

20

**YEARS OF
RESPONSIBLE
CHOICES**

**SECOM[®]
HEALTHCARE
GROUP**

SECOM[®]



Sustainability Report
2022 & 2023

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Our Co-Founders' Message

Dear partners and friends,

We are pleased to present the Secom® Sustainability Report for 2022 and 2023, another important step in strengthening our commitment to transparency and accountability. Since voluntarily publishing our first Sustainability Report in 2022, we aim to be even more active in contributing to the development of the dietary supplements industry and to inspire other companies to adopt sustainable practices.

At Secom®, we are committed to innovating and delivering superior products that improve people's health and well-being. After over two decades in the industry, our portfolio now includes more than 600 products that address a wide range of health and wellness needs. We are proud to have an extensive national presence in over 8,000 pharmacies and health food stores, as well as 21 of our own stores, ensuring easy access to high-quality health solutions for a growing number of customers and consumers.

The quality of our products, the foundation of Secom®'s 20 years of success in the dietary supplements industry, is the result of an ongoing commitment to consumer health that is reflected at every stage – from ingredient selection to customer feedback management.

This commitment to quality is also successfully reflected in Good Routine®, the first nutritional supplement brand in our portfolio. Launched to support the modern consumer's healthy lifestyle with supplements made in internationally certified manufacturing facilities, the Good Routine® brand has tripled the number of supplements available since launch to 30 products in just four years, selling over 1.4 million units in that time. A milestone in the history of Secom® was the expansion of the Good Routine® brand to the international market, which is now present in the United Kingdom, Spain, France, Austria, Germany, Belgium, and Costa Rica. This development of the Good Routine® brand has been complemented by the global recognition it has received from the specialist community at events such as Vitafoods Europe and Vitafoods Asia, confirming our path of innovation and excellence in the field of nutritional supplements.

At the same time, in 2022 and 2023, the years covered by this report, we expanded our retail network to 21 company-owned stores and broadened our portfolio to more than 330 products, including functional foods, organic personal care products, and natural cosmetics.

This diversification brings us closer to consumers, providing them with solutions that support healthy routines and transforming Secom® stores into wellbeing stores – destinations dedicated to a balanced lifestyle.

In May 2023, we established the Secom® Sustainability Committee, a key structure within our company that supports the integration of sustainability into our decision-making.

This committee, which meets twice a year to assess progress against our sustainability goals, is an important pillar in ensuring that the principles of transparency, accountability, and respect for the environment and society are embedded in decisions at the highest level.

In 2022 and 2023, we invested more than RON 1.5 million in the community through sponsorships, of which more than RON 560,000 was allocated through our "Together in the Service of Good" (*Impreuna in Slujba Binelui*) program. This initiative promotes a culture of active involvement of the entire Secom® team and underlines our commitment to the development of the communities in which we operate. At the same time, our investment in health education continued to provide consumers with access to reliable information and the support they need to make informed and sustainable choices.

Internally, we focused on the professional development of our team, launching dedicated academies for different areas of expertise within the company, as well as mentoring and coaching programs – essential elements to grow and strengthen the skills of our nearly 200 colleagues. In addition, our team benefits budget increased by almost 21% year-on-year in 2023, reflecting our ongoing commitment to improving working conditions and supporting the personal and professional development of our people.

Thank you to everyone who contributed to this report. Now, more than ever, we must look forward with responsibility and commitment, guided by our core values, to build a healthy and sustainable future – for ourselves, for those who will follow us, and for the next 20 years of responsible choices!



Andrei and Lucia Costea
Secom® Co-Founders

About the Report

We remain committed to transparent communication regarding the economic, social, and environmental impacts generated through our business. This year, we are publishing the second sustainability report of Secom® Healthcare SRL (hereafter "Secom®", "the company"). Although we do not meet the criteria for mandatory reporting (average number of more than 500 employees in the reporting years), we have decided to continue this voluntary approach and once again demonstrate our commitment to a sustainable future.

[click here for
interactive elements](#)

The report, prepared in accordance with the Global Reporting Initiative Standards (GRI) 2021, provides a comprehensive overview of the sustainability indicators specific to our business. This allows for a clear understanding of Secom®'s impact and performance on sustainable development between 2022 and 2023.

The report contains indicators relevant to the company's business, as determined based on the results of the materiality analysis process conducted for the second time between April and May 2023.

The report was developed with the support of The CSR Agency consultants, together with the organization's sustainability team, and approved by the Secom® Sustainability Committee.



Secom® Sustainability Executive Team

Alina Tătaru

Corporate Communications &
Sustainability Manager

Anneliese Nan

Regulatory Affairs Manager

Nicoleta Gologan

Supply-Chain Projects Coordinator

Gabriela Suci

Supply Planner

Cristina Bucur

Accounting Team Leader

Roxana Giuleşteanu

Legal Advisor

Geanina Lungu

Legal Manager

Andreea Nistor

Good Routine® Marketing Manager

Tudor Ghiurcă

Marketing & Trade Marketing Director US

Alexandru Procovanu

Facilities & Car Fleet Manager

Flavia Florescu

Innovation & Scientific Support Manager

Iulia Preda

National Retail Manager

Irina Ploscaru

e-Commerce Specialist

Andreea Bontoş

National Medical Manager

Ioan Burtea

Business Technology Director

Alexandra Jurcoane

Consumer Market Insights Manager

Andreia Dihel

People & Culture Director

Ana Maria Matei

Communications & CSR Coordinator



Headquarters and the official name of the organization:

Secom® Healthcare

Headquarters:

Equilibrium Building 1,
2 Gara Herăstrău Street,
8th floor, 2nd District, Bucharest

The building was designed

by Skanska, is LEED Platinum
certified, and complies with the
highest standards in the field.



Websites: [Secom®-healthcare.com](https://secom-healthcare.com) secom.ro good-routine.com

1



ABOUT US

Mission, Vision, and Values

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the First 20 Years

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Company Management

Business Responsibility

Secom® is a 100% Romanian entrepreneurial company that has evolved from a small health food store into a leading dietary supplements company.

Today, Secom® is the best-known dietary supplements company* and the leading authority in integrative medicine solutions in Romania, with a solid reputation among consumers, professionals (doctors, pharmacists), and business partners, due to its high-quality products containing globally studied, certified, and patented ingredients.

*According to the AHA Moments brand awareness study, October 2023.

From the outset, Secom® has always been a trendsetter, constantly striving to innovate and offer high-quality products and services, believing that this is the only way to positively influence people's lives, attitudes, and health choices.

This is why, over the years, Secom® has chosen to work with experts and the best professionals in each field: respected international manufacturers of nutritional supplements, production facilities that hold the most important global licenses and certifications in the category, and to expand its portfolio every year with the latest innovations in health and well-being products.

In 2022, Secom® launched our industry's first voluntary sustainability report to demonstrate how transparently we take responsibility for our impact on the environment and society.

We have also chosen to invest in health education, providing consumers with access to well-researched information from trusted experts to help, motivate, and inspire them to develop good habits for a more balanced, healthier lifestyle.

We also look carefully at what we leave as a legacy for future generations, trying to integrate sustainability principles into every choice we make.

Our aim is not only to inform the public and promote open dialogue but also to set an industry standard for transparency and accountability.

Through these actions, we hope to inspire other companies to adopt similar practices and contribute to a more sustainable future for all.

Mission, Vision, and Values

At Secom®, our mission to improve health and well-being extends beyond the products we offer to a sustainable approach that integrates people's health with care for the environment. We facilitate access to quality health solutions based on rigorous scientific research and promote health education through accessible resources, supporting informed choices and individual responsibility.

We recognize that our impact is not only at the product level but also in the way we operate every day. Sustainable development is a long journey for us, one that we navigate with perseverance and resilience, aiming to minimize our environmental footprint and increase our positive contribution to the community.

We have established a clear strategy with specific directions and targets to measure our annual progress on relevant topics, and this sustainable mindset is embedded in every department of our business.

As an importer, distributor, and market leader in the dietary supplements industry for more than two decades, we have a responsibility to act ethically and transparently towards our business partners, society, and the environment. Our mission and values support sustainable development and actively contribute to the well-being of people and the planet.

„Our mission is to positively influence people's attitudes and choices about health and lifestyle and to inspire and motivate them to take care of themselves.

We remain committed to responsibly serving our consumers by providing them with exceptional quality products and innovative solutions designed to support their long-term health.”

Lucia Costea,
Co-Founder and CEO
Secom® Healthcare Group

Our Principles & Values

Good health can be taught

We believe that through education, information, knowledge, and self-awareness, people can adopt good healthy habits. We aim to improve and transform people's daily lives and inspire them to take control of their health.

Health is vitality

We believe that good health cannot be defined simply as the absence of disease or suffering. Health is about vitality, balance, and a positive outlook.

Prevention is a lifestyle

We believe that prevention is a lifestyle that requires discipline, support, and constant motivation. And even reinvention or a "stop and start" from time to time.

Health is a matter of integrative approach

We believe that health is a matter of an integrated approach and that complementary medicine is the best ally of allopathic medicine.





Be better today than yesterday!

Secom® is a company where people grow. In self-development, your only competitor is yourself.

Development is both a continuous process and a state of mind. It's about having a positive outlook on life, being open to others, and, above all, striving to be better.

We are a company of people who want to grow beautifully, both personally and professionally.



Get involved because you care!

People are at the center of our products and services.

Caring about people, whether it's customers, consumers, or colleagues – being passionately involved in what you do is essential at Secom®.



Have trust and be reliable!

Trusting each other releases oxytocin and makes us happy.

Feelings of trust and security are the reality we try to create at Secom®.

We all make mistakes and it is not the end of the world.

When errors or mistakes of any kind occur, we must always start from the premise of good intentions, but poor execution.



Be autonomous, make decisions!

Secom® offers a high degree of autonomy and self-determination, it's part of our ethos that has evolved over time.

We believe in our people, we give them credit and trust: to get things done, to experiment, to make mistakes, and to start again.

We know that creativity often thrives in freedom. Here, autonomy means the freedom to make decisions while remaining fully accountable for them.

The values on which our business was built not only shape our organizational culture but also help us fulfill our mission to make a positive difference in the lives of our consumers and the communities in which we operate.

our values



Be agile in your thinking!

We do not live in times that allow us the luxury of overthinking what we have to do, of endlessly polishing perfection.

Change is the only constant reality – and this has become a commonplace that everyone knows. We need to move fast, to make agile decisions when they need to be made, not a month later.

Failing fast, learning quickly and without serious consequences is the only real way forward in today's world.



Collaborate, you are part of the team!

At Secom® we do things as a team. Everyone's career is personal, but our journey is shared.

Each of us can influence the working environment and atmosphere, and together we create our professional environment. We, not someone else. And that is a privilege. We applaud our stars, of course, but we always work as a team, and we still create value together, not individually.



Bring a good mood in everything you do!

We cannot inspire our customers and consumers to think positively and live balanced lives if we do not apply this philosophy to ourselves first and foremost.

We must be the first to enjoy our time together and not see work as a chore.



Make a difference!

We measure our performance by the impact we have on other people. This business is not just about market share or sales.

Our business is about people – good people – who want to make a difference in other's lives. If we can help others change their behavior and outcomes for the better, then we've done our job.

our values



Brief History

In 20 years of activity, Secom® Healthcare has become a quality leader in the field of nutritional supplements, dedicated to improving the health of Romanians.

From the first scientifically validated supplements brought to Romania in 2004 to the launch of the retail network in 2013 and the Good Routine® brand in 2020, Secom® demonstrates its care for people.

With an ecosystem of 600 premium products and personalized consultancy, as well as investments in health education, Secom® is a trusted partner for those who want a healthy lifestyle.

The evolution of Secom® Healthcare has been marked by a number of key moments, all driven by the company's desire to help people live healthier and better lives.

At the heart of these efforts has always been Secom®'s promise to deliver innovative, high-quality products with globally researched and certified ingredients.

1997

Our story began in 1997, as a family business when we opened one of the first naturist stores in Bucharest. In 2002, we began partnering with phytotherapists and the store evolved into a small Naturopathic Consulting Centre.

2003

In 2003, we reviewed the activity of the center and the store, and since local products were not generating the expected results, we started to look at the international markets – in particular the US, which was by then a mature market with decades of experience.

2004

After reaching out to several international producers, in 2004 we decided to import dietary supplements with innovative ingredients, mostly from the US, and began the import business.

Secom® was a trendsetter in the field, as one of the first companies to introduce the concept of integrative medicine and scientific phytotherapy in Romania and brought the first studied and certified dietary supplements with innovative ingredients at that time: medicinal mushrooms, colostrum, glutathione, 5-HTP, resveratrol, GABA, L-citrulline, as well as a range of supplements specifically formulated by pediatricians for children's health – ChildLife® Essentials.

2008-2013

During 2008 and 2010 we began developing the organizational structure of the company to allow the expansion of the business nationwide.

In 2013 we opened our own retail chain to connect with our consumers and provide them with the information they need to understand the benefits that dietary supplements can offer for both maintaining health and balancing certain deficiencies alongside allopathic medication.



In our stores, customers have access to the entire (and constantly evolving) Secom® portfolio, but they can also benefit from personalized consultancy. We do everything we can to help our customers make informed and responsible choices when selecting the products from the Secom® portfolio that best suit their needs.

Our consultants specialize in scientific phytotherapy and have the expertise, time, and dedication to provide our in-store customers with well-informed, personalized guidance, helping them choose and use Secom® and Good Routine® dietary supplements most effectively.

2020


In 2020, after 17 years of business, during which time we had access to best practices from around the world, we decided to invest all our experience in developing our own brand of dietary supplements under the Good Routine® brand, which meets the same quality standards consumers have come to expect from us.

Good Routine® supplements are produced in Spain and Italy with the help of Secom® partner producers, renowned for their investment in Research, Development, and Innovation, for the quality and benefits of their patented and scientifically documented ingredients.

Good Routine® products stand out for their unique combinations of synergistically acting ingredients and innovative formulas, created by Secom®'s own recipes, to support modern consumers in their efforts to live a balanced life and adopt and maintain small healthy habits.

2021

Under the Good Routine® brand, we market a wide range of supplements, each with distinct benefits: products that complement the diet, including vegetarian or vegan diets, balance intestinal flora, support immunity, support joints, support the body in times of fatigue and stress, regulate cholesterol levels, protect the liver and heart, support urinary tract health.

 More details about Good Routine® products can be found at good-routine.com.

In 2021, we took another step forward and consolidated our business into the Secom® Healthcare Group.



In 2022, we voluntarily published our first sustainability report.

At the same time, we expanded our portfolio with new organic and natural product categories for adults and children from well-known brands: functional food, personal care, and natural cosmetics. Thus, we took a step forward in transforming Secom® stores into WellBeing Stores for people seeking a healthy lifestyle.



2023 marks another milestone in our development as it is the year we expand our international market presence by listing Good Routine® in 6 Amazon markets and Costa Rica.

Good Routine® wins the Sustainability Booth - Design Award 2023 - Best at Show at Vitafoods Asia.

Secom® Healthcare becomes a supplier for the Royal Household of Romania.



In 2024, we received the Best Managed Company certification in the program with the same name, carried out by Deloitte in Romania.

Our retail network reaches 21 physical Secom® stores located in 16 major cities of the country: Bucharest, Bacău, Braşov, Cluj, Iaşi, Ploieşti, Piteşti, Sibiu, Timişoara, Arad, Oradea, Suceava, Craiova, Constanţa, Baia Mare, and Târgu Mureş.



Details about the Secom® stores [here](#).

Over the past 20 years, Secom® Healthcare has remained a company built on integrity, ethics, and transparency, continuously and sustainably growing through its strategic pillars: uncompromising quality, a constant focus on innovation, educational initiatives, and a genuine commitment to doing good.



Secom® Healthcare Group

Today, Secom® is more than a premium dietary supplements brand.

Over the past 20 years, Secom® has evolved into an integrated ecosystem of balanced lifestyle solutions that includes a portfolio of hundreds of products – premium supplements, functional foods, personal care products, and natural cosmetics – as well as its own network of stores, offering free professional and personalized consulting services.

Secom® Healthcare Group is a strong organization with a team of 200 people and three divisions:



Secom® Exclusive imports

It manages the import, promotion, and exclusive distribution on the Romanian market of a portfolio of around 300 premium nutritional supplements from renowned international manufacturers with decades of experience in the field, such as Solaray®, Jarrow Formulas®, Nature's Way®, and ChildLife® Essentials. Thus, Secom® has facilitated Romanians' access to the world's leading dietary supplements.

Details [here](#).

Secom® Retail

It coordinates the chain of 21 physical stores and the online store secom.ro, offering over 600 premium products and personalized scientific phytotherapy consultancy from specialists with medical background to help consumers choose the right products for their lifestyle and health goals.

Secom® stores are "WellBeing Stores" dedicated to people who want to lead a healthy lifestyle.

Details [here](#).

Good Routine® by Secom®

It manages the development of products under its own brand of dietary supplements Good Routine® and their distribution both on the Romanian market and in 7 other countries across Europe and Central America.

Good Routine® is more than just a brand of food supplements, its mission is to be the trusted partner of people who want a balanced lifestyle.

Details [here](#).

