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Supplier Code of Conduct of JSC “Chimpharm”(hereinafter – referred to as “Polpharma Santo”)

Introduction

Polpharma Santo is a member of the Polpharma Group, which includes entities based in European Union countries. As a member of the Polpharma Group, **Polpharma Santo** complies not only with the laws of Kazakhstan, but also with international laws and regulations, including those of the European Union and the United Nations.

We are a leader in the Kazakhstani pharmaceutical market and part of one of the largest pharmaceutical groups in the Central Asian region. Our mission is: "We help people live healthy in a healthy world."

We conduct our business operations based on the highest ethical standards, guided by our value system founded on three core values: "Act with Ownership," "Act as One" and "Act with Openness." These principles are embodied in actions characterized by respect, integrity, responsibility, openness, solidarity, and collaboration.

We are a company that operates consciously and responsibly within society and the environment. We respect human rights and integrate sustainability principles into every aspect of our business operations and across all stages of our value chain. We operate respecting diversity and inclusivity, and we do not tolerate any form of discrimination, including but not limited to gender, age, race, or religion. We expect the same approach from our stakeholders, including our Suppliers.

We require our Suppliers to follow coherent and **Polpharma Santo** -accepted principles of conduct, regardless of their country of origin, industry, or scale of operation.

Compliance with the high ethical and social standards upheld by **Polpharma Santo**, such as:

- adherence to legal requirements, including those concerning human rights protection,
- ensuring the safety of people and information,
- compliance with ESG (Environmental, Social, and Governance) requirements and ethical business practices,
- maintaining the highest standards of employment and employee management,
- care for the natural environment and local communities, including through engagement and dialogue,
- and striving for continuous improvement in the quality of services provided,

is fundamental in establishing and maintaining cooperation with our Suppliers.

This Code summarizes the key principles of conduct for **Polpharma Santo** and its Suppliers. Adherence to this Code, along with the promotion of its principles and values, is an essential criterion for selecting and assessing collaboration with our Business Partners. In cases of discrepancies between applicable legal regulations in the Supplier's country of operation and international standards, we expect Suppliers to adhere to the more stringent regulations. In the area of human rights, Suppliers should always align with International Regulations.

INTERPRETATION

The following terms within this Code are defined as:

Supplier – Includes the Supplier and the Supplier's employees.

Supplier Employees – Refers to individuals performing work on behalf of the Supplier under employment contracts or other legal arrangements, including contractors, freelancers, and other entities collaborating with the Supplier under agreements related to the Supplier's business activities.

International Regulations – Includes the UN Guidelines and OECD Guidelines, as well as conventions, international laws, and voluntary standards specified in the Appendix to this Code.

1. MANAGEMENT AND ETHICS

We require our Suppliers to conduct their operations in alignment with the values and ethical principles upheld by **Polpharma Santo**, such as integrity, respect, solidarity, responsibility, and cooperation, as well as to manage their activities in compliance with applicable legal regulations and the expectations set out in this Code, including International Regulations.

We expect that Supplier Employees are provided with opportunities to continuously expand their knowledge in areas such as ethical standards in business operations, respect for human rights, care for the natural environment, and compliance with the laws governing the principles of conduct outlined in this Code.

a. Integrity and Responsibility in Operations

Polpharma Santo Suppliers are obligated to adhere to the highest business standards, including compliance with the principles of fair and free competition, transparency in communication, product safety, proper handling of personal data during collection, processing, and storage, as well as protecting and maintaining the confidentiality of information shared during the course of cooperation. Suppliers must also respect intellectual property, including personal and property copyrights, and other legal regulations and provisions related to the specific nature of their business activities.

b. Anti-Corruption in All Its Forms

All Suppliers are required to familiarize themselves with our anti-corruption principles as outlined in the Anti-Corruption of Polpharma Santo Policy available at <https://santo.kz/ethics-abc>. Any corrupt practices, whether by Supplier Employees or through third parties, are strictly prohibited. This applies to both public sector relationships (public sector corruption) and private sector dealings (private sector corruption).

It is absolutely prohibited to offer or give undue benefits to influence the actions or inactions of individuals to establish or maintain a business relationship. Specifically, it is unacceptable to offer or give money, equivalents of money, gifts, services, or other material or personal benefits to politicians, public officials, auditors, or employees of regulatory, certifying, or supervisory bodies that could prompt them to undertake or refrain from certain actions within their official duties.

