Code of Ethics instills a sense of pride, security, and belonging among all who are part of SANTO Member of Polpharma Group. It should also serve for our business partners and stakeholders, reinforcing our commitment to the environment and the community in line with our mission.

Thank you for your continued dedication and for embodying the principles that make SANTO Member of Polpharma Group a trusted and responsible organization.

Best regards,

Adam Aleksiejuk
General Director
SANTO Member of Polpharma Group

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The Code of Ethics is available to the public at the <https://santo.kz/ethics/>

Some issues mentioned in the Code of Ethics are regulated by more specific procedures in force within Santo.



About us

The history of “Chimpharm” JSC with SANTO Member of Polpharma Group trademark (further SANTO Member of Polpharma Group) dates to 1882, when the merchants Ivanov and Savenkov founded a factory for the production of the medicinal preparation “Santonin” - an antihelminthic agent based on *Artemisia citvara* in Shymkent, Kazakhstan.

In 1918 the plant became the largest producer of pharmaceutical substances from vegetable raw materials and the only producer of narcotic substances in the Soviet Union. In 1993 the plant was transformed into a joint stock company. “Chimpharm” JSC starts production of finished dosage forms. Since 2011, SANTO Member of Polpharma Group has been part of the international Polpharma Group, operating in the markets of Central and Eastern Europe, the Caucasus, and Central Asia. Thanks to the new status, the company has gained access to investments and modern technologies and started full-scale modernization of production.

Today, owing to the attitude of our professional team, we are a leading company in the Central Asian pharmaceutical market, develops, produces, and supplies affordable and high-quality medicine.

We implement innovative solutions in all areas of our operation. We use world-class technologies and the highest manufacturing standards. We are committed to the development of science as well as health education and prophylaxis. Patients, doctors, and business partners put trust in us.

Our strength lies in the commitment of all persons working for and cooperating with SANTO Member of Polpharma Group. We create conditions for them to thrive and achieve their goals and to bring benefits to themselves, the company, and its environment.



Objectives of the Code of Ethics

We are aware of the responsibility resting with us as a company helping diseased people and supporting them in maintaining their health. We offer knowledge and experience to all those who use our products. We understand the importance of trust in quality of our everyday work.

The declaration of ethical conduct included in the Code is our motivation and shapes our decisions. For patients and business partners, it is a guarantee of applying honest and socially acceptable rules of our business.

The Code shapes Santo's reputation as a socially responsible organisation that cares for its needs and addresses the contemporary challenges of technological, social and environmental nature.

We are trying to have a positive impact on the environment and on our business partners. We strive for full reciprocity in respecting and observing the highest legal and ethical standards.



Who does the Code of Ethics apply to?

Any person employed by Santo and cooperating with us shall be obliged to act in accordance with the provisions of the Code. Therefore, we expect other companies and organisations, when cooperating with us, to respect the rules of the Code of Ethics and to conduct their business honestly and in compliance with the law.

The Code of Ethics is an obligation of every person working for our company, regardless of their position, seniority, workplace and working time. Therefore, we want the principles contained in the Code to be known and observed not only by persons employed under employment contracts, but also by those cooperating with us under civil law contracts, temporary employment contracts or seconded from external companies providing services to Santo.

How do we proceed?

Our mission is **"We help people live healthy in a healthy world."** It is based on ethical principles shaped by personal and professional attitudes of people creating Santo over the years and by the values on which we rely when pursuing our business goals.

As individuals to whom the Code of Ethics applies:

- we comply with the national law of the countries in which we operate,
- we act in compliance with the standards defined in the Code of Ethics both in internal and external relations,
- we follow company procedures,
- we are guided by the company's values and we assess our work in line with them,
- we feel responsible for the natural environment in which we live and work, and that is why we want to care for it,
- we actively counteract unacceptable behaviour in our workplace – we react whenever we notice behaviour contrary to the law or ethical rules adopted at Santo,
- we report events that violate the law or ethical standards,
- in justified cases, we propose solutions which improve the Code of Ethics or support the creation of the ethical culture at Santo.

If a situation arises in which national legal regulations differ from the provisions of the Code of Ethics and company procedures, we always comply with more restrictive regulations.



Basic ethical principles of Santo

Respect

The human being is most important. We treat people and their work with respect, regardless of their position. Respect drives our relations with the people working and cooperating with us, and people using our products. We aim to create a work environment that respects the diversity and dignity of all people; free from discrimination and other unethical behaviour. We want our workplace to foster employee development and fulfilment of their professional and personal ambitions. We respect the right to privacy and to maintain a balance between private and professional life.

Fairness and honesty

Strict observance of the provisions of law serves as the basis for Santo's trustworthiness and reputation. Employees in all countries where we operate are required to be familiar with and follow the applicable laws.

