

2019 CSR ANNUAL REPORT



SEVERT
ARZNEIMITTEL

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Mathias Hevert (on the right) and his brother Marcus Hevert (on the left) have been jointly managing the company since 2014.

“Socially ecologically sustainable practices are not just a priority at Hevert-Arzneimittel, they are an obligation. As a family business with a tradition of more than 60 years, sustainability has always been at the heart of our company's philosophy.”

Mathias Hevert, Managing Director of Hevert-Arzneimittel

PREFACE

Dear Reader ¹,

It is our constant joy to manage a company that makes products of natural origin that make people healthy or help people to recover.

We want customers to be able to prescribe, sell, or use our products with a good conscience: and not just because they are effective. All customers can also be assured that our products are made by a family business that is in close touch with nature and well aware of its responsibility to society and the environment across the entire value chain. The Hevert Mission Statement defines the underlying principles, which are also the foundation of our values and goals.

In 2019, we made further significant progress with reducing our consumption of resources in many areas while staying true to our underlying values – for our employees, our partners, and our social environment.

We are particularly pleased to have gained external recognition for our commitment once more: Under the motto “sustainable business,” Hevert was one of the winners of the 2019 “Grosser Preis des Mittelstandes”, a set of awards that acknowledge great entrepreneurial vision and the courage to successfully explore new avenues towards sustainability. Hevert-Arzneimittel was nominated for the second time. It was recognized as a finalist in 2017. The prize winners and finalists represent an abundance of entrepreneurial commitment in Germany. They are firms that are drivers of new developments. And they are firms that preserve what should be preserved and pass it onto future generations. They are enterprises that steer their course with strong values, a clear strategy and high flexibility. They are firms that take care of people and stabilize their home regions and business cycles on a daily basis.



Thomas Buss, Head of HR at Hevert-Arzneimittel, accepted the award on behalf of the family-run company. (Photo credit: Boris Löffert, Source: Oskar Patzelt Foundation)

We see the recognition of our accomplishments to date as proof that we are on the right path, and this motivates us to keep on striving for even more sustainability.

With our annual Corporate Social Responsibility (CSR) Report, we would like to transparently disclose how our company "lives" sustainability, both to you and to all interest groups, particularly our customers and business partners. We want to motivate our partners and other companies to increase their sustainability efforts as well. The aim of our family business is to have a beacon function in regards to environmental protection, sustainable business practices, and acting responsibly with respect to employees and the community. This report is an important step to achieve this goal.

We already have big plans for the future. And we know that we can achieve our goals only by engaging with our stakeholders. That is why you are welcome to approach us with questions and suggestions at any time (info@hevert.de). (102-14)

Sincerely,

Mathias Hevert

Managing Director
Hevert-Arzneimittel

Marcus Hevert

Managing Director
Hevert-Arzneimittel

¹ Gender-neutral language is used throughout this document.

1. COMPANY PORTRAIT

1.1. Strategy and corporate social responsibility



The Hevert House: Visualizing the corporate strategy

The vision guiding the actions of the family business is to further establish Hevert as a leading, internationally renowned natural medicine company. This means, in particular

- Hevert is a recognized expert for complex homeopathy, European naturopathy and micronutrients.
- The brand Hevert stands for sustainable health and successfully differentiates its company and products from competitors worldwide.
- The high medical scientific expertise puts Hevert-Arzneimittel into a leading position in naturopathy and select areas of specialization.
- The company's specialist knowledge in the production of homeopathic mother tinctures and complex remedies also makes Hevert-Arzneimittel a sought-after partner in the B2B sector.
- The continuous and sustainable increase of the enterprise value is realized by the family-run company through profitable growth with reasonable risk.

- Hevert-Arzneimittel has a beacon function in regards to environmental protection, sustainable business practices, and acting responsibly with respect to employees and the community.

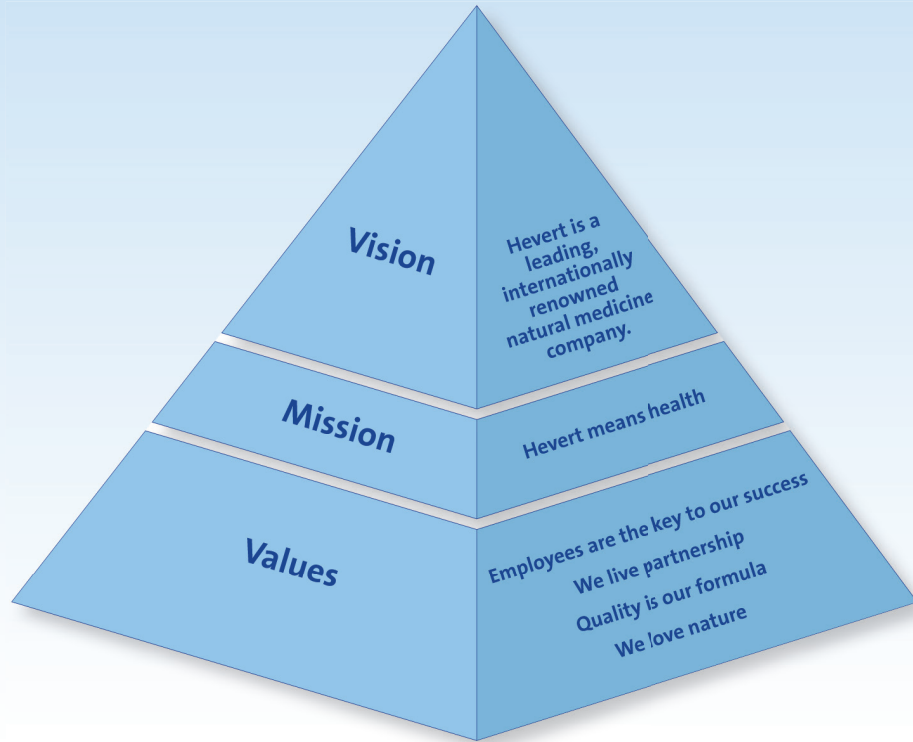
This vision forms the "roof" of the "Hevert house."

Hevert is one of the leading German manufacturers of homeopathic and herbal medicines as well as micronutrient preparations. These core competencies are supported by four columns: A strong brand, healthy sales growth at an acceptable risk and with solid returns, expertise in science and research as well as the manufacture of traditional medicines with the latest production technologies and quality standards.

The basis or foundation of the Hevert House is corporate social responsibility (CSR) with the mission of "Hevert means health." "A healthy environment and a functioning society are the basis for the health and well-being of humankind. For the family business Hevert-Arzneimittel, assuming social responsibility and commitment to the environment and to charitable causes have always been a matter of course. Therefore, the company has dedicated itself to naturopathy and the manufacturing and development of natural medicinal products with few side effects. Customer satisfaction is the focus of the business activity of Hevert-Arzneimittel. As a family business in close touch with nature, Hevert is actively committed to naturopathy, environmental protection, sustainable business practices, and acting responsibly with respect to its employees, partners and community. This commitment describes the corporate values set down in the mission statement:

- Employees are the key to our success
- We live partnership
- Quality is our formula
- We love nature

As part of extensive strategy work that takes place every five years, Hevert's Executive Committee will again critically review the company's vision (see 1.2) in spring 2020. External market conditions and changes are given as much consideration here as developments within the family business. (102-16)



The Hevert Mission Statement

1.2. Organization and responsibilities in the field of corporate social responsibility

At Hevert-Arzneimittel, the large organizational units below the managing directors are the divisions, the staff departments, and the departments.

A division is a grouping of several departments overseen by a division director. A department handles a dedicated, clearly delimited set of duties with corresponding responsibility that is also aimed at easing the managerial burden of the division director and devolving responsibility.

Staff departments are directly assigned to the Managing Directors and are responsible for duties that apply to the whole company.

Hevert has established set structures and responsibilities within the organizational structure that ensure the continuous support of CSR-relevant topics.

The area of corporate social responsibility is looked after by a cross-divisional committee, the CSR team. The team makes sure that there is a balanced relationship between activities in the fields of activity stated in the company values — naturopathy, environmental protection, sustainable business practices and social and regional commitment — with regard to employees and community. Operational implementation of CSR measures is less the responsibility of the CSR team than to monitor them and coordinate the various CSR work groups.

Commissioned directly by the Managing Directors, the team assesses and monitors whether corporate and interpersonal dealings conform to the defined mission statement at all levels. Both should be ensured through interdivisional meetings held throughout the company. Its tasks include the further development of the strategy on corporate social responsibility as well as the coordination of the different CSR work groups. Managing Director Mathias Hevert is a permanent member of the team. Co-Managing Director Marcus Hevert is a member of the CSR working group Nahe Region Concept and Social Commitment. (102-20)

The CSR team meeting is held every four weeks. In addition, team members are available as contacts for resolving conflicts within the company.

In addition to the core team, toward the end of 2011 work groups were formed to address the implementation and further development of objectives and measures in accordance with the values of the company. As a result, the topic of sustainability could be shouldered by additional persons in the company, freeing the CSR team from numerous operational topics. The doors of the work groups are open to all employees according to individual interest and available time. Existing work groups with CSR-related subjects were integrated into the reporting.



Hevert's Executive Committee

Eight standing work groups are occupied today with the implementation, assessment and monitoring of specific measures in terms of the respective topic and its further development. Implementation of content frequently occurs in collaboration with the responsible divisions/staff departments/departments and falls under the responsibility of the respective division/staff department/department head.

Overview of the eight existing work groups:

- Executive Committee
- Employees
- Nahe Region Concept and Social Commitment
- Quality Officers
- Environmental Management
- Commitment to Naturopathy
- Customer Satisfaction / Reputation
- Idea Management

Every work group should contribute a member to the CSR team, ensuring close coordination with it. Due to high capacity utilization and capacity bottlenecks in individual departments, this principle of collaboration was fulfilled to only a limited extent in 2019. We need to work on a solution here for 2020 in order to ensure a balanced level of commitment in the stated CSR fields of activity.

Along with these specific work groups and their members, the actual line organization is also committed to tasks regarding corporate social responsibility, from management all the way to the trainees.

Thus the Management Board of Hevert-Arzneimittel is responsible for observing and further developing the voluntary commitment to sustainability described in the Hevert mission statement. It assigned the implementation to the CSR team.

The Hevert Executive Committee is responsible for the implementation of the CSR measures in the respective divisions: Company Services, Supply Chain Management, Quality Unit, Marketing, National/International Sales and Scientific and Regulatory Affairs. The managing directors and the six division directors have personally committed to acting in accordance with the "Principles of Management and Cooperation". The principles are written from the perspective of the executives. They form the basis for understanding what management is and how it acts as well as for the establishment of a company-wide success culture at Hevert. (102-17)

The staff department and department heads at Hevert provide a bridge between the steering work of the division directors and the operational activities of the employees. Their key role lies in aligning daily work with the measures and objectives for realization of the corporate vision.

Last but not least, however, the implementation of the values of the Hevert mission statement is the personal responsibility of every individual employee. The corporate mission statement sets out a clear direction for day-to-day activities. However, it can only become rooted in our business routine if it is supported by everyone. (102-16)

1.2.1. CSR materiality analysis

A materiality analysis is used to review and reconsider the sustainability strategy. It often leads to changes or realignment of the strategy. By focusing on the key topic areas, we can ensure that the most important ones take center stage for the company's actions. Hevert focuses on social, environmental and economic values, and bases its core business and CSR activities on these values as much as possible.

As a specialist for natural medicines, Hevert attaches the utmost importance to nature – the source of life and activity for people, plants and animals. This is why Hevert has chosen the shape of a tree to depict the main sustainability themes.



The Hevert tree of sustainability illustrates the key sustainability themes: The trunk stands for Hevert's brand essence, "sustainable health." The branches show the values and sustainability themes. (102-47, 103-1)

1.2.2. Hevert-Foundation



The Hevert-Foundation is an independent institution that helps ensure even greater sustainability of the charitable work that Hevert-Arzneimittel and the Hevert shareholders do. (102-20)

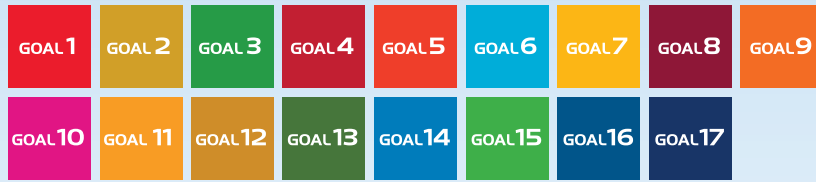
The underlying thought is this:

Anyone who wants to truly help and make a difference over the long run needs to take on social responsibility and continuously support their fellow men. Regarding this, the Hevert-Foundation and Hevert-Arzneimittel go hand in hand. As a company, economic interests must take precedence at Hevert-Arzneimittel. As an independent foundation, however, the Hevert-Foundation can commit itself exclusively to charitable causes.

The purpose of the Hevert-Foundation covers a wide spectrum and aims to promote naturopathy, nature conservation, health, education, care for the elderly and the young as well as civic involvement for non-profit and charitable causes. As the main sponsor, Hevert-Arzneimittel GmbH & Co. KG annually donates at least 0.3 % of its annual sales to the Hevert-Foundation and provides the necessary infrastructure to the Foundation. Therefore, donations from external supporters can be used for charitable purposes in their entirety. (413-1)

Via a dedicated website and social media activities on Facebook, the Foundation provides information on its long-term initiatives and one-off commitments, and attempts to interest like-minded people in various selected fundraising projects. Selected Facebook posts are aimed at raising awareness of honest, responsible and sustainable practices and environmental issues in general, enabling diversity of opinions, and encouraging dialog. Posts by the Hevert Foundation are also regularly shared by Hevert-Arzneimittel in order to increase their reach. (102-43)

In digital exchange, all regulations concerning data protection also enjoy top priority. There were no substantiated complaints regarding breaches of data privacy or losses of data in the reporting period (418-1). (418-1)



In 2019, the Hevert Foundation donated a total of approximately €175,000 to various fundraising campaigns and promoted some of its own initiatives. The Foundation also focuses on the Sustainable Development Goals (SDGs) of the United Nations. These 17 political objectives with 169 subgoals serve to ensure sustainable development on an economic, social, and environmental level. They are part of the 2030 Agenda and officially went into effect on January 1, 2016.

The Hevert Foundation actively pursues the following objectives:

GOAL 1

Goal 1: End poverty in all its forms everywhere

The basic idea behind sustainable development is to help people all around the world escape poverty in all of its forms.

Hevert is especially passionate about the commitment by the architect Diébédo Francis Kéré, whom Hevert has supported since 2006. In 1998, Kéré founded the non-profit association "Schulbausteine für Gando e. V." to finance the construction of an elementary school in Gando, his home village in the West African country Burkina Faso. The association was renamed the "Kéré Foundation e. V." in 2016. Funded solely by donations, today it is dedicated to supporting education, health, and nutrition in the village of Gando in the West African nation of Burkina Faso. Its goal is to break the cycle of poverty and inequality. Architect Kéré's commitment is based on the philosophy of "Helping others help themselves," the use of natural building materials and the participation of the local people.



Since early 2009, the family-run company Hevert has donated a percentage to the association for each package of medicine purchased as part of the "Gemeinsam für Gando" (Together for Gando) campaign. The regular donation is a sign of how reliable its commitment is, and is intended to provide lasting planning security. Kéré has also been supported in his charitable endeavors by the Hevert-Foundation since its establishment. With the support of its customers, Hevert was already able to donate more than €400,000 to the association.



For the 10-year anniversary of the Hevert campaign, Mathias Hevert and the association founder Francis Kéré returned to Gando in spring 2019 to see the project's progress first hand. The exciting impressions from this trip were captured in a video. See for yourself by taking a look at Gando.



GOAL 2

Goal 2: End hunger, achieve food security and improved nutrition and promote sustainable agriculture

This goal relates to a basic human need – access to nutritious, healthy foods – and how we can cover this need for everyone sustainably.

A friendly, charitable partnership between Hevert and the SOS Children's Villages, which provide a safe home for orphans and abandoned children, has also existed for over 15 years. The SOS Children's Villages help children and youths in the most impoverished nations – locally and in the long term. Financed by sponsorships and donations, the children and their families receive special support, medical care, food, and clothing. Hevert started sponsoring a child from Monrovia in Liberia and one from Dakar in Senegal in 2018/2019. Two sponsorships in place since 2003 have expired. The two children from Liberia and Guinea left the care of the SOS Children's Villages as they had successfully completed their vocational training, and they can now support themselves financially.

Questions on how to eat properly with cancer are often asked in consultation sessions with Biologische Krebsabwehr e. V. (the Society for Biological Cancer Control). This gave rise to the idea of providing presentations and practical cooking courses, for which sponsors were required. The event series “Healthy eating with cancer” is now being set up as a collaboration between Volkshochschule Heidelberg e. V. (Heidelberg Community College) and Biologische Krebsabwehr e. V. The Hevert Foundation supported the event series for the first time in 2019 with a donation.



Children from the village Gando

GOAL 3

Goal 3: Ensure healthy lives and promote well-being for all at all ages

Goal 3 aims to improve the reproductive health / health of mothers and children, end contagious diseases, reduce non-contagious diseases and other health risks, and to secure health care and access to safe, effective, high-quality and affordable medications and immunizations for every-

one.