Suppliers must not offer or give **Polpharma Santo** employees gifts in the form of cash or its equivalents. Only small business gifts that comply with applicable laws and accepted customs are permitted, provided they are given on a promotional or occasional basis and do not create obligations for reciprocity or influence any actions or inactions.

c. Conflict of Interest

It is the duty of our Suppliers to prevent and avoid situations that may create actual or perceived conflicts of interest during the process of pursuing cooperation with **Polpharma Santo** and throughout the duration of such cooperation. This includes relationships arising from family ties, affinity, adoption, personal relationships, or financial or organizational involvement between representatives of the Supplier and **Polpharma Santo**. To maintain objectivity and fairness in mutual relationships, **Polpharma Santo** Suppliers are required to disclose any information that may lead to a conflict of interest.

d. Risk Management, Including ESG Risks

Our Suppliers should have, and continuously improve risk management systems to address risks related to business partners, supply chains, safety, and the potential for corruption or fraud across all areas of their operations. The solutions applied for this purpose must align with the provisions of this Code.

Suppliers should work to integrate sustainability risks into their risk management frameworks, particularly by:

- (i) identifying and assessing actual or potential adverse impacts (effects) of Supplier operations on sustainability issues. This includes prioritizing identified impacts and, if necessary, preventing or mitigating potential adverse impacts, remediating actual adverse impacts (those that have occurred), minimizing their scope, and providing appropriate remedies for such actual impacts.
- (ii) identifying and assessing actual or potential risks to the Supplier's operations related to sustainability issues, preventing their occurrence, and minimizing impacts should those risks materialize.

Sustainability issues are understood to include environmental, social, and governance (ESG) factors. For example, adverse impacts of a Supplier's operations on sustainability might include violations of human rights or labor rights or environmental pollution (of water, air, or soil). Risks to the Supplier's operations related to sustainability issues might include climate change (e.g., the need to temporarily suspend or limit operations during heat waves or due to flood damage) or dependence on natural, human, or social resources (e.g., reliance on water availability or raw materials supplied by certain categories of vendors, or dependence on access to highly skilled workers).

Risk management in the area of sustainability should be supported by a risk-based due diligence process, in line with the principles outlined in the OECD Guidelines for Multinational Enterprises on Responsible Business Conduct, the UN Guiding Principles on Business and Human Rights, and the EU Directive 2024/1760 on Corporate Sustainability Due Diligence.

e. Crisis Management

Polpharma Santo Suppliers should possess developed crisis management mechanisms for emergency or crisis situations, including in relation to the continuity of services or supplies to **Polpharma Santo**.

f. Data Protection

Suppliers must protect and use confidential information appropriately to safeguard the privacy and confidentiality of company data, Supplier Employees, patients, and all stakeholders. Suppliers should comply with applicable laws on data privacy and protection, ensuring the secure and lawful use of personal data. They must also proactively mitigate risks related to information security, including cybersecurity risks.

g. Reporting Irregularities

Polpharma Santo Suppliers are expected to actively promote an ethical culture and build trust within and outside their structures by providing communication channels for reporting irregularities. The systems employed for this purpose by our Suppliers should ensure the safety and confidentiality of the information provided, including personal data. They should also offer whistleblowers acknowledgment of their report, feedback, and protections against any retaliatory actions.

h. Sustainable Development

Considering international commitments to sustainability, including the United Nations' 2030 Agenda (17 Sustainable Development Goals), efforts to combat climate change under the Paris Agreement, and applicable EU regulations and corresponding national laws, **Polpharma Santo** expects Suppliers to actively adopt sustainability principles. Suppliers are expected to minimize their negative impact on the climate and environment and take steps to protect these resources while avoiding and addressing adverse impacts on human rights (including labor rights). Suppliers are also encouraged to improve service quality, contribute to building strong economies, and prioritize the well-being and safety of communities.

Key measures in minimizing the environmental impact of Supplier operations include scientifically-based actions to mitigate climate change, reducing carbon footprints (across all scopes, including Scope 3), lowering greenhouse gas emissions, protecting biodiversity and ecosystems, preventing overexploitation, erosion, and contamination of natural resources (including deforestation and forest degradation), promoting sustainable use and conservation of water and marine resources, transitioning to a circular economy, and preventing and controlling pollution of soil, water, and air.