For us, honesty is also about acting in accordance with acceptable ethical rules and good practice. This is reflected by the way we communicate and compete on the market, and by honest and reliable advertising and promotion of our products.

Responsibility

We all feel responsible for our workplace and the quality of the tasks performed, knowing that our work affects the health and well-being of many people. We fulfil our obligations with diligence and commitment. We care for the company property and protect it from excessive risk. By keeping commitments and respecting trade secrets and confidential information, we form a credible and trustworthy organisation.

We pay particular attention to the safety and quality of our products. We feel responsible for ensuring constant availability of the products we manufacture, in particular of the life-saving drugs.



Solidarity

Solidarity with another human being makes for the fact that we see our work as service and commitment. We offer help and support to diseased and suffering people. We strive to constantly improve our therapeutic solutions in accordance with the highest standards of the pharmaceutical market.

Cooperation

We value teamwork based on knowledge and diverse competences of all employees and business partners of Santo, which is why we appreciate everyday commitment of each and every person. We build our company's position using the experience of the people working for Santo, as well as their openness to new ideas, which serve as the basis of our innovativeness.

Open communication and dialogue are important to us. Our goal is to constructively seek agreement and build partner relations. We support each other and strive for achievement of our common goals. The cooperation between people, teams and all entities which form Santo is the reason for our success on the market. It also enables the reinforcement of mutually beneficial relations with business and social partners.

Basic ethical principles define our identity and constitute the company's DNA. Based on them, we build our organisational culture and create organisational values that enable us to achieve business goals while respecting the principles of ethics.

Therefore, we assess our work not only on the basis of business results, but also on the basis of organisational values.



In interpersonal relationships

We offer equal chances of promotion, professional development and rewarding

We ensure work conditions which foster the development and professional satisfaction of people working in and cooperating with Santo. We motivate people to act. We create space for the development of talents and abilities. We establish reward and bonus systems based on objective criteria. Team managers carefully and reliably evaluate the work based on matter-of-fact criteria. We value professionalism, experience and work results. Our career paths depend solely on the company's needs, the results of work and commitment to the performance of assigned tasks. We are talking about opportunities for professional development. We provide access to programmes implemented in the company to improve knowledge and skills in line with the values and requirements of individual positions.

We respect human dignity and appreciate diversity

Our culture involves openness to everyone, regardless of their gender, age, ethnic origin, nationality, religion, sexual orientation, appearance, health, physical capabilities or any other aspect of diversity among the employees. We perceive diversity as strength. In our everyday operation, we make use of the rich and diversified experience of all the people working for the company, as well as our customers and business partners. We respect the opinions of others, seeking the sources of our development and the ways to overcome difficulties and exchange knowledge. We respect the freedom of association.

We do not accept violation of the people's dignity, including irreverent, discriminating, offensive behaviour that infringes on the personal rights. We are committed to respect human rights in accordance with international conventions. We protect and do not publicise private information of the people we cooperate with. We avoid slandering. We are firmly opposed to any action which involves harassment or intimidation aimed at lowering self-esteem, isolation or exclusion from the team. Regardless of our differences, we respect each other and show good manners.

We act and communicate honestly

We act honestly and in accordance with good practice. We communicate in a professional manner which supports Santo's reputation. We do not resort to unethical practices such as deception, understatement, or deliberate misleading.

We communicate decisions honestly and discuss frankly the work results we achieve. We provide information regarding expectations and assigned tasks. We share knowledge in a manner which fosters creation of partnership-based and agreeable relations in teams. We value cooperation and mutual support in the effective achievement of planned objectives, bringing profit to the company and its environment.



We ensure safe and healthy working conditions

Occupational safety and protection of health of employees and everyone who cooperates with us are very important to us. We respect the provisions and regulations which refer to safety and health protection for individual work stations. We actively operate to improve the working conditions beyond legal requirements in the field. We shape awareness and motivate people to be prudent at work, including warning against situations threatening their health and lives.

We care for the good reputation of Santo

Guided by mutual respect and trust, we respect the right to protect our employees' privacy. At the same time, we remember about the impact of our behaviour outside work on the reputation and image of Santo. In relations with the environment, we protect the company's good reputation. We respect Santo's brand and values. We follow the rule which states that communication about Santo to the media is conducted only by authorised persons. The detailed rules are set out in our procedure regulating the principles of communication on line and through social media – Netiquette.

In business relations and with the social environment

We fulfil our commitments

We make every effort to perform our obligations. Out of concern for the safety of our customers and business partners and fair relations with the persons we cooperate with, we do not make promises that we cannot keep.