Hevert has been supporting the “kinderherzen” association for several years: Every hour around the world, 158 children are born with congenital heart disease. In Germany alone, 17 children are born with a heart defect each day. Congenital heart and vascular defects are the most common organ diseases found in newborns and toddlers. Concerned about the future of children with cardiac problems, our employees have taken action with a creative twist. Now and in the future, the Hevert Foundation seeks to work innovatively with the “kinder-

herzen” association to help children with heart problems and raise awareness of congenital heart defects. Tiny hearts should grow into big ones!

Hevert has been supporting the German medical aid organization action medeor for several years. The organization is committed to ensuring that people in need receive access to medication and to securing medical supplies. action medeor has been working to improve human health for over 50 years. Its vision is one of hope: No person in this world should die of treatable diseases. The Hevert Foundation provides financial support for the organization.

The 2nd Guldental Walk & Run 4 Kids was held on April 7, 2019. Its route followed wine trails around the village of Guldental an der Nahe. All of the entry fees of all participants as well as donations from external supporters, including the Hevert Foundation, went to the Förderverein für Tumor- und Leukämiekranke Kinder e. V. (Association for Children with Tumors and Leukemia) in Mainz.

A benefit concert for the initiative run by Dr. André Borsche, Interplast Germany e. V., is organized each year in Bad Kreuznach. The Foundation used this occasion to support Dr. Borsche's work once again in 2019. Interplast Germany e. V. helps patients with congenital or acquired defects in developing countries through plastic surgery.



kinderherzen bear Moritz and Lucie

The Hevert Foundation also contributed to the “donations, not presents” appeal organized by a business partner, Pharmacists Without Borders, to mark its anniversary. This association works all over the world to help sick people in need. They provide fast and flexible emergency pharmaceutical aid after disasters as well as working towards the long-term, sustainable improvement of healthcare in their project countries. Focusing on specific needs on the ground, they collaborate closely with local and international partners.



Mathias Hevert, Managing Director of Hevert-Arzneimittel and a member of the Management Board of the Hevert Foundation, visited the Pediatric Cardiology unit at the German Heart Center Berlin, where the Hevert Foundation supports important research projects together with the “kinderherzen” association.



Goal 4: Ensure inclusive and quality education for all and promote lifelong learning

Goal 4 aims to ensure that everyone has access to high-quality education and the opportunity for lifelong learning. It focuses not only on participation in education but also the level of basic skills, the availability of qualified teachers and adequate school resources, as well as disparity of educational results.

Stiftung Lesen (German Reading Foundation) works to ensure that reading is part of every childhood and youth. After all, the joy of reading and literacy skills are essential for personal development and success in life. As a member of the friends' circle, Hevert-Foundation helps to maintain and expand the "read aloud" network programs for the long term.

Children's educational paths in Germany remain closely linked to the homes in which they are raised. For this reason, ArbeiterKind.de encourages schoolchildren from non-academic backgrounds to consider a university education, and helps them complete their degrees and get started with their careers. Getting people to talk about their own education and encourage others is ArbeiterKind.de's recipe for success. Hevert-Foundation supports the efforts of ArbeiterKind.de in Berlin and in Rhineland-Palatinate.

In an interview, Anne Stalfort, Head of Cooperations and Donation Service, talks about the initiative and the Germany-wide commitment of volunteers.

**Arbeiter
Kind.de**



Für alle, die als Erste in ihrer Familie studieren

Furthermore, the Foundation backed cycling training in elementary schools last year. Each year, many thousands of children are involved in road traffic accidents in Germany, mostly while cycling. To improve road safety, all elementary school pupils undergo cycling training. A key part of this training is a coloring book and textbook from the publishers K&L, which was devised in close collaboration with road accident prevention organizations. Written in a fun and age-appropriate way for children in third and fourth grade, it shows them the dangers of road traffic, teaches them how to behave more safely, and prepares them for their cycling proficiency test.

The Hevert Foundation gave the road accident prevention organization Verkehrswacht Bad Kreuznach e. V. financial support to distribute these cycling training books to the youth traffic school and to schools in Rhineland-Palatinate.

GOAL 6

Goal 6: Ensure access to water and sanitation for all

Goal 6 aims to meet the challenges relating to drinking water, sanitary systems and hygiene and water-related ecosystems. Without high-quality, sustainable water resources and sanitary systems, advancements relating to many other sustainability goals, including health, education, and elimination of poverty are not possible.



The sanitary facilities in Gando are under construction

Burkina Faso is one of the world's poorest countries. Much of the population, especially in the rural areas, have no access to proper toilets or do not know about the relationship between better hygiene and health. Insufficient hygiene practices are often directly linked to poor health, high rates of child mortality and malnutrition in toddlers due to frequent diarrhea. To counteract these conditions, the Hevert-Foundation supports the Kéré Foundation with the construction of sanitary facilities in the village of Gando.

GOAL 13

Goal 13: Take urgent action to combat climate change and its impacts

Our planet's temperature is rising. The average global temperature is currently around 1° C above the pre-industrial level. According to initial analyses by the World Meteorological Organization, 2015 to 2018 were the four warmest years since records began in the 19th century. Climate change affects all of us.



All the senses should be used in experiments. Sarah Hevert, Chair of the Board of the Hevert Foundation, and pupils can actually hear the carbon dioxide produced here.

Since 2008, the primary school in Monzingen has been active with climate protection projects. Hevert is a strong partner and sponsor of the school in its efforts. For the fourth year in a row, the Hevert Foundation sponsored a climate conference in June 2019 for the third-graders of the nearby grade school. For two school days, the experts from the environmental campus of Birkenfeld, meaning the Institute for Applied Material Flow Management (IfaS), were on site.

Using colorful examples, role play and experiments, the team of experts explained climate change to the children. They described terms such CO₂, the greenhouse effect, and renewable energies, and told the children how they can help the environment themselves by saving energy. (413-1)

GOAL 14

Goal 14: Conserve and sustainably use the oceans, seas, and marine resources for sustainable development

Protecting and sustainably using biodiversity and sharing the benefits fairly is a key factor in sustainable development.

Hevert supports the global movement 4Ocean, which actively removes waste from the ocean and coastlines, and inspires individuals to work together for cleaner oceans.



GOAL 15

Goal 15: Sustainably manage forests, combat desertification, halt and reverse land degradation, halt biodiversity loss

Protected and restored ecosystems and their biodiversity can play a role in stopping climate change and increase resistance to growing population pressure and more frequent natural disasters. Healthy ecosystems also offer a wide range of benefits to all communities.

Biotope in Monzingen, Rhineland-Palatinate

Hevert supports NABU (Nature And Biodiversity Conservation Union), which has been committed to maintaining the diversity of our domestic animals and plants for more than a century. Just like NABU, Hevert also wants future generations to have an earth that is livable and has a wide variety of habitats and species, as well as clean air, clean water, healthy soil and the largest amount of finite resources possible. Hevert would like to help NABU more successfully advocate for people and nature. (102-16)

1.3. Hevert in numbers – the 2019 balance sheet

Among Hevert's strengths is its independence as a medium-sized, family-run company that pursues a sustainable corporate strategy and plays a special role in regional responsibility. Being an independently run family company allows Hevert to pursue not only yield-based company goals but to also finance measures that do not immediately serve to optimize business indicators. An important example is the Hevert-Foundation, which was founded in 2015 and through which numerous charitable projects and initiatives can be supported (see Sections 1.2.2). (102-15)

Due to the company's legal structure and size, capital market-oriented financing instruments are largely inaccessible to the company. To finance growth measures, classic vehicles such as bank credits are typically available. (102-15)

Assets (in TEUR)	2019*	2018	Liabilities	2019*	2018
Fixed assets	9,333	9,785	Equity	12,498	11,013
short-term assets	12,380	9,761	Accruals	2,257	985
liquid assets	37	870	Liabilities	6,985	8,418
Total	21,750	20,416		21,740	20,416

Turnover and sales (in EUR '000)	2019*	2018
Sales revenues	32,489	29,766
Sales volume (finished goods)	4,437,206 units	4,134,684 units

*Based on the interim annual financial statements from 2019 (102-7)

1.4. Organizational profile

Founded in 1956 by Dorothea and Emil Hevert, Hevert-Arzneimittel GmbH & Co. KG (102-1) is an independent family-run company. After being led by Dr. Wolfgang Hevert, the company has been owned in equal shares by the grandchildren of the founders, shareholders Sarah, Marcus, and Mathias Hevert since 2003. The operative management is conducted by the brothers Marcus and Mathias Hevert. (102-5)

1956

1957

Emil Hevert dies; Dorothea Hevert runs the company alone

1963

Name change from
"Hesopharm" to
"Hevert-Arzneimittel"

1972

Dr. Wolfgang Hevert joins the company

1975

Opening of company building,
Bad Sobernheim



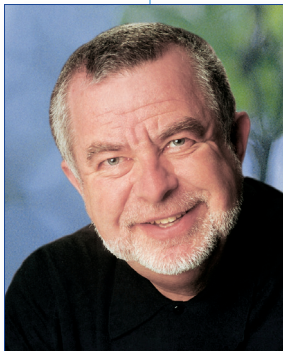
"Hesopharm" founded by Dorothea and Emil Hevert





1986

High-bay warehouse
on Haystraße,
Bad Sobernheim



1990

Dr. Wolfgang Hevert becomes managing director – sole management

1996

Opening of state-of-the-art pharmaceutical production building, Nussbaum



Dr. Wolfgang Hevert dies and Mathias Hevert takes over company management

2003



The headquarters is located not far from the Rhine-Main region and Mainz in the small town of Nussbaum, near Bad Sobernheim, nestled in an idyllic side valley of the Nahe River. In Bad Sobernheim, Hevert maintains a high-bay warehouse as well as a further production location, both of which include office space.



Addition to Nussbaum



2008

First export by Hevert to Belarus with Hevert Pulmo, Hevert Sinusitis SL and Hevert Pankreaticum

2011

Company foundation in the USA: Hevert Pharmaceuticals Ltd.



2012



2014

Marcus Hevert joins company management

Modernization and expansion of the production

Opening of the Hevert Daycare Center



Launch of the Hevert-Foundation (HEF)



The company added another location in 2017 with its office in Berlin. Hevert's Berlin office serves as a space for discussion with policy makers, customers, business partners, and opinion leaders and is also an attractive location for employees.

Also since 2017, the premises of Hevert-Arzneimittel in Eckweilerstrasse, Bad Sobernheim, feature a new development laboratory. This investment of around half a million euro is intended to contribute to the continuous optimization and improvement of manufacturing processes and formulations and to accelerate the development of new products. (102-3, 102-4)



Opening of the Development Laboratory



2015

2016

60 year anniversary of Hevert Release of the Hevert Brand Song – By My Side
You can download the album for free.

2017 - Hevert opens capital city office in Berlin
2017



The Hevert shareholders together with musician Charlie Grant



With more than 100 medicinal products, Hevert's product portfolio has something for nearly every treatment area relevant to natural medicine. (102-7)

The existing product portfolio is categorized in the specialty areas psyche, sleep, colds, micronutrients, and digestion and detoxification. In terms of the current relevance in terms of turnover and sales, the most important products are Calmvalera, Sinusitis Hevert SL, Vitamin D3 Hevert, and Vitamin B Komplex forte Hevert. On the market, these products are actively positioned and advertised to health care practitioners, pharmacies and end users.



The core value of the umbrella brand Hevert is "sustainable health." The brand enjoys the trust of many German health care professionals, that is, physicians, pharmacists, and natural practitioners, and allows the authentic and distinctive positioning of the company and its preparations with new customers domestically and abroad. The satisfaction of our customers is central to all we do: Hevert strives to impress them with high-quality preparations and services, such as therapeutic concepts, further training, and health-related advice.



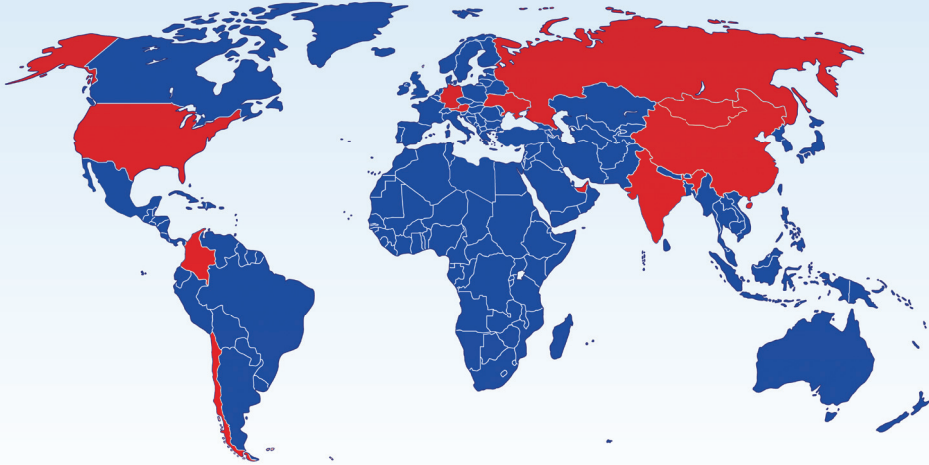
Pastor Emanuel Felke

The success of many of our homeopathic remedies such as Calmvalera and Sinusitis Hevert SL is based on the Hevertoplex range developed by doctors and natural practitioners. Unlike homeopathic single remedies, complex remedies contain several homeopathically prepared active ingredients and are easy to use because they have a broad spectrum of action and are clearly tailored to individual indications. A large number of the formulas upon which Hevert medicines are based were created in collaboration with students of the famous Pastor Emanuel Felke, one of the pioneers of naturopathy and the co-founder of complex homeopathy. Felke practiced for many years in Bad Sobernheim, not far from Hevert's current headquarters.

The founders' son, doctor and pharmacist Dr. med. Wolfgang Hevert, expanded the company's repertoire with several new product developments and holistic treatment concepts based on his treatment experience as a doctor. To this day, his naturopathic knowledge is imparted to doctors, natural practitioners, and pharmacists in publications and specialist lectures.

In addition to oral pharmaceutical forms, Hevert offers doctors and natural practitioners a wide range of solutions for injection, including high-dose B vitamins (e.g., Vitamin B12 Hevert plus Folsäure Hevert (folic acid)) and homeopathic complex and single remedies (e.g., Lymphaden Hevert injekt). (102-2)

Some 10 % of Hevert preparations are exported. Primarily to the Ukraine, the United Arab Emirates, China, India, and Austria. The world map below provides an overview of all the countries in which Hevert is active (red = on the market).

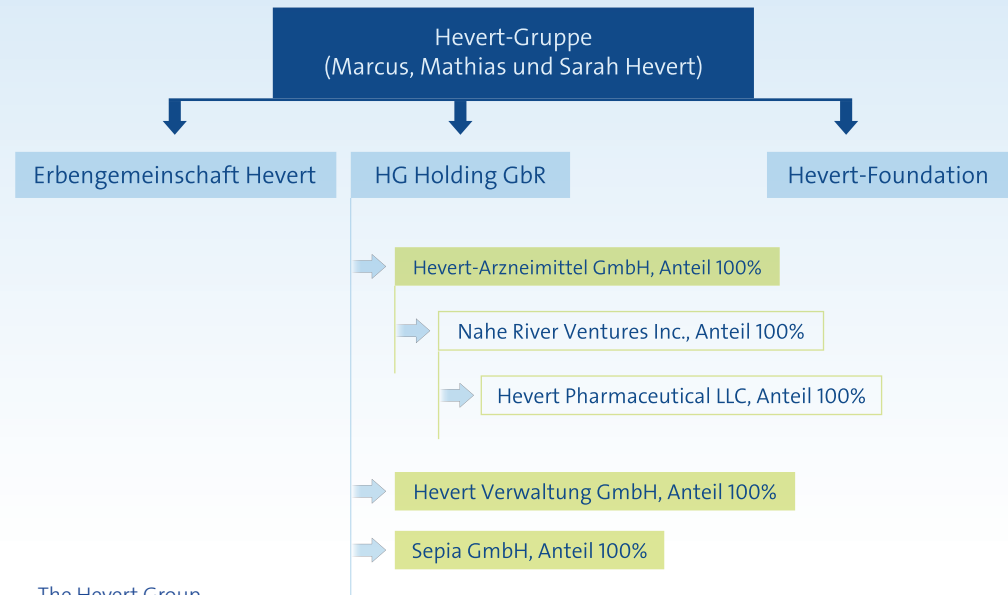


Hevert export world map (102-6)

Hevert exports its products to various countries in Europe, North and South America, and Asia. The company ships to sales partners who in turn supply wholesalers and pharmacies. Customers are end consumers who use the Hevert products in self-medication, and doctors' offices that treat patients with the products. (102-6)

1.4.1. Company management

Team spirit, reliability and trust are the building blocks of a successful partnership at Hevert. Sound leadership is a vital prerequisite for motivation and successful teamwork.



The Hevert Group

The company management is conducted in equal parts by the shareholders of the HG Holding GbR, Sarah, Marcus, and Mathias Hevert.