2. EMPLOYMENT CONDITIONS AND WORKERS' RIGHTS

Polpharma Santo Suppliers are required to respect international standards for the protection of human rights as defined in International Regulations and to support their respect and prevent violations throughout their value chain as part of their operations.

a. Child Labor

The use of any form of child labor by our Suppliers is strictly prohibited. The minimum age of **Polpharma Santo** Suppliers' Employees must comply with the applicable laws in the Supplier's country and must not conflict with compulsory education requirements. The employment of minors for work that is hazardous to their health or safety is strictly forbidden.

b. Freedom of Employment

We oppose the use of slave labor, forced labor, and all forms of human trafficking. Supplier Employees must be employed voluntarily and must be allowed to terminate their employment or collaboration in accordance with the applicable laws and notice periods. Specifically, our Suppliers must not retain or restrict access to personal documents of Supplier Employees, such as

identification cards, passports, driving licenses, certificates of professional qualifications, or other work-related documents. Suppliers must also ensure fair, dignified, and timely payment of wages.

c. Equality and Non-Discrimination

In accordance with **Polpharma Santo**'s Code of Ethics, we expect our Suppliers to create an open and safe working environment and to treat all Supplier Employees with due respect. Any form of degrading or humiliating treatment, bullying, harassment, intimidation, exclusion, or violence is unacceptable. Similarly, discrimination of any kind in the workplace is prohibited, particularly on the grounds of gender, age, origin, nationality, religion, sexual orientation, appearance, health, physical ability, or any other aspect of diversity among Supplier Employees.

Supplier employment policies should reflect these principles, be implemented transparently, and be effectively communicated to Supplier Employees. Additionally, clear channels should be in place for reporting any violations of these principles or misconduct.

d. Employment Terms, Wages, and Working Hours

We expect **Polpharma Santo** Suppliers to recruit and employ their Employees based on principles of openness, equality, and transparency. Suppliers must employ their Employees in compliance with applicable laws. This applies to individual employment terms, agreements (including collective agreements), working hours, and remuneration. Overtime, limitations on its use, and rules for compensation must also comply with the applicable labor laws.

e. Special Protections

Polpharma Santo Suppliers must ensure special protections required under applicable laws and International Regulations for Supplier Employees with disabilities, pregnant women, and parents of young children. Where possible, Suppliers should strive to implement standards exceeding legal requirements, promoting the professional activation of these categories of Supplier Employees.

f. Freedom of Association

Polpharma Santo Supplier Employees must have the right to freely communicate with their superiors regarding working conditions. Employees should have the right to join associations, unions, engage in collective bargaining, and participate in information sharing and consultations. They should also be able to influence and improve working conditions and the workplace environment within the timeframe, conditions, and cases specified by national laws.

We expect our Suppliers to enable their Employees to exercise these rights and freedoms without fear of discrimination, punishment, humiliation, or any retaliatory actions.

g. Continuous Professional Development

Polpharma Santo Suppliers must ensure equal access to opportunities for training and professional development for Supplier Employees, including support for long-term career development.

h. Communication of Workers' Rights and Employment Principles

Employees of our Suppliers must be effectively informed about their rights, safety regulations, work ethics, principles of conduct, and employment rules, including those concerning remuneration, promotions, professional development opportunities, and the modification or termination of their employment.

i. Responsibility for the Value Chain

We expect our Suppliers to adopt an active stance in respecting international human rights standards and ensuring that the above employment principles are observed by entities participating in the Supplier's value chain.

According to the definition provided in EU Delegated Regulation 2023/27721, the value chain encompasses the full range of activities, resources, and relationships associated with an entity's business model and its external environment. This includes actions, resources, and relationships used and relied upon by the entity to create its products or services, from conception to realization, consumption, and disposal. The value chain includes entities upstream and downstream from the organization. Entities upstream (e.g., suppliers) provide products or services used in the development of the entity's products or services. Entities downstream (e.g., distributors, customers) receive products or services from the organization.