Secom® in Romania – National Access

Secom® offers nationwide access to its products and services through:



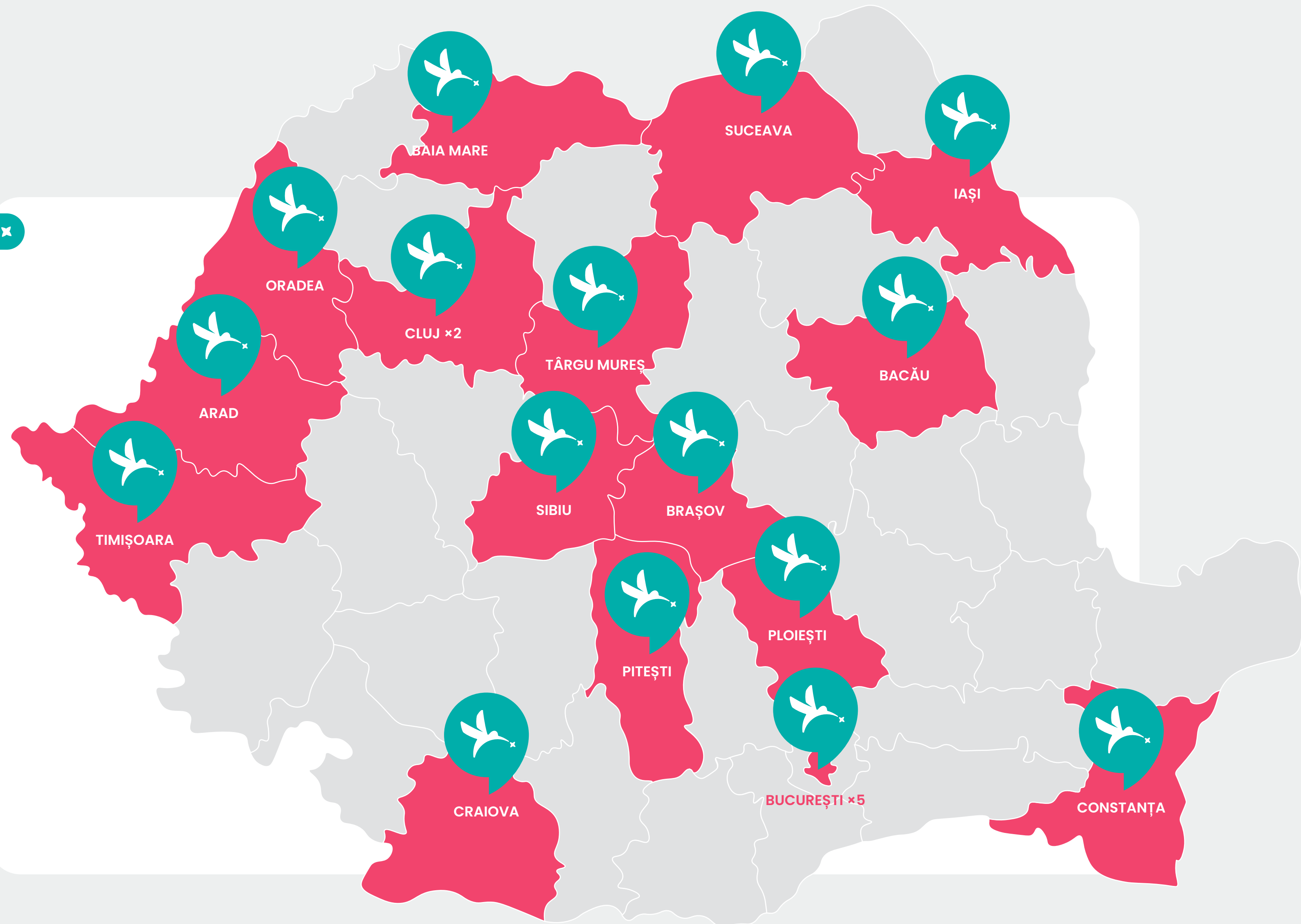
21 own stores in 16 cities



secom.ro



>8.000 partner pharmacies and online platforms



Good Routine[®] by Secom[®]

Good Routine[®] supplements, created by Secom[®], are distributed in Romania and seven other countries.



Good Routine[®] international presence:



Costa Rica



United Kingdom



France



Belgium



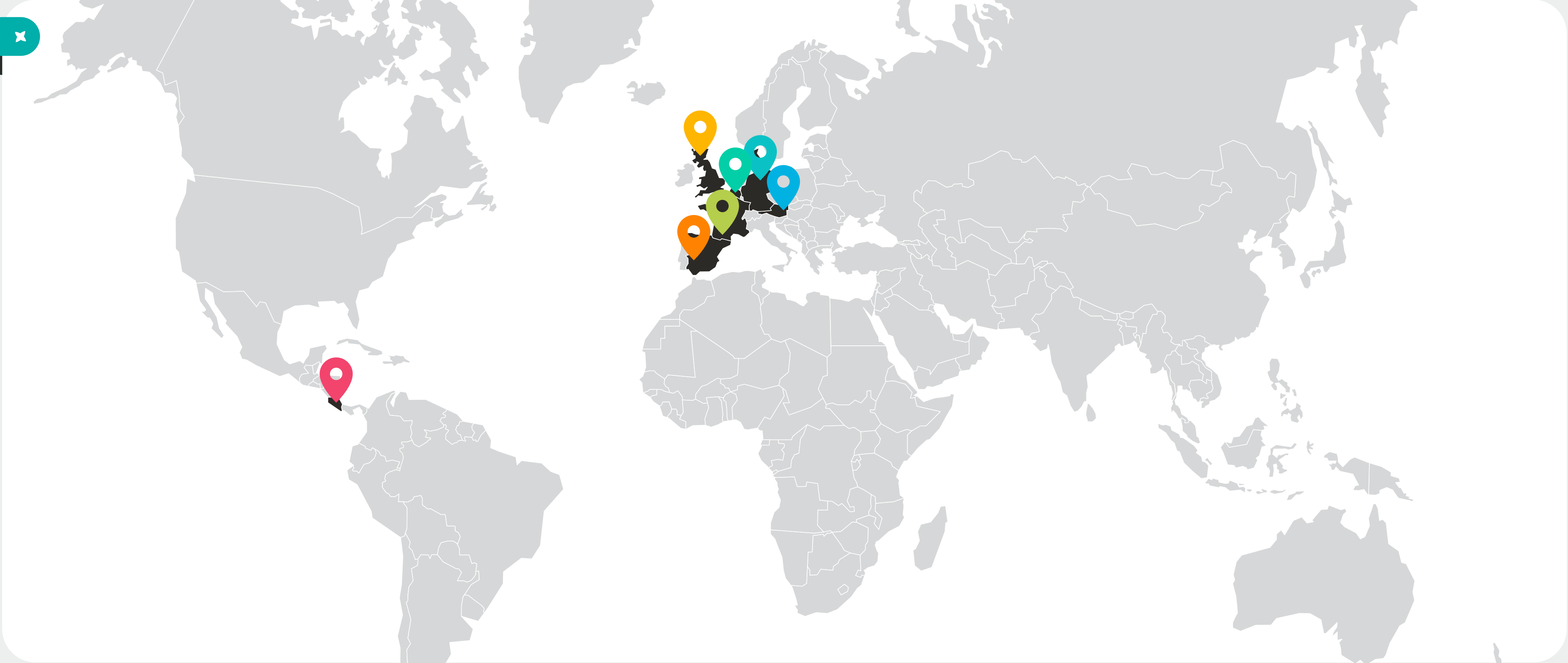
Spain



Germany



Austria



Secom® success stories: the first 20 years

CONSUMER CONFIRMATION

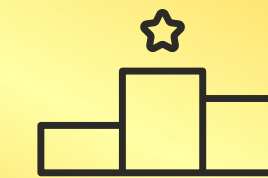
28 million

products sold to support people's health



Quality leader

Doctors value Secom® for the quality and efficacy of the products in its portfolio*



Trusted brand

7 out of 10 consumers remain loyal to Secom® supplements, with the brand having the highest retention rate in its category – 66%**



"The measure of Secom®'s success is not the 28 million products sold in 20 years, but the fact that we have helped millions of people live healthier lives. Their trust is our greatest source of pride on this anniversary."

Andrei Costea,
Co-Founder Secom® Healthcare Group

RECOGNIZED PERFORMANCE

Supplier to the

Royal House of Romania

2023



First Sustainability Report Secom®

Silver Level Recognition

@ Romania Corporate Sustainability & Transparency Index 2022



Together in the Service of Good

Gold Recognition

@ Community Index 2023

Third Prize

@ CSR Awards 2023



Best Managed Company

certification within the program run by Deloitte in Romania



Sustainable economic development –

42% CAGR*** between 2004–2023



See how we've continued to inspire confidence in those around us for 20 years. [Read on.](#)

* According to the IQVIA Recall Test survey of a sample of 260 physicians, October 2022.

** According to the brand awareness study conducted by AHA Moments, in October 2023.

***CAGR = compound annual growth rate

Secom® Today

Today, Secom® is more than just a premium dietary supplement brand.

In 20 years, Secom® has evolved into an integrated ecosystem of balanced lifestyle solutions.

INTEGRATED ECOSYSTEM

600 products



21 stores + 2 online

secom.ro
good-routine.com



Distribution in

8.000

pharmacies and health food stores in Romania



Dietary supplements

- Sole importer in Romania of the most important global brands of nutritional supplements
- Creator of Good Routine®, present in Romania and 7 countries



Functional foods

Natural cosmetics

EDUCATIONAL PROGRAM CREATOR

€1 mil.

in health education programs

- **Good Supplement Podcast**
- **Good Routines Plan**
- **Perspective Magazine**
- >400 educational articles
- 175.000 hours of in-store and online advice

COMMUNITY CONTRIBUTION

€1 mil.

allocated to social initiatives



>70 partners

NGO, medical and educational institutions



>100.000 people

benefited from social projects



TEAM FOR THE GOOD

200 people

help consumers make healthy choices



Constructive & collaborative

organizational culture



85%

level of consistent team engagement



Our Activity in



>600

products in portfolio:

- 270 dietary supplements
 - 240 imported supplements from renowned international manufacturers
 - 30 supplements developed under the Good Routine® brand and produced in internationally certified European factories

>330 products in other categories: functional foods, personal care products, and natural cosmetics



Net sales

>173,3 mil. lei
>178,8 mil. lei



Staff expenditure

>28,3 mil. lei
>29,3 mil. lei



Contributions to the state budget

>24,1 mil. lei
>13,9 mil. lei

Investments:

~2 mil. lei

for the expansion of own retail network with six new physical Secom® stores



Personalized scientific phytotherapy consultancy from experienced medical specialists - in offline & online retail

In 2022-2023:

>1,5 mil. lei

invested in social projects

we supported
62 organizations
(NGOs, hospitals, schools)

142
Secom® employees volunteered in the 17 social projects of the **Together in the Service of Good** program

Implementation of the **Voice of the Customer** (ticketing)

platform - an automated system for the efficient handling of complaints and feedback from consumers and B2B customers



- 1 completed observational study
- 2 ongoing observational studies

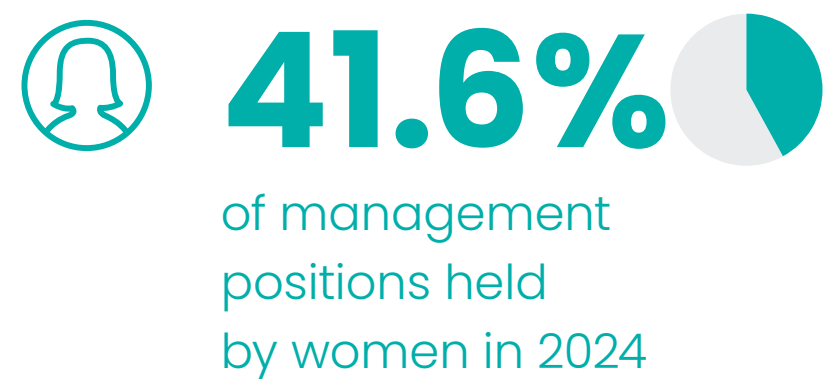
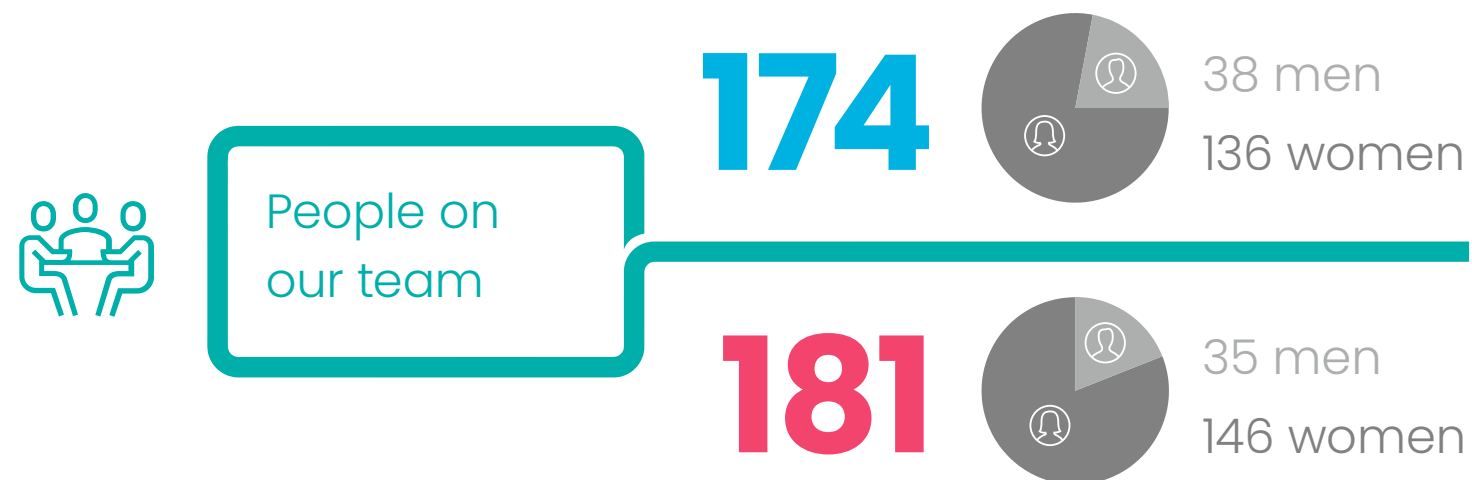


The **Supplement of Good** podcast recorded a 6.7 million reach in 2022 and a 9.7 million reach in 2023

Articles published on **The Good Place** blog had >360,000 views

>400 articles in the **Health Guide** section on secom.ro

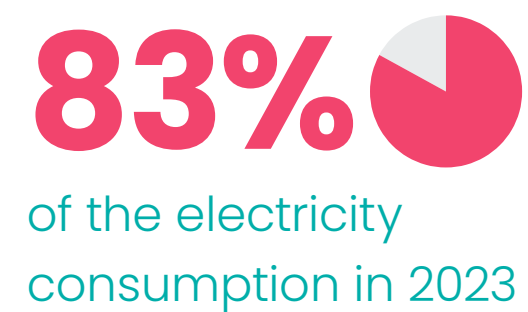
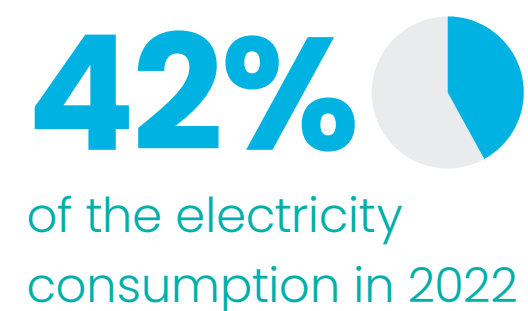
Our Activity in



>2.1 mil. lei
benefits expenditure
in 2022-2023
+ 21% in 2023 vs 2022

~690.000 lei
training and
development budget

600 lei
budget/month/team
member for
flexible benefits



**came from
renewable energy
sources**



Awards

In February 2024, the company was awarded the **Best Managed Company** certification at the *Best Managed Companies Romania* program, organized by Deloitte and BT, in partnership with the Bucharest Stock Exchange (BVB) and the European Bank for Reconstruction and Development (EBRD), marking a recognition of excellence in management.

In June 2023, Secom® was awarded at the **Top Performers in Healthcare Gala**, organized by *Capital*.

On October 30, 2023, Secom® received the high distinction of **Supplier of the Royal House of Romania**, an honorable recognition and appreciation of the outstanding quality of the products in the company's portfolio.

Silver Medal at the *Romanian Corporate Sustainability and Transparency Index*, an award received in December 2022 for the publication of the first Secom® Healthcare Group Sustainability Report.

In March 2023, Secom® was awarded third prize for the "Together in the Service of Good" project in the **INTERNAL CSR CAMPAIGNS** category at the 11th edition of the *CSR Awards* competition, highlighting the company's commitment to corporate social responsibility.

In October 2023, Good Routine® was honored with the **Sustainability Booth – Design Award 2023 – Best at Show** at *Vitafoods Asia* in Bangkok for its booth made of environmentally friendly materials and 360° experience for visitors.

Also in October 2023, the "Together in the Service of Good" project received **Gold Recognition** at the *Romania Community Index 2023*, 5th edition, reinforcing the company's reputation for community initiatives.

Top 100 Most Admired CEOs in Romania in 2022 and 2023, recognition received by Lucia Costea, co-founder and CEO of Secom®, from *Business Magazine*.

In December 2023, Lucia Costea was included in the **Top 1000 Most Important Business People**, published by *Ziarul Financiar*, one of Romania's leading financial publications.

In April 2023, Lucia Costea received two important awards in two tops made by prestigious business publications in Romania:

Top 100 Most Powerful Women in Business
Business Magazin

50 most influential women
Forbes Romania

Affiliations

At national level, the company is part of:

The Romanian Food Supplements Industry Association PRISA, promotes and educates the population and medical professionals on the importance and beneficial aspects of dietary supplements. PRISA has developed and approved two codes: the Code of Ethics and the Code of Good Practice in the labeling and advertising of dietary supplements. Andrei Costea, Secom® co-founder is a member of the Board of Directors.

In 2024, PRISA, under the coordination of Secom®, launched the campaign "Information before dietary supplements" and the educational platform infosuplimente.ro to promote responsible consumption of this category of products.

The Romanian Business Leaders Foundation is the voice and driving force of business leaders to build a Romania that future generations want to live in. Lucia Costea, Secom® co-founder & CEO, is a member of the foundation.

FBN – Family Business Network, an international network that includes the world's largest family businesses. It aims to promote and support the concept of "family business" in Romania, as it is recognized at the European level, and to raise awareness among authorities of the existence and potential of family businesses and the need for a binding partnership with them. Lucia and Andrei Costea, Secom® co-founders, are members.

The Sustainable Romania Coalition is a program developed and coordinated by the Sustainability Embassy in Romania, on the initiative of the Department of Sustainable Development (DDD), as a result of the actions supporting the implementation and monitoring of the National Strategy for Sustainable Development of Romania 2030 (SNDDR). The Coalition is officially recognized by the Romanian government as a partner and facilitator of dialogue on sustainability topics through a cooperation agreement signed with the Department of Sustainable Development.

At international level, the company is part of:

Food Supplements Europe, is a non-profit organization set up to represent and promote the role of dietary supplements in the lives of consumers, ensuring that the information provided is honest, substantiated, and complies with current legislation. Secom® is indirectly affiliated through PRISA.