Two shareholders, Marcus and Mathias Hevert, act as managing directors. The shareholders are independent in their decision making. Limitations are in place only regarding all economic decisions that were agreed with participation certificate or silent partnership holders and external investors. (102-18, 102-22)



Managing Directors Marcus (right) and Mathias Hevert with their sister and fellow shareholder, Sarah Hevert

The general meeting is the highest corporate control organ and defines the company's values and strategy. It is responsible for attaining economic, ecological, and societal goals. The general meeting also orders the generation of the sustainability report. (102-26, 102-32)

Any consultation typically takes place directly between the highest control organ and the corresponding stakeholders. In some cases, the internal specialist area Corporate Communications takes over this task. Communications to stakeholders are released by a managing partner in some cases (e.g., press releases). Other consultation procedures, such as information on the company's financial situation, are handled by suitable individuals. (102-33)

The performance of the general meeting is not measured or assessed. (102-28) On the level of the HG Holding GbR, the shareholders bear joint, direct, and unlimited liability with their private and business assets. The profit share of the HG Holding GbR, which is equally shared among the three shareholders, is distinct from the compensation for management duties received by the two managing directors, Marcus and Mathias Hevert. They receive a fixed monthly salary that is low compared to the average in the industry as well as an annual, profit-related bonus. (102-35)

Since 2003, the general meeting has been supported by a strong advisory board. The Advisory Board comprises its chairman and founding member, Dr. Axel Sander, Frank D. Kube and Franz-Josef Hans. Together, they support the family-run company particularly in the areas of law, marketing/sales, and finance: (102-23)

2. EMPLOYEES ARE THE KEY TO OUR SUCCESS

2.1. Living and creating diversity

Hevert would not be the successful company it is today without its dedicated employees. Hevert employees are a friendly, highly motivated and capable team. The friendly and cordial collaboration is the core of Hevert corporate culture and is highly appreciated by visitors and business partners.

Employment figures 2017 – 2019:

	2017	2018	2019
Employees	187	207	207
Of which apprentices	7	6	5
Of which interns/ student trainees	2	5	4

As of 2019, Hevert-Arzneimittel employed a total of 88 men and 119 women in its four company locations. (102-7)

Of the 207 employees (not including apprentices and student trainees), 152 worked full time and 46 part time, and 67 were active in the industrial and 131 in the administrative sector. In total, 71% of employees came from the region (of which 43% were male and 57% were

female). There were 184 permanent employees and 23 employees on fixed-term contracts, including 5 trainees and 4 interns/student trainees.

Male employees: Of the 79 male employees on indefinite contracts, 76 were full-time and 3 part-time. Five full-time male employee and one part-time male employee were on fixed-term contracts.



Hevert employees

Female employees: Of the 105 female employees on indefinite contracts, 64 were full-time and 41 part-time. Nine female employee had a fixed-term contract.

The company largely uses its own in-house employees, with officially recognized freelance employees being the exception.

The above HR figures were calculated on the basis of the wage and salary program and the time management program for determining working hours. (102-8)

Reconciliation of work and family is a priority at Hevert. This is reflected by the number of women in positions of leadership: Furthermore, 13 women held leadership positions as division directors, heads of department, or regional managers (the latter specifically for the field service) in 2019. Individualized working time arrangements permit great flexibility, for instance when planning care times and parental leave. In general, all employees return to their jobs after parental leave or even continue to work reduced hours for the family-run company Hevert during their parental leave. On average, women request 2 years of parental leave and men about 1–2 months. In 2019, two employees went on parental leave. Three female employees returned from parental leave. The rate of return to the job is 100 %. (401-3)

Hevert focuses on diversity in the company and leverages the strengths of individuals for the company's success. Inclusion and equality are actively practiced priorities at Hevert. In 2019, a total of eight female employees and one male employees with disabilities were registered for the "levy payable under legislation on severely handicapped persons."

Of the new employees hired in the year under review, 43% were from the vicinity of the company headquarters in Nahetal:

New hires in 2019:

Age group	Male	Female
Under 20 years of age	0	0
20–29 years of age	4	4
30–39 years of age	1	4
40–49 years of age	1	5
50–64 years of age	1	4
Total number:	7	17

Hevert also offered a fixed-term contract to one trainee who passed their final exam in 2019. This employee is also from the area.

The following employees left Hevert, categorized by age groups:

Age group	Male	Female
Under 20 years of age	0	0
20–29 years of age	3	3
30–39 years of age	3	4
40–49 years of age	1	5
50–64 years of age	4	7
Over 65 years of age	0	0
Total number:	11	19

53% of the employees who left Hevert live in the region.



Retirement party

Two female employees (under 63 years old) filed for a disability pension in 2019. One male employee (over 63 years old) also applied for a disability pension. (401-1)

Hevert does not differentiate between indefinite and fixed-term employment contracts and/or part-time employees. According to the company value "Employees are key to success", every employee is treated equally. The only exception is the employee benefits program, which allows participation only after the probation period and also excludes apprentices. The company thereby hopes to create an incentive for the time following the apprenticeship or probation period. There are no further differences.

The following overview shows in detail the benefits that Hevert offers employees, regardless of whether they work full time or part time:

- Capital-forming benefits
- Christmas and holiday bonus
- Company pension (direct insurance)
- Hevert employee benefits program for optimized pay



Organically grown vegetables



Organic cotton workwear

- Company education and further training
- Hevert program for high-potentials to promote young talent at the company
- Free drinks such as coffee, tea, and water
- Free organic fruit and vegetables
- Workplace health management
- Contribution to fitness studio membership
- Work clothes
- Company-owned parking at the Nussbaum and Bad Sobernheim sites
- Travel allowance for public transportation at the Berlin site
- Mentoring concept (new employee induction)
- Home office policy
- Flexible work hours (e.g. 4 day work week)
- Free childcare (from 1 year to school age) at the Hevert Daycare Center
- Vacation program for children of employees (age 6–12 years)
- Company bike (also for private use)



Having fun at the annual apprentice event: Group canoe trip on the Glan.

Additional benefits for apprentices

- Allowance for travel to the vocational school
- Reimbursement of school book costs
- Coverage of cooperation costs for apprentices becoming laboratory chemists, pharmaceutical production technicians, and machine and plant operators
- Coverage of the cost of external exam preparation
- Coverage of additional expenses for school and apprenticeship projects
- Annual apprentice event (e.g. group canoe trip)
- Internal apprentice workshops (4012)

Hevert is located in a region that is considered structurally weak. With its wide range of secure jobs, the family-run company plays an important role as an employer in this region. However, the decision to maintain the regional location often means that vacant positions for highly qualified applicants are difficult to fill. (102-15)

When competing for highly qualified employees, the family-run company does not always have an easy time to convince applicants to move to the idyllic Nahe Valley or the surrounding area or to commute. With the additional office building in Berlin, the Rhineland-Palatinate-based family business has also been providing employees with a workplace in one of the most popular metropolises in Germany since 2017. This allowed Hevert to recruit additional employees from Berlin in 2019. At the end of the year, six employees were based in Berlin. (102-15)

2.1.1. Training, internship, etc.

Training at Hevert

For many years, Hevert has been considered a role model for training sites in the region. Needless to say, this makes the family-run company very proud, and we intend to maintain and improve this level.

The following six vocational programs and a dual-study course with training are available:

- Pharmaceutical production technician (m/f/o)
- Laboratory chemist (m/f/o)
- Office management assistant (m/f/o)
- Industrial management assistant (m/f/o)
- IT specialist – systems integration (m/f/o)
- Warehouse logistics specialist (m/f/o)
- Dual-study business administration course/Mainz University of Applied Sciences (m/f/d)

To ensure Hevert can offer high-quality training despite a high workload of the divisions, the pharmaceutical company does not offer all of these vocational programs every year. For the pharmaceutical production technician and laboratory chemist the company works with partners who can offer the training content that Hevert cannot. There are a total of 5–7 trainees at the company. 1–4 new traineeships are advertised each year.

After the training program has ended, all trainees automatically receive an offer for a temporary employment contract of six months, or a permanent position. This is supposed to give trainees the opportunity to prepare for the exams with plenty of time so that they do not have to apply for a position until afterward. Of course, our trainees are also assisted with their final exams and the costs of external exam preparation courses are covered. In general, provided the performance is good, most trainees are offered employment.

Hevert is particularly keen for all of the content of our training programs to be taught. For this reason, the trainees are introduced to all of the necessary departments and are assisted not only by their actual instructor, but also a contact person in the relevant departments. In addition, the company makes sure that the trainees are usefully deployed directly in day-to-day business and can get involved. They should not learn only the theoretical side. At all times, communication between the instructors and trainees is important and they hold regular meetings.

The company's instructors meet four times a year to discuss training topics. Of course, our trainee representative attended these meetings in 2019 to communicate any concerns from the trainee side. The representative is elected by the trainees.

Training fairs and networks

The family-run company participates in a number of training fairs to present Hevert as a training site in the region and elsewhere. In 2019, we attended a total of four training fairs in the region. "Berufswelt live" is a particularly interesting event during which students can get an up-close and personal look at vocations for which training is offered and take part in short, practical exercises. In 2019 Hevert presented the pharmaceutical production technician vocation, giving students the opportunity to mix muesli according to a recipe.

To stay in touch with other training sites and students, the company is active in the regional school/industry working group for the state of Rhineland-Palatinate (Landesarbeitsgemeinschaft Schule/Wirtschaft Rheinland-Pfalz) and attends its regular meetings.

Internships at Hevert

- Internships for students

On a regular basis, Hevert offers internships in a number of areas. Students can choose from a one or two-week internship or a one-day introduction. These offers are very popular, but for capacity reasons it is often not possible to fulfill everyone's requests.

- Vocational internships

Alongside internships for students, Hevert is offering a growing number of vocational internships. In the context of a partnership with the Kaiserslautern University of Applied Sciences, Hevert offers its students internships in applied pharmacy and other areas. In 2019, one pharmaceutical intern completed a six-month internship with project work. Furthermore, as part of their studies, one intern worked in Environmental Protection/Management, one in Central Purchasing, and one in Supply Chain Management.



2.2. Change management – Shaping change successfully

The desire to instigate a change management project to keep on equipping the company for the future with the essential core skills of managers and employees originates from the company project “Mastering Growth” back in 2017. Targeted training measures at all levels are aimed at enhancing expertise. In particular, key positions and high-potential candidates (cf. 2.1 Living and creating diversity, added benefits for Hevert employees) within the company must be taken into account here. The essential requirements for the company have been set out in a requirements document along with the management team's objectives, which the changes at the company are intended to achieve. Establishing a culture of success is one of the underlying goals pursued here. The requirements document has been sent to potential external partners for joint implementation.

In 2018, a corresponding change management project was set up with our partner Sprachkultur (a private institute for organizational and personnel development) and a workshop on organizational topics was held at a large-group kick-off event with around 50 participants. The team highlighted the primary action areas for the company and devised specific action recommendations.

In 2019, interrelated managerial programs on the subject of leadership were developed for middle management, the heads of department, in conjunction with an external partner. The first two managerial training sessions were entitled “Communication” and “Agreeing Goals”. In addition, the project team identified issues in all areas that hold the organization back and cost resources at a company-wide event called “Kill Day”. Suggestions on how to avoid unnecessary negative impacts or processes in the future were recorded and initial “resource-killers” were detailed in a list of measures.

2.3. Work-life balance and health promotion

2.3.1. Flextime

A well-balanced work-life style is the basis for a healthy way of living. With flexible working hour models, the company supports the staff in arranging their work around their private needs as far as possible. This is, for example, very important for working parents with small children. Hevert aims to offer its employees the opportunity to optimally combine their private and professional life. The Hevert flextime is a working time model where, by increasing their daily work hours to up to 10 hours, employees can generate one work-free flex day per week.

2.3.2. The Hevert Daycare Center



The Hevert Daycare Center: A children's paradise of fun.

The family business takes particular pride in the Hevert Daycare Center, which was opened

in the fall of 2014. With its own nursery school teacher and child minder, the company is able to offer regular daycare and children's programs throughout the year.

The Daycare Center primarily serves to provide emergency care if parents have trouble finding care. The Daycare Center is regularly approved for up to five children. However, for special days and events, the number of children may be exceeded.

Children cared for per day and hours of childcare provided:

- 2017 – 2.20 children/day, 1,493 hours
- 2018 – 2.40 children/day, 1,303 hours
- 2019 – 2.70 children/day, 1,526 hours

2019 Highlights at the Hevert Daycare Center:

Following the highly positive response in 2018, the summer vacation program entitled "Secrets of the forests and meadows" was put on again. A wide-ranging program of children's activities was arranged with the support and organization of "Nahe der Natur", a museum for nature conservation run by the Altmoos family in Staudernheim. In total, the program was attended by 8 children ages 6–12.

In addition to the vacation camps, many fun events were held at the Daycare Center:

- Visit to the Senckenberg Nature Museum in Frankfurt am Main
- Shrove Tuesday party with face-painting
- Fun and exciting Easter egg activities
- Excursion to the Tier-Erlebnispark Bell
- Plant day at the Daycare Center: Planting vegetable patches
- Making Christmas decorations
- Baking Christmas cookies

2.3.3. Workplace health management (BGM)

We deliberately invested in employee wellbeing again in 2019 with workplace health management (BGM in German).

Standard courses were further established here, and new courses were included in the range and tried out. Through regular feedback, we succeeded in continuing to ensure the planning, management and monitoring of sustainability and the effectiveness of the available health measures.

In this annual report, Hevert aims to give you an overview of implemented measures.

The new BGM logo



A specially developed BGM logo, applied to all relevant media, has been in place since the beginning of 2019. Its purpose is to create a sense of "brand recognition" for BGM among all employees.

2019 Measures

The workplace health management measures were broken down into the categories of exercise, diet, and relaxation. There are ongoing courses for all subject areas. Ongoing courses help all employees to gain an overview, enabling everyone to tailor their individual timetable to their work and personal commitments.

EXERCISE

- Peteca
- Functional fitness
- Corporate run
- Running course
- Physio consultation session

DIET

- Fasting course
- Cooking class
- Figur-Scout
- Recipe notifications

RELAXATION

- Yoga class
- Resilience class
- Back training course for field service staff

- Peteca

Peteca has been a fixture of the workplace health management program for several years. This fast-paced game develops strength, stamina, coordination, reaction times, and general agility. Regular advertising of the program has helped to keep attendance at a constant level, enabling a game with 4 – 6 players to take place each Tuesday from 5:00 p.m. at the community center in Nussbaum.

The peteca team also continues to take part in tournaments with other peteca clubs and groups. They finished in an impressive 5th place in a tournament in Niederwörresbach in October.



The Hevert peteca team

- Functional fitness

The functional fitness course with Joel WORX has become established as a course with a consistently good attendance. Regular notices on the BGM intranet site help to ensure that turnout is constant.

The course is held at the community center in Nussbaum at 4:45 p.m. every Wednesday.

An additional course for part-time employees is also well-received, and has been included in the program again as an ongoing course. Colleagues working part-time and on shifts have the opportunity to train before or after their shift/working day here. The course is held every 2 weeks on Wednesdays at the community center starting at 2:30 p.m.



Having fun with functional fitness

- Corporate run

As in previous year, Hevert-Arzneimittel's highly-motivated team of runners lined up at the 10th Bad Kreuznach corporate run in early June. Over the years, the running event has become established as a fixture on the BGM calendar. Although it was mainly about having fun and raising money for a good cause, the 16-strong team again put in an outstanding performance.

Hevert's fastest runner completed the 5-km course in just 16 minutes 47 seconds, finishing 73rd out of over 5,000 entrants.



More D3RIVE for Life – The Hevert team with Vitamin D3 running shirts

- Running course

Entitled “Fit and healthy through the winter”, the first running course with Kathrin Stausberg was launched in the period between November 7 and 28, 2019. Ms. Stausberg provides a program to introduce beginners to the basics of running, and also goes the extra mile for advanced runners. She teaches correct running technique, a healthy warm-up, and a successful arrival at the destination. Kathrin Stausberg is a sports physiotherapist and an enthusiastic athlete. This course will be available again in 2020 in preparation for the corporate run in Bad Kreuznach.

- Physio consultation session

Following many requests from employees, the BGM team willingly agreed to put on a block of physio consultation sessions in collaboration with Mr. Michael Nikodemus. The subsequent survey showed a 100% recommendation rate, and many staff asked for the sessions to be continued. The physio consultation sessions were very well received across all divisions, and were booked up in just a few hours. They are held every 2 weeks. Employees pay a contribution of €8 per 30 minutes.

- Fasting course

Hevert organized a non-residential fasting course from March 27 to April 3, 2019 in collaboration with Menschels Vitalresort. The fasting program was led by Dr. Matthias Menschel from Menschels Vitalresort, and comprised an introduction to the subject, pre-cleansing and purging days, regular motivation sessions with Qigong and yoga, and a shared fast-breaking. 16 colleagues took part. Having been very well received, the course will continue to be offered in the coming years.



- Cooking class

On July 4, 2019, Hevert put on a cooking course at the community center in Nussbaum in collaboration with the public health insurance provider AOK Rhineland-Palatinate/Saarland. The theme was “Mediterranean cuisine”. Feedback from participants was highly positive. Many employees who were unable to attend due to the limited number of places asked for further sessions of this kind.

- Figurscout

In the requirements analysis, employees consistently expressed a desire for a weight-loss course. Following an intensive analysis of various offerings and discussion with the CSR Employees work group, the “Figurscout” program run in cooperation with Merkelbach fitness studio, Bad Kreuznach, was selected.

The course was held at Hevert in Nussbaum in four sessions starting on May 9, 2019. An employee of the fitness studio introduced a different subject each week. The program started with an individual body analysis. This was followed by information on start-up, theory and practice, food and acid-base balance as well as details of how to continue this weight reduction program and make it part of your daily routine.