3. OCCUPATIONAL SAFETY AND HYGIENE

Polpharma Santo Suppliers are required to provide healthy and safe working conditions.

a. Working Conditions

Polpharma Santo Suppliers must provide Supplier Employees with safe and hygienic working conditions that comply with legal requirements and industry standards. Suppliers must ensure Supplier Employees have access to safe and technically sound workplaces, machinery, tools, and equipment necessary for their work, as well as collective and individual protective materials and resources. Special attention should be given to protecting Supplier Employees from chemical, biological, and physical hazards. Suppliers are also required to identify and monitor risks to implement effective preventive measures.

b. Safety in Production Processes

Polpharma Santo Suppliers are required to manage production processes in compliance with applicable regulations and safety standards. This includes systematic risk analysis, documentation of findings, and implementation of necessary measures to mitigate risks, particularly in hazardous work environments.

c. Prevention Through Education

We expect our Suppliers to provide regular training to Supplier Employees on safety and the identification and mitigation of potential risks. Supplier Employees should receive clear information about identified hazards, emergency plans, and crisis response procedures. If Supplier Employees perform work at **Polpharma Santo** facilities, the Supplier must monitor the applicable workplace safety and fire protection standards in **Polpharma Santo** facilities and communicate these to Supplier Employees in accordance with information provided by **Polpharma Santo**. Supplier Employees or individuals acting on behalf of the Supplier for **Polpharma Santo** must adhere to the workplace safety and fire protection standards in force at **Polpharma Santo** facilities.

d. Promoting Active Participation and Health Prevention

Our Suppliers should promote the active participation of Supplier Employees in ensuring safe working conditions and fostering health prevention measures, especially in counteracting harmful factors specific to individual workstations.

4. PRODUCT SAFETY AND QUALITY

v Suppliers are required to meet all safety and quality requirements for products, treating these aspects as top priorities.

a. Safety and Quality Requirements and Regulations

Suppliers of products at all stages of production, storage, transportation, and sale are required to adhere to applicable laws, international standards, including Good Manufacturing Practices (GMP) and Good Distribution Practices (GDP), as well as specific contractual requirements with **Polpharma Santo**. All actions by **Polpharma Santo** Suppliers that may impact the safety and quality of **Polpharma Santo** products are subject to strict oversight and regulations.

b. Commitment to Process Improvement

We expect our Suppliers to actively seek ways to improve processes related to sourcing, production, storage, and transportation to enhance product quality, optimize the supply chain, positively impact the economy, and meet the requirements outlined in this Code.

5. RESEARCH

Polpharma Santo Suppliers conducting research involving humans or animals are required to conduct such research responsibly, adhering to applicable legal requirements, ethical standards, and best practices.

a. Research Involving Humans

Polpharma Santo Suppliers conducting research involving humans on our behalf are required to comply with applicable laws and universally accepted international ethical and scientific standards, including the Declaration of Helsinki and Good Clinical Practice (GCP).

b. Research Involving Animals

Animal research by **Polpharma Santo** Suppliers must only be conducted when legally required or when no scientifically justified and universally accepted alternative methods exist. Our Suppliers are required to adhere to legal requirements and internationally recognized standards, such as the "International Guiding Principles for Biomedical Research Involving Animals" by the Council for International Organizations of Medical Sciences (CIOMS). Suppliers must treat animals humanely, minimizing stress, fear, and pain as much as possible.

6. ENVIRONMENTAL AND CLIMATE IMPACT

Polpharma Santo Suppliers should operate responsibly toward the natural environment and future generations by striving to minimize the impact of their activities and demonstrating a proactive approach to environmental and climate challenges.

a. Conscious Decisions and Active Approach

We expect our Suppliers to operate based on goals and strategies that integrate sustainability principles, social responsibility, and the highest ethical standards. **Polpharma Santo** Suppliers should make every effort to assess and monitor all areas of environmental and climate impact comprehensively and set science-based goals to reduce their footprint. This includes actions such as reducing carbon footprints, limiting high-emission technologies and products, and sustainably exploiting natural resources, particularly forests, while managing waste generation. Suppliers should also consider environmental criteria when making decisions about development, technological process optimization, purchasing, and partnerships.