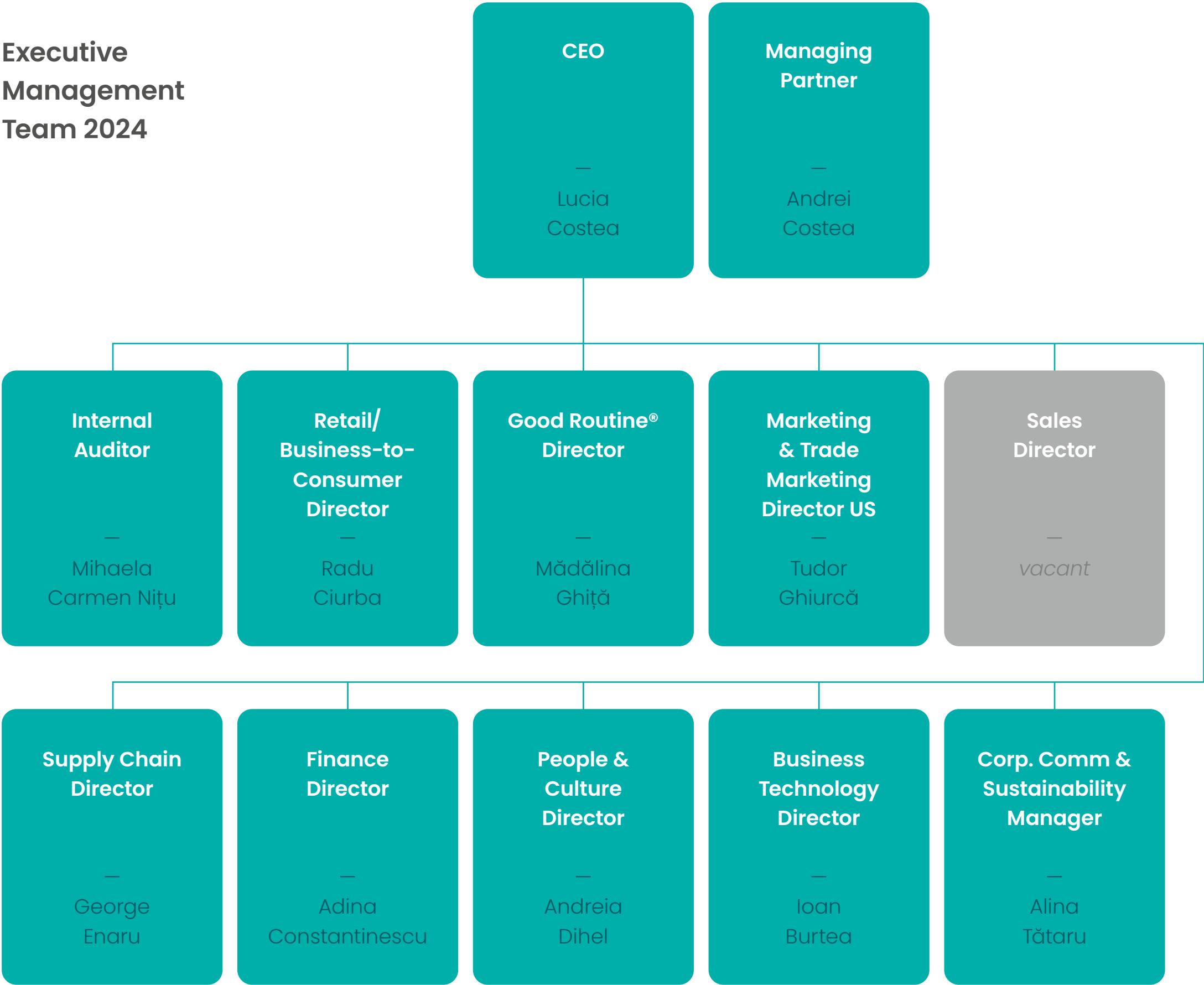
YPO is a global leadership community for entrepreneurs and CEOs. Lucia Costea, Secom® co-founder & CEO, is a member.

Company Management

Secom® is managed by its co-founders Andrei Costea and Lucia Costea. Andrei Costea is the sole shareholder of the company holding 100% of the shares and is responsible for exploring new strategic opportunities to expand the business, while Lucia Costea, as CEO, oversees the executive and operational management of Secom®, ensuring the highest ethical and quality standards in the dietary supplement industry.

They are supported in leading the company by an Executive Management Team of ten other professionals. Each member of the Executive Management Team has specific responsibilities in different business areas to ensure the effective implementation of the company's strategies and the optimal management of resources.

Executive Management Team 2024



Name	Position	Type of mem- bership	Term of office	Other positions and commitments	Age	Gender	Skills relevant to the organization's impact
Costea Andrei	Managing Partner	Executive	unlimited	0	41	Male	Strategic and visionary leadership
Costea Lucia	CEO	Executive	unlimited	1 (administrator)	40	Female	Executive leadership and management team management
Burtea Ioan-Augustin	Business Technology Director	Executive	unlimited	0	38	Male	Experience in managing IT infrastructure and technical team
Ciurba Mircea-Radu	B2C Director	Executive	unlimited	0	43	Male	Experience in developing and implementing direct-to-consumer sales strategies
Constantinescu Adriana-Zamfira	Finance Director	Executive	unlimited	1 (administrator)	48	Female	Experience in financial and accounting management
Ghiță Maria-Mădălina	International Markets Director (since 2024 - Good Routine® Director)	Executive	unlimited	0	43	Female	Experience in developing and implementing product marketing, communication, branding & sales strategies for the Good Routine® brand
Ghiurcă Tudor	Marketing & Trade Marketing Director	Executive	unlimited	0	39	Male	Implementation of marketing strategies; communication and branding for products imported from the U.S.
Dihel Andreia-Georgia	People and Culture Director	Executive	unlimited	0	49	Female	Implementing the Human Resources strategy
Enaru George	Supply Chain Director	Executive	unlimited	0	38	Male	Implementing the supply chain planning strategy
Tătaru Alina	Corporate Communications & Sustainability Manager	Executive	unlimited	0	43	Female	Experience in developing and implementing external corporate communication, sustainability, and CSR strategies

In 2024:



41,6% of management team positions are held by women.



100% of the management team members were aged between 30 and 50.

The selection process for members of the organization's management is transparent, efficient, and performance-oriented.

Shareholder feedback is integrated into both the performance evaluation and the recruitment and succession planning process for key positions according to a structured company-wide process, thus ensuring objectivity and alignment with organizational objectives.

The selection process also promotes diversity by including candidates from different demographic and cultural backgrounds.

The fixed and variable remuneration of top management members is determined according to the conditions of the Romanian labor market, the complexity of the role and its impact on the business, as well as the individual performance achieved.

Currently, no specific sustainability indicators are integrated into the performance evaluation process for members of the Executive Team.

However, two positions within the company have individual performance targets that are directly linked to the achievement of the objectives set out in Secom's Sustainability Strategy: Corporate Communications & Sustainability Manager and Communications & CSR Coordinator. For these roles, specific sustainability targets are included in the annual evaluations that determine the awarding of performance bonuses.



Sustainability Governance

To manage social and environmental impacts, the company's management established the Secom® Sustainability Committee in May 2023, which includes members of the management team.

This committee meets twice a year to make strategic decisions.

In addition to these meetings, the Corporate Communications & Sustainability Manager coordinates an extended sustainability team of 18 members from all departments of the company. They report monthly on the status of sustainability initiatives at management team meetings.

The Secom® Sustainability Committee

The Secom® Sustainability Committee's role is to promote sustainability principles within the organization and to assign clear responsibilities to the reporting teams for the implementation of initiatives that contribute to the achievement of the objectives set out in the company's sustainability strategy.

The Committee also monitors the implementation of the strategy, oversees and approves the allocation of resources, and validates any updates to the sustainability strategy and targets.

Responsibilities of the Sustainability Committee:

- **Approve the update of the Sustainability Strategy** every two (2) years, in line with the evolution of the material topics and the materiality analysis carried out following the Global Reporting Initiative (GRI) international standards or the national and European legislation in force (CSRD/ESRS).
- **Support the Secom® Executive Sustainability Team** by providing the necessary human resources to carry out key steps in the reporting process, such as stakeholder consultation, data collection for the sustainability report, etc.
- **Empower the subordinate teams to implement the sustainability projects** set up to achieve the objectives set out in the Secom® Sustainability Report in a consistent manner and within the set deadlines.
- **Approve the sustainability actions and projects carried out by the company** (including policies and procedures, sustainability reports), their impact on all stakeholders, and the extent to which they contribute to achieving Secom®'s sustainability objectives and strategy in their area of expertise.
- **Ongoing assessment of sustainability risks and opportunities.** Provide solutions to prevent risks that could have a significant negative business and/or reputational impact, and engage in the management of negative impacts when/if they occur.
- **Risks arising from environmental and social factors** are identified and assessed (in terms of likelihood and business and reputational impact) in the Secom® risk matrix.
- **Provide suggestions and recommendations** for future sustainability initiatives in line with Secom® strategy and international trends.

Membership of the Secom® Sustainability Committee

The membership of the Committee is determined by the company's CEO, who also chairs the Committee.

The Committee is composed of top managers and managers of functions with significant economic, social, and/or environmental impact who, through their strong decision-making power and influence, can allocate the necessary human and financial resources to implement Secom® sustainability initiatives in line with the strategy.

Membership of the Secom® Sustainability Committee:

- Committee Chair – CEO
- Committee Secretary – Corporate Communications & Sustainability Manager
- Marketing & Trade Marketing Director
- Retail/Business-to-Consumer Director
- Good Routine® Director
- Finance Director
- People & Culture Director
- Supply Chain Director
- Environmental Officer
 - › these partial tasks are currently performed by the Supply-Chain Projects Coordinator

The term of office of each member is 2 years, after which new members are nominated and approved.

The members of the Committee meet at least twice a year, or at the request of management, as follows:

- › at the annual planning stage when setting the budget, to communicate the results of the stakeholder consultation, and/or
- › once every two years during the finalization phase of the Sustainability Report, and/or
- › in the event of bottlenecks in the implementation of strategic sustainability projects, etc.

Meetings may be held in person or online, are announced by the Secretary to members at least 14 days in advance, and attendance is mandatory for all members.

Each month, the Secretary reports to the Board of Directors on the status of initiatives, and at the end of each year, the Secretary is responsible for preparing a report on the Committee's activities, highlighting key achievements, challenges, and priorities for the coming year.

Business Responsibility

Economic Performance

Beyond the health benefits of the products distributed in Romania and the 7 other markets where it operates, Secom® contributes to the local economic ecosystems through its commercial activities and partnerships.

The company's economic impact is directly felt through the salaries paid to team members, which support not only their families but also the local economy.

In addition, the taxes paid by Secom® contribute to local and national budgets, supporting essential public services. At the same time, the company's investments in the community, whether through CSR projects or strategic partnerships, amplify the indirect impact by improving the quality of life and community infrastructure.

Description	2020	2021	2022	2023
	lei	lei	lei	lei
Direct economic value generated:	157,847,787.00	172,061,861.00	173,391,581.78	178,890,459.81
Revenue (net sales + revenue from other investments or sales of assets)	157,847,787.00	172,061,861.00	173,391,581.78	178,890,459.81
Economic value distributed	152,874,059.00	169,040,969.00	176,213,261.63	167,472,265.90
Operating costs	110,405,332.00	123,744,961.03	123,034,323.44	123,811,197.20
Employee wages and benefits	18,884,789.00	23,882,486.97	28,308,826.01	29,324,051.33
Payments to shareholders (dividends)	–	–	–	–
Payments to government/ state budget	23,396,962.00	21,119,262.00	24,074,336.04	13,867,175.74
Community investments (sponsorships)	186,976.00	294,259.00	795,776.14	469,841.63*
Economic value retained	4,973,728.00	3,020,892.00	–2,821,679.85	11,418,193.91

*In 2023, 265,000 lei is added to this amount, redirected through Form 177, which allows companies to sponsor NGOs with up to 20% of the amount of corporate income tax.

The differences in contributions to the State budget are due to lower customs duties and VAT as a result of a lower volume of purchases in 2023 compared to 2022.

Fiscal Strategy and Governance

Secom®'s fiscal strategy is based on rigorous planning, emphasizing the efficient use of resources and strict compliance with applicable regulations.

This approach ensures transparency and compliance of financial operations, contributing to the sustainability and integrity of the company.

The Finance Director, under the approval of the Board of Directors, is responsible for:

- The strategy and frequency of tax strategy evaluations;
- Analyzing the applicable tax legislation at the beginning of each year, drawing up the list of taxes due by the company, based on the tax vector;
- Determining how to calculate the amount of tax due, taking into account the general principles set out in the internal procedures;
- Establishing the frequency and schedule of payments, including the deadline by which they must be made to government institutions.

During the financial year, the Financial Director:

- Monitors legislative changes (through resources provided by the company - Internet, access to legislative programs, etc.) and those brought to the attention of the Legal Department;
- Monitors organizational changes (e.g. development of a new line of business, changes in internal policies and procedures);
- Analyzing the impact of identified legislative and internal changes on the fees and taxes owed by the company.

When identified changes affect the taxes and duties payable by the company, the Finance Director determines the appropriate internal regulations, communication, and implementation of the changes.

Tax risk management is ensured through regular legislative reviews to maintain compliance and close collaboration with tax advisors to assess and mitigate identified risks.

Tax compliance is reinforced by annual audits conducted by one of the world's top four audit firms, ensuring prudent and responsible management of the company's financial resources.

Responsibility Embedded into Internal Policies

Secom®'s two decades of presence in the Romanian nutritional supplements market reflects not only the successful implementation of a coherent business strategy but also the company's responsibility towards all stakeholders and the ethical approach it takes in every business relationship.

The experience gained over the years has shown that there is always room for change and improvement. One such occasion was the publication of the first Secom® Sustainability Report 2020-2021. As a result of the analysis carried out as part of this process, Secom® identified internal policies and procedures that have been updated and adapted to provide even greater clarity on expectations for the team and business partners.

At the same time, these changes have improved the mechanisms through which they can provide ongoing feedback and recommendations, ensuring that they are always in line with their needs and suggestions.

Secom®'s expectations for the behavior of team members and partners

It is essential for Secom® to maintain an ethical and professional working environment, both internally, among all team members, and in every business relationship with its partners.

The consistent commitment to integrity and transparency in all aspects of Secom®'s business is also reflected in the company's expectations for the behavior of team members and partners.

The requirements for the team are clearly outlined in the Internal Rules, while expectations for partners are defined in the [Code of Business Ethics and Conduct](#).

Secom® wants each of its team members and partners to adhere to these high standards of behavior and to reflect the company's values and principles in all their interactions, both internally and externally.

The foundation of Secom®'s organizational culture, which has inspired and motivated team members since the company was founded 20 years ago, is the belief that they are part of something greater than just marketing dietary supplements: helping people lead more balanced lives and contributing to the common good.

Secom® encourages people to be selfreliant, agile, and solution-oriented while providing them with the resources needed to develop professional skills. In doing so, the company fosters initiative and innovation within the team.

The company's mission is deeply connected to its business philosophy, reinforcing a constructive corporate culture where responsibility, honesty, cooperation, and mutual respect are not just encouraged but expected.



In 2022, the Internal Regulations were updated to include provisions on labor freedom, adherence to the principle of non-discrimination, and the elimination of any form of dignity violations, while in 2023 Secom® developed and implemented the [Code of Business Ethics and Conduct](#).

In 2024, the company aims to disseminate and communicate the Secom® Code of Business Ethics and Conduct to all current and future partners.

The Secom® Code of Business Ethics and Conduct establishes standards of integrity and accountability for partners. Adopted at the end of 2023, it reflects Secom®'s commitment to ethical business practices and outlines the company's expectations of all partners, including subcontractors, agents, and intermediaries.

The Code sets out clear principles for combating bribery and corruption, ensuring compliance with anti-competition laws, managing gifts and protocol, and promoting respect for human rights.

The Code also outlines Secom®'s expectations for partners regarding occupational health and safety, confidentiality and data protection, and the handling of trade secrets. Compliance with these principles is mandatory for all parties involved, and non-compliance may result in legal consequences.

Additionally, the company reserves the right to periodically assess its partners' compliance. Secom® expects any violations of the Code of Business Conduct and Ethics to be reported to the Legal Department, which is responsible for providing support and protection to those who report irregularities.

Anti-corruption Policy

The Secom® Anti-Corruption Policy was adopted at the end of 2023 to reinforce integrity and ethical standards across all business activities. It applies to all team members and partners of the company, including management and executive staff, regardless of the contractual nature of their employment.

The policy clearly defines bribery as any active or passive misuse, committed directly or indirectly, to obtain a financial or other improper advantage, and explicitly prohibits practices related to bribery, influence peddling and buying, facilitation payments, illegal commissions, and other corrupt acts.

Management is responsible for implementing the Anti-Corruption Policy and is committed to maintaining the highest standards of professional and ethical conduct by establishing a process to monitor and sanction prohibited behavior.

The Anti-Corruption Policy also describes Secom®'s expectations for its team and partners regarding interactions with public officials, the exchange of gifts and conflicts of interest, as well as their obligations to report violations or suspected violations of the company's Anti-Corruption Code of Conduct.

Secom® is committed to ensuring that no team member or partner will be penalized for reporting concerns and that all information will be handled in accordance with personal data processing regulations. Disciplinary sanctions, up to and including termination of employment, will apply to anyone who threatens, retaliates against, or harasses an employee who has reported or considered reporting a corruption-related concern in good faith.



During the 2022-2023 reporting period, the company did NOT record any:

- incidents of corruption involving its employees, nor any incidents leading to their dismissal or disciplinary sanctions
- confirmed incidents leading to the termination or suspension of cooperation with business partners
- legal or public actions taken against the organization or its employees based on allegations of corruption

Competition Provisions

Secom® believes in competition based on the superior quality of its products and services and fair business practices. To uphold this principle, the company has adopted strict internal regulations to ensure a fair competitive environment and regularly conducts information sessions on applicable competition rules.

The team's expectations regarding compliance with competition rules are detailed in the Internal Regulations, highlighting the company's ongoing commitment to fair and responsible competition in the dietary supplements market.

- ✓ During the reporting period, the company was NOT sanctioned or subjected to legal action for anti-competitive behavior or violations of antitrust and monopoly laws.

Conflict of Interest

In 2002, the company adopted the [Conflict of Interest Policy](#) to define and implement key principles and rules, providing a general framework for managing potential conflicts of interest for all managers and team members.

A conflict of interest arises when an employee's direct or indirect personal interest may interfere with the company's interests, potentially affecting their independence or impartiality in decision-making or the timely and objective performance of their duties.

The policy establishes the fundamental principles that company members must follow in their professional interactions with clients, authorities, and colleagues. It also outlines the process for identifying, reporting, and managing conflicts of interest.

- ✓ There were NO reports of potential conflicts of interest during the period 2022-2023.



Whistleblowing Policy

The Whistleblowing Policy (available on the secom.ro website), adopted in December 2023, reinforces the company's commitment to the highest standards of quality, transparency, openness, and accountability.

For Secom®, this commitment includes encouraging all its stakeholders (team members, directors and officers, temporary workers, agency or freelance contractors, individuals working under the supervision of contractors/suppliers, former or prospective team members, third parties such as business partners, buyers, and customers) to report any serious concerns about potential wrongdoing or criminal activity related to their work for Secom®/ in relation to Secom® or the company's business practices.

The policy encourages reporting a wide range of issues, including but not limited to:

- Conflicts of interest related non-compliance with laws, antitrust violations, harassment, or discrimination.
- Concerns regarding accounting, auditing, or public reporting practices.
- Concerns regarding any criminal activity or failure to comply with legal obligations.
- Concerns regarding human rights violations or breaches of competition law.
- Concerns regarding any conduct that could harm Secom®'s reputation.
- Concerns regarding potential breaches of health and safety policies.
- Concerns regarding environmental degradation.
- Concerns regarding possible money laundering or sanctions violations.
- Concerns regarding non-compliance with product safety and regulatory laws.
- Concerns regarding the protection of privacy, personal data, and the security of networks and information systems.
- Concerns regarding non-compliance with consumer protection laws.
- Intentional concealment of any of the above.

Customer complaints regarding the quality of services and products provided by Secom® do not fall under the scope of the Whistleblowing Policy but are handled by the [relevant departments](#) within the company.