We protect Santo's assets

We value professional integrity. We are all responsible for the proper use of Santo's assets and preventing their waste or misuse. Company assets include, among other things, fixed assets and other movables, proprietary information, trademarks and other intangible assets, all funds and cash. Working time is another important asset that we are obliged to use efficiently. Santo's assets are used exclusively for the proper performance of duties by those who work in and cooperate with Santo. We do not use them for private purposes in a manner inconsistent with applicable procedures. We actively counteract all situations which are not compliant with the adopted standards of conduct.



We respect intellectual property and trade secret

We do not use confidential information, including information recorded in electronic form, from previous employers or from any other source to which we do not have adequate rights. We protect and safeguard commercial, technical or scientific information about Santo, the disclosure of which could harm Santo. We prevent their disclosure or use by unauthorised persons. We protect and safeguard the confidential information provided by our customers and business partners in the same manner. We do not use any products of third party's intellectual creativity manifesting itself in any form to which we do not have adequate rights.

We are transparent

We take a strict approach to respect for the law and to compliance. We document our business transactions and other accounting operations in an accurate and transparent manner. We report financial results and are subject to audit by independent auditors. We also have appropriate internal procedures in place, such as the Anti-Corruption Policy.

We avoid conflicts of interest

In situations where personal or family interests, or other connections, are contrary to the interests of the company, we withdraw from action or decision affected by the conflict of interest. If in doubt as to whether there is a conflict of interest, we contact the Legal and Compliance Division. The detailed principles for managing the conflict of interest are included in the Conflicts of Interest Management Policy.

We do not offer and do not accept benefits

We do not compromise Santo's reputation by offering or giving benefits in order to establish or maintain a business relationship. We do not accept direct or indirect giving or offering to politicians, public officials, auditors, employees of organisations and other bodies any benefits that could induce them to take or give up certain actions as part of their official duties.

The benefits offered by us as part of promotion activities to healthcare professionals – to the extent permitted by applicable provisions of law – should be symbolic and in accordance with the accepted practice. We do not offer benefits which formally do not violate the law but may be negatively perceived by the society, cause negative reaction of the person receiving the gift or in any way pose a threat to the reputation of Santo.

The remuneration offered to healthcare professionals in return for provision of services permitted by the law must correspond to the qualifications and amount of work. It shall not exceed the accepted market rates.

Our employees may accept business gifts only to the extent permitted by applicable local law and standard practice, and only where gifts are occasional or promotional and do not result in a commitment to reciprocity, or taking or refraining from certain actions. The value of gifts and the manner of proceeding after receiving them must be compliant with the relevant internal regulations of Santo, including the Anti-Corruption Policy.



We do not go beyond the limits of hospitality

We make every effort to ensure that our hospitality takes into account the guest's traditions and culture and is only a sign of respect and good business custom. We do not offer anything that could be construed as undue influence.

Hospitality towards doctors and pharmacists during promotional meetings and scientific events is acceptable only within the limits compliant with the provisions of law. Hospitality may not be excessive in relation to the goal and nature of the meeting and cannot violate the established practice. We refrain from acts of hospitality which could be negatively perceived by the society, cause negative reaction of the person receiving the gift or otherwise pose a threat to the reputation of Santo.

We apply honest competition and promotion rules

Our policy is to comply with the rules of fair competition and anti-trust regulations. We ensure that our advertising and promotional activities are in line with applicable regulations by adopting and applying internal procedures that include their verification process. In advertising, we act honestly, reliably and do not mislead anyone.

We do not accept providing customers and business partners with unreliable or untrue information or information which can be misunderstood or understood ambiguously.

We ensure product quality and safety

We are responsible towards patients and consumers for the quality, safety and unobstructed access to the products we manufacture. We consider this our most important commitment. We take care of it at every stage of development, production, storage and sale. We follow the international standards of the Good Manufacturing Practice. We want all employees to feel co-responsible for the safety and quality of products, and through their everyday actions contribute to the compliance with the standards in this respect.

We build good relations with our suppliers

As a socially responsible company we attach importance to our suppliers respecting international standards for the protection of human rights, including prohibiting child labour and forced labour, maintaining safe working conditions, applying the principle of fair competition, counteracting corruption and protecting the environment. It is important to us that our suppliers are aware of and respect the ethical rules of Santo.

We are guided by the principle of objectivity and equality of all entities seeking to work with us. We provide information and evaluate the quality of cooperation with suppliers in a reliable manner, seeking to objectively and promptly clarify any doubts related to the cooperation process.



We are open to new technologies

We take a responsible approach to innovative solutions resulting from the development of new technologies, including digital technologies and artificial intelligence. We accept their use only within the limits of the applicable law and with respect for the dignity of the individual. We will not use new technologies in any way that would lead to deception or discrimination.