b. Environmental Requirements and Regulations

Polpharma Santo Suppliers must comply with legal requirements, regulations, international agreements, and market standards and best practices regarding environmental protection and climate change prevention. Suppliers must implement rational natural resource management systems and hold all current permits and licenses necessary for their operations. These documents must be available for review upon request by **Polpharma Santo** or its authorized representatives. Suppliers must also fulfill all administrative and registration obligations related to environmental protection and climate change prevention as required by law.

c. Emission of Pollutants into the Environment

Polpharma Santo Suppliers' methods for managing pollutant emissions (including emissions to air, water, and soil) must ensure monitoring, minimization, and continuous improvement of emission management processes. Suppliers should reduce environmental impacts and risks through effective preventive and intervention measures.

d. Protection of Natural Resources

The use of natural resources by **Polpharma Santo** Suppliers must be economical and efficient, ensuring their viability for long-term use while respecting biodiversity, ecosystems, and the rights of other entities, including local communities, to access the same resources. Suppliers should aim to minimize, or preferably eliminate, the negative impacts of their activities on natural resources through continuous information collection, documentation, data analysis, risk assessment, and process optimization. They should also use substances, materials, techniques, and technologies that have the least negative environmental and social impact possible.

7. COMPLIANCE VERIFICATION AND SUPPLIER SUPPORT

Polpharma Santo reserves the right to audit Suppliers (including their value chains, services, or products relevant to **Polpharma Santo** operations) to assess the effectiveness of implementing and adhering to the requirements of this Code. Suppliers agree to cooperate with **Polpharma Santo** (or its authorized representatives) in implementing and executing the provisions of this Code or in conducting audits. [Suppliers and **Polpharma Santo** may agree on the cost-sharing arrangement for audits and the rules and conditions for the Supplier's use of audit results for collaboration with other entities.] Failure to comply with **Polpharma Santo**'s requirements outlined in the Code may result in the termination of agreements with the Supplier.

Polpharma Santo expresses its willingness to support Suppliers in implementing the provisions of this Code, particularly in implementing due diligence processes and integrating sustainability risks into risk management systems. Such support may include conducting training sessions or providing document templates.

8. COMMUNICATION AND REPORTING MISCONDUCT

Polpharma Santo strives to ensure compliance with this Code of Conduct by all its Suppliers and Supplier Employees. If there are questions or concerns regarding the Code's requirements or if Suppliers wish to inform **Polpharma Santo** about implemented solutions, they are encouraged to contact: ethics@santo.kz

Any cases of irregularities, incidents, or violations of the Code should be reported to **Polpharma Santo**'s Compliance Officer, who oversees the implementation of these principles within **Polpharma Santo**. Violations of the Code can be reported through one of the following channels:

1. by email: ethics@santo.kz;
2. by sending a letter to the following address:

Regional Director for Legal and Compliance Issues
050013, Kazakhstan, Almaty, 17/1 Al-Farabi Ave., PFC "Nurly-Tau", block 5B, 19th floor.

Suppliers should encourage their Employees to report internal organizational issues related to unethical conduct primarily to the Supplier for whom they work or collaborate, using mechanisms provided by that Supplier. To this end, Suppliers are expected to implement operational-level grievance mechanisms, such as workplace grievance mechanisms or third-party complaint systems, with appropriate processes that include:

- Timelines for processing complaints;
- Response procedures for unresolved grievances or those of significant severity;
- Defined scope and powers of operational-level grievance mechanisms;
- Stakeholder consultations to adapt mechanisms to cultural conditions and accessibility;
- Allocation of adequate resources and personnel for operational-level grievance mechanisms operations;
- Monitoring and tracking actions taken based on grievances.

Violations of this Code can also be reported directly to **Polpharma Santo**.

Polpharma Santo ensures the safety and confidentiality of all information provided, including personal data, for all reports submitted through the communication channels specified above. When possible and appropriate, **Polpharma Santo** will provide feedback to the whistleblower regarding the reported issue, including how it has been addressed.

9. INFORMATION DISCLOSURE

Suppliers are required to provide **Polpharma Santo** with information and data, within the scope and timelines specified by **Polpharma Santo**, related to sustainability (ESG) issues. This information may be necessary for **Polpharma Santo**'s and Polpharma Group's sustainability reporting in compliance with Chapter 6c (Sustainability Reporting) of the Accounting Act of September 29, 1994, and Directive (EU) 2022/2464 of the European Parliament and of the Council of December 14, 2022, amending Regulation (EU) No 537/2014, Directive 2004/109/EC, Directive 2006/43/EC, and Directive 2013/34/EU regarding corporate sustainability reporting.