Reports can be submitted through a secure and user-friendly mechanism via any of the following internal channels:



Web reporting:
Secom@whistleup.eu



By email:
conformitate@secom.ro



In person, verbally, or in writing by contacting any member of the designated Team, which includes the People and Culture Director, Legal Manager, or Internal Auditor (for company employees).

If the report is not anonymous, the reporting person will receive an acknowledgment of receipt of the report within 7 days of receipt. A response regarding the status of the reported issue will be provided within a maximum of three months from the acknowledgment date.

If the report is submitted anonymously, it must be made in writing via the electronic platform at Secom@whistleup.eu.

The confidential reporting system is designed to enable early risk detection in Secom®'s business operations and prevent these risks from escalating into serious issues.

Taking action against a whistleblower who, in good faith, reports an ethical breach or a suspected legal violation is contrary to Secom®'s values.

If a team member responds inappropriately to someone who has reported a situation in good faith, they will be subject to disciplinary action, which may include termination of employment.

Personal Data Protection

Secom® respects the confidentiality of consumers' and employees' personal data by implementing dedicated policies and procedures designed to ensure the protection of fundamental rights, particularly the right to privacy and confidentiality.

The company complies with all applicable data protection laws and maintains high standards of information security by implementing proven customer data management solutions, including those from Microsoft, Shopify, and Klaviyo while safeguarding data security through cybersecurity systems such as Bitdefender and Fortinet.

The Data Protection Policy regulates the conduct of Secom® team members and third parties regarding the management of personal data, including its collection, use, retention, transfer, and disposal.

The company has a designated individual responsible for ensuring compliance with GDPR provisions.

In addition, Secom® has implemented physical, technical, and organizational measures to prevent the loss, damage, alteration, or unauthorized access to personal data.

Secom® publicly outlines how it manages and processes the personal data of its website visitors and customers in the policies available on its official websites:

- Privacy policy on secom.ro and good-routine.com
- [Notification](#) of processing of personal data



During the reporting period, there were NO recorded:

- substantiated complaints from regulators or third parties regarding breaches of customer data security and privacy legislation,
- leaks, theft, or loss of personal data.



2



OUR PORTFOLIO

Secom® Portfolio
of Products

The Quality of
Our Products

Production and
Supply Chain

Product Marketing
and Labeling

Secom® Portfolio of Products

Secom® Healthcare is a trendsetter and leading authority in integrative medicine solutions.

With over 20 years of presence in the Romanian market, it has built a solid reputation for importing and marketing premium natural health and beauty products featuring globally researched, certified, and patented ingredients.

Over the past 20 years, Secom® has expanded its portfolio of products and services, while its core business remains the marketing of dietary supplements.

Today, Secom® Healthcare offers an exclusive portfolio of over 270 dietary supplements, **including imported products from renowned international manufacturers and supplements developed under its own Good Routine® brand. These products are manufactured in European facilities certified to the highest international standards**, ensuring premium quality that consumers have come to expect.

The range covers all therapeutic areas, including vitamins, minerals, amino acids, plant extracts, fruit and vegetable extracts, medicinal mushrooms, glandular extracts, enzymes, probiotics, and prebiotics, as well as a dedicated children's range.

Secom® supplements offer numerous benefits: they are derived from natural sources, non-GMO plants grown in virgin soil, free from pesticides or artificial fertilizers, and contain high-quality raw materials.

Partner manufacturers in both the US and Europe use standardized extracts of active ingredients obtained through patented techniques. Each batch of raw material and finished product undergoes a rigorous verification process to ensure proper efficacy, bioavailability, and safety.

Secom® and Good Routine® products are formulated with optimal concentrations of active ingredients, ensuring rapid release in the body and bioavailability.

All ingredients used in the Secom® range of food supplements undergo strict quality control and are backed by Certificates of Qualitative Analysis. Laboratory testing is ISO and GMP-certified, ensuring compliance with international pharmacopeial guidelines.

At the same time, all dietary supplements comply with the regulatory requirements set by the authorities through national, European, and international legislation in this field.

Imported Supplements

In 2004, Secom® introduced the first scientifically documented dietary supplements in Romania, importing products from renowned American manufacturers with extensive expertise, such as Solaray®, Jarrow Formulas®, Nature's Way®, and ChildLife® Essentials.

These trusted partners, committed to continuous research and development, have been exclusively represented by Secom® in Romania for over two decades, ensuring Romanians have access to some of the world's most advanced nutritional supplements.



Some of the most recognized products in Secom®'s Exclusive Imports portfolio include:



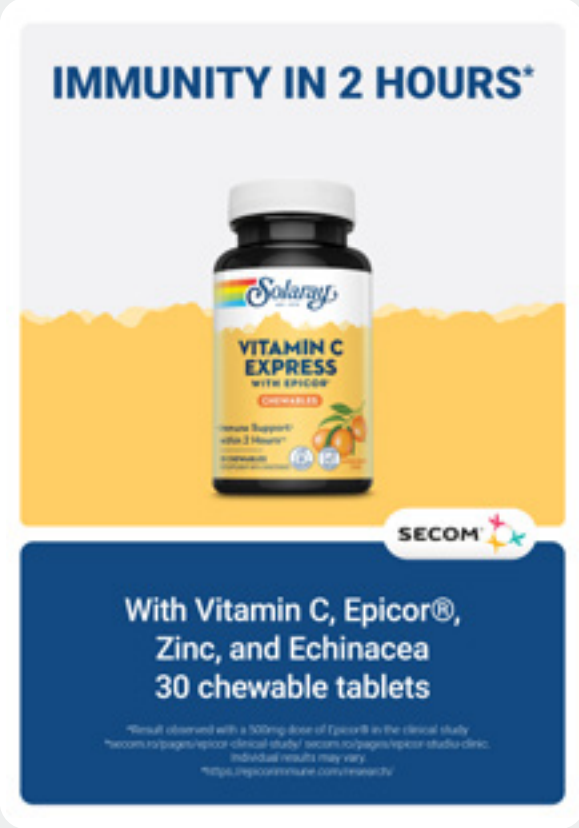
ChildLife® Essentials is the first complete range of natural supplements dedicated to the health of babies and children, created by Dr. Murray Clarke after more than 20 years of clinical experience in pediatrics. The formulas are made from high-quality natural ingredients and contain no sugar, additives, artificial colorings, gluten, alcohol, or genetically modified organisms. Each product is independently certified to be free from pesticides and heavy metals such as mercury, ensuring maximum safety.



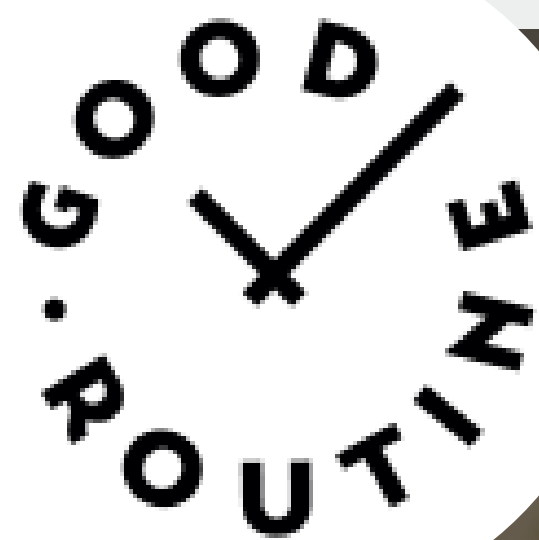
Neuro Optimizer® from Jarrow Formulas is a complex brain health formula containing Cognizin® (a patented form of citicoline) along with five essential nutrients and vitamin B5 to support mental performance, memory, concentration, while helping to reduce fatigue, maintain energy levels and promote emotional well-being.



Jarro-Dophilus® is a probiotic and prebiotic range designed to support health with high-quality formulas backed by solid scientific research and is one of the most award-winning brands in the industry with over 30 awards. Notably, Jarro-Dophilus® Infant was named "2018 Probiotic Product of the Year" at the the NutraIngredients-USA 2019 competition.



Vitamin C Express from the Solaray® portfolio combines vitamin C, zinc, and echinacea with the patented Epicor® ingredient to support the immune system delivering benefits within just two hours of administration.



*your partner
for a healthy
lifestyle*

Good Routine® Supplements Created by Secom®

The Good Routine® portfolio was created by Secom® in October 2020 leveraging the company's extensive expertise

Good Routine® supplements stand out for their advanced formulas, which combine innovative, patented ingredients with synergistic effects, optimal concentrations of active ingredients, and a variety of dosage forms.

Good Routine® products are manufactured in Spain and Italy, in partner facilities that hold top international licenses and certifications for dietary supplements, ensuring the highest standards of quality, efficacy, and safety.

The Good Routine® range includes 30 premium supplements designed to meet the evolving needs of modern consumers. They complement various diets, including vegetarian or vegan diets, balance the intestinal flora, support immunity and joints health, help the body during periods of fatigue and stress, regulate cholesterol levels and promote liver, heart and urinary tract health.

The most popular Good Routine® supplements are Pure Omega-3 – which supports heart and brain health, Guard-Your-Liver® – which protects the liver and Synergize-Your-Gut® – which promotes digestive health, Mag-Your-Mind® – which helps reduce stress and fatigue and Comfort-U® – which supports urinary tract flora balance.

"The exceptional feedback we have received from the international community, consumers, professionals, and both local and global partners gives us the confidence to continue the Good Routine® journey. We remain committed to the principles that have brought us here: uncompromising quality, innovative formulas, and delivery forms, responsible communication that promotes informed dietary supplement use," says Mădălina Ghiță, Good Routine® Unit Director.

Good Routine® is more than just a dietary supplement brand — it has been a trusted partner from the very beginning for those striving to live a balanced lifestyle. Beyond offering superior products, it provides inspiration and a range of educational tools that can be seamlessly integrated into daily routines to help individuals navigate their demanding lives.

Among its key educational initiatives is the Good Routine Plan, which explains neuroscience concepts needed to adopt new habits. Another initiative, Good Routine Saturday, brings together members of the Good Routine® community each month to run, share challenges, and celebrate successes in building healthy routines for a balanced life.

In addition, Good Routine® constantly offers a range of interactive tools on its digital platforms, such as breathing and meditation exercises, which can be incorporated into existing good routines or added as new habits at any time.

Since its launch, up until 2024, Good Routine® has achieved the following milestones:

30 supplements launched, tripling its portfolio since launch

1.4 million products sold

10.7% share of total Secom® sales

national distribution and presence in 7 other countries

Global recognition at Vitafoods Europe, Vitafoods Asia, and Arab Health, three of the most influential global exhibitions in the medical and dietary supplements industry

1.5 million users on the good-routine.com website

At Vitafoods Asia 2023 in Bangkok, Good Routine® won the **Sustainability Booth – Design Award 2023 – Best at Show** for its environmentally friendly materials and immersive booth experience.



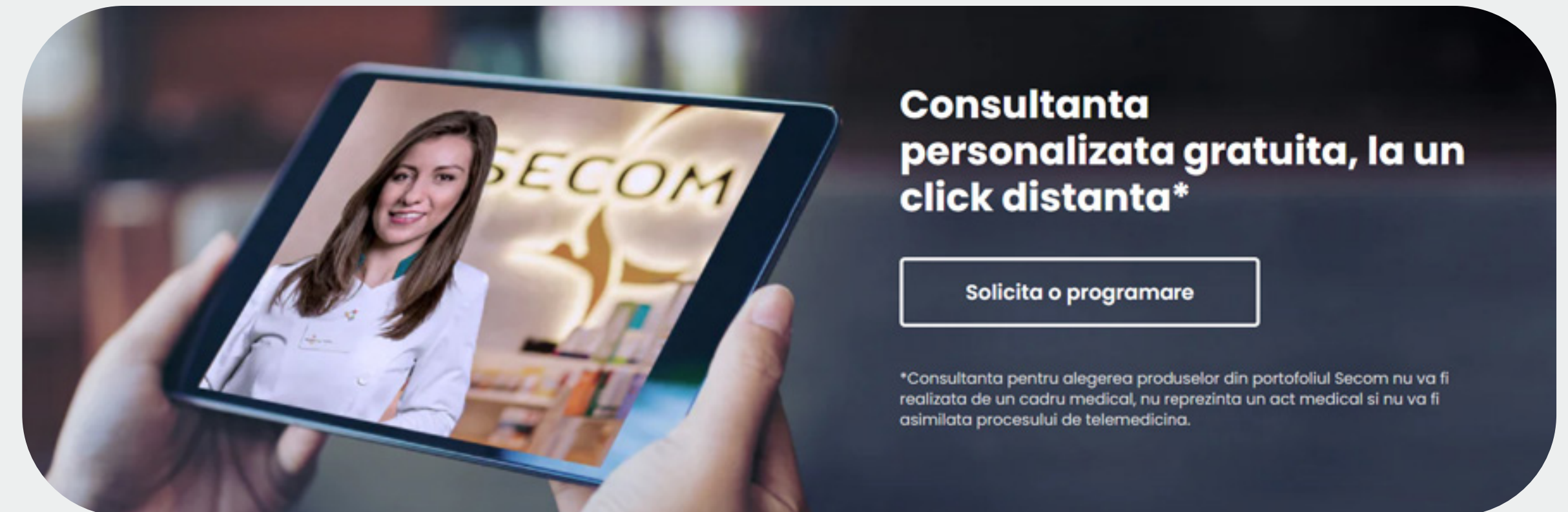
Products and Services Offered by Secom® Retail

In Secom® stores and on secom.ro, consumers have access to a diverse portfolio of over 600 high-quality products. Alongside more than 270 dietary supplements from the Secom® import portfolio and Good Routine® range, the company offers over 330 other organic and natural products across various categories: functional foods, personal care products, and natural cosmetics, all designed to support a healthy lifestyle.

In 2022, Secom® Retail expanded its portfolio with new product categories from renowned brands and European market leaders. These include cereals and breakfast mixes from Auga and Niavis, raw vegan bars from Organix and Nakd, healthy sweets and teas from Sonnentor, plant-based drinks from Rude Health, and organic fruit purees and baby biscuits from Organix.

Secom® Retail's functional foods are made with organic and natural ingredients, providing the protein, vitamins, minerals, and fiber needed for a balanced diet. The products are free from additives, preservatives, and genetically modified organisms and can be safely incorporated into the diet of all adults and children, including vegans, vegetarians, and individuals with intolerances.

Secom® has also expanded its portfolio with a wide range of dental care products from Nordics, Eliah Sahil, and Lavera, as well as natural cosmetics from Bio Balance and Biobaza in its stores and on secom.ro.



A key differentiator of Secom® stores is the personalized scientific phytotherapy consultancy offered by experienced medical specialists. These professionals provide expert advice, helping consumers select the Secom® products that best fit their lifestyle and health goals.


Through this personalized and professional approach, Secom® is positioning itself not only as a provider of high-quality products but also as a trusted partner, fostering strong, long-term relationships with its consumer community.


"The new product categories introduced in 2022 perfectly complement the Secom® portfolio and support our mission to improve people's quality of life. Our professional and empathetic consultants are at the side of consumers, ready to listen and offer personalized consultancy to help them make informed choices about the right products for their needs," says Radu Ciurba, Business Unit Director Secom® Retail.

The quality of Our Products

The quality of our products is our hallmark and the foundation of Secom®'s 20 years of success in the dietary supplement industry. For us, consumer health is not just a concern — it is our top priority.

Our unwavering commitment to quality is evident at every stage, from our rigorous ingredient and product selection process to the way we carefully listen and respond to every suggestion and complaint from our customers and partners.

 See how we make the right choices and then "translate" them for you — always with quality as our top priority.

 During the reporting period, there were NO legal actions taken against the company regarding product quality.



Food Supplement Licenses and Certifications

We collaborate with internationally renowned manufacturers who are committed to innovation and the development of effective natural health solutions. Our partner manufacturers, whether in Europe or the United States, hold industry-recognized licenses and certifications that guarantee the quality, efficacy, and safety of our products.

Our partner manufacturers hold the following certifications

- Good Manufacturing Practice (GMP)
- IFS Food v7 (International Featured Standard Food)
- NSF International
- ISO 22000:2018/HACCP
- ISO 14001/ UNI EN ISO 14001:2015
- Food Supplement Manufacturing Licence
- License issued by the National Center for Food Technology and Safety (CNTA) Spain

Good Manufacturing Practice (GMP)

GMP (Good Manufacturing Practices) certification that confirms compliance with a set of industry standards established by the World Health Organization (WHO) for the production of food, beverages, dietary supplements, pharmaceuticals, medical devices, and cosmetics. Adhering to these practices ensures that every batch meets high-quality standards and maintains a strong safety profile for consumers.

Our U.S. manufacturers' GMP certifications are issued by third-party organizations authorized by the Food and Drug Administration (FDA). These certifiers conduct thorough audits of manufacturing facilities before granting GMP certification. If any violations or deficiencies are identified, the manufacturer must address them to comply with GMP standards. The certification remains valid for three years, after which a re-audit is required to ensure continued adherence to high-quality and safety standards.

At the European level, the European Medicines Agency (EMA) coordinates inspections to ensure compliance with these standards and plays a key role in harmonizing GMP procedures across the European Union (EU).

IFS Food v7

International Featured Standard Food

IFS is a food standard recognized by the GFSI (Global Food Safety Initiative) for auditing food producers. It focuses on food safety, process control, and product quality and making it particularly relevant for food processing and bulk food packaging companies.

The IFS food standard audit assesses products and production processes to determine a food producer's capability to supply safe, authentic, and high-quality products that comply with legal requirements and customer specifications.

The IFS certification audit is valid for three years from the date of issuance by the certification body. However, annual follow-up audits are required, and their successful completion is necessary to confirm that the company continues to meet all certification requirements. At the end of the three-year period, a full re-audit — similar to the initial certification audit — must be conducted to obtain re-certification.

NSF International

NSF International is a globally recognized certification body with over 75 years of experience.

It ensures that the ingredients listed on a product label accurately reflect its contents and that the product is free from undeclared or substandard ingredients. NSF certification is valid for one year from the date of issuance.

ISO 22000:2018/ HACCP

The ISO 22000:2018/HACCP food safety management system is an internationally recognized reference standard that ensures the quality and safety of supplements at every stage, from production to the end consumer.

Benefits of ISO 22000:2018/HACCP certification:

- providing safe dietary supplements for the end consumer;
- effective communication between stakeholders (involved in the manufacturing process) throughout the process;
- compliance with applicable regulatory authority requirements regarding dietary supplement safety;
- compliance with own dietary supplement safety policies.

Certification is periodically updated every 3 years.

ISO 14001/ UNI EN ISO 14001:2015

ISO 14001 sets the criteria for an Environmental Management System (EMS), offering a framework for organizations to enhance resource efficiency, minimize waste, and reduce costs while ensuring effective environmental management.