After four weeks of a change of diet, the participants reported outstanding results. In total, they shed 17.2 kilograms, 10.6% body fat, and 19 centimeters from their waistlines! The best individual results were 3.8 kilograms of body weight, 3.5% of body fat, and 5 centimeters of waistline!

- Recipe notifications

In 2019, the BGT team continued to publish a weekly recipe among the company-wide posts on the Hevert intranet homepage. Most of these recipes were geared towards the Figurscout course put on in May.

To accompany its course, Merkelbach fitness studio brought out a special cookbook, from which another tasty recipe was made available each week to help employees lose weight and stay slim.

- Yoga class

The yoga class in collaboration with Christina Ewald and Sonja Wendl from the “FREIRAUM” institute for yoga, meditation & balance continued to be very popular among the employees. As a result, Hevert now provides courses all year round (except during holiday periods). Attendance by employees is consistently high.



Back, stomach, and shoulder muscles were strengthened and stretched with targeted exercises from the Kundalini and Bhajan schools of yoga. Meditation and relaxation units help to regenerate the nervous system.

The course was held on the instructors’ premises on Bahnhofstrasse in Bad Sobernheim, which had a special atmosphere.

- Resilience training

To help improve employees’ mental health, Hevert organized two sets of six resilience training sessions that started in 2018 and ended in February 2019. The course taught methods of attaining inner calm, stability, and enjoyment of life in order to cope with emotionally demanding situations. In their feedback, participants praised the practical examples, lively presentation, and easy-to-follow instructions. The course will be offered in 2020 as well.



- Back training course for field service staff

A back training course was also held for Hevert field service staff on December 5, 2019 in coordination with the statutory health insurance provider Barmer GEK. The course was particularly geared towards the needs of colleagues who spend a lot of time on the road. They learned how to relax and strengthen their backs with simple exercises.

- Fitness studio

All employees who exercise at their local fitness studio can benefit from a Hevert contribution to fitness studio visits of up to €20 per month. This is also a good opportunity to integrate field service staff in the concept of workplace health management.

- Company bike

In the context of workplace health management, in conjunction with its partner Bikeleasing, the family-run company has been giving employees the opportunity to lease bicycles since September 2019. These bicycles can also be used outside of work, of course. The use of tax and social security benefits also make this environmentally-friendly and healthy form of mobility particularly attractive.

Berlin office

A survey on BGM was conducted at the company's Berlin site, with the majority of respondents showing an interest in back training. Accordingly, a trial training session for colleagues was held in the Berlin office on May 7. However, as only three colleagues signed up, no long-term program has yet been established for the German capital. A further survey on staff requirements is scheduled for 2020.

Outlook for the year 2020

Regular communication keeps BGM firmly established at the company. For 2020, a specific BGM calendar has been created in which every course is highlighted in a different color, providing a helpful overview of the year's activities. Hevert's in-house BGM marketing is to be stepped up with the aim of motivating more employees to take part and achieving lasting improvements in health and wellbeing.

2.4. Safety is the top priority – safety and health at work

At Hevert, the Employer-Employee Industrial Safety Committee (ASA, Arbeitgeber-Arbeitnehmer-Arbeitsschutzausschuss) for safety and health at work is active on the employee level. As the name suggests, the committee works on current topics and incidents at the company that are related to health and safety. Particularly the development of future preventive measures and special offers relating to mental health aims to meet the company's responsibility toward employees. For instance, preventive action regarding the means of transport used on the business premises is intended to prevent occupational disorders of the human muscular and skeletal system. This committee includes 5 % of employees.

Extensive courses were held in 2019: 14 fire safety assistants, 24 first-aiders and a safety officer were trained. As well as regular refresher courses, there were initial training courses for employees taking on the role of first aider or fire safety assistant for the first time. (403-1)



A look into the laboratory: Only authorized employees have access.

The following work accidents occurred in 2019:

Sex	Type of injury	Absence
female	Lost balance, stumbled over own feet and fell	6 days
male	Opened lid of stainless steel drum fell on left foot	1.5 days
male	Lost balance when putting on overshoes and injured right knee on the door frame	1 day
male	Caught unaware while repairing a fault in a machine and injured a hand in a sudden movement	10 days
male	Got metal splinters in the eye when replacing a door	0.5 days
male	Tripped over a cable duct and twisted an ankle	65 days
male	Involved in a car accident with the company car	0 days
female	Got liquid in the eye while decanting despite wearing goggles/eye bath used	0 days
male	Fell from an open ladder and injured a foot/leg	128 days
female	Injured an index finger while cleaning small parts	11 days

(403-2)

The ASA conducts four annual meetings including a site inspection with the occupational health physician as well as the occupational safety specialist (internal/external). The individual workspaces are examined in great detail (ergonomic workplace design, identification of potential risks of injury, etc.). When generating so-called risk assessments for individual

areas, each room and each machine are inspected. It is documented where a hazard may exist, and, if necessary, corrective action is initiated. All employees are regularly trained in the operation of machines and plants.

In addition, every occupational accident is discussed with the occupational safety specialist and the occupational health physician in these ASA meetings. It is clarified whether the accident could have been prevented by changes in procedures, machine safety, etc., and how such measures could be taken to prevent similar accidents in the future.

As part of hazard assessments and GxP² specifications, Hevert also defines the necessary examinations by the occupational health physician for the individual areas and offers some additional examinations that are not required by law.

It should be noted that in 2019, no cases of occupational illnesses were recorded, and due to the above measures, employees are not exposed to high morbidity or hazards. (403-3)

In 2019, there were also no accidents of employees of external companies, temporary workers, or leased staff. In case of occupational accidents, Hevert is required to send an accident report with information about the sequence of events and type of injury to BG RCI (Professional Association Raw Materials and Chemical Industry). The association then classifies them on this basis. (403-2)

Hevert strives to minimize the risk of accidents and prevent accidents. This is achieved by regular training on fire prevention and occupational safety, which is offered in cooperation with Dekra. Training contents include the following:

- Employee occupational safety and health promotion
- First aid
- Office workplaces
- Fire prevention
- Order and cleanliness = discipline
- Take a break, but do it right!

2.5. Employee satisfaction

2.5.1. Employee representative body

The employees of Hevert-Arzneimittel have had their own elected representative body since 2009. Ever since, the employee representatives have represented employees' interests in respect of the management and the division directors.

In 2017, the current employee representative body (MIV) was elected with six members. In the spirit of Hevert's motto "Together naturally successful", employee representatives (MIV) and the Managing Directors work together on a basis of trust. In 2019, the Chair of the MIV resigned due to her career development and pressure of work. An MIV member took over as Chair. The MIV currently has four members.

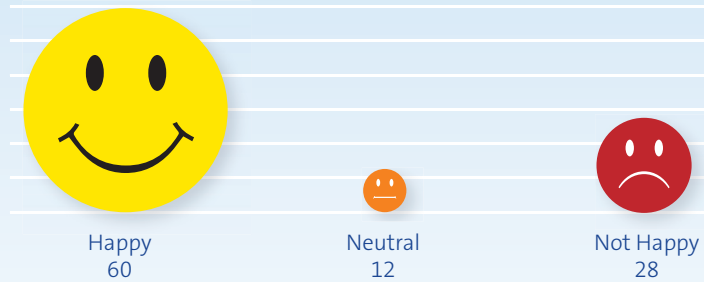
As the most important link between employees, company management, and the Human Resources department, the employee representative body has brought up and discussed numerous personnel-related and organizational matters and contributed to finding solutions. The workforce representation is completed by a youth and apprentices spokesperson, who is elected for two years and specifically represents the interests of apprentices and younger employees. The goal is to create a solid foundation for the communication between employees at all three sites and the executives up to company management. (403-1, 102-18)

2.5.2. Happy or Not?

In 2019 tablet PCs were installed at all sites in the Nahe valley and in Berlin to conduct an internal "Happy or Not" analysis. Comparable to a mood barometer, employees could enter a simple assessment of their own workday at the end of the day in the office, lab, or in the logistics or production sub-department by selecting from three alternative smiley faces. In addition to the overall analysis, a site-specific analysis was generated over the course of the year, and it was published monthly in the company's Intranet for everyone to view.

Following the overall company-wide analysis of 1,484 votes in 2019 the percentage breakdown resulted in the following “mood barometer”:

In 2019 as a whole



No specific measures could be derived from the determined results since they did not indicate any specific problem. Rather, site managers approach employees about the possible reasons for any uptick in negative or positive "mood barometer" results for a particular month. With an almost identical number of votes cast, the “happy” mood barometer improved by 11 percentage points compared to 2018, while the score for “not happy” fell by 12 percentage points. The “neutral” mood increased by one percentage point.

2.5.3. Employee satisfaction survey

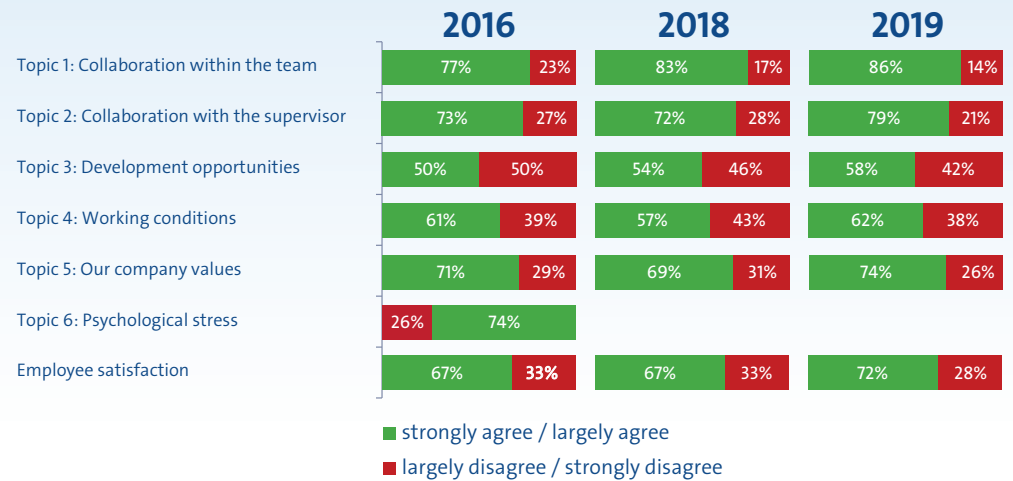
The employee satisfaction survey was also conducted in 2019. It was again supplemented by a division-specific questionnaire in order to obtain more informative results. The division-specific results were disclosed to the management and the employee representative body only.

Participants were also given the opportunity to submit specific suggestions about critical issues.

The topic areas remained the same:

- Collaboration within the team
- Collaboration with the supervisor
- Development opportunities
- Working conditions
- Our company values

A three-year comparison of the customer satisfaction survey:



The evaluation on topic 6 “Psychological stress” was not taken into account for the result of the employee satisfaction survey.

Employee satisfaction was up by 5% compared to the last survey in 2018. However, the response rate was just 42% (82 participants), 26 percentage points lower than in 2018. This made the results of the survey less representative. The changes within the individual subject areas were: “Working conditions” + 5 percentage points, “Company values” + 5 percentage points, “Collaboration with the supervisor” + 7 percentage points, “Collaboration within the team” + 3 percentage points, “Development opportunities” + 4 percentage points. The results changed in all subject areas.

The results of the employee satisfaction survey are always analyzed in detail by Human Resources, the employee representation body, and the managing directors and form the basis for activities and measures to further improve employee satisfaction. (102-44)

2.6. Education and further training

1.2.1. The Hevert Employee Academy

All Hevert employees are able to take part in numerous further training courses. Further training includes courses for further professional and personal development. It is meant not only for employee qualification but also motivation.

The Hevert Employee Academy presents a number of training courses by subject area, mandatory and optional training, and online and classroom courses.



Independent thinking allowed - an open corporate culture encourages the active involvement of employees.

In 2019, 502 courses were offered. All training courses on the subject of GxP and quality management are mandatory for employees.

Subject area	Number of training courses	Number of participants
GxP and Quality Management	171	587
IT	122	256
Mission Statement, Strategy, Organization	62	743
Marketing and Sales	45	134
Market Environment	6	15
Personnel	29	245
Products and Therapy	17	64
Scientific and Regulatory Affairs	28	106
Safety	22	165
Total number:	502	2,315

This number includes first-timers and those taking a refresher course. Employees must repeat some of these courses at certain intervals. (404-1)

2.7. Idea management

At Hevert, independent thinking is not only allowed but explicitly encouraged. Hevert idea management enables employees, through the submission of ideas and suggestions for improvement, to contribute their skills, knowledge and experience beyond what their actual jobs require, for the further development of the company.

In 2019, the ideas and suggestions for improvement were submitted through a so-called ticket system. It allows employees to enter their ideas, describe the current situation, define the desired situation, and explain how to reach it. The ideas were further processed by the Idea Management Working Group. This group viewed the ideas and assigned them to an employee or a department responsible for the area affected by the idea. The idea was then assessed by the responsible individuals and implemented if cost and workload permitted.

The idea was subsequently funded through the Idea Management Working Group. Throughout the process, the working group was in contact with the employees involved in the idea and could provide consultation and support at all times.

The following divisions submitted ideas:

Division	2017	2018	2019
Company Services	2	5	4
National and International Sales	3	8	8
Marketing	0	4	4
Scientific and Regulatory Affairs	1	3	0
Supply Chain Management	2	11	20
Quality Unit	14	12	0
Managing Director(s)	0	1	2
Controlling	0	0	0
Process and project management	1	3	1

Ideas by topic:

Topic	2017	2018	2019
Safety, cleanliness, health	1	4	3
Work simplification, working conditions		3	5
Product/process quality, product ideas	1	8	4
Environmental protection	1	8	8
Energy, electricity, gas, compressed air, steam, fuels, process water	2	1	2
Employee satisfaction, motivation, social benefits, work atmosphere	1	2	1
Information, communication, customer satisfaction	1	5	3
Savings in raw, auxiliary, or working materials	1	0	0
Savings in production processes	0	1	0
Savings in machines, plants, tools, systems	0	0	0
Logistics	1	1	0
Organization, administration	0	2	0
Other	3	9	9

Idea status list:

Status	2017	2018	2019
Ideas received	22	44	39
Ideas awarded	2	8	1
Ideas not awarded	9	24	8
Ideas saved	10	2	0
Being implemented	8	0	0
Opinions pending	16	13	30



“An idea is born...”

3. QUALITY IS OUR FORMULA

Quality is the reason for Hevert’s success. The Hevert products work naturally, are of high quality and have very few side effects.

The regulatory framework requires that all pharmaceutical companies in Germany meet high quality standards to ensure efficacy and safety for patients. Hevert also applies these high standards to food supplements.

To Hevert, however, the product quality also depends on ongoing research and development. Research and development, whether it is conducted in-house or with external partners, should contribute to the safety and optimal effectiveness of pharmaceuticals to benefit patients worldwide.

3.1. Customer health and safety

The safety of Hevert medicinal products is initially examined by the Federal Institute for Drugs and Medical Devices (BfArM) as part of the marketing authorization procedure. After the marketing authorization is granted, the company's pharmacovigilance³ system ensures continued drug safety. All incoming side effect reports are entered in a database and assessed by experts. In addition, the scientific literature is regularly reviewed for risks associated with the active ingredients used by Hevert. This information is then used to generate the current risk-benefit assessment for each individual medicinal product, which may also lead to changes in the product information, such as directions for use or the inclusion of potential side effects. The number of side effect reports is low in consideration of the number of sold packs (less than 50 reports per year), and very few of them are serious side effects, such as allergic reactions.

The labeling of medicinal products is governed by the German Medicines Act (AMG), Specifically by § 10 AMG. For example, it includes regulations on the designation, composition, expiry date, and classification for supply (e.g., pharmacy-only for medicinal products that are only permitted to be sold in pharmacies). The statement that medicinal products are to be kept out of the reach of children is also mandatory.



Any special precautions for disposing of unused medicinal products or other special precautions to prevent risks to the environment must be listed in accordance with the AMG. However, due to the low concentrations of substances, such notes are not required for homeopathic medicinal products. (417-1)

Hevert also increasingly sells dietary supplements that must be labeled in accordance with the applicable regulations in order to protect consumers. The legal basis for this labeling is EU Regulation No. 1169/2011, known in Germany as the “Lebensmittelinformationsverordnung” (Food Information Regulation). It contains an obligation for manufacturers to provide information such as details of ingredients, coverage of daily nutritional requirements, ingredients with an allergy risk, and the best before date. This means that the same stipulations for the labeling of dietary supplements have been in place throughout the EU since 2014. (417-1)

Availability of the Hevert range on the market was very good in 2019. The only exception was Hewedolor Procain 2% injection solution⁴, a neural therapeutic agent that was in stock only sporadically due to the loss of the previous active substance manufacturer. An end to this supply bottleneck in 2019 is in sight. In 2019, there was a batch recall of Hevert folic acid tablets due to a minor quality defect that posed no risk to patients.

At Hevert, the Quality Management department is a service provider for all departments and offers assistance with the structuring of workflows and their monitoring. Preparing and supporting authority and customer audits as well as eliminating defects identified therein are very important annual activities. For instance, every two years an inspection by the local authorities determines whether processes, requirements, and guidelines meet the required standards. In addition to the German authorities, the US Food and Drug Administration and the State Institute of Drugs and Good Practices (SID-GP) of the Russian Federation have played a key role with their inspections since 2017. Along with the internal audits regularly performed by the quality management team (self-inspections) and audits by customers, this forms a tight-knit network that guarantees product safety and process compliance with statutory requirements. (416-2)

⁴ required information see 7.2

3.2. Product improvements and launches for our customers⁵

Continuous product improvement in the form of innovative pharmaceutical forms or new active ingredient compositions is intended to promote long-term customer retention and attract new customers to the quality of Hevert medicinal products. These developments are carried out in the in-house Research and Development department in collaboration with external service providers.