The terms and conditions for providing the above-mentioned information and data, including confidentiality agreements, may be specified in a contract between the Supplier and **Polpharma Santo**.

ANNEX: INFORMATION AND DOCUMENTS REFERRED TO IN THIS CODE

Santo Code of Ethics

KZ: <https://www.polpharma-santo.com/ethics/?lang=kz>

RU: <https://www.polpharma-santo.com/ethics/>

EN: <https://www.polpharma-santo.com/ethics/?lang=en>

Anti-Corruption Code

KZ: <https://www.polpharma-santo.com/ethics-abc/?lang=kz>

RU: <https://www.polpharma-santo.com/ethics-abc/>

EN: <https://www.polpharma-santo.com/ethics-abc/?lang=en>

International Bill of Human Rights, comprising:

1. Universal Declaration of Human Rights

RU: https://www.un.org/ru/documents/decl_conv/declarations/declhr.shtml

EN: <https://www.un.org/en/about-us/universal-declaration-of-human-rights>

2. International Covenant on Civil and Political Rights

RU: https://adilet.zan.kz/rus/docs/Z090000130_

EN: <https://www.ohchr.org/en/instruments-mechanisms/instruments/international-covenant-civil-and-political-rights>

3. International Covenant on Economic, Social, and Cultural Rights

RU: <https://www.ohchr.org/ru/instruments-mechanisms/instruments/international-covenant-economic-social-and-cultural-rights>

EN: <https://www.ohchr.org/en/instruments-mechanisms/instruments/international-covenant-economic-social-and-cultural-rights>

European Convention on Human Rights

RU: https://www.echr.coe.int/documents/d/echr/convention_rus

EN: www.echr.coe.int/Documents/Convention_ENG.pdf

Convention on the Rights of the Child

RU: https://www.un.org/ru/documents/decl_conv/conventions/childcon.shtml

EN: <https://www.ohchr.org/en/instruments-mechanisms/instruments/convention-rights-child>

Declaration of Helsinki

RU: https://online.zakon.kz/Document/?doc_id=1037748

EN: <https://www.wma.net/policies-post/wma-declaration-of-helsinki-ethical-principles-for-medical-research-involving-human-subjects/>

UN Guiding Principles on Business and Human Rights ("UNGPs")

RU: https://www.ohchr.org/sites/default/files/documents/publications/guidingprinciplesbusinesshr_ru.pdf

EN: https://www.ohchr.org/sites/default/files/documents/publications/guidingprinciplesbusinesshr_en.pdf

OECD Guidelines for Multinational Enterprises on Responsible Business Conduct (2023 edition)

RU: <https://www.edu-tradeunion.kz/static/activityapp/socpartnersrukovodyaschie-printsipyi-oesr-2023-rus.pdf>

EN: OECD Guidelines for Multinational Enterprises on Responsible Business Conduct | OECD
https://www.oecd.org/en/publications/2023/06/oecd-guidelines-for-multinational-enterprises-on-responsible-business-conduct_a0b49990.html

ILO Declaration on Fundamental Principles and Rights at Work and Related Core Conventions

RU: https://www.un.org/ru/documents/decl_conv/declarations/ilo_principles.shtml

EN: <https://www.ilo.org/ilo-declaration-fundamental-principles-and-rights-work>

Core Conventions

1. Convention No. 29 on Forced or Compulsory Labor:

RU: https://adilet.zan.kz/rus/docs/Z000000120_

EN: <https://www.ilo.org/media/21026/download>

2. Convention No. 87 on Freedom of Association and Protection of the Right to Organize:

RU: https://adilet.zan.kz/rus/docs/Z990000029_

EN: https://normlex.ilo.org/dyn/normlex/en/f?p=NORMLEXPUB:12100:0::NO::P12100_ILO_CODE:C087

3. Convention No. 98 on the Right to Organize and Collective Bargaining:

RU: https://adilet.zan.kz/rus/docs/Z000000118_

EN: https://normlex.ilo.org/dyn/normlex/en/f?p=NORMLEXPUB:12100:0::NO::P12100_Ilo_Code:C098