At the partner manufacturer level, ISO 14001 certification applies to the planning, development, and production processes as a contract manufacturer of food supplements, foods for special medical purposes, organic foods, and medical devices for oral administration. It includes activities such as blending, as well as primary and secondary packaging of dry and liquid ingredients.

Secom®'s partner in Italy, which manufactures Good Routine® food supplements, holds ISO 14001 certification.

Food Supplements Manufacturing license

The "Food Supplement Manufacturing" License is a permit issued by the Spanish Ministry of Health for the production of food supplements. It covers the manufacture of foods for special medical purposes, as well as the production and import of food supplements, and must be renewed every three years.

Secom®'s Spanish partner, which produces Good Routine® supplements, holds a valid Food Supplement Manufacturing License.

License issued by the National Center for Food Technology and Safety (CNTA) Spain

The National Centre for Food Technology and Safety (CNTA) in Spain is a private, non-profit association and a national technological reference center that dedicated to enhancing the competitiveness and quality of the food sector.

To ensure the quality and safety of dietary supplements sold in the market, Spanish manufacturers (including Good Routine® partners) undergo rigorous product quality controls. The CNTA supports them by providing the following services:

1. Product analysis

Product analysis includes over 200 techniques that assess all stages of the production process—from raw materials and ingredients to intermediates, finished products, and packaging. This ensures a comprehensive approach to conducting both basic and specialized analyses, meeting evolving regulatory requirements, interpreting and monitoring results, and supporting the technical implementation of R&D and innovation projects with an analytical component.

2. Process support

Companies must maintain strict control over industrial processes to ensure food safety, product quality, and compliance with legal and commercial requirements.

CNTA supports this by offering expert solutions for industrial process control, guiding members in identifying critical factors for validation, ensuring regulatory compliance, and optimizing large-scale production processes.

Recognized by the FDA, CNTA is the Spanish organization with the highest number of cases handled for food product exports to the USA.

Member of AFEPADI

Association of Food Supplements and Dietary products

AFEPADI (Spanish Association of Manufacturers of Special Food, Dietary, and Herbal Medicinal Products) is a non-profit organization representing companies in the dietary supplements sector in Spain.

While AFEPADI does not certify products or companies, it promotes best practices and quality standards in the industry. It provides its members with guidelines and resources to ensure regulatory compliance and maintain high standards of quality and safety.

The Spanish Secom® partner that manufactures Good Routine® supplements is a member of AFEPADI, reflecting its commitment to maintaining high industry standards.

Quality of Our Products in Other Categories

Secom® ensures that all products in its retail network — functional foods, dental and personal care products, and natural cosmetics — meet the highest standards of quality and safety. The selection process follows the same rigorous criteria applied to food supplements, guaranteeing that only top-quality products from reputable brands with recognized certifications reach consumers.

Products in the Secom® retail network come with a variety of certifications that ensure their quality, safety, and compliance with industry standards. Here are a few examples:

- Certificate of Conformity issued by Austria Bio Garantie GmbH (AT- BIO-301, accredited according to ISO 17065), based on Regulation 889/2008, which verifies the operator's activities according to the required standards.
- Certificate of Conformity from ECOINSPECT, under Regulations 834/2007 and 889/2008, certifying compliance with the quality requirements.
- Organic Certificate from the Organic Soil Association, under Article 29(1) of Regulation (EC) No 834/2007 and Regulation (EC) No 889/2008.

The common denominator of these certifications is the compliance of the operator's production process with Article 29(1) of Regulation (EC) No 834/2007 and Regulation (EC) No 889/2008 (laying down detailed rules for the implementation of Council Regulation (EC) No 834/2007 on organic production and labeling of organic products with regard to organic production, labeling, and control).

In the case of cosmetics and personal care products, compliance with quality and safety standards is attested by Quality Certifications of the ingredients. Examples of such certifications include:

- ingredients that are not derived from genetically modified organisms, for which they hold a Non-GMO certificate issued by FoodChain Global Advisors Inc. Technical Administrator
- cruelty-free, endorsed by the Corporate Standard of Compassion for Animals Certificate, issued by the Coalition for Consumer Information on Cosmetics (CCIC) and the European Coalition to End Animal Experiments
- gluten-free, third-party tested, and certified gluten-free by the Food Allergy Research and Resource Program (FARRP)
- organic certified
- Fair Trade, Vegetarian, Vegan
- clinical evaluation of product efficacy, report by BioScreen Testing Services Inc., California



The Launch of a New Product on the Market

Secom®'s core business is the commercialization of nutritional supplements, an area in which the company has developed extensive expertise over its 20 years of activity.

The introduction of a new supplement into the Secom® portfolio is the result of a very rigorous process, carried out with care and responsibility by the team of specialists in the company's Innovation & Scientific Support and Regulatory Affairs departments. This process is based on a number of scientific as well as social criteria to ensure that the product meets consumer needs while guaranteeing the highest standards of safety and efficacy.

For products in other categories sold in Secom® stores (functional foods, personal care products, natural cosmetics), the company applies strict selection criteria to ensure quality, safety, and consumer satisfaction. These criteria include:

- Internationally Certified BIO Products – Ensuring compliance with globally recognized organic standards for purity and sustainability.
- Premium Products with Market Recognition – Selecting brands and products that are trusted and appreciated by consumers worldwide.
- 100% Natural and Organic Ingredients – Prioritizing clean-label products free from additives, preservatives, and synthetic ingredients.
- Innovative Formulations – Featuring products developed based on the latest advancements in integrative medicine and functional nutrition, designed to support holistic well-being.

Steps for introducing a new supplement into the Secom® and Good Routine® product range

Development of food supplements under the Good Routine® brand		Selection of food supplements imported from international manufacturers	
1 Analysis of global trends, the latest international studies, and guidelines in the field of dietary supplements and health. Secom® continuously seeks to expand its portfolio with innovative formulations featuring new patented ingredients, offering supplements in various dosage forms with high bioavailability.			
2 Selection of partner factories and verification of their international quality and safety certifications.		2 Selection of a manufacturer from our portfolio of international partners, with whom we have worked for over 20 years, to integrate the new product into the Secom® portfolio.	
3 Ingredient research and formulation development by the Innovation & Scientific Support team for the Good Routine® by Secom® portfolio.		3 Ingredient research and identification of desired formulations from the portfolios of current international manufacturers.	
4 Finalizing the product formulation with the European partner factory, ensuring it meets quality and safety criteria (composition, safety profile, appropriate dosages for health benefits, regulatory compliance, defined indications for use, label design, etc.).		4 Decision to include the new, imported product in the Secom® portfolio.	
5 The preparation of the approval documentation (valid for both imported products and those in the Good Routine® portfolio) begins with the Regulatory Affairs team, which compiles a comprehensive file		containing the information required by authorities in Romania and other countries where the Good Routine® brand is marketed. This process follows both national and international regulations to ensure the product can be	launched on the market. The file includes the product's technical data sheet, a detailed label, quality certificates, up-to-date physico-chemical and microbiological analysis bulletins, and the manufacturer's GMP certification. Secom®'s partner manufacturers provide Health, Conformity, and Safety Certificates for each batch, guaranteeing product safety for human consumption based on scientific studies and research.

Minimizing the Risk of Counterfeit Products

Secom® collaborates with well-established manufacturers in the international dietary supplements market, recognized for their strict adherence to quality and safety standards.

These standards are confirmed by documents relating to each batch of products, such as Certificate of Origin, Certificate of Analysis, Certificate of Conformity, and Health Certificate.

These certificates are based on the analysis reports for each raw material, the technical specifications, and the documents attesting to the verification and testing of the finished product in accordance with quality standards and Good Manufacturing Practice (GMP) guidelines, replacing the need for additional procedures.

Good Routine® supplements, along with those imported from the USA, are either manufactured or purchased directly from the manufacturers and transported by specialized transport companies. In addition, products in other categories are exclusively procured from authorized manufacturers and distributors. Through these measures, Secom® minimizes the risk of counterfeit products entering the supply chain.



During the 2022–2023 period, no counterfeit or compromised products were identified or reported in the Secom® portfolio.

Consumer information is provided by sharing all relevant details about the recalled product in a clear and transparent manner.

Product Withdrawal/ Recall

The withdrawal or recall of products marketed by Secom® is carried out in accordance with internal procedures updated in 2023. This procedure describes the steps required for product recall and the necessary documentation in the event that a batch in the Secom® portfolio is suspected or confirmed to pose a risk or potential risk to the safety of dietary supplements.

A product may be withdrawn/recalled from the supply chain if it fails to meet quality standards, if it exhibits non-compliance with food quality and safety, or if it has already reached consumers.

The recall may be initiated by the manufacturer, importer, distributor, or competent authority.

Consumer information is provided by sharing all relevant information about the recalled product in a clear and transparent manner.

This must be done through:

- Notice at the point of sale of the product;
- Notice on the website of the competent authority (ANSVSA).

Information may also be provided through but is not limited to, the following means:

- Notice on the operator's website;
- Notice in local and national media (newspapers and television), depending on the situation (product distributed nationally and/or countywide);
- Notice on the notice board of the competent authority (County/ Bucharest Municipality DSVSA).



During the period 2022–2023, there were NO withdrawals of products commercialized by Secom®, neither from partner manufacturers nor from the Good Routine® portfolio (national or international).

Re-authorization Procedure

- The need for re-authorization of a supplement in the Secom® portfolio may arise from:
- notification from the manufacturer/supplier of changes in the formulation of the product supplied to Secom®;
 - the identification, following the analysis of product samples from the order of goods delivered by the manufacturer (according to the goods receipt process of the procedure with the same name), of products with different specifications from the product approved by Secom® for commercialization on the Romanian market (e.g. changes in composition);
 - the changes identified in the legislation applicable to the marketing of food supplements and their impact on the products in the Secom® portfolio (according to the process of monitoring the compliance of formulas from a legislative point of view in the Secom® procedure with the same name).

- The following products were re-authorized in 2022 for the above objective reasons:
- | | |
|--|---------------------------------------|
| > BroccoMax® | > Neuro Optimizer® 60 cps |
| > AHCC® plus NAC & Beta Glucan | > Limone |
| > Ashwagandha SE 500 mg | > Prebiotic XOS+α-GOS |
| > Curcumin Phytosome 500 mg | > Honey Ginseng Green Tea |
| > Charcoal Activated (Medicinal charcoal) 280 mg | > Multi Gland Caps™ For Men |
| > Alive!™ Women's 50+ Ultra | > NADH 10mg |
| > Alive!™ Men's 50+ Ultra | > Respiratory Protect Capsules |
| > Alive!™ Men's Ultra | > Super CitriMax® (Garcinia cambogia) |
| > Cholesterol Control with Red Yeast Rice CoQ-10 Omega-3 | > Vitamin K2 (copii) 15 mcg |
| > Elderberry Super Immune SoftMelt | > SystemWell® Ultimate Immunity™ |
| > Female Hormone Blend™ | > Gastritix |
| > First Defense | > Para-Defense |
| | > Vitamin B-Complex 100 |
| | > Multi Gland Caps™ For Men |
| | > Food Carotene™ 25.000 UI |

The re-approval of products does not indicate any quality issues in the Secom® portfolio, but on the contrary, reflects the company's commitment to ensuring compliance with the latest quality standards and regulatory requirements.

- The following products were re-authorized in 2023:
- | | |
|---|---|
| > Uro-Care Litho Cleanse | > Jarro-Dophilus EPS (JEPS) |
| > Ultra Jarro-Dophilus (ULTJD) | > Glucose Optimizer® |
| > Thyroid Caps | > Fenugreek (Schinduf) 565 mg |
| > Taurine 1000 mg | > Famil-E® |
| > Synergize-Your-Gut 30 caps veg (DRcaps) | > Dandelion 520 mg |
| > SOD 2000 Plus™ | > Circulation Blend 100 caps veg |
| > Schisandra 580 mg | > Cholesterol Blend |
| > Respiration Blend | > Chlorofresh Mint Liquid |
| > Prostate Blend SP-16™ | > Apple Cider Vinegar 500 mg, 60 gummies |
| > Jarro-Dophilus®+FOS 30/100 cps | > Alive!® Kids Premium Gummy, 90 gummies |
| > Para-Defense | > Alive! Calcium + Vitamin D3 Gummies, 60 gummies |
| > Prebiotic XOS+α-GOS (PRECHEW) | > Liver Blend |
| > Pancreas Caps | > Female Hormone Blend (100 ct) |
| > Nettle Root | > Thymus Plus Caps |
| > Neuro Optimizer™ | > Goldenseal |
| > Memory Blend™ | > Super Enzymes™ |
| > Kidney Blend | |
| > L-Glutamine 1000 mg | |
| > Jarro-Dophilus Infant (BABDROP) | |

Responsible Assessment of Consumer Health Impacts

The process of evaluating a product in the Secom® portfolio for its potential impact on consumer health and safety occurs whenever there is a change in composition and/or legislation.

Secom® closely monitors the rules and regulations set by the European Food Safety Authority (EFSA) and other relevant regulatory bodies. This ongoing vigilance is a top priority, ensuring that the company selects and formulates each product in its portfolio in full compliance with the highest safety and quality standards.

We closely monitor the rules and regulations issued by the European Food Safety Authority (EFSA) and other relevant regulatory bodies. This priority guides us in the selection and formulation of each product in our portfolio.

Recently, Secom® has made significant adjustments to the composition of the products in its portfolio in direct response to EFSA studies and recommendations. For example, in 2022 the company adjusted the formulation of its Neuro Optimizer® supplement by removing alpha lipoic acid (ALA) after studies indicated a potential increased risk of developing autoimmune insulin syndrome (IAS) in individuals with certain genetic predispositions.

The conclusions of the studies were based on a thorough analysis of 49 clinical cases, and the decision to reformulate reflects Secom®'s commitment to health risk prevention and consumer safety.

Secom® has also reduced the concentration of vitamin B6 in its products, including Vitamin B Complex 100, adjusting the dose to a maximum of 25 mg per capsule/day, in line with the latest EFSA guidelines from January 2022.

In addition, the company has phased out the use of titanium dioxide (TiO₂) in tablet coating films after EFSA identified potential genotoxicity risks associated with this additive.



Observational Studies

Although there is no legal requirement for food supplements to undergo clinical studies to evaluate the effects of the products, Secom® voluntarily conducts observational studies. These studies are carried out in collaboration with renowned Romanian physicians and medical institutions to ensure and enhance the quality and efficacy of the products in the company's portfolio.

The partners with whom Secom® conducts these studies include investigating physicians, medical analysis laboratories, statisticians responsible for collecting and analyzing raw data, as well as the company's internal team, particularly the Area Medical Manager.

The participants in the observational studies also play a crucial role in this process, significantly contributing to a deeper understanding of the benefits and efficacy of the supplements in the Secom® portfolio.



Ethics and integrity in studies

Secom® is recognized for its integrity and adherence to professional ethics. The company has never offered financial incentives to patients in any of its studies. In some studies, Secom® provided the products being reviewed to the patients, while in others Secom® provided both the products and the necessary tests.

Agreements with investigating physicians

Depending on the nature of the study, Secom® enters into service or royalty agreements with the investigating physicians, ensuring that all legal aspects are respected.

Informed consent

For studies initiated by Secom®, the patient's informed consent is either drafted internally by the Innovation & Scientific Support team and validated by the medical team or drafted directly by the investigating physicians, who ensure that patients give their written consent to participate in the study.

All of these processes ensure the quality and integrity of the study process, fostering confidence in the results, which contributes to the continuous improvement of our products.

Studies completed
or in progress

2022-2024

Daily-D3 2000 IU -
Good Routine®

The study is ongoing, in partnership with a well-known private healthcare network in Romania, and it is expected to be completed in 2024.

2022

Daily-D3 2000 IU -
Good Routine®

The study was conducted at the Providenta Iasi Private Hospital and involved 105 patients with an average age of 43.4 years, 88% of whom were women.

The study aimed to evaluate the changes in blood 25-OH-vitamin D levels after 90 days of taking Daily-D3 2000 IU,

60 soft gels, from the Good Routine® by Secom® portfolio, in patients aged between 18 and 65 years with initially low levels of the vitamin.

After 90 days of continuous administration, the average 25-OH vitamin D level increased by 12.19 ng/mL, reflecting an improvement of 61.57%.

2022-2024

Vitamin D3 500 UI
(children) - ChildLife®
Essentials

The study is being conducted at the Louis Țurcanu Hospital in Timișoara, under the supervision of a medical team consisting of Prof. Univ. Dr. Otilia Mărginean, Dr. Niculina Mang, and Dr. Raluca Vasilescu.



Complaints

Careful monitoring of complaints and taking appropriate action is fundamental to the continuous improvement of the services and products in the Secom® portfolio. By promptly identifying and analyzing negative feedback, the company can respond quickly to customer needs and significantly reduce the risk of similar issues occurring or recurring.

The company's Telesales department handles complaints from B2B (business-to-business) customers via phone and email at retur@secom.ro or telesales@secom.ro.

There are two types of complaints:

- **Quantitative complaints** – these are complaints made by the B2B customer/partner about differences, plus or minus, between the number of products ordered and the number of products received.
- **Qualitative complaints** – these are complaints made by the B2B customer/partner about defects in the products received or in stock, such as defective packaging, unlabelled, mislabelled, or unsealed products, which make them unmarketable. These complaints can be resolved either by replacing the damaged/unmarketable products or by returning the products without replacement.

The Customer Care department within the Retail division, with support and guidance from the colleagues in the Corporate Communications, Innovation & Scientific Support, and Regulatory Affairs departments, manages and resolves queries and complaints from B2C consumers (individuals) via phone, the chatbot on secom.ro, email at info@secom.ro or through the Secom® Healthcare and Good Routine® social media channels (Facebook and Instagram).

Complaints reported by B2C consumers are categorized into several types, primarily concerning issues such as damaged or leaking products, missing items from the order, expired products, incorrect items in the order, incomplete orders, adverse reactions, pricing issues, or transport-related problems.

	2022		2023	
	B2B Customers	B2C Customers	B2B Customers	B2C Customers
Reason	No.	No.	No.	No.
Improper packaging	27	28	3	60
Missing receipt	1,899	51	614	24
Batch at risk of expiry	70	9	8	5
Unlabeled / mislabeled	45	0	3	7
Reception surplus	607	2	204	0
Quality	217	35	23	2
Damaged product (on delivery)	435	107	139	63
Total	3,300	232	994	161
	3,532		1,155	



In 2022, complaints accounted for 8.76% of all orders, whereas in 2023 they decreased significantly to 2.23%.

The majority of complaints related to delivery issues and the relationship with the logistics partner. We have taken a number of actions to address these issues:

■ **Improper packaging:**

The causes of damage have been identified and improvements to packaging materials have been implemented.

■ **Missing receipts:**

The delivery process has been reviewed to identify and correct the errors that lead to missed receipts.

■ **Damaged products:**

Product damage was investigated, revealing issues such as liquid leaks caused by insufficiently sealed lids or broken glass. The company contacted the manufacturer to find solutions to minimize the occurrence of these situations.