Since 2019, the Research and Development department has been working on optimization of formulations and processing of excipient mixtures for the entire range of tablets. The aim of the project is to find more robust formulations and to identify optimization potential within the manufacturing processes. There is to be no change to the active substances or the shape and size of the tablets.

Constant difficulties with the compressibility of pressed mixtures were a key factor in this large-scale company project. What is more, wet granulation, a highly complex, fault-prone, and time-sensitive manufacturing process, is still used for tablets. In addition, post-hardening of tablets over the timescale presents a challenge with individual preparations. Although unrestricted solubility of the tablets is ensured, Hevert is keen to optimize the mouthfeel for patients when taking the tablets, and to keep it consistent.

Use of a pharmaceutical excipient mixture new to Hevert has yielded good initial results. The excipient mixture consists of lactose pregranulated with 15% corn starch. Pregelatinized starches provide innovative solutions as well as being easy to process and highly efficient. They improve flow properties and compressibility, and can be used as binders in tableting and granulation. In many development batches, Hevert has already demonstrated a more resource-efficient and less time-intensive manufacturing method that results in tablets with outstanding dissolution behavior and shows no post-hardening in a stability study.



In addition, the new preparation NeuroBalance Hevert has been part of the nerves and psyche product range since September 2019. The capsules are available at pharmacies without prescription. The innovative combination of the 4 micronutrients biotin, magnesium, selenium, and zinc helps relieve the stress of daily life. Micronutrients like biotin and magnesium ensure a normal function of the psyche, nervous system, and energy metabolism. Selenium and zinc support the immune system and help to protect cells against oxidative stress. NeuroBalance Hevert is particularly suitable for workers under enormous pressure to perform, people facing stressful situations or personal upheaval and, especially, women who have to juggle the double pressure of family and career.



Outside Germany, the focus was on expanding business with existing preparations. The main growth drivers were China, the United Arab Emirates, and Ukraine.

⁵ required information see 7.2.

3.3. Dedicated to naturopathy

Not only for its own company, but for the whole homeopathic and herbal medicine market, Hevert campaigns for the preservation of the largest possible therapeutic diversity and quality of products and active ingredients. As part of this, the company works for naturopathy-friendly regulatory conditions as well as the recognition and acceptance of naturopathic medicines.

3.3.1. Research at Hevert-Arzneimittel

In the Research and Development department, the post of Research Manager has been vacant since the beginning of 2019. The Head of the Scientific & Regulatory Affairs division provides organizational support for ongoing projects. In the area of basic research as well, Hevert plays an essential role in obtaining new findings while providing a solid scientific foundation for homeopathy and naturopathy by financing external research institutes.

Basic research

Commitment to basic research was continued in 2019 despite limited staff resources.

- Review project: Status of physical basic research in homeopathy

The second publication from the collaborative project “Literature review of physical tests of homeopathic potency” with Dr. Alexander Tournier, Homeopathy Research Institute (HRI) London and University of Bern, private lecturer Dr. Stephan Baumgartner, Witten/Herdecke University and University of Bern, Dr. Sabine Klein and Prof. Ursula Wolf, also University of Bern, was officially published in September 2019 by JACM (The Journal of Alternative and Complementary Medicine).

This project was also introduced to the scientific community in two poster presentations: At the HRI congress in London in June 2019 and at a congress of the Scientific Society for Homeopathy (WissHom) in Köthen in November 2019.

- Project: Duckweed research

The duckweed research project is a contract research project with Dr. Tim Jäger and assistant professor Dr. Stephan Baumgartner, both at the Witten/Herdecke University and the Institute of Complementary and Integrative Medicine (IKIM) at the University of Bern.

Dr. Jäger passed away in March 2019. He was an outstanding scientist who showed diligence, excellence, and a keen sense of duty in advancing the basic research that is so important to homeopathy. Hevert will honor his memory and continue to be involved in publishing his works.

In January 2019, the first publication was published on the online platform “The Faculty of Homeopathy”. In relation to this, a conference paper was given at the HRI congress in London in June 2019, and there were poster presentations at the WissHom congress in Köthen in November 2019.

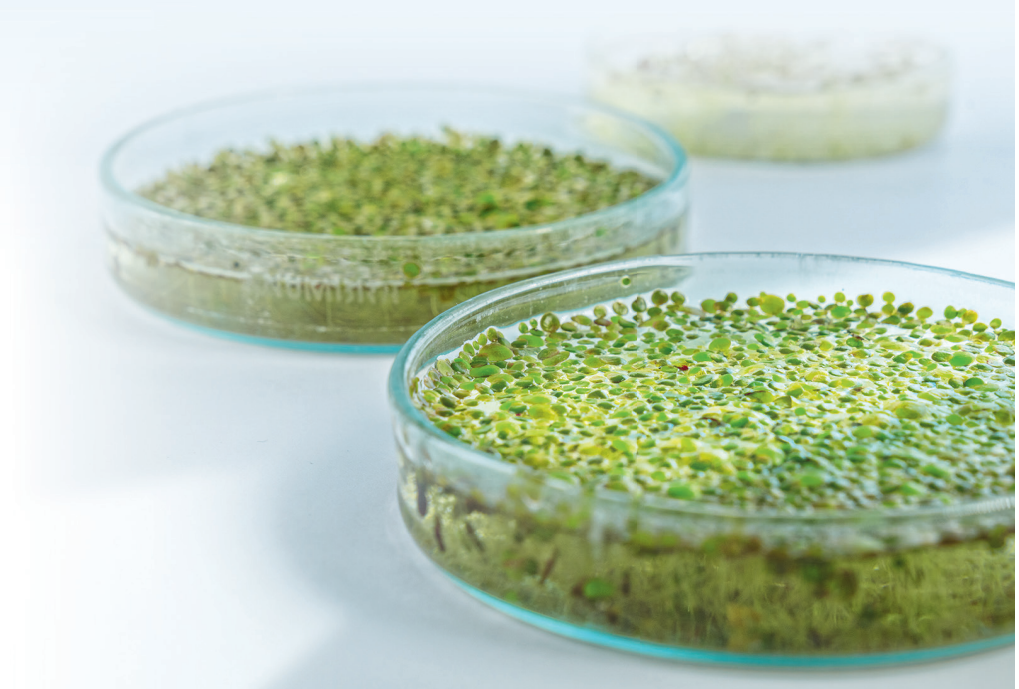
The second publication is currently in the review phase. Dr. Stefan Baumgartner will complete this work.

- Project on homeopathic complex remedies

The basic research project aims to determine how each ingredient works in combination homeopathic remedies. The project is researching the medicinal ingredients of the medicinal product Sinusitis Hevert SL.

A first publication was published on the online platform “The Faculty of Homeopathy” in May 2019. A follow-up publication has already been accepted, and is likely to be published in 2020.

This project was also presented in two poster presentations: one at the HRI congress in London in June 2019 and the other at the Water Conference in Bad Soden in October 2019.



Research funding

Innovation starts in the mind and requires commitment, will and courage to implement it. However, new approaches and ideas often lack recognition. Since 2006, the Dr. Wolfgang Hevert Prize has therefore been awarded for new paths in naturopathy. It is endowed with a grant of 10,000 euros.

The 2020 award was advertised at the end of 2019. Until the end of July 2020, interested parties can submit their planned scientific, non-commercial study projects dealing with questions regarding European naturopathy and associated therapeutic approaches such as homeopathy in German and English at www.hevert-foundation.org/preis-2020. (102-43)



3.3.2. External cooperation and funding partners

Financial assistance, funding, and active collaboration in a wide range of committees characterize the commitment of Hevert-Arzneimittel:

- Deutsche Akademie für Homöopathie und Naturheilverfahren e. V. (DAHN, German Academy for Homeopathy and Natural Medicine):

Hevert-Arzneimittel is a supporting member of DAHN. (102-12)

- Wissenschaftliche Gesellschaft für Homöopathie e. V. (WissHom, Scientific Society for Homeopathy)

The Hevert-Foundation has been an institutional member of WissHom since 2016. There is also a regular exchange of information. (102-12, 102-13)

- Karl and Veronica Carstens Foundation

Hevert-Arzneimittel has been supporting the Karl and Veronica Carstens Foundation and the associated Fördergemeinschaft Natur und Medizin e.V. (Association for the Promotion of Nature and Medicine) for many years. The Carstens Foundation promotes the scientific research of naturopathy and homeopathy. The objectives of the Foundation are primarily implemented by the funding of naturopathy and homeopathy research and its publication as well as the training and continued education of physicians and other health care practitioners. (102-12)

- Cooperation with the Internationale Gesellschaft für Natur- und Kulturheilkunde (IGNK, International Society for Naturopathy and Cultural Medicine)

The society is a merger between the Internationale Gesellschaft für Homöopathie und Homotoxikologie (IGHH, International Society for Homeopathy and Homotoxicology) and the Internationale Gesellschaft für Biologische Medizin (International Society for Biological Medicine). The IGNK is a nonprofit umbrella organization for physicians, veterinarians, dentists, pharmacists, and therapists with an academic background. The goals of the organization are to foster research and training in the field of naturopathic and cultural medicine and related treatment methods. The IGNK hosts several annual continuing education events, such as the continuing education weeks on the island of Kos. A lot of physicians, pharmacists, and natural practitioners attend this event each year to advance their training in intensive courses

on naturopathic issues. In 2019, Hevert-Arzneimittel participated in this event for the fifth time. Four employees attended the education week on Kos and were able to establish and maintain contacts with the attending professionals. (102-12, 102-13)

- Cooperation with the Akademie für menschliche Medizin GmbH (Academy of human medicine) founded by Prof. Jörg Spitz

Hevert-Arzneimittel supports the Akademie für menschliche Medizin, which was founded by Prof. Jörg Spitz. Prof. Spitz particularly focuses his work on disease prevention. He is known for his work on Vitamin D and has been closely collaborating with Hevert for years. (102-12)

3.3.3. Support of basic research initiatives (102-12)

Hevert-Arzneimittel supports multiple initiatives and institutions in homeopathic basic research. The goal is to firmly establish homeopathy as a treatment approach and to further expand the company's expertise. For example, Hevert supports the Homeopathy Research Institute in London and Witten/Herdecke University (see 3.3.1).

In fall 2019, the CSR Naturopathy work group worked closely with the HRI and helped the institute to complete and release a video. Release is scheduled for the beginning of 2020. The video aims to illustrate the positive results of the duckweed experiments⁶ with homeopathically prepared arsenic by Dr. Baumgartner and colleagues, with whom the Hevert work group maintains close contact:

Duckweed is a small, inconspicuous aquatic plant – also known as water lentils. It is extremely sensitive to tiny amounts of impurities. For this reason, it is also used in water quality tests. Duckweed is interesting for homeopathic research because placebo effects can be ruled out with its help.

The group of researchers led by Stephan Baumgartner used this fact to test the effect of homeopathic remedies versus placebo with the help of a scientific study. The small, green aquatic plants were first poisoned with arsenic and thus put into an artificial state of disease. Not enough arsenic to kill them, but enough to inhibit their growth in a clearly measurable way.

The researchers then divided the weakened water lentils into two experimental groups: One group was treated with homeopathically potentiated arsenic, the other group with water

only. The growth of the plants was then documented over a longer period of time.

The evaluation of the study clearly showed that duckweed treated with homeopathy recovered measurably better than duckweed treated with only water. The homeopathic remedy had clearly stimulated the growth of the plants. This also applied to dilution levels, in which mathematically no arsenic could be contained anymore.

The meta-goal of the publication is to inform the general public that there are promising research results on the effectiveness of homeopathic active substances.

⁶ “Effects of Homeopathic Arsenicum Album, Nosode, and Gibberellic Acid Preparations on the Growth Rate of Arsenic-Impaired Duckweed (*Lemna gibba* L.)” Tim Jäger, Claudia Scherr, Meinhard Simon, Peter Heusser and Stephan Baumgartner

<https://www.ncbi.nlm.nih.gov/pubmed/21057725>



3.3.4. Active participation in complementary medicine associations (102-13)

- Working group Homeopathic Complex Remedy Research of the German Medicines Manufacturers' Association (BAH)

Following Hevert-Arzneimittel's withdrawal from the BAH, publication of the results of the survey of healthcare practitioners on prescription practices brought the work of the Complex Remedy Research work group to an end. Entitled "Application Practices of Homeopathic Combination Remedies", the publication appeared in the journal *Erfahrungsheilkunde* (Beck-Dreschel A.: Application Practices of Homeopathic Combination Remedies EHK 2019; 68: 124-131). In summary, the authors set out a proposal for an addition to the package leaflet in the dosage recommendation section, pointing out the individual dosage details in the context of the therapeutic prescription of homeopathic medicines. In addition, on behalf of Hevert-Arzneimittel, Ms. Sandra Würtenberger presented the results of the survey of healthcare practitioners with a poster and a short presentation at the WissHom congress ICE from November 21 to 24, 2019.

- Hufeland Society e.V.

Hevert-Arzneimittel is regularly represented in the medicinal product commission, the company forum and the general meeting of Hufeland Society e.V. Hufeland Society is the umbrella organization of the medical associations for naturopathy and complementary medicine in Germany and represents the interests of more than 60,000 physicians. Its objective is to achieve the comprehensive integration of complementary medicine in the health care system. Organized by the Hufeland Society, a selection of representatives from member associations and supporting members have been meeting since mid-2018 in order to improve

the public perception of naturopathy. Hevert is a founder member of this working group.

- International Academy of Science in Homeopathy and Integrative Medicine e.V. Scientists, physicians, and healthcare practitioners from various countries work together at the International Academy of Science in Homeopathy and Integrative Medicine e.V. The academy is run on a non-profit basis. It is committed to the furtherance of knowledge and fair scientific cooperation. The academy promotes integrative homeopathy research and public information.

It supports:

- Basic research relating to the question: What mechanism of action are homeopathic remedies based on?
- Clinical Research: What are the best methods for examining the effects of an individualized medicine from a homeopathic perspective?
- Empirical observation: What systematic findings can be obtained from empirical individual observations in practice?
- Informing the public of important results.

In 2019, the Hevert-Foundation helped the academy to prepare a top paper that refutes the theory that there are no studies on homeopathy and draws conclusions on efficacy.

- ECHAMP

Managing Director Mathias Hevert is member of the Board of Management of ECHAMP, the European Coalition on Homeopathic & Anthroposophic Medicinal Products, which advocates for the marketability of homeopathic and anthroposophic medicinal products at the EU level. In 2019, the Board of Management dealt with defenses against unfair subjective attacks on homeopathy by skeptics in various EU countries such as Germany, Spain, and Italy as well as improved links between the organization and other pro-homeopathy interest groups. Other focal points were the Toxicological Safety Project and the campaign by the Australian homeopathy lobby against the defamatory homeopathy study of the Australian NHMRC.



- Homeopathic Pharmacopoeia Convention of the United States (HPCUS)

An scientific employee of Hevert-Arzneimittel is a member of the HPCUS. This non-governmental organization is responsible for publishing and regularly updating the Homeopathic Pharmacopoeia of the US (HPUS). The working groups "Council on Pharmacy" and "Standards & Controls", in which Hevert collaborates, intensively focus on issues of the analysis of homeopathic active ingredients, the review of pharmacopoeia monographs, and pharmaceutical and scientific questions about the manufacture and sales of homeopathic medicinal products in the US.

The working groups are international. Their members include several scientists from Europe who contribute their years of experience with homeopathic medicinal products in this cultural area and work toward harmonization of the standards. Hevert's goal is the best possible compatibility of the HPUS and the European Pharmacopoeia. One focal point of work in 2019 was the revision of the Guidelines for Manufacturing Homeopathic Medicines contained in the HPUS.



4. WE LOVE NATURE

A love of nature is one of four corporate values embedded in the Hevert mission statement. Hevert-Arzneimittel regards environmentally sustainable business practices as a key part of its corporate culture, not just a pithy phrase. The family-run company sees an active commitment to environmental protection as making a major contribution to a sustainable development of the world. (103-1)

Although Hevert-Arzneimittel does not yet have an environmental management system in place, individual environmental management approaches are implemented through the use of various organizational tools. Since September 2018, the company has specialist support on environmental issues thanks to the appointment of an environmental management officer. The company's aim is to gradually build up an environmental management organization so that it can deal with environment-related tasks even more effectively.

To this effect, a company project to devise and introduce an environmental management system was started in February 2019. (103-2) Strategic and operational environmental planning, internal communication, reporting, and performance assessments are handled with the assistance of a company-wide IT project management platform. Updates on environment-related issues are provided at staff meetings and via publications on the intranet. (103-3)

Hevert's environmental policy was published in November 2019. This framework document sets out the environmental criteria followed by the company.