We support our patients and the medical environment

We are involved in programmes designed to facilitate patients' access to modern diagnostics and education as regards prevention and healthcare. We cooperate with the medical environment in this area. We support scientist in the field of medicine and pharmacy.

We care about good neighbourhood

We aim to ensure good relations with local communities, based on understanding and cooperation. We respect mutual expectations and commitments. We try to participate in the development of local communities through input in the economic, social and cultural growth, in a manner corresponding to the scale of our operations in a given region.

We foster and support the social involvement of everyone who works and cooperates with us. We care for those most in need through charity activities (including donations of medicines) and building an environment friendly to grassroots initiatives, such as employee volunteering.

We care about the environment

We are aware of the threats related to environmental degradation and climate change. We take them into account when planning and pursuing business objectives. We conduct our operations in accordance with applicable provisions of law, bearing in mind the constant reduction of negative impact on the environment and the quality and conditions of living in the area of our influence. According to the idea of sustainable development, we use advanced technological solutions and apply the highest environmental protection standards in order to preserve the qualities of the environment. We shape the ecological attitudes in our team and emphasise the role of environmental protection in our surroundings and actions. We value the activities of the employees aimed at climate protection and improvement of natural environment both at work and outside work. We influence our contractors by striving for the most sustainable supply chain possible.



Management's attitude

Management staff at all management levels in Santo are people whose attitude should serve as a good example and be a role model for their subordinates.

Supervisors are particularly responsible for:

- creating conditions enabling their subordinates to accomplish their objectives and tasks which will help to establish a workplace culture based on ethical values and rules,
- promoting the standards and rules of conduct defined in the Code of Ethics in everyday professional practice through conversations with everyone who works and cooperates with Santo, and paying attention to ethical issues at work,
- enabling all employees to get to know the Code,
- within the area of their competences – providing all necessary explanations and advice with respect to solving ethical problems reported by employees,
- receiving notifications of irregularities or infringements from persons working and cooperating with Santo,
- responding to any behaviour which may result in negative consequences for both Santo as a whole and for the persons or entities cooperating with Santo,
- providing support to employees who report ethical concerns, and protecting employees against retaliation by individuals who act unethically.



What to do in ethically questionable situations?

The Code of Ethics constitutes the main source of information about the rules and ethical standards of operation in Santo.

However, we assume that situations may occur in which the provisions of the Code of Ethics may be insufficient for proper ethical evaluation. In such cases, we have the right to consult our doubts with the immediate superior, or with the HR Department or Legal and Compliance Division.

If we are not sure how to act in a given situation, the answers to the following questions may be helpful:

- Is my behaviour in a given situation compliant with the provisions of law and the procedures in force in Santo?
- Is it compliant with the ethical values and rules described in the Code of Ethics?
- Is it compliant with my values and code of conduct? How will I feel if I act like this?
- Can this behaviour impact the decisions I make when performing my professional obligations?
- Would I like others to behave like this on everyday basis?
- Would I like to be treated this way?
- How would my loved ones feel if they knew about my behaviour?
- How would my superior and other people I cooperate with react to this situation?
- Can this situation put Santo at the risk of financial or image-related damage?
- How will my loved ones, people I work with and my superior as well as Santo environment react if the situation is shown by the media? What will I feel then?

The Code of Ethics provides a framework and defines standards for our behaviour, offering the support required to work in accordance with ethical standards and applicable laws. It is important, however, for employees to independently assess whether a specific conduct supports the reputation of Santo as an honest and reliable business partner, whether it poses a threat of damage to the company or its image and puts our customers at risk of lack of access to our products.



Reporting violations

If you witness a violation of the provisions of the Code of Ethics (or have a reasonable suspicion of a violation of its provisions), you can take action to improve the situation. You may also report it in an open conversation with the person you report to obtain the necessary support. If you cannot approach your superior, or if, due to the nature of the matter, it is not advisable, we encourage you to contact the Regional Legal & Compliance Director directly, who will undertake the investigation.

In the event of a violation of the law, in accordance with the applicable whistleblowing procedure, we are obliged to report this fact to the Legal and Compliance Division.

Each report is important to us, that is why we thoroughly analyse it, and the reporting person is informed about the outcome of the investigation.

No tolerance for activities aimed against individuals reporting a violation

In Santo, we do not tolerate any form of discrimination or retaliation against individuals reporting cases of violation of the provisions of law, the Code of Ethics or other company procedures. A person committing such actions will be subject to separate disciplinary proceedings, which may result in termination of the employment relationship.

All persons covered by the principles of the Code of Ethics shall comply with its principles and shall be subject to mandatory training at least once a year. The Code of Ethics shall be reviewed at least once every 3 years.

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