To centralize and improve the monitoring of complaints in 2023, we developed the **Voice of the Customer** platform, which will be launched in several phases over the upcoming period:

Module 1

Ticketing for operational streamlining and better internal communication will enable the centralization of complaints from B2C consumers and B2B customers in real-time, facilitating faster resolution, and aiming to reduce complaints.

The technical implementation of the module was completed in the second quarter of 2024, followed by a testing phase to identify any errors or area for improvement, with the goal of launching it no later than 2025.

Module 2

Centralization of relevant feedback from other key stakeholders, such as physicians, is expected to be implemented in 2025.

Production and Supply Chain

Efficient production and supply chain management are essential to ensure the superior quality and consistent availability of Secom® and Good Routine® products in the marketplace. With a diverse portfolio that includes nutritional supplements, functional foods, personal care products, and natural cosmetics, careful coordination between international and local procurement and logistics teams is required.

The Supply Chain department is responsible for placing orders, tracking optimal stock levels, and adhering to annual budgets set for each supplier. Purchases include products from the B2B portfolio (dietary supplements) and the B2C/retail portfolio (dietary supplements and other functional foods, personal care, and natural cosmetics).

Import portfolio from international manufacturers: Over 270 supplements are imported exclusively from global locations such as the USA, Taipei, and Sri Lanka. Transport requirements are handled by local agents who collaborate with offices in the countries of origin to ensure efficient and timely delivery.

Good Routine® portfolio: The 30 supplements in the Good Routine® portfolio are developed by Secom® Innovation & Scientific Support and manufactured in partner factories in Spain and Italy adhering to the highest industry standards.

Retail portfolio: The Secom® retail network, both offline and online, manages a portfolio of over 600 products. In addition to the portfolio of nutritional supplements imported from international manufacturers and Secom's own Good Routine® portfolio, the company also offers functional foods, personal care products, and natural cosmetics.

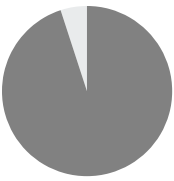
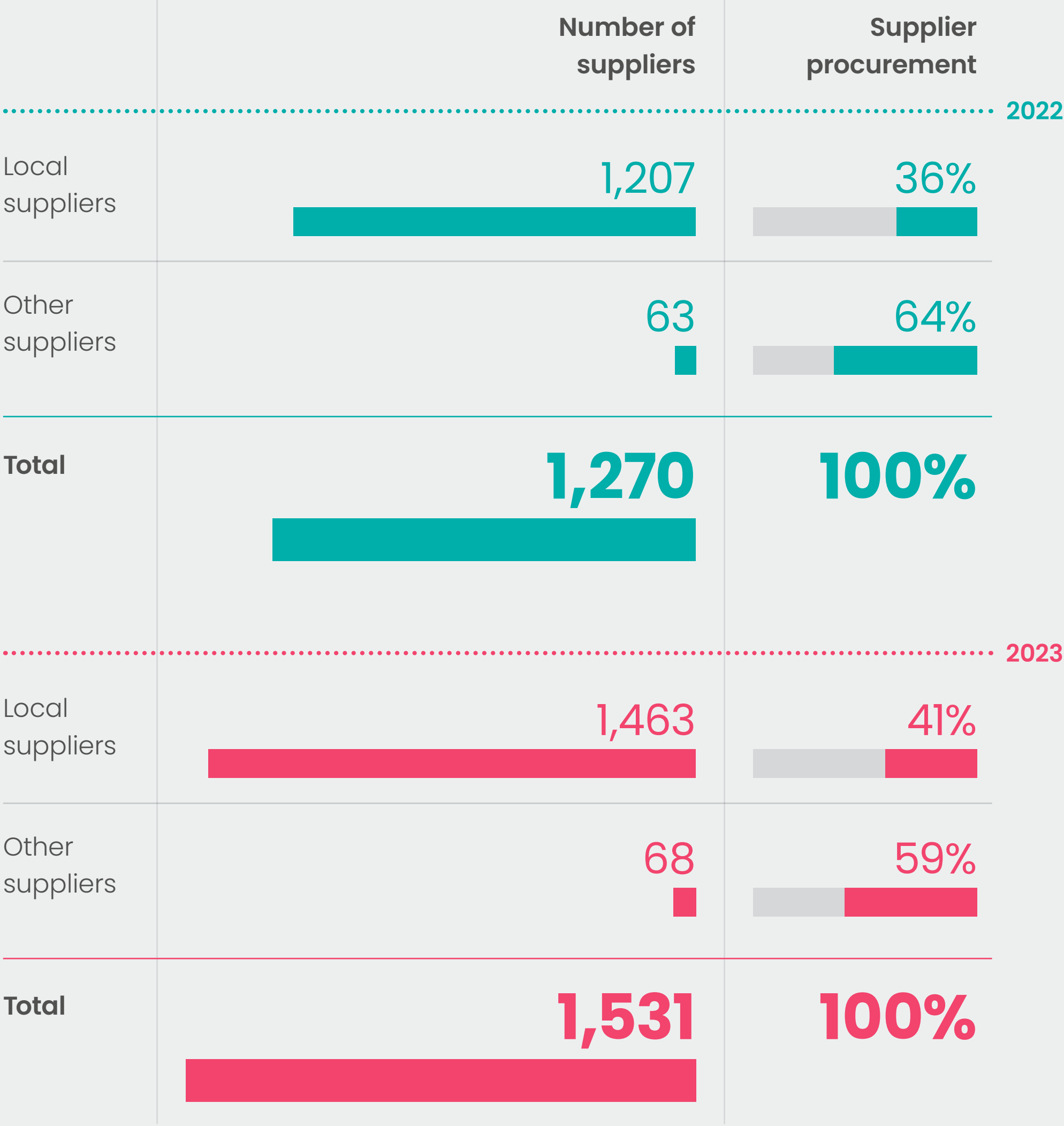
The latter are sourced from reliable local partners. Stock levels are reviewed weekly, and order requirements are centralized at the corporate level, and managed by the Area Retail Manager to ensure fast and seamless delivery of products to Secom® warehouses and stores across the country.

To maintain optimal stock levels, the company constantly analyses available stock, goods in transit, and sales forecasts, assesses out-of-stock and overstock risks, and adjusts orders according to shelf life and optimal coverage.



Proportion of Procurement From Local Suppliers

Secom® Healthcare Group



In both 2022 and 2023, the share of local suppliers accounted for over 95% of all Secom® suppliers.

The share of spending also increased from 36% in 2022 to 41% in 2023, reflecting the company's focus on working with local suppliers whenever possible.



To provide consumers with the most advanced products in the world, Secom® imports supplements from manufacturers with decades of experience and significant investments in research and development.

The company ensures that the manufacturers are reputable, free from litigation or scandal, and guarantee high ethical and professional standards. Additionally, Secom® evaluates the licenses and certifications held by these manufacturers, confirming the quality and safety of the products in their portfolio.

This rigorous selection process enables Secom® to provide its customers with products that not only meet but exceed expected quality and safety standards.

Secom® selects its partner manufacturers based on the following criteria:

- Production experience;
- Quality of raw materials – standardized extracts, ingredients from natural sources, etc;
- Quality and diversity of the portfolio (certified, patented, innovative ingredients, various dosage forms);
- Licences and certifications attesting to product quality, efficacy, and safety, such as:
 - i. GMP – certification attesting to compliance with a set of good practices (promulgated by the World Health Organization – WHO) in the manufacture of food, beverages, food supplements, pharmaceuticals, etc;
 - ii. Non-GMO – certification that products do not contain genetically modified organisms;
 - iii. NSF – an international accreditation and certification organization ensuring strict quality and safety control of a product.
- Integrity-driven reputation (e.g. no litigation).

Markets Served

Country of operation	Sector	Market position <i>percentage of market</i>	Types of customers
Romania	Dietary supplements	2022 Full Year Value Market Share 5.57% 3 rd place in the Romanian dietary supplements market	Pharmaceutical distributors Independent pharmacies Local pharmacy chains
		2023 Full Year Value Market Share 5.53% 3 rd place in the Romanian dietary supplements market	E-commerce platforms Logistics partners Discount pharmacies
		N/A in the international market Secom® started distributing Good Routine® products in 2022	Medical clinics Individual customers in Secom® own network stores
	Natural teas	N/A	Online individual customers – own e-commerce (online secom.ro , online good-routine.com)
	Natural cosmetics	N/A – these categories represent only 2.3% of the Retail CAB in both 2022 and 2023	
	Functional foods		
	Oral care products		
	Household products		

Product Marketing and Labeling

Product marketing and labeling are essential components in accurately and transparently communicating the values and benefits of Secom® products to consumers.

Through our marketing and communication strategy, we ensure that our target audience is provided with all the information they need to make informed decisions in an effective manner.

Accurate and transparent labeling is also crucial, as it ensures that all relevant product information is accessible, allowing consumers to make informed choices based on truthful and clear data.

In this context, we are committed to following best practices in marketing and labeling, complying with all applicable legislation and ensuring that each product reflects our dedication to quality and consumer safety.

We use a variety of channels to provide consumers with information about all our products, including:

- The secom.ro and good-routine.com websites provide information on the composition, effects, and benefits of the products, as well as guidance on how to take them, and warnings about ingredients with allergenic potential or contraindications
- Secom® [We Choose Well, so You Stay Well](#) campaign landing page - detailing the rigorous product selection process for the [Secom® Honest Label®](#) portfolio and concept
- [Now You Know Why to Buy from Secom®](#) campaign landing page - where Secom® argues the differentiators and benefits of the products in the portfolio with scientific data
- The secom.ro and good-routine.com platforms chat - where Secom® representatives respond to consumer queries and complaints within 24 hours
- The Secom® Healthcare and Good Routine® social media pages (Facebook, Instagram, YouTube) - where we communicate company and product news and also respond to consumer queries and complaints within 24 hours
- [facebook.com/Secom®Healthcare](https://facebook.com/SecomHealthcare)
- [instagram.com/Secom®.healthcare](https://instagram.com/Secom.healthcare)
- [facebook.com/goodroutinebySecom®](https://facebook.com/goodroutinebySecom)
- [instagram.com/goodroutinebySecom®](https://instagram.com/goodroutinebySecom)
- Good Routine® international social media pages, Facebook and Instagram
- Company [Youtube](#) channel
- [LinkedIn Secom® Healthcare Group](#)
- Amazon [UK](#), [Spain](#), [France](#), [Austria](#), [Germany](#), [Belgium](#) where the company sells Good Routine® products
- In Secom® stores, the company provides information and advice through consultants, technical leaflets, and other materials
- In free video consultations on secom.ro
- In the product catalog available on Facebook
- In advertisements on TV, radio, online, etc.
- At international trade fairs, Vitafoods Europe, Vitafoods Asia, and Arab Health, where the company participates annually with its own brand Good Routine®



In 2022, there were no incidents of non-compliance with legislation and/or voluntary codes on marketing communications, including advertising and promotion.

In 2023, the company recorded one case of non-compliance with Art. 93, paragraph (1) of the Code of Regulation of Audiovisual Content, due to the ambiguities in one of the TV commercials for Vitamin C, which led to the issuance of a decision to bring the commercial into compliance. This was a minor complaint and the issue was quickly resolved by adding additional information to the commercial, without any significant breach of the legislation.

Detailed information about the nature of the non-compliance and the decision issued by the competent authority (the National Audiovisual Council) can be found [here](#).

Regarding the labeling process, the company has clear and effective procedures for approval/re-approval and label development/change activities for products registered and marketed in the country, as well as for Good Routine® branded products marketed internationally. This responsibility is supported by the Regulatory Affairs department.

The purpose of these procedures is to define and formalize the product approval or re-approval process, based on the specifications provided by the manufacturer/supplier of dietary supplements, functional foods, personal care products, and natural cosmetics, while ensuring compliance with applicable regulatory requirements.

Product label development/change activities for marketing purposes are carried out in accordance with the applicable regulatory framework, including:

- H.G. 106/2002 on food labeling;
- O.G. 21/1992 on consumer protection;
- Law 363/2007 on combating unfair practices by traders in relation to consumers and aligning regulations with European consumer protection legislation;
- EC Regulation 432/2012 establishes a list of permitted health claims made on food products, other than those referring to the reduction of disease risk and to children's development and health (the scope and coverage of the Regulation is determined on a product-by-product basis for each product to be advertised, depending on the criteria for the concentration of active substances);
- Regulation 1169/2011 on the provision of food information to consumers.



During the reporting period, the company recorded NO incidents of non-compliance with regulations or voluntary codes regarding the labeling or promotion of the products it sells.

Furthermore, from 2018 to the end of the reporting period, NO non-compliances were identified, with the Secom® and Good Routine® product labels being 100% compliant with national and European regulations in this area.

Mandatory Information on the Label

The information on the label is in accordance with Order No. 1946 of 17.12.2014 on the approval of the procedure for the notification of finished products based on medicinal herbs, aromatic herbs, and beehive products, notified by operators in the sector and classified as food supplements, products for internal or external use, excluding cosmetics.

Mandatory information on the label:


- Trade name of the product
- Indication that the product is a food supplement
- Marketing form and pre-dosed quantity
- Listing of the active ingredients in quantitative and/or percentage terms in descending order of the quantities used; in the case of herbs, the scientific (Latin) or pharmacological name, the common name, and the part of the herb used must be indicated; in the case of herbal extracts, the type of extract/solvent used, the extraction yield, the extraction base (if any) and the active substance in which it is standardized must be indicated
- Inactive ingredients (excipients) are only listed and their role in the manufacturing technology is specified
- Nutrition information (mandatory), health information, and any additional information deemed useful
- Recommended Daily Allowance
- Net weight
- Directions for use/preparation/administration
- Mandatory warnings and precautions: "Do not exceed the recommended daily intake"; "The product is a food supplement and should not be used as a substitute for a varied and balanced diet and a healthy lifestyle"; "Keep out of the reach and sight of children".
- Other warnings: "The product does not contain any potentially allergenic substances", and if it does, these must be mentioned; "Consumption of .../the product is contraindicated/prohibited/restricted for persons ...". (Please specify the vulnerable categories: people with various medical conditions, pregnant or breastfeeding women, athletes, certain age groups, etc.); "Do not take after ..."; "Alcohol consumption is prohibited during use of the product"; "May interact with ..."; "May impair the reflexes of drivers and operators of machinery"; "The coloring agent ... may affect ..."; "Contains sugar and sweeteners", etc.)
- Storage conditions
- Name of the manufacturing company (for imported products, the country of origin must be added)
- Name and contact details of the company holding the approval/notification certificate
- Series and number of the approval/notification certificate and name of the issuing body
- Date of manufacture, batch, and expiry date of the product/use-by date (the phrase "best before ...")

SECOM® HONEST LABEL



In addition to the information required by law, Secom® and Good Routine® product labels include additional information on certifications, patents, packaging, allergen-free status, technological process or ingredient sources, and the percentage of ingredients in the product, in order to ensure transparent, ethical communication and promote informed consumption of dietary supplements.

An example is the Pure Omega-3 product from the Good Routine® portfolio. In the "Ingredients" section, the source and proportions are detailed: fish oil 36/24 providing omega-3 fatty acids (min. 65%): EPA (min. 36%), and DHA (min. 24%).

 More about the Secom® Honest Label [here](#).

The products in the new categories listed in the Secom® retail network are already available in the Romanian market, and the company only resells them. As these products are already notified by the suppliers, the company does not intervene in this process. Any non-compliance reported by the authorities is communicated and resolved by Secom®'s partners.

3



ENVIRONMENTAL IMPACT

Materials and Packaging

Energy Consumption

GHG Emissions

Materials and Packaging

Secom® is an importer and distributor of premium health and beauty products from renowned international manufacturers.

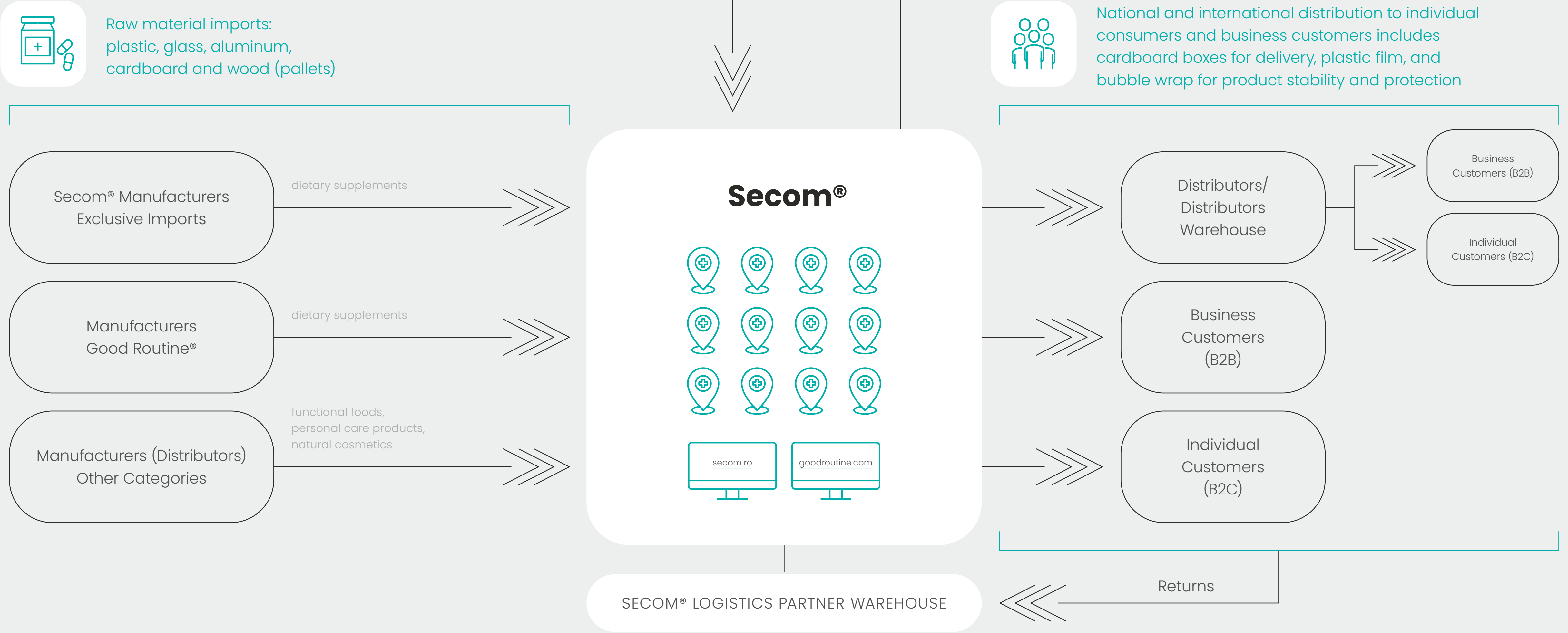
Secom® is also a developer of high-quality dietary supplements under its own brand, Good Routine®, in collaboration with European manufacturers with extensive experience in integrative medicine, thereby contributing significantly to the development of the dietary supplement industry.