All employees can participate in environment-related decision-making processes via the CSR Idea Management and Environmental Management work groups. To raise awareness of environmentally friendly behavior, environmental tips are published on the company intranet every month. One highlight in July was the showing of the film "The Milk System" for interested employees during working hours. The documentary explains the negative aspects of the modern milk industry and the responsibility that politicians and consumers



have towards people, animals, and the environment. Afterwards, participants were invited to a vegan breakfast by the management team. (102)



Showing of the film “The Milk System” with a vegan breakfast

Hevert employees have been surfing sustainably with the search engine Ecosia since 2019. Ecosia invests 80% of its profits in worldwide reforestation programs. On average, 45 searches fund one tree. Over 80 million trees have been planted by Ecosia so far. The search engine is pre-installed as the standard search engine on all Hevert computers, making it another small part of the family-run company's sustainability concept. With around 32,500 search queries, 1,516 trees were planted between January and December 2019. Every employee is able to see his individual contribution on the personal counter in the top right corner of the Ecosia website. (304-2)

As in previous years, there have been no environmental fines or criminal proceedings against the company in 2019. (307-1)

4.1. Materials

Hevert-Arzneimittel uses a large number of raw materials, supplies and packaging materials for its preparations. Hevert continuously optimizes its business processes in order to reduce its resource consumption. It is currently focusing on the use of organic raw materials.

In 2017, Hevert initiated an organic certification process for its own medicinal plant field and for vineyard cultivation at its headquarters in Nussbaum. To assess the status

of conversion to organic agriculture, the third scheduled external inspection was performed in 2019.

In 2019, Hevert procured some 103.4 tons of raw, auxiliary, and working materials to manufacture medicinal products and dietary supplements. In relation to the produced packages, this corresponds to a raw material use of approximately 24.8 grams per produced pack on a three-year average.

The following raw and auxiliary materials were analyzed:

Year	Raw and auxiliary materials	Packages produced [units]	Rate [g/unit]
2017	109.56	4,307,897	25.43
2018	92.50	3,712,669	24.91
2019	103.43	4,301,345	24.05
Three-year average	101.83	4,107,303	24.79

Ethanol use is assessed separately at Hevert each year. Hevert strives to use bioethanol for manufacturing its preparations wherever manufacturing instructions permit. For more than three years, over 90% of the ethanol used is bioethanol. Many products could be switched to 96% bioethanol since few products require 100% ethanol for batch preparation, which is not available in the form of bioethanol. Ethanol is one of the most frequently used excipients (in terms of quantity); other raw materials cannot be simultaneously procured in "bio" and pharmaceutical quality.

Use of the raw material ethanol:

Year	Total ethanol use [kg]	Ethanol 96%	Ethanol 100%	Total bioethanol
2017	40,182.30	39,387.69	803.61	98.00%
2018	33,423.30	31,930.15	1,493.15	95.53%
2019	41,917.97	40,138.57	1,581.40	96.21%

Hevert-Arzneimittel is looking for solutions to avoid palm oil in the manufacture of its preparations. From the 2nd quarter of 2020, palm oil-based magnesium stearate will be replaced with sunflower oil-based magnesium stearate.

Alongside this, Hevert is working on converting tablet blisters and caps of liquid medicinal products to bioplastics. The requirements are clear: it must be a biologically based and biodegradable plastic that does not affect the shelf life and quality of the medicine.

This measure is turning out to be very time-consuming, as Hevert, being an SME, regularly proves too small to request fast conversion from its suppliers when buying adjuvants. For instance, suppliers say that there is no suitable GxP-compliant pharmaceutical quality available on the market at the moment. Hevert refuses to be discouraged by this, and sees its role primarily as raising awareness of bioplastics among suppliers. If good-quality caps are available in the food industry, why should there be lack of pharmaceutical-quality ones? What are the differences, and what additional requirements need to be met? Hevert is raising these and other questions with suppliers.

In the event that a bioplastic becomes available in the future, Hevert is already planning further quality assessment steps in-house: Global procurement channels, degradation time, and effect on the medication are just a few of the variables to be taken into account here with regard to the raw material used. Trials relating to stability data and notifiable changes to the marketing authorization will also be required. Hevert's love of nature makes all this worthwhile.

The following quantities of packaging materials were used in 2019:

- Glass: 73,173.081 kg
- Paper and cardboard: 65,291.620 kg
- Plastic: 7,093.991 kg
- Other compounds: 30,984.488 kg
- Transport packaging: 7,132.90 kg

There is no data for the quantities of packaging materials used in previous years, as Hevert is reporting on their consumption for the first time.

All of the paper used for the outer boxes and packaging inserts of medicinal products is FSC®-certified. FSC stands for "Forest Steward Council®" is an international certification system for sustainable forestry. (304-2)

Hevert-Arzneimittel does not yet use recycled source materials in the manufacture of its preparations. Hevert aims to reduce plastic packaging. To this end, it is looking for an innovative alternative solution. (301-3) The use of recycled plastic for some packaging is currently being looked into. (301-2)

Returned products are not recycled (301-3)

4.2. Energy

Through specific energy efficiency measures and the use of renewable energies, Hevert wants to make a mark in environmental protection.



New photovoltaic installation at the Hevert Daycare Center

In addition to using 100% green power, Hevert has invested in solar energy. A photovoltaic plant on the roof of the Nussbaum company headquarters feeds some 100 GJ of green power into the public power grid. (302-1).

In 2019, the existing photovoltaic system was expanded and a new system will be installed on the roof of the Hevert Daycare Center. As a result, Hevert-Arzneimittel expects to be able to produce an extra 200 GJ of electricity each year for its own consumption.

In 2019, some 11,200 GJ of power and heat were consumed. Both the number of produced packages and the number of employees were used as references to visualize the annual development of power use.

Energy consumption per site:

Year	Electric power consumption [GJ]	Gas consumption [GJ]	Total consumption [GJ]
2017	6,080	4,330	10,410
2018	6,093	4,277	10,370
2019	6,247	4,962	11,209

Conversion factor: 1 GJ \approx 278 kWh (302-1)

Annual power consumption per produced package:

Year	Electric power consumption [GJ]	Packages produced [units]	Rate [GJ/unit]
2017	6,080	4,307,897	0.0014
2018	6,093	3,712,669	0.0016
2019	6,247	4,301,345	0.0014

(302-3)

Annual power consumption per employee:

Year	Electric power consumption [GJ]	Employees	Rate [GJ/employee]
2017	6,080	187	32.75
2018	6,093	197	30.93
2019	6,247	207	30.20

(302-3)

To heat the business premises and prepare warm water, Hevert uses gas, 30% of which is biogas.

To permit an annual data comparison, the rate of gas consumption is calculated with reference to the number of produced packages in 2019, the number of employees, and the total area in square meters.

Annual gas consumption per produced package:

Year	Gas consumption [GJ]	Packages produced [units]	Rate [GJ/unit]
2017	4,330	4,307,897	0.0010
2018	4,340	3,712,669	0.0012
2019	4,683	4,301,345	0.0010

Annual gas consumption per employee:

Year	Gas consumption [GJ]	Employees	Rate [GJ/employee]
2017	4,330	187	23.16
2018	4,340	197	22.03
2019	4,683	207	22.62

Annual gas consumption per square meter:

Year	Gas consumption [GJ]	Area [m ²]	Rate [GJ/m ²]
2017	4,330	6,900	0.6275
2018	4,340	6,900	0.6290
2019	4,683	6,900	0.6786

(302-3)

To reduce energy consumption and save resources, Hevert has successively switched all lighting systems to LED since 2014. This switchover currently saves some 144 GJ of power per year. (302-4)

4.3. Water

Alongside the special water treatment required for manufacturing medicinal products, a conscious approach to handling water resources and proper disposal of medicinal product remnants and chemicals plays an important role in Hevert. Drug substances and chemicals are separated into designated containers and properly destroyed by a special disposal service.

The water consumption at Hevert-Arzneimittel does not adversely affect water sources (running water, groundwater, lakes, or similar). In addition to saving water in the bathrooms (by using sinks with flow reducers, water-saving toilet handles, etc.), Hevert would like to increase employee awareness of this vital resource. For instance, the use of virtual water is taken into account as well. Virtual water is defined as water used in the production and manufacture of our everyday goods (the so-called water footprint of goods). Through the implementation of the following measures, Hevert is making a mark in terms of "reducing the consumption of virtual water":

- In 2016, new pants made of organic materials were introduced for all employees in addition to the white We Love Nature tops made of organic cotton. In 2017, this workwear concept was completed by shoes and blouses/dress shirts made of organic materials. Various types of shoes sustainably manufactured by Veja have also been available to all employees since 2019.
- Organic fruit provided to employees is purchased seasonally and regionally if possible.
- Homegrown organic vegetables have been regularly available to employees since summer 2019.
- Cell phone collection campaign: Hevert offers employees at all sites the option of properly disposing of defective cell phones, smartphones, and/or tablets. The old devices are recycled, which means that particularly rare earths from the devices are reused. The mining of rare earths requires enormous amounts of water and also minimizes the limited resources of these earths.



Small vegetable plants for organic cultivation are grown in the greenhouse

In 2019, the water withdrawn from the municipal power supply fell by 0.85% compared with 2018. (303-3) Production as well as the administration area of all three company locations were included in the data. The holding of numerous events, such as the Hevert Organic & Regional Christmas Market, company tours and seminars, was another factor in the rise in water consumption. The causes of the increase in water consumption are analyzed in depth in order to implement water-saving measures.

Water consumption per site in megaliter:

Year	Nussbaum [MI]	Bad Sobernheim Eckweiler Str. [MI]	Bad Sobernheim Haystraße [MI]	Total volume [MI]
2017	5.762	2.734	0.546	9.042
2018	7.058	3.034	1.635	11.727
2019	7.122	2.051	0.856	10.029

(303-3)

4.4. Biodiversity

Biodiversity is actively promoted.

With its big park, vineyard, and blooming field of medicinal plants, the Hevert premises are perfect for accommodating all sorts of insects.

In 2016, insect hotels were set up at the three company locations as well as in the medicinal plant gardens of the Bad Sobernheim outdoor museum and museum of local history, which are also maintained by Hevert. The insect hotels offer native insects the protection that they have lost due to restrictions of their natural habitats through road construction, agriculture, etc.

In the immediate vicinity of the well-visited insect hotel, two beehives were placed on the extensive Hevert park premises in Nussbaum, and Hevert harvested its own honey for the first time in 2017.



top: Beehive at the Nussbaum location
right: Busy bees at the Hevert Berlin office



Insect hotels and beehives are actively presented to visitors in order to raise their awareness of insects dying out. Information on the issue is also disseminated via brochures and online channels.

Beekeeping and insect hotels are great additions to the environmental plan to stabilize the small ecosystem surrounding company headquarters. Most importantly, the insect hotel and beehives are supposed to raise awareness among the many groups of visitors for the sensitivity of ecosystems. In addition, bees moved into their new home at our location in Berlin in summer 2018. The worker bees will cover a radius of two kilometers, gathering pollen and nectar in Kreuzberg, Neukölln, Tempelhof, and Schöneberg. As there is hardly any agriculture in cities, the honey of “urban bees” is not affected by pesticides.

The Nahe Valley is a habitat for a large number of plants and animals. The importance of regional conservation areas must be noted. All company locations based in the area are located within the Soonwald-Nahe Nature Park. Some Hevert plots are part of protected habitats. A fauna and flora habitat (FFH) area, “6212-303 Nahe Valley between Simmertal and Bad Kreuznach”, is situated near Hevert’s headquarters in Nussbaum. (304-1)

4.5. Emissions

At Hevert, only indirect energy-related greenhouse gas emissions are produced. Other emission sources are currently irrelevant at Hevert. According to the electricity provider, no CO₂ is generated in the production of 100% green power (Germany-wide average: 435 g/kWh). (305-2)

Hevert uses a gas mixture containing 30% biogas for heating purposes. Biogas also releases CO₂ during combustion, but only exactly the same quantity that its starting materials extracted from the atmosphere beforehand. Consequently, the CO₂ cycle is closed and the climate footprint remains neutral. Only 70% of the consumed resource (3,278 GJ or 911,284 kWh) is included in the emissions calculation. According to the online portal “Klimaneutral handeln”, 0.22 kg CO₂ per consumed kilowatt hour is emitted. Therefore, CO₂ emissions totaled approx. 200.5 t in 2019. (305-2)

In addition to reducing the greenhouse gas CO₂ by using a high percentage of renewable energies, Hevert can reduce its emissions by switching lighting to LEDs and by offering two electric cars and e-bikes to be used by employees for traveling between the company sites in the Nahe valley. Hevert relies on electric mobility for its outdoor work in its large park, too. An E-Gator has been in use here since December 2019. Also at the turn of the year, three vehicles in the existing Hevert fleet were replaced with Tesla electric vehicles. The plan is to gradually bring all company vehicles of the Hevert Executive Committee into line with this new standard. This will enable longer journeys for business and personal purposes. (305-5)



The new natural gas-powered truck is a big hit with logistics employees Klaus Philippi (left) and Managing Director Marcus Hevert (right) from Hevert-Arzneimittel.

As a rule, Hevert employees try to travel to business meetings by train or other public transport or to avoid unnecessary travel and conduct video or telephone conferences with partners. With the train trips alone, Hevert saves about 20 tons of CO₂. If it is not possible to use trains or similar means of transport, employees rely on the Hevert company car fleet, which consists of very fuel-efficient car models as well as electric cars. In order to minimize emissions while driving, the company organizes and finances eco-driving courses for its field service team and for other employees as required. The driving technique of the eco-driving method has many benefits. It can reduce long-term fuel consumption by 15–20% and cut accidents in half through anticipatory driving. If flights must be booked, an emission calculator is used to determine how many climate gasses the trip causes and a corresponding financial contribution for a recognized climate protection project is made.

Hevert-Arzneimittel has been using a heavy goods vehicle powered by natural gas for transportation between the sites in Bad Sobernheim and Nussbaum since winter 2018. Natural gas is clearly superior to conventional fuels in terms of environmental performance, and is used as an environmentally friendly alternative to petrol and diesel.

4.6. Waste and wastewater

Wastewater is fed into the communal sewerage system. Waste is disposed of by a regional disposal service provider. The company waste can largely be sent for reuse or recycling. Bio-degradable wastes are generally used for biogas generation. Only medicinal product and solvent waste as well as waste with hazardous components are destroyed.

Wastewater in megaliter:

Year	Nussbaum [MI]	Bad Sobernheim Eckweiler Str. [MI]	Bad Sobernheim Haystraße [MI]	Total volume [MI]
2017	4.543	2.461	0.491	7.495
2018	4.303	2.731	1.471	8.505
2019	4.705	1.846	0.770	7.321

(306-1)

Annual wastewater per produced package:

Year	Wastewater [MI]	Packages produced [units]	Rate [l/unit]
2017	7.495	4,307,897	1.74
2018	8.505	3,712,669	2.37
2019	7.321	4,301,345	1.70

(306-1)

Annual wastewater per employee:

Year	Wastewater [MI]	Employees	Rate [MI/employee]
2017	7.495	187	0.04
2018	8.505	197	0.043
2019	7.321	207	0.035

(306-1)

Waste types

Key to waste types	Waste classification according to the European List of Wastes	2017[t]	2018[t]	2019[t]
150106	Mixed packaging	23.91	25.34	24.37
180109	Pharmaceuticals except those falling under 180108*	21.00	13.84	12.30
200101	Paper and cardboard	10.79	9.77	9.41
200201	Compostable waste	99.80	76.32	38.60
150107	Glass packaging	6.23	7.54	6.09
150102	Plastic packaging	3.30	6.40	4.41
150101	Paper and cardboard packaging	129.75	129.16	16.70
140603	Other solvents and solvent mixtures	0.70	5.36	7.86
060106	Other acids	0.33	0.03	0.05
160506	Laboratory chemicals consisting of or containing hazardous substances	0.11	0.07	0.10
170107	Mixtures of concrete, bricks, tiles, etc.	0.00	0.00	0.00
170201	Wood	1.84	2.04	5.87
170204	Glass, plastic and wood containing or contaminated with hazardous substances	3.21	4.30	0.00
170904	Mixed construction and demolition wastes	1.55	0.66	0.00
Total number:	All waste types	302.23	280.83	125.76

*Wastes from human or veterinary medical care or research
(306-2)

Although the sharp decrease in paper and cardboard packaging had a positive impact on the overall waste statistics, the meaningfulness of this figure is limited. In previous years, the disposer recorded quantities of paper and cardboard packaging in cubic meters, which Hevert converted to tons using a conversion factor. This method is susceptible to errors. From 2019, the disposer presents all waste quantities in tons.

Annual amount of waste per produced package: except cytotoxic and cytostatic medicinal products:

Year	Waste quantity [t]	Packages produced [units]	Rate [g/unit]
2017	302.23	4,307,897	70.20
2018	280.83	3,712,669	75.64
2019	125.76	4,301,345	29.24

Annual quantity of waste per employee:

Year	Waste quantity [t]	Employees	Rate [kg/employee]
2017	302.23	187	1,616.24
2018	280.83	197	1,425.53
2019	125.76	207	612.37

(306-2)

4.7. Economics – procurement

The deliberate purchase of sustainably produced goods makes a long-term contribution to protecting nature and the environment. The purchase costs of these sustainably manufactured products are typically higher than those of conventional goods and therefore increase the manufacturing costs of the resulting products. Our family-run company accepts this competitive disadvantage. (102-15)

Since the beginning, Hevert has worked with a broad network of selected partners with whom we have, for the most part, maintained long-term relationships. Whenever possible, Hevert relies on regional partners. In 2019, expenses of €1,264,538 were generated with suppliers located within a radius of 30 kilometers of company headquarters. (204-1)

Hevert seeks out partners based not only on their professional expertise, but also on their environmental and social standards and for existing partners encourages their orientation towards sustainability. Examples include promoting certification such as that of the Forest Stewardship Council® (FSC®) or the requirement to supply controlled, organically farmed products. The partner's ethical standards, such as avoidance of biopiracy or child labor, even in precursor products, are monitored by Hevert Purchasing by means of audits and questionnaires sent beforehand. This way the company positively influences the purchasing behavior of its partners, supports them in their efforts to practice sustainability and paves the way for other environmentally conscious companies.