Although Secom®'s activities do not have a significant environmental impact as it does not engage in any manufacturing activities, the company is aware of its indirect impact in terms of resource consumption, energy, and greenhouse gas emissions.

The company believes that through collaboration, it can find solutions to current environmental challenges and therefore during the reporting period it initiated discussions with its manufacturers and partners to identify and implement measures to reduce negative environmental impacts over time.

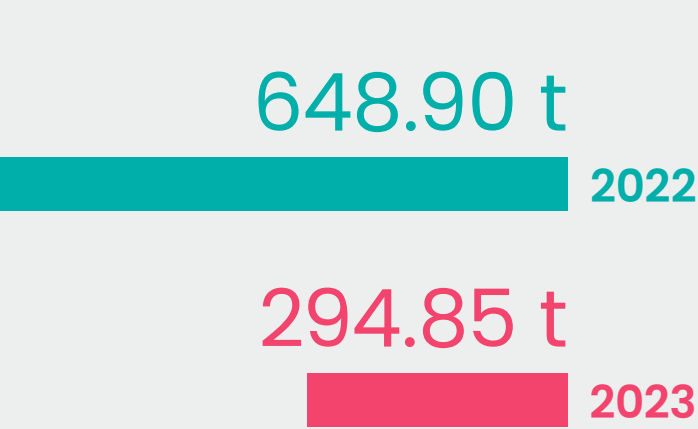


Secom® Material, Resource, and Waste Flows



Packaging materials used in operations	2022	2023
	tone	tone
Glass	130.24	91.58
Plastic	302.67	123.56
of which PET	–	68.37
of which recycled PET	0.036	5.85
Paper – cardboard	183.12	62.72
Wood	32.57	16.76
Aluminum	0.26	0.24
Total	648.90	294.85

Total packaging used in operations:



The amount of packaging decreased in 2023 compared to 2022 due to additional stockpiling in 2022 to ensure continuity of supply in the pandemic context.



In 2023, 48.53% of all plastic packaging used for Good Routine® products was made from recycled plastic.

To manage the recovery of materials from packaging placed on the market, Secom® has signed a contract with an organization specialized in the implementation of extended producer responsibility obligations. This organization takes over the company's responsibility for the management of packaging placed on the national market. Secom® submits monthly declarations to the Environmental Fund on the packaging distributed. Under the contract, Secom® partners are responsible for the collection, recovery, and recycling of packaging.

*Packages placed on the market, representing purchases in that year.





Materials used in office and promotional work	2022	2023
	tone	tone
Plastic	0.16	40.06
Paper – cardboard	21.33	1.72
Recycled paper	1.19	0.68
Other materials (mix)	0.84	0.03
PLA Biobased plastic	0.04	–
Total	23.6	41.83

Household waste, including paper, plastic, and cardboard from office activities, is collected separately by the service provider with whom Secom® head office works.

For activities in Secom® stores, the company has contracts with sanitation companies that collect household waste from all stores, including waste that cannot be reused.

Total amount of waste generated (including packaging placed on the market)	2022	2023
	tone	tone
Paper	205.640	63.390
Glass	130.240	91.580
Aluminum	0.260	0.240
Plastic (including PLA and Biobased plastic)	305.170	74.220
Wood	32.570	16.760
Expired products received as returns	9.990	6.600
Other waste*	0.005	0
Composite packaging materials	0.840	0
Household waste	5.180	3.820
Recyclable waste Headquarters and Stores	3.580	3.530

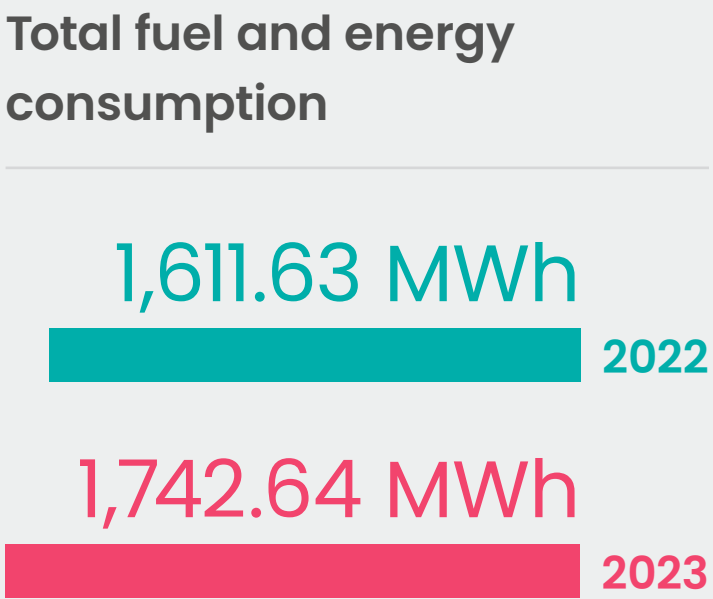
*the collection and disposal of which are subject to special infection prevention measures

Energy Consumption

Secom®'s direct activity is concentrated in the area of its administrative headquarters and retail network stores, where the premises are rented. There is therefore no internal energy consumption policy at the company level.

However, even though Secom® has a low direct impact on energy consumption (head office, stores, and fleet), the company strives year by year to implement measures aimed at reducing the level of negative environmental impact.

Total fuel and energy consumption	2022	2023
	MWh	MWh
Gasoline	688.24	682.43
Diesel	372.29	404.67
Natural gas	308.29	433.13
Thermal energy	38.51	31.32
Electricity	204.30	191.09
of which green electricity	87.00	160.00
Total	1,611.63	1,742.64



As a large part of the energy consumption and Scope 1 emissions is generated by the fossil fuel used by the cars in the company's fleet, Secom® has committed to replacing >70% of the company's fleet with hybrid cars by 2023.

To achieve this goal, the company replaced 55 of its total fleet of 85 cars with mild hybrids in 2022, leaving only 25 diesel and 5 gasoline cars in its portfolio.

Energy Intensity

Energy intensity refers to the total energy consumed by the company to carry out its activities (transport, headquarters/ store operations) in relation to its turnover.

Energy intensity in relation to turnover	2021	2022	2023
	kWH/thousand lei	kWH/thousand lei	kWH/thousand lei
	7.462	9.295	9.741

Energy intensity in relation to turnover



Energy intensity increased due to increased consumption of diesel and natural gas (post-pandemic period).



GHG Emissions

Greenhouse gas emissions		2022	2023
		tonnes CO ₂ eq	tonnes CO ₂ eq
Scope 1	Fuel consumption (gasoline and diesel)	138.81	142.69
	Natural gas consumption	63.20	88.79
Total Scope 1		202.01	231.48
Scope 2	Market-based (electricity + thermal energy from the network)	54.08	39.80
	Location-based (electricity + thermal energy from the network)	115.46	100.82
Total Scope 1 + Scope 2 (market-based)		256.09	271.28

Emissions from gasoline and diesel consumption were calculated using data from the technical books of the vehicles in the Secom® fleet and the number of kilometers traveled.

Emissions from natural gas consumption were calculated using nationally available conversion factors ([SR EN ISO 52000-1](#)).

Scope 2 location-based emissions were calculated using the national emission factor, while Scope 2 market-based emissions were calculated using the emission factors provided by the electricity suppliers according to the energy label.

Greenhouse Gas Emission Intensity

Emission intensity refers to the total amount of emissions generated in relation to turnover.

Greenhouse gas emission intensity	2022	2023
	tonnes CO ₂ eq /mil. lei	tonnes CO ₂ eq /mil. lei
	1.48	1.52

4



SOCIAL IMPACT

Our Team

Promoting
Healthy Lifestyle

Community
Social Projects

Our Team

Our Colleagues and Working Environment

At Secom®, we believe that our team and the commitment of each member are the pillars of our company's growth. Their essential contributions, made with passion and enthusiasm, drive us towards sustainable growth.

We are fortunate to have a diverse and talented team that shares our values and mission to bring health and wellness to people's lives.

We take pride in fostering a constructive, warm, and welcoming culture where every voice matters. Respect, integrity, and collaboration are core values at Secom®, and ensuring that every colleague feels valued and encouraged to express their ideas is a top priority.

Through our personal development programs, we support each colleague in discovering and developing their strengths.

We combine entrepreneurial agility, authenticity, and readiness with a focus on the high standards of quality, ethics, and well-defined processes characteristic of international companies.

This unique combination allows us to attract and retain professionals with experience in a multinational business environment who contribute to achieving objectives that support the company's mission.



As we have grown, we have always been careful to support diversity and inclusion, adapting to the needs and dynamics of our team. We want to provide valuable learning experiences that will benefit colleagues in the long term.

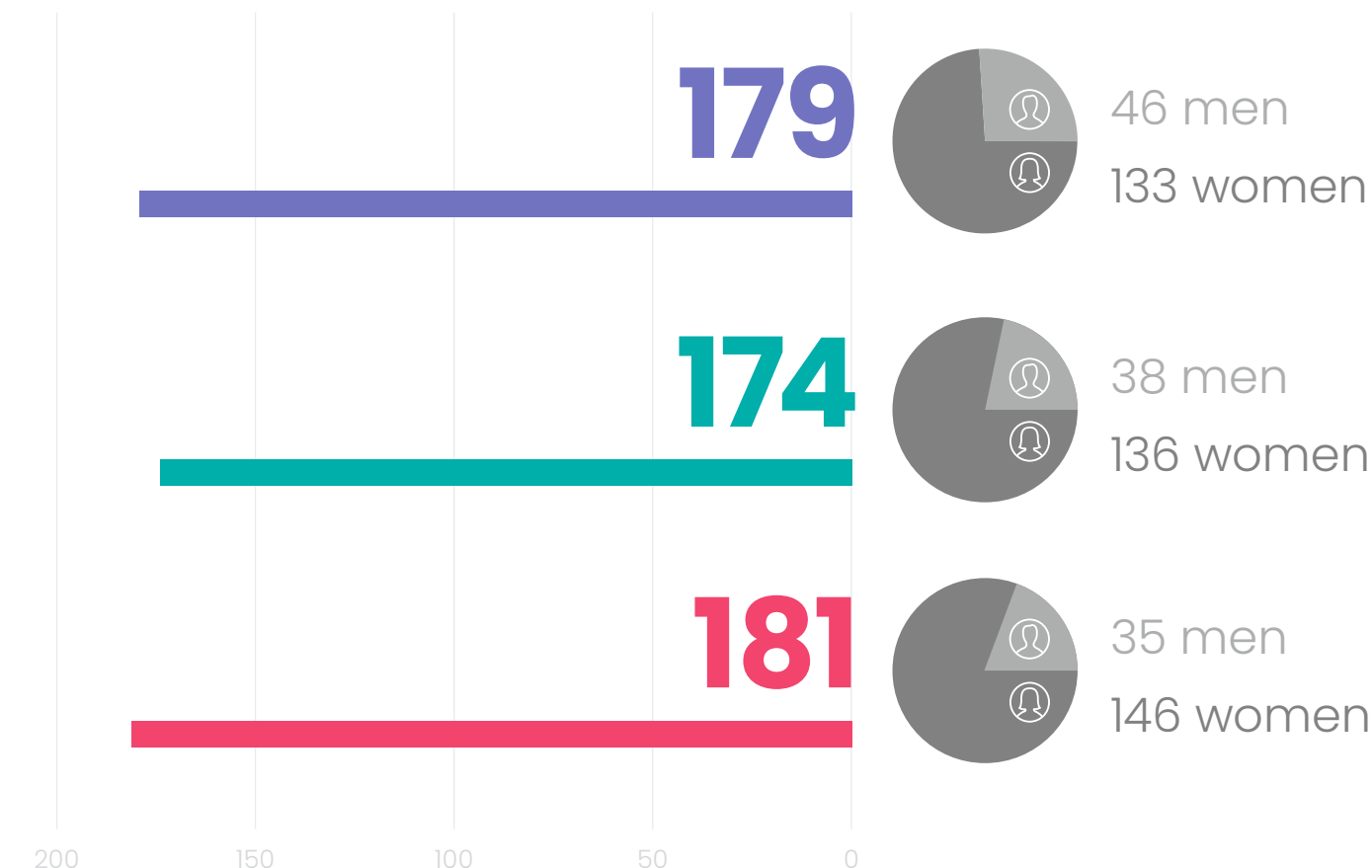
This philosophy led to the creation of several internal academies between 2021 and 2023, such as Leadership Academy, Retail Academy, and Sales Academy.

In 2023, we launched an internal mentoring program for team members and a leadership coaching program. We also have an e-learning platform that provides access to hundreds of different training programs covering a wide range of topics and skills.



People on our team

2021 2022 2023



In 2021, we had 179 people on the team, 46 men and 133 women. In 2022, our team had 174 colleagues, of whom 38 were men and 136 were women. In 2023, we had 181 colleagues (35 men and 146 women).



Total number of employees by category, age, and gender	2021												2022												2023			
	Men				Women				Men				Women				Men				Women							
	<30	30–50	>50	Total	<30	30–50	>50	Total	<30	30–50	>50	Total	<30	30–50	>50	Total	<30	30–50	>50	Total	<30	30–50	>50	Total	<30	30–50	>50	Total
Top management	0	4	0	4	0	5	0	5	0	6	0	6	0	2	0	2	0	7	0	7	0	5	0	5				
Management	0	9	0	9	0	19	0	19	0	7	0	7	0	30	1	31	0	9	0	9	0	23	1	24				
Specialists	4	29	0	33	21	83	5	109	3	22	0	25	16	82	5	103	5	12	2	19	16	92	9	117				
Total	4	42	0	46	21	107	5	133	3	35	0	38	16	114	6	136	5	28	2	35	16	120	10	146				

No. of employees by type of contract/ working hours	2021	2022	2023
Fixed term	10	7	10
Indefinite	169	167	171
Full-time	178	173	180
Part-time	1	1	1

Total number of employees reported at the end of December 2022 and 2023.

Part-time is defined as 4 hours per day.

Parental leave	2021		2022		2023	
	Men	Women	Men	Women	Men	Women
No. of employees who took parental leave	0	30	0	34	1	9
No. of employees who returned to work (in 2022/2023) at the end of their parental leave	0	12 (3 have requested to resign)	0	17	1	8
No. of employees who returned to work (in 2021/2022) after parental leave and were still employed 12 months after their return (in 2022/2023)	0	9 (3 left the workplace before 12 months)	0	8	1	5

Category	2022				2023			
	New employees		Employees who left		New employees		Employees who left	
	No.	Rate (%)*	No.	Rate (%)*	No.	Rate (%)*	No.	Rate (%)*
Gender								
Women	53	30%	45	26%	46	27%	33	20%
Men	10	6%	16	9%	14	8%	13	8%
Total	63	36%	61	35%	60	36%	46	27%
Age group								
<30	15	9%	7	4%	15	9%	4	2%
30-50	46	26%	52	30%	38	23%	41	24%
>50	2	1%	2	1%	7	4%	1	1%
Total	63	36%	61	35%	60	36%	46	27%

*the number of new employees and employees who left the company is calculated in relation to the average number of employees in the company in the reporting year (in 2022, the average number of employees was 174, and in 2023 it was 168)

Voluntary departures decreased by 8% in 2023 compared to 2022, reflecting the continued improvement of our retention and engagement initiatives for the people on our team.

By constantly adapting our policies to the needs of our colleagues, we have been able to reduce staff turnover and strengthen organizational stability. In 2023, we re-evaluated and optimized our sales bonus schemes to better align them with individual performance and business objectives. This adjustment has had a direct impact on team motivation, helping to increase satisfaction and reduce the rate of voluntary departures.

At Secom®, employee representatives attend regular meetings with the People & Culture department and the CEO to discuss issues of importance to colleagues.

The number of weeks' notice in the event of operational changes is determined in consultation with the employee representatives and complies with the provisions of Article 72 of the Labour Code.

The company does not currently have a Collective Bargaining Agreement (CBA).

Diversity and Equal Opportunities

At Secom® we embrace diversity. By attracting and retaining a diverse workforce, we bring multiple perspectives and innovation to our organization. We are committed to developing a working environment where diversity in terms of gender, ethnicity, age, and experience is considered and recognized as a valuable resource.

We encourage open and respectful dialogue among team members, creating an environment where everyone feels accepted and motivated to contribute to the collective success of the company.

The Organization's Policy on Diversity, Equal Opportunities and Anti-discrimination

Our company provides a stimulating working environment free from discrimination or harassment. We believe that good cooperation between people with different skills, perspectives, and backgrounds is fundamental to attracting talented people and enabling the company to grow and innovate.

Secom® team members behave respectfully, taking care not to offend the dignity of those with whom they interact. Our managers create and promote a welcoming and supportive environment for people on the team, supporting integrity, respect, collaboration, diversity, and inclusion.

Decisions about team members, including recruitment, hiring, training, evaluation, and promotion, are and will be based solely on individual merit and performance and cannot be influenced by discriminatory factors, such as race, ethnicity, religion/ belief, sexual orientation, marital status, or political preference.

Any form of direct or indirect discrimination is prohibited in employment relations, with the principle of equal treatment applied to all employees, without discrimination based on gender, sexual orientation, genetic characteristics, age, nationality, race, color, ethnicity, religion, political views, social origin, disability, family situation, or responsibilities, membership.

Direct discrimination is defined as any exclusion, distinction, restriction, or preference based on one or more of the above criteria, which aims to or results in the denial, restriction, or elimination of the recognition, use, or exercise of rights provided for by labor law.

For equal work or work of equal value, any discrimination based on gender is prohibited with respect to all aspects and terms of remuneration.

Every employee who performs a job must benefit from working conditions appropriate to their role within the company, social protection, occupational health and safety, and respect for his or her dignity and conscience, without any discrimination.

At the same time, Secom® condemns any form of harassment, abuse, or mobbing (psychological stress/harassment). Thus, our company prohibits any kind of behavior – verbal, physical, or visual – that could be construed as harassment or sexual harassment or that is demeaning or offensive to another person, particularly based on criteria such as age, race, nationality, religion, or gender.

We define harassment as any situation in which unwanted conduct, whether physical, verbal, or nonverbal, is manifested with the purpose or effect of violating the dignity of the person concerned and creating an intimidating, hostile, degrading, humiliating, or offensive environment.

Any active or passive behavior which, by its effects, unjustifiably favors or disfavors or subjects an employee to unfair or degrading treatment in relation to another employee, constitutes a form of discrimination and may lead to disciplinary dismissal of the offender.

If an employee considers himself/herself discriminated against or harassed under the conditions listed above, he/ she is entitled to initiate the individual requests and complaints procedure described in the Internal Organization Regulation. Insofar as the complaint is found to be justified, we take all measures to remedy the negative effects suffered by the person discriminated against or harassed and take appropriate steps to hold the employees guilty of such acts accountable.

In addition, at the end of 2023, Secom® adopted and implemented the [Whistleblowing Policy](#), which ensures that any individual feels supported in speaking up and in reporting matters that they suspect may involve inappropriate, unethical, illegal, or improper behavior within Secom® Healthcare. We encourage the identification and reporting of any inappropriate, unethical, illegal, or improper behavior at all levels.



During the reporting period, there were NO reported incidents of discrimination within our organization.

Average age of team members in 2022 and 2023: 38 years old.

Number of employees with disabilities, by category*	2022		2023	
	Men	Women	Men	Women
Top management	0	0	0	0
Middle management	0	0	0	0
Specialists	0	1	0	1
Total	0	1	0	1

Performance and Career Development

Professional development at Secom® is not just a goal but a daily practice. We encourage and support people who want to grow, both professionally and personally.

We offer a variety of training programs and opportunities to attend relevant conferences and workshops.

These initiatives are designed to encourage continuous learning and adaptability, enabling team members to expand their skills.

Remuneration Policy

At Secom® there is a procedure regarding the remuneration of the people in our team, aimed mainly at defining and formalizing the activities that process the relevant information for the calculation of salaries, salary advances, and bonuses, as well as dividing responsibilities and defining the role of each person responsible in this entire process.

We have a competitive salary package in the dietary supplement market that includes, in addition to a fixed salary, a performance bonus, awarded quarterly for sales positions and annually for other positions – health insurance, life and accident insurance, discounts on portfolio products, psychotherapy sessions, financial incentives for colleagues who contribute to recruiting a colleague, gifts for various legal holidays: Easter and Christmas, vouchers for special events in colleagues' lives (birthday, marriage, childbirth).

All team members can choose the benefits that best suit their needs and preferences from the MyBenefit platform, giving them a personalized experience.

In addition, as we constantly strive to incentivize and motivate colleagues to stay in the team, we offer them a net bonus of 1,000 lei on the anniversary of each year spent with the company, as well as an additional day of leave for colleagues with 1 to 3 years of seniority and 2 days for colleagues with 4 to 5 years of seniority.

Female to male pay ratio (categories of employees, by internal classification)	2022	2023
	Base salary	Base salary
Top management	1.04	1.04
Middle management	0.66	0.66
Specialists	0.91	0.91

The differences in salaries in middle management are due to the fact that the average salaries for women include positions that, although in this category, are closer to specialist levels in terms of experience and expertise. For example, the position of Store Manager, which is entirely held by women, has a lower starting salary compared to other middle management positions.

Ratio of annual total compensation of the highest-paid individual to the median annual total compensation of all employees:

7.09

Ratio of percentage increase in total annual compensation of the highest-paid individual to the median percentage increase in total annual compensation of all employees:

-0.9%

Ratio between the minimum wage in the company and the national minimum wage	2022	2023
Men	1.88	1.81
Women	1.27	1.19

Recruitment Policy

The recruitment process is based on a clear and objective selection procedure to fill vacancies with the most qualified candidates.

At Secom® we communicate vacancies transparently across the entire organization. Exceptions to this principle may apply only under the following circumstances:

- there is one (single) successor identified and prepared, in which case an appointment will be made (the line manager sends the People & Culture Director the details of the promotion);
- there is a high level of urgency, in which case an appointment will be made (an interim-fixed-term appointment, with the employee's agreement) after approval from the People & Culture Director.

Once the vacancy has been communicated, the selection process begins.

Our recruitment policy considers both internal colleagues who have the necessary qualifications, skills, and motivation, as well as external candidates who have applied for vacancies advertised through agreed media channels. In the event of a similar profile, preference is given to internal candidates.

We encourage our team members to develop their potential and pursue their professional interests within the organization. Internal mobility is an important way to ensure the best possible match between jobs and the knowledge, skills, and experience of our team members so that both the company and individuals can achieve their goals.

Depending on the open role, the recruitment process must be completed:

- > within a maximum of 20 working days for junior roles;
- > within a maximum of 30 working days for volume roles (e.g. Sales Representatives, Medical Representatives, Store Consultants);
- > within a maximum of 40 working days for specialist roles;
- > within a maximum of 60 working days for middle management roles;
- > within a maximum of 75 working days for senior management roles;
- > within a maximum of 90-120 working days for executive management roles.

Factors to be considered when determining the suitability of a candidate for a position within Secom® include:

- work experience;
- education/training;
- performance in current position;
- recommendations from managers and colleagues;
- ethical and professional conduct;
- compatibility with [Secom® values](#);
- demonstrated potential either in the previous position or during assessment and development sessions, etc.;
- candidates with disciplinary sanctions within the last 12 months are not eligible for transfer or promotion (unless the position is restructured);
- only individuals with at least 12 months seniority in their current position within Secom® are eligible for transfer or promotion; exceptions can be made with the approval of the manager of the position for which the person is being proposed and the People & Culture Director;
- if a member of the team has completed this minimum interval, they may not be restricted from transferring/promotion to another position, but a transition period of a maximum of 2 months from the date of the notification of the selection report may be established.

Training and Professional Development Policy

We approach professional and personal development as a daily routine, reflecting our commitment to continually encourage and support the development of our team. We strongly believe that every day is an opportunity for growth, which is why we have a well-defined process for developing the skills of our team members.

Our development process begins with a rigorous assessment to identify each team member's individual training and development needs. This comprehensive assessment includes an analysis of current competencies, past performance, and career goals. Based on this assessment, a personalized development plan is created to maximize each individual's potential.

Secom® aims to achieve the following team development objectives:

- adapting to the organizational culture by achieving an appropriate level of general behavioral skills development;
- developing technical/functional/specific competencies to be able to successfully meet the responsibilities of the job;
- developing management & leadership skills;
- learning new ways to act in line with societal trends;
- developing skills in line with colleagues' own career aspirations, aligned with Secom® strategy and available resources;
- accelerating the development of skills in line with established succession plans.

The methodological framework used to carry out organizational learning is based on the 70/20/10 approach:

10% Formal Education

learning through training programs and courses

20% Social Exposure

learning through collaboration, whether through coaching or consulting with peers, and other interactive or consultative methods

70% Experiential/Experience

learning that occurs every day in the workplace through solving tasks and challenges that arise in the daily work

Identifying training needs is an ongoing process that consists of:

- analyzing the gap between the current and desired level of performance, to differentiate between instances where it can be bridged by training/development and those where other non-training actions are required (analyzing motivation, access to resources, resolving conflict situations, reducing overload, managing poor attitude, etc.);
- identifying training needs for team members who do not have the skills to meet current or future job performance targets (e.g. in the case of a potential transfer to another job), specific projects, etc.;
- documenting training needs.

Training and development needs are identified individually as follows:

- During the performance management process;
- When setting new objectives/responsibilities or those of higher requirements/ standards;
- Following a below-standard evaluation;
- As part of the induction/orientation process for each newly recruited/promoted team member;
- As part of the Talent Management process for team members confirmed in the Succession Plan;
- Anytime a specific, clear, addressable need is identified through training and development actions.

For training/development programs carried out, Secom® may require the team member to sign an addendum to the individual employment contract in accordance with the Internal Regulations.

The Learning and Development Partner is responsible for:

- Periodically monitoring costs related to development programs versus the approved budget, as well as providing information on the amounts included in additional agreements for team member training;
- Managing information and documents related to each training and development program (including attendance confirmation on participant lists), as well as overseeing Individual Development Plans (70/20/10 model) across the entire organization.



To promote the fundamental principles of sustainable development and sustainability, the Corporate Communications & Sustainability Manager coordinated a series of internal training sessions for new colleagues, members of the Sustainability Team, as well as middle and top management. These sessions aimed to familiarize colleagues with Secom®'s sustainability initiatives, company goals, and ongoing projects, thereby helping to strengthen a culture of sustainability within the organization.

In 2022, we continued to focus on developing the team's skills by organizing external courses in the traditional format, as well as internal online learning programs using the e-learning platform launched in the previous year.

The main programs focused on developing the sales and communication skills of the sales team through the **Sales Academy**, which included modules such as *Sales Booster*, *Business Understanding*, *Finance for Non-Finance*, *Sales Techniques*, *Business Simulation*, and *Process Communication Model*.

These initiatives involved over 70 colleagues and were designed to cultivate a customer-centric mindset. We also organized Customer Centricity workshops, attended by all Secom® team members, to promote excellence in service delivery to both internal and external customers.

In 2023, we continued to invest in training and professional development by organizing external courses in a traditional format, complemented by internal online learning programs.

Training activities focused on developing work organization and communication skills for all colleagues in the company, including courses such as "Giving Feedback" and "Improving Productivity".

We also introduced intrapreneurship courses for the Retail team, focusing on the development of customer and sales-oriented personal management skills.

The **First Time Manager** program was dedicated to developing the skills of top and middle management, while the **Finance for Non-Finance** courses aimed to improve the analytical skills of the Retail team and specialists involved in budget management.



In 2022, the investment in training and development for team members amounted to approximately RON 470,000.

In 2023 we continued to allocate significant resources to this area with an investment of approximately RON 219,000.

We adjusted our priorities, we optimized the efficiency of development programs, and we planned additional resources and programs for 2024.

Examples of training offered to employees	2022		2023	
	Total ore	Număr de participanți	Total ore	Număr de participanți
Sales Booster	1,957	239		
Process Communication Model	1.120	70		
Financial Education	226	226		
GDPR	132	132		
Customer Centricity	2,352	147	608	38
Giving Feedback			65	181
Improving Productivity			62	160
First Time Manager			312	18
Intrapreneurship			256	16
Finance for Non-Finance			177	52

Average number of training hours per year per employee by category	2022				2023	
		Men	Women		Men	Women
Top management	42	30	54	33.32	35.6	28.7
Middle management	46	50	42	109.21	99.08	77.68
Specialists	53.5	58	49	25.03	14.66	24.52
Total	47.1			30.31		

Performance evaluation and career development plan	2022								2023	
	Men		Women		Men		Women			
	No.	%*	No.	%*	No.	%*	No.	%*	No.	%*
Top management	6	100%	2	100%	7	100%			5	100%
Middle management	7	100%	30	100%	9	100%			24	100%
Specialists	25	100%	103	100%	19	100%			117	100%
Total	38	100%	136	100%	35	100%			146	100%

*The percentage is calculated based on the total no. in the category/gender.

Benefits

At Secom®, our mission to improve the quality of people's lives is reflected not only in the products and services we provide but also in the way we support our colleagues. We recognize that the wellbeing, health, vitality, and personal and professional development of each team member is critical to the success and sustainable growth of our business.

That is why we have created a comprehensive and competitive benefits package designed to support and motivate the Secom® team in all aspects of life. This package goes beyond financial components and includes a wide range of benefits that contribute to a healthy and balanced lifestyle. Everyone has access to essential benefits such as a competitive salary, performance bonuses, medical subscriptions, life and accident insurance, as well as additional facilities that encourage personal and professional development.

Through our benefits programs, which include discounts on Secom® products, psychotherapy sessions, financial incentives for recruitment, and gifts and vouchers for special life events, we ensure that every team member feels valued and supported. Additionally, we offer access to a flexible benefits platform that allows you to tailor benefits to your individual preferences.



In 2023, the benefits budget allocated to team members increased by 20.9% year on year.

Bonus value as a percentage of salary	2021	2022	2023
Specialists	8%	8%	8%
Management	17%	17%	17%
Executive Management	25%	25%	25%

Benefits granted by contract type	2021		2022		2023	
	Full time		Full time		Full time	
	< 1 year	> 1 year	< 1 year	> 1 year	< 1 year	> 1 year
Meal vouchers	✓	✓	✓	✓	✓	✓
Support for personal events (marriage, death, etc.)	✓	✓	✓	✓	✓	✓
Vouchers (special events + birthday)	✓	✓	✓	✓	✓	✓
Seniority bonuses	☒	✓	☒	✓	☒	✓
Gifts and bonuses for employees' minor children (June 1 st /Christmas)	✓	✓	✓	✓	✓	✓
Christmas bonus	✓	✓	✓	✓	✓	✓
Life and accident insurance	✓	✓	✓	✓	✓	✓
Medical subscription (for employees and first-degree family members)	✓	✓	✓	✓	✓	✓
Additional leave days	☒	✓	☒	✓	☒	✓
Days off for various events	✓	✓	✓	✓	✓	✓
Therapy sessions	✓	✓	✓	✓	✓	✓
Benefit Online	✓	✓	✓	✓	✓	✓
Easter/Christmas/8 March gift	✓	✓	✓	✓	✓	✓
Bookster	✓	✓	✓	✓	✓	✓

Total benefits
value

956,014.72 lei

2021

957,628.00 lei

2022

1,158,099.00 lei

2023

At Secom®, we are committed to offering a benefits package that reflects not only our competitiveness in the nutritional supplements market but also our dedication to the well-being and loyalty of our team members. This comprehensive package includes a variety of benefits tailored to the diverse needs of our team, ensuring that everyone feels valued and motivated.

Starting in 2021, we launched our flexible benefits platform, **Benefit Online**, to provide colleagues with a wider range of personalized options. In 2022, the budget allocated to these benefits was increased to 500 lei per month for each team member, and in 2023 to 600 lei, reinforcing our commitment to team wellbeing.

To incentivize team members and recognize their long-term contributions, we also offer additional anniversary benefits. On each anniversary, colleagues receive a bonus of 1,000 lei net and an extra day of leave for 1 to 3 years of service. For those with 4 or 5 years of service, we offer a bonus of 1,500 lei net and two additional days of leave.

We do not differentiate benefits according to working hours, type of contract, or location, thus ensuring fairness and equal access to all benefits offered by the company.

Through this benefits package, Secom® aims to support the team in all aspects of life, reflecting our commitment to improving the quality of life and promoting a motivating and healthy working environment.



Workplace Safety



Occupational Health and Safety Management System

The Occupational Health and Safety Management System at Secom® has been developed in accordance with the current legislation, as defined by Law 319/2006 on Occupational Health and Safety and the Regulations for the implementation of the Law, as outlined in Government Decision 1425/2006, with subsequent amendments and additions.

Work-related Accidents

With regard to occupational accident risks, an assessment committee composed of legally competent individuals was set up to identify the risks of occupational injury and illness using the INCDPM assessment method and to determine risk levels for each workplace. Based on the assessment, the Prevention and Protection Plan was developed, including all technical, organizational, hygienic-sanitary, and other measures.

The investigation of accidents is carried out in accordance with Law 319/2006 on Occupational Safety and Health and its Implementing Rules, GD 1425/2006. An investigation file of the event is prepared, and once the process is finalized, corrective or improvement measures are established depending on the causes leading to the event.



In 2022–2023, there were NO work-related accidents at Secom®.

Reporting Risk Situations

All Secom® team members receive regular training and are legally required (as part of their job description) to report any hazard/hazardous situation to which they or another person working in that area is exposed.

Secom® team members and contractors working in the company are also trained and are legally obligated to stop work and report to the designated person any situation they have reason to believe is a danger to themselves or others.

Under the legislation, no position within the company is considered moderate or high risk. No Secom® team members, by the nature of their job, have their lives endangered in such a way that they have to stop the working process. The activity of Secom® team members is carried out through pharmacy or hospital visits, at Secom® offices and stores.

Occupational Health and Safety Services

The Occupational Safety and Health services are outsourced and are responsible for carrying out the Prevention and Protection activities allowed by the current legislation, such as drafting specific documents, safety signage, posting of specific instructions for workers, training of workers on hiring, and supporting in periodic training, internal prevention controls, etc.

An Occupational Safety and Health Committee is established within the company, comprising both employer and employee representatives. The committee meets quarterly (4 times a year). The responsibilities are in accordance with current legislation on the matter and are outlined in the operating rules of the committee.

Secom® team members elect their representatives to the Occupational Health and Safety Committee, who gather information and proposals on occupational health and safety issues from workers and present these proposals at Committee meetings.

Training and Education

During the reporting period, regular occupational health and safety training sessions were held in April and October of each year, either in person or online, depending on the circumstances.

The OHS induction and periodic training cover the following topics:

- relevant OHS legislation,
- awareness of the consequences of work-related accidents,
- definition of work-related accidents and how to report them,
- general and activity-specific hazards and risks,
- signage,
- hazards/risks while traveling.

Other Services

The company provides team members with a medical subscription to Regina Maria that covers a very wide range of medical tests. This subscription is also provided free of charge for one family member of the employee. If that member is under 18 and the employee has more than one child, then all of the employee's children are eligible for this subscription.

In addition, to support team members during the challenging period of the pandemic, 4 therapy sessions per year were introduced as an additional benefit for each colleague, and this benefit was maintained in 2022 and 2023.

We also offer counseling and psychotherapy services as part of the flexible benefits program. We consistently encourage colleagues to adopt a healthy lifestyle by promoting a balanced diet and participation in sports activities.

The Secom® team is frequently invited to participate in various wellness, wellbeing, and sports activities to contribute to their overall well-being.

OHS dedicated training	2022	2023
Total hours	65	59
Total no. of employees participating	65	59

Total hours worked by employees*	2022	2023
	306,099	296,453

*In 2023, the number of hours worked by employees was lower because only productive hours (worked hours) are counted, and the financial year 2023 saw an increase in the number of vacation days.

Promoting Healthy Lifestyle

We support the adoption of healthy routines in every aspect of our business – from product development and distribution to in-store advice, as well as consumer and professional education projects.

We believe that dietary supplements, combined with a balanced diet, regular exercise, and emotional well-being, can contribute to a healthy lifestyle.

The Secom® portfolio is both complex and diverse, encompassing over 600 products. It includes over 270 dietary supplements, covering 97 therapeutic and wellness areas, and 336 products in other categories such as functional foods, personal care, and natural cosmetics. This diverse portfolio allows us to meet a wide range of health needs and support as many people as possible on their journey towards a more balanced lifestyle.

To promote the responsible take of dietary supplements, we advise our consumers to use dietary supplements as recommended by their doctor or healthcare professional, while also adopting a healthy lifestyle. In accordance with Regulation (EU) 1169/2011 on food information to consumers, our labels include the statement "Food supplements are not a substitute for a varied and balanced diet and a healthy lifestyle".

At the same time, as we strongly believe that staying healthy is a consequence of conscious choices, we are constantly investing in educational initiatives to promote all the pillars of a healthy lifestyle: a balanced diet, exercise through an active lifestyle and psycho-emotional balance, together with responsible and informed consumption of dietary supplements.

We have created a series of health education projects designed to help consumers make informed decisions in harmony with their needs and lifestyles.

We Choose Well and Then Translate It for You Campaign



Good Routine Plan



Supplement for Good
(Health in Focus)



Good Routine Saturday



The Good Place blog
on good-routine.com



Health Guide blog
on secom.ro



We Choose Well and Then Translate It for You

In 2022, we launched the We Choose Well and Then Translate It for You campaign, which aims to explain in a simple and friendly way the rigorous process by which the supplements in the Secom® and Good Routine® portfolios are selected/developed and validated.

Each Secom® supplement undergoes a thorough analysis to ensure it meets the highest standards of quality and safety. This approach is illustrated in the campaign through the distinctive voice of Irina Margareta Nistor, who 'translates' the complex and technical information for consumers into a language that is accessible to every consumer.

A key element of the campaign is the "Secom® Honest Label" concept. It reflects both our care for the quality of the portfolio and