4.7.1. Exchange with suppliers and service providers

To determine the satisfaction of suppliers and service providers, a supplement to the established partnership survey was developed as a first step. In the future, questions about the satisfaction of the respective party with the business relationship it maintains with Hevert will be included as well. This includes general questions on satisfaction with the collaboration, communication, timeliness, and continuity. (102-43)



5. WE LIVE PARTNERSHIP

Our dealings with our customers and partners are characterized by honesty, loyalty, friendliness and responsible behavior. Together with its partners, Hevert aims to live up to its promise of sustainability.

5.1. Compliance & integrity

Actions speak louder than words The impression made by a company is more intensive and sustainable than than the effect communicative measures.

At Hevert, the term corporate compliance refers to the entirety of all measures that are the basis for the rule-compliant behavior of a company, its organizational members, and its employees regarding all legal requirements and prohibitions. Furthermore, entrepreneurial behavior should meet all social guidelines and values, morals, and ethics.

Hevert-Arzneimittel strives to successfully compete on the basis of expertise, quality, and reliability. In this process, company-specific and legal regulations must be met. However, where other companies have to explicitly set down new rules, Hevert has been practicing them already:

- Awareness of and compliance with applicable laws and regulations
- Respectful and inclusive dealings with colleagues and customers
- Practiced commitment to environmental preservation and the sustainable use of resources

Hevert-Arzneimittel invites all employees to use the necessary sources of information and offers consultation to prevent violations of laws and regulations.

There were no cases of non-compliance with laws and/or regulations in the social and commercial area in the reporting period. (419-1)

5.1.1. Transparency is the top priority in the pharmaceutical industry

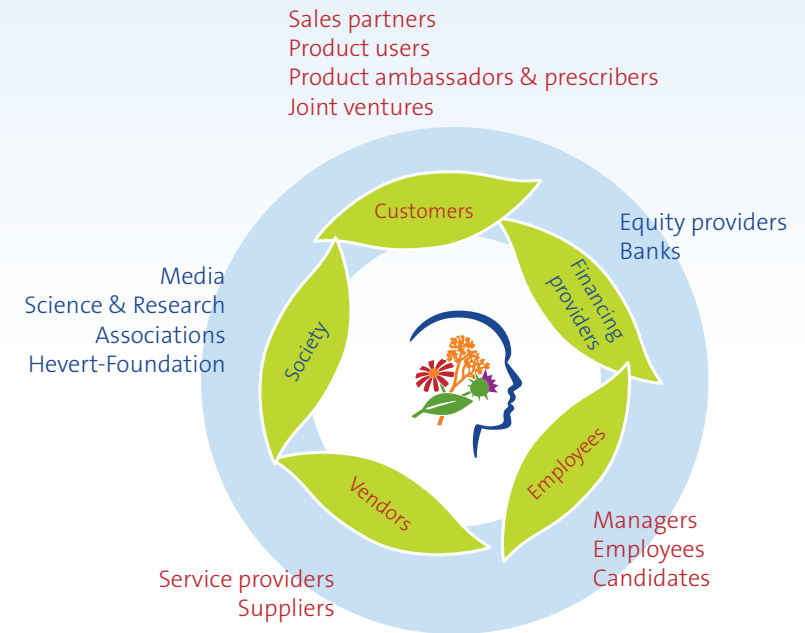
Hevert stands for transparency, trustworthiness, and reliability in the collaboration with health care practitioners, pharmacists, patients, and other partners in health care. The pharmaceutical industry is often publicly criticized of unduly influencing physicians and others in the health care industry. Such practices do not stand a chance at Hevert because integrity and the focus on purely professional exchange with various cooperating partners have always defined the collaboration with external stakeholders and are a decisive factor for company success. (102-40, 102-42)

In this context, Hevert initiates and supports numerous events to promote the continuing education of physicians and other cooperating partners and to facilitate the exchange of scientific information. The company focuses on professional discussion; leisure activities are never the focus of events, but at most appropriately complement them.

The principles of collaboration with our business partners have been set down in the Mission Statement and can be viewed on the Hevert website by anyone.

"Small presents keep a friendship alive" – everyone likes to get presents, and individuals are often deserving of presents as well because they completed a task by going above and beyond the call of duty. Such presents will remain possible at Hevert – provided they are reasonable. If employees want to give a present, for example to a supplier's employee whose personal effort made it possible to receive an important delivery earlier, the present must be agreed with the appropriate division director. This procedure is set down by an internal policy. When receiving a present, employees are also asked to inform their supervisor and division director about it and to decline it if the situation requires.

Central stakeholder groups of Hevert-Arzneimittel



(102-40)

"Celebrate the parties as they come" – in terms of events, similar guidelines apply. An invitation to lunch or dinner is generally no problem, particularly if a working meal is planned. However, invitations to luxury restaurants and hotels should always be considered as to whether they are appropriate. If in return, the employee feels obliged to provide the inviting party with services or information that they would not have otherwise received, the invitation should be declined. Again, in case of doubt, the supervisor should be consulted. Hevert hosts its guests in an appropriate setting. Luxury is avoided entirely. (102-17)

5.2. Providers/suppliers

5.2.1. Supply Chain

The characteristics of procured services are of critical importance to performance quality, and hence to customer safety. For this reason, Hevert places great emphasis on a comprehensive supplier management system that focuses on quality aspects. In so doing, Hevert must comply with the legal framework under Section 11 AMWHV (Ordinance on / Decree for the Manufacture of Medicinal Products and Active Pharmaceutical Ingredients).

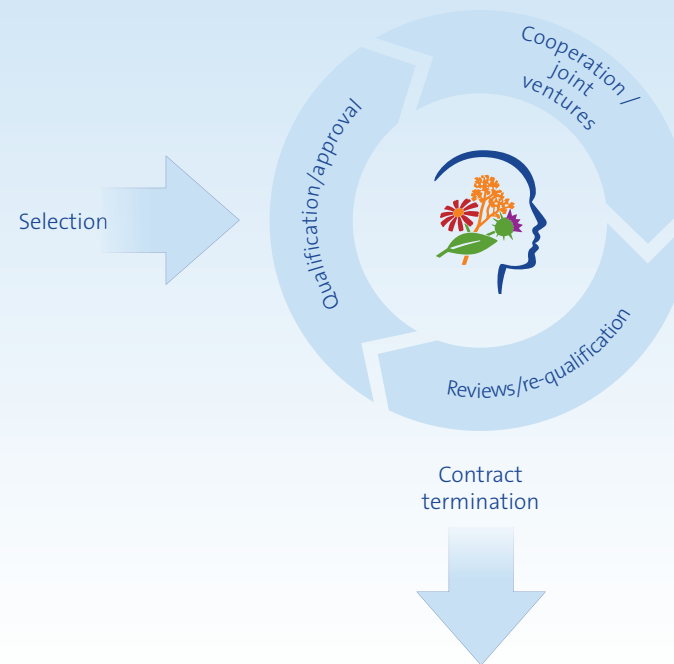
5.2.2. Our vendor management system

Hevert aims to purchase products or services for the manufacture, inspection or storage/distribution of its products only from qualified vendors, and therefore has a holistic, company-wide system for vendor qualification. As a basis for decisions on future cooperation with a potential GxP vendor, we evaluate regulatory (GxP) compliance, as well as criteria related to environmental management and corporate responsibility.

In the case of established GxP vendors, the quality of the service provided must also be taken into account in the evaluation (quality of goods supplied, products manufactured or services provided).

Evaluation of the GxP vendor should serve as a basis for discussions of service improvements in the various areas mentioned previously, and result in working with the best vendors in the long term.

The process of vendor management is categorized into the five core steps:



5.2.3. Number of rated vendors

Based on the approval period defined for the individual vendor, before the qualification expires, the Quality Management department conducts a re-qualification process. The above-mentioned criteria are again requested here, and the new assessment takes account of the changes vs. the prior qualification period and the fulfillment of the requirements per se.

Number of rated GxP vendors	2019	2018	2017
Number of GxP vendors	211	200	195
Number of rated GxP vendors	100%	100%	100%

In the 2020 financial year, the activities for re-qualification of vendors will also be continued with the assistance of external providers. (102-9, 308-1, 414-1)

5.3. Customer satisfaction and reputation

In customer communications, Hevert roughly differentiates three different target audiences. The largest group are end users, followed by pharmacies (pharmacists and pharmaceutical-technical assistants) and health care practitioners (physicians and natural practitioners).

Within the company, the support of these target groups is provided by different departments, which plan and conduct measures tailored individually to each target group. In this way Hevert hopes to achieve a long-term increase in customer satisfaction. As part of services, regional and supraregional events, and financial commitment at various levels, the company creates regular touch points for exchange, communication, and relationship management. (102-42, 102-43)

The reporting of customer satisfaction and creation of tools to determine customer satisfaction is part of the CSR process as well. The CSR working group Customer satisfaction/reputation can develop supplementary measures and implement them with the responsible line management.

For instance, the group works closely with the Corporate Communications department once a year on the sending of a fall greeting. Instead of issuing Christmas greetings, Hevert decided in 2008 to use Thanksgiving as an opportunity to show its appreciation to customers and business partners for being such a pleasure to work with over the years. As well as greetings cards, small tokens of appreciation are also sent. The Customer Satisfaction and Reputation work group regularly puts CSR aspects on the agenda when selecting and designing these items. The same applied in 2019. The 10th anniversary of the “Together for Gando – 1 cent for each package of medicine sold” campaign, with which Hevert has been supporting the

construction projects of architect Diébédo Francis Kéré in his home village of Gando in the West African country of Burkina Faso since 2009, was thematically reflected in text and image form in the card design and the choice of gift. (102-42, 102-43)



The Hevert consulting team

5.3.1. Reputation – Dealing with criticism of the company and homeopathy

Last year, a cease and desist letter issued by Hevert-Arzneimittel to the well-known homeopathy critic Dr. Natalie Grams attracted much attention and triggered a strong public reaction. Hevert received much encouragement here, but also faced particular criticism that the company took very seriously.

For the pharmaceutical manufacturer it incomprehensible that groups that are not involved are actively calling for the general abolition of homeopathy. Many patients and doctors advocate freedom of choice and therapeutic freedom and have had very positive experiences of homeopathy. Homeopathy and conventional medicine should be regarded as comple-

mentary forms of treatment, i.e. they complement each other. After all, it has been proved that homeopathy can help to improve quality of life and wellbeing of patients.

5.3.2. Exchange with professionals

As a family business with a long tradition, Hevert has always focused primarily on homeopathy as an integral part of the German health system, rather than putting its own company first. Therefore, Hevert-Arzneimittel decided to take action against the generalizing statement by Dr. Grams. Hevert is committed to ensuring ongoing access to people who benefit from homeopathy.

The dialog with physicians, natural practitioners, pharmacists, and pharmaceutical-technical assistants is particularly important to Hevert. A field service team with 30 staff members maintains this dialog and is, in turn, in close contact with office sales staff and can rapidly query additional information or clarify questions. All contacts and topics of conversation, whether personal or on the phone, are recorded in a so-called customer relationship management (CRM) system. CRM systems are software specially tailored to customer relations management. Through continuous entries, topics that were of interest to the specific customer, that could be expanded upon, or mentioned unfulfilled wishes can be traced back. All regulations relevant to data protection take top priority. There were no substantiated complaints regarding breaches of data privacy or losses of customer data in the reporting period. (418-1)

In addition, a free hotline provides a competent consulting team of physicians, pharmacists and natural practitioners to answer questions about Hevert medicinal products, therapeutic areas, and the use of medicinal products every day and to provide support through the collective expertise gained from years of experience. (102-43)

With comprehensive service, information and continued education offers, Hevert supports physicians, natural practitioners, and pharmacies in meeting the growing demand of patients for natural medicinal products with few side effects. To strengthen expertise in therapy and consultation, the Hevert website offers a central point of contact. (102-43)

Hevert Academy for Naturopathy

In cooperation with the Hevert Foundation, Hevert-Arzneimittel has been offering scientific continued education courses under the “Hevert Academy for Naturopathy” name since 2016.

Hevert makes every effort to offer its customers continued education that is up-to-date and tailored to their needs. The software designed specifically for the Hevert Academy, the Academy learning portal, offers many advantages: It provides a structured overview of the topics of interest to customers, external speakers and relevant continued education courses. Webinars and classroom-based events can be booked and accompanying documents such



as lecture notes can be retrieved with just a few clicks. Downloadable handouts, and tests in some cases, provide opportunities for further study and success monitoring. High-quality, constantly available online self-learning units are also being constantly added to the portal. These enable specialists in this field to keep constantly up to speed with naturopathy issues and gain continuing education points.

The range of scientific continued education courses will be expanded in 2020 under the "Hevert Academy for Naturopathy" name and supported by the Academy learning portal.

Events and continued education for professionals – overview of the continued education events held in 2019:

	Number of
Hevert specialist conferences for naturopathy	4
Hevert pharmacy symposia	2
Pharmaceutical technical assistant symposia	2
Scientific presentations	72
Webinars	25

- **Naturopathy Conferences**

The Hevert Naturopathy Conferences have been established for many years and are always tailored to an audience of health care providers. The fact that pharmacy staff members regularly participate as well is certainly due to the interesting topics.

The amendment of the basic regulation from 01/2020 – from then on, no drug manufacturer will be able to be an event organizer – prompted a revamping of the conference format at the end of 2019. A new format with a high level of audience interaction (opportunity for testing products as well as specialist information and application) was introduced in October 2019 and was very well received by the attending professionals.

The new format is being rolled out across Germany at four planned conferences based on a current topic (for 2020: Stress as a global challenge). (102-43)

- **Symposia for pharmacists and pharmaceutical-technical assistants**

In 2019, two pharmacists' symposia were held, again with interactive elements on day two. In all, Hevert-Arzneimittel welcomed some 140 participants to the two-day event. The goal is to not only provide customers with further knowledge about naturopathy but to also strengthen the company's reputation, increase customer loyalty to Hevert, and ultimately increase sales. Invitations to the event were passed out by the field service staff to provide opportunities for contact and topics for discussion during subsequent visits following the event as well.

This year, two continuing education courses for PTAs were also held – here too, the symposia are certified annually by the Regional Chamber of Pharmacists.



Two pharmacy symposia with alumni programs are again planned for fall 2020, along with a symposium for pharmaceutical-technical assistants. (102-43) In addition, six regional pharmaceutical technical assistant continued education courses were held throughout Germany in 2020.

- Live webinars

Alongside on-site conferences, Hevert-Arzneimittel offers live webinars and recorded webinars on various naturopathy topics.

In 2019, a total of 25 live webinars were conducted, more than twice as many as in the previous year. Along with the increased range of courses and events, the total attendance was doubled to over 1,700. The number of course completions (certificates) actually increased more than threefold compared with 2018 to 1,500.

It is wonderful to see that the above-mentioned increases and acceptance are equally apparent among all target groups (physicians, pharmacists, pharmaceutical technical assistants, and natural practitioners).

5.3.3. Exchange with end users

Digital Media

The online Hevert "We Love Nature Magazine" about health, and naturopathy as well as various product guide pages for end users combines information from a wide range of areas, such as holistic well-being, natural healing methods, news from research, herbal pharmacy, living environments, and natural indulgences. Through these channels as well as social media, particularly Facebook, Hevert strives to inform about natural health, enable diversity of opinion, and to invite a dialog. All visitors are invited to enrich the conversation with their ideas, suggestions, and criticisms. In addition, in 2019, Hevert devised concepts for editorial content for its specific employer branding presences on the portals LinkedIn, XING, and StepStone, and carried out several revamps. The drug manufacturer hopes that this will attract potential applicants to job adverts and also shed light on the corporate culture. (102-43)



All regulations concerning data protection also enjoy top priority in digital exchanges with end consumers. There were no substantiated complaints regarding breaches of data privacy or losses of customer data in the reporting period (418-1).

Regional events for end users



2019 Hevert Organic Christmas Market

By organizing the annual Organic Christmas Market, first held in 2015, Hevert continued in 2019 to put on successful events that have become fixtures in the event calendar of the Nahe valley. An important goal of the event is to contribute to the attractiveness of the Nahe region as a place to live and do business. By billing the event as the Organic & Regional Christmas Market for the first time, the company emphasized greater sustainability and organic products as well as its connection with the region. (see also 5.4) (102-43)

5.3.4. Company tours for all target groups

In 2019, a total of 38 company tours were conducted, 21 for professionals and 17 for consumers.

In all, 697 participants visited Hevert-Arzneimittel and its production facility at the Nussbaum location. Depending on the visitor group, the event includes a greater or lesser number of professional presentations conveying information on health and naturopathic therapy.

Hevert welcomed 321 experts (pharmacists, pharmaceutical technical assistants, natural practitioners, physicians and associations) and 375 end users. Student nurses, pharmaceutical technical assistants, and natural practitioner schools skipped 2019 and have announced their interest for 2020. (Two-year cycle). (102-43)



Hevert company tours



5.4. Local communities and social commitment

Hevert would like to help those who are less fortunate to share in the success of the company, so it takes responsibility by supporting charitable causes.

Since the family-run company has always considered itself a strong partner in the Nahe region, Hevert has decided to distinguish between requests for donations and sponsoring from the immediate vicinity of Hevert headquarters in Nussbaum (radius of less than 50 km) and those from elsewhere. The decision to support a request is not arbitrary, but is based on established criteria, both for regional requests and those from beyond.

5.4.1. Supraregional involvement

In 2019, the family-run company received many requests for donations or sponsoring from associations and organizations from all over Germany and abroad. The support of such supraregional requests was considered on the basis of the following criteria: support of the socially disadvantaged, increase in national recognition, reference to the sector and conformity with the Hevert mission statement.

The following overview results from this evaluation:

	Total number of requests	Pledge	Denial
Financial support	17	9	8
Donations in kind	54	35	19

In pledging to provide financial support for a measure or to make donations in kind for an event, any resulting promotional benefit plays no role. The amount of requests that have to do with the assessment criterion "support of the socially disadvantaged" is rather low. Only about half of all requests deal with the support of socially disadvantaged groups of people in a wider sense. The figures are even lower for requests "relating to the pharmaceutical sector." Less than one third of requests related to health.

To complement donation requests addressed to Hevert, the family-run company actively ap-

proaches social institutions and associations, particularly through the Hevert-Foundation, which was established for this purpose. In the relatively short time since its establishment, the Foundation has been able to select steady partners who will receive long-term support. In the selection of partners, the established assessment criteria are also taken into account, and they are regularly fully met.

In addition to the more general requests, the family-run company intensively supported the following project in 2019:

- Commitment to children with cancer
For three years now, Hevert-Arzneimittel has been supporting the Sophia Kallinowsky Foundation with the annual Hevert Christmas market, thus linking its regional and national commitments. Little Sophia, nicknamed "Mulle", died of a brain tumor at just three years old in May of 2016. The following year, on her birthday, her father Karsten Kallinowsky established the Sophia Kallinowsky Foundation. Today, the foundation aims to help achieve better support for children diagnosed with cancer in the future, and to provide moments of happiness for children with the disease. Research projects of the children's cancer ward at the university hospital of Johannes Gutenberg University in Mainz are also supported by the foundation.



Sophia Kallinowsky

Hevert gave further financial support to the foundation in 2019 through the Hevert Christmas Market. Once again, the remarkable social commitment of Hevert employees was a key feature of this event. Employees had the opportunity to give their volunteer hours for the Christmas Market to the good cause or to donate the sales proceeds. Hevert converted every gifted voluntary hour into €10. As a result, a grand total of €1,200 was raised for the Sophia Kallinowsky Foundation as a Christmas gift from the Hevert Foundation.

In addition, the drug manufacturer donated 40 boxes each of Vitamin D3 Hevert 1000 IE Gum Drops and Multivitamin Hevert Gum Drops to stock up the “Mulle boxes” at the university hospital in Mainz. Sick children at the clinic receive one of the lovingly filled boxes in Sophia's favorite color, green. They contain small gifts to raise the children's spirits a little in the difficult time just following a diagnosis, and useful items for day-to-day life at the clinic.

5.4.2. Regional involvement

Regionally, Hevert aims to increase the attractiveness of the Nahe region as a place to live and work as well as enhance the regional recognition of Hevert-Arzneimittel and preserve the heritage of Emanuel Felke.

In 2019, the company also received a multitude of donation or sponsoring requests from the region. As described, the decision to support a request is not arbitrary, but is based on established criteria: Close proximity to the company headquarters (less than 50 km distance to the Nussbaum headquarters), increase of regional recognition, preservation of the Felke heritage, cost assessment (amount of internal staff and financial resources required to implement), and conformity with the mission statement.

The following overview results from this evaluation:

	Total number of requests	Pledge	Denial
Financial support	25	10	15
Donations in kind	18	14	4

The majority of all inquiries, twenty-two to be precise, come from the immediate vicinity of the company headquarters. The headquarters or location of respective institutions, associations and clubs or other applicants are no further than ten kilometers away from Hevert. In pledging to provide financial support for a measure or to make donations in kind for an event, any resulting promotional benefit plays a subordinate role. Unfortunately, the percentage of inquiries that refer to the evaluation criterion "Preservation of the Felke heritage" is extremely low. Still today, a large number of the formulas upon which Hevert medicines are based were created in collaboration with students of the famous Pastor Emanuel Felke, one of the pioneers of naturopathy and the co-founder of complex homeopathy. Felke practiced for many years in Bad Sobernheim, not far from Hevert's current headquarters. Thus caring for this personal heritage is important to Hevert and plays a role in the assessment of requests.

In addition to the more general requests, the family-run company intensively supported the following projects and organizations in 2019:

- Passion for running

The tenth Bad Kreuznach corporate run took place in June. Lots of sporty Hevert employees joined the party once again in 2019, including Managing Director Mathias Hevert. Hevert-Arzneimittel always enjoys taking part in the corporate run, as it supports charitable organizations every year. In addition, the participation helps to build team spirit and encourages sporting ambition in many people. It is a real highlight in the Nahe region's event calendar. This year's fundraising project was the association "DIE CLOWN DOKTOREN E. V." (The Clown Doctors). Hevert-Arzneimittel also supported the innogy Hunsrück half-marathon. On collecting their papers, 1,200 starters received a special treat in their race pack: a box of Multivitamin Hevert Gum Drops.

- Cooperation with Monzingen elementary school – adventure day for fourth graders

For the eighth consecutive year, the fourth graders of the elementary school took a break from their classrooms on two June days in 2019 to attend a workshop with the cooperating partner Hevert-Arzneimittel. The pupils visited the Hevert company headquarters in Nussbaum in order to experience the family business and homeopathy up close. Instead of a company tour, a contest awaited them: In three workshops, their knowledge of homeopathy, homeopathic active substances and the human body was put to test with playful assignments.



Budding young lab assistants

- Hevert Christmas Market

The Hevert Organic & Regional Christmas market features creative treasures as well as many delicacies to eat there or give as presents, all directly from the region and most of it in organic quality. Erecting tents, constructing stalls, hanging up fairy lights, decorating Christmas trees – Hevert employees pitched in wholeheartedly with setting up the market. During the event, they demonstrated their selling and cooking skills, acted as childminders and parking attendants, and helped out at the Hevert stand, where selected products were on sale. Like every year, the charitable cause was an important element of the 2019 event. The many volunteer hours were either credited to the employees' personal time accounts or donated. Hevert converted every gifted voluntary hour into a donation of €10. Sales proceeds from the employees' stands also went towards the good cause. A total of € 1,200 was handed over to the Sophia Kallinowsky Foundation via the Hevert Foundation as a Christmas donation.



Santa Claus gave out apples and read from his golden book.



6. GENERAL INFORMATION ON THE REPORT AND OUTLOOK FOR 2020

The sustainability report is generated annually and reviews the 2019 business year (1 January – 31 December 2019). When generating the report, Hevert applied the revised GRI guidelines of the Global Reporting Initiative, particularly for the selection and definition of performance indicators. In addition, Hevert already attempted to optimally implement the GRI reporting principles. In the process, weaknesses were identified that are to be eliminated in the 2020 and subsequent reports. (102-50, 102-52, 102-54)

In addition, the following measures are planned for 2020:

Environmental management

- **Tiny House**
Managing Director Mathias Hevert lives with his family in Berlin and alternates between the office in the German capital and the company's headquarters in Nussbaum, Rhineland-Palatinate at two-weekly intervals. From spring 2020, he will be staying in a "tiny house" here. Despite being on the small side, this new type of home has many advantages: Consumption of electricity and water is much lower, and CO₂ emissions are significantly reduced. A photovoltaic installation on the roof enables self-sufficient power generation. The housing concept therefore dovetails perfectly with the love of nature and the corporate philosophy of the family business.
- **Announcements on environmental management for social media**
To raise awareness of environmentally friendly behavior, environmental tips have been published on the company intranet every month for several years. In the future, they will also be included in the company's social media storytelling. The posts are aimed at raising awareness of responsible practices and environmental issues in general and encouraging dialog.

Commitment for and by Hevert employees

- **Participation in Top Job**
In 2020, the regular survey on customer satisfaction will be replaced by participation in TOP JOB. This Germany-wide initiative is geared towards SME culture and its virtues. Since 2002, it has been measuring the employer attractiveness of SMEs and helping SMEs to enhance their qualities as employers in a targeted, measurable way. The methodology was designed exclusively for TOP JOB by the University of St. Gallen.
- **CSR campaigns by Hevert employees**
Hevert employees have been demonstrating personal social commitment for many years, and not only at charitable events. Often, ideas also come directly to the CSR team from the workforce. For instance, for 2020, the CSR Employees work group is looking at various suggestions for how employees can get actively involved in the Nahe region. In a first step at the end of 2019, contact was initiated with the municipality of Kirn-Land, which organizes an annual "Christmas presents campaign" for a partner community in Romania, in particular for a children's home based there. The presents are handed over by volunteers in person, and assistance is provided. Discussions regarding how much support it is logistically feasible for Hevert employees to provide are in progress with the municipality.

Naturopathy and Social Commitment

- **Medicinal Plant Day 2020**
In summer 2020, Hevert will take part in an initiative by the Society for Phytotherapy (GPT) entitled Medicinal Plant Day. Specifically, the CSR team is organizing informative participatory activities relating to the cultivation of medicinal plants for pupils in the 4th grade at Monzingen elementary school, the long-standing partner school of Hevert-Arzneimittel, for Friday, June 5, 2020.
.No external audit of the sustainability report has been conducted.
(102-56)



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(102-53)

6.2. GRI Index(102-55)

	GRI Standards	Indicator	Reference
GRI 102			
	102-1	Name of the organization	16
	102-2	Activities, brand, products and services	20
	102-3	Headquarters of the organization	19
	102-4	Location of operations	19
	102-5	Ownership and legal form	16
Organizational profile	102-6	Markets served	21
	102-7	Size of the organization	15, 20, 23
	102-8	Information on employees and other workers	24
	102-9	Supply chain	61
	102-12	External initiatives	2, 44, 45
	102-13	Memberships in associations and interest groups	2, 44, 46
Strategy	102-14	Statement from senior decision-maker	4
	102-15	Important effects, risks, and opportunities	15, 26, 58
Ethics and integrity	102-16	Values, principles, standards, and codes of conduct	5, 7, 15
	102-17	Mechanisms for advice and concerns about ethics	7, 60

	GRI Standards	Indicator	Reference
Management	102-18	Leadership structure	21, 35
	102-20	Executive-level responsibility for economic, environmental, and social topics	6, 8
	102-22	Composition of the control organ and its bodies	21
	102-23	Chair of the highest control organ	22
	102-26	Role of the highest control organ in setting purpose, values, and strategy	22
	102-28	Evaluating the highest control organ's performance	22
	102-32	Highest governance body's role in sustainability reporting	22
	102-33	Communicating critical concerns	22
	102-35	Remuneration policies	22
Involvement of stakeholders	102-40	List of stakeholder groups	59
	102-42	Determination and selection of stakeholders	59, 61
	102-43	Involvement of stakeholders	8, 44, 58, 61, 62, 63, 64, 65
	102-44	Key topics and concerns raised	37

	GRI Standards	Indicator	Reference
Reporting practice	102-47	List of material topics	8
	102-50	Reporting period	70
	102-52	Reporting cycle	70
	102-53	Contact point for questions regarding the report	71
	102-54	Claims of reporting in accordance with the GRI Standards	70
	102-56	External auditing	70
GRI 103			
Management approach	103-1	Explanation of the material topic and its boundary	8, 48
	103-2	The management approach and its components	48
	103-3	Assessment of the management approach	48, 49
GRI 204			
Procurement practices	204-1	Percentage of expenses spent on local suppliers	58
GRI 301			
Materials	301-2	Recycled input materials used	50
	301-3	Reclaimed products and their packaging materials	50

	GRI Standards	Indicator	Reference
GRI 302			
Energy	302-1	Energy consumption within the organization	51
	302-3	Energy intensity	51, 52
	302-4	Reduction of energy use	52
GRI 303			
Water	303-3	Water withdrawal	53
GRI 304			
Biodiversity	304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	54
GRI 305			
Emissions	305-2	Indirect energy-related THG emissions (scope 2)	54
	305-5	Reduction of THG emissions	54
GRI 306			
Waste Water and Waste	306-1	Water discharge by quality and destination	56
	306-2	Waste by type and disposal method	57
GRI 307			
Environmental compliance	307-1	Non-compliance with environmental laws and regulations	49
GRI 308			

	GRI Standards	Indicator	Reference
Supplier environmental assessment	308-1	New suppliers that were screened using environmental criteria	61
GRI 401			
Employment	401-1	New employee hires and employee turnover	25
	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	26
	401-3	Parental leave	24
GRI 403			
Occupational safety and health promotion	403-1	Workers representation in formal joint management–worker health and safety committees	34, 35
	403-2	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	34, 35
	403-3	Workers with high incidence or high risk of diseases related to their occupation	35
GRI 404			
Education and further training	404-1	Average hours of training per year per employee	37

	GRI Standards	Indicator	Reference
GRI 413			
Local communities	413-1	Operations with local community engagement, impact assessments, and development programs	8, 14
GRI 414			
Supplier social assessment	414-1	New suppliers that were screened using social criteria	61
GRI 416			
Customer health and safety	416-1	Assessment of the health and safety impacts of product and service categories	
	416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	41
GRI 417			
Marketing and labeling	417-1	Requirements for product and service information and labeling	40
GRI 418			
Customer privacy	418-1	Substantiated complaints regarding breaches of customer privacy and losses of customer data	8, 62, 64
GRI 419			
Socioeconomic Compliance	419-1	Non-compliance with laws and regulations in the social and economic area	59

7. ATTACHMENT

7.1. Glossary (alphabetical)

GxP

GxP denotes, in summary form, all “good practice” guidelines which have special significance in medicine, pharmacy and pharmaceutical chemistry. The “G” stands for “Good” and the “P” for “Practice.” The “x” in the middle is replaced by the respective abbreviation for the specific application area—for example, Good Manufacturing Practice (GMP).

Complementary medicine

Complementary medicine involves diagnostic or treatment procedures that are outside the mainstream of conventional medicine but, as the name suggests, aim to complement conventional medicine. Complementary medicine differs from alternative medicine in that it does not aim to replace conventional medical procedures. Unlike alternative medicine, complementary medicine strives to achieve synergistic effects through the combination with conventional medicine.

Micronutrients

Micronutrients include some 45 vitamins, minerals, and trace elements as well as several thousand substances of plant origin (secondary phytochemicals).

Neural therapeutics

Neural therapeutics (“nerve block agents”) are substances used for local anesthesia such as procaine. They are injected into or close to nerves to block the transmission of pain signals. Sometimes this can achieve long-term pain relief.

Peer review

A peer review is a method used in science to assess scientific works, and scientific publications in particular. Independent experts (peers, i.e. people of equal standing, or referees) from the same specialist field as the authors are used to assess the quality.

Pharmacovigilance

An umbrella term for all activities associated with monitoring the safety of medicinal prod-

ucts or detecting and reducing drug risks in the clinical trials phase and after the marketing authorization is granted.

Power from renewable energies

Unlike fossil fuels such as oil, coal, and gas, renewable energies are forms of energy that do not use exhaustible resources. The increased use of renewable energies is an essential part of enhancing sustainability. Using solar, wind energy, water energy, bioenergy, or geothermal energy can reduce CO₂ emissions and simultaneously the dependence on fossil fuels. In Germany, laws are regularly adopted to promote the use of renewable energies and increase energy efficiency (e.g., Renewable Energies Act (EEG, Erneuerbare-Energien-Gesetz), Renewable Energy Heating Act (EEWÄremeG), Energy Saving Act (EnEV)).

Sustainable Development Goals

The Sustainable Development Goals (SDGs), or Objectifs de développement durable in French, are political objectives by the United Nations meant to ensure sustainable development on an economic, social and environmental level. The goals were defined on the basis of the development process for the millennium development goals (MDGs) and took effect on January 1, 2016, for a term of 15 years (until 2030).

7.2. Required information

Hewedolor Procaïn 2%

Indication: To be used in the context of neural therapeutic application principles.

For risks and side effects read the package leaflet and ask your doctor or pharmacist. Important note: All information is based on the marketing authorization of the medicinal product in Germany.

NeuroBalance Hevert – dietary supplement.

Do not exceed the recommended daily intake. Dietary supplements are not a substitute for a balanced, varied diet and a healthy lifestyle. Not recommended for children and adolescents under 15 years of age. Ask your doctor whether to take this supplement if pregnant or nursing. Do not take any other dietary supplements containing zinc. Biotin can affect the results of laboratory tests. Please tell your doctor that you are taking NeuroBalance Hevert if a laboratory test has to be performed for you. Ingredients: Magnesium citrate, hydroxypropyl methylcellulose, bulking agent: microcrystalline cellulose, zinc gluconate, anti-caking agents: magnesium salts from fatty acids, D biotin, sodium selenite.



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For each package sold, Hevert donates a percentage to the "Kéré Foundation e.V." which supports education and development projects in Burkina Faso. www.kere-foundation.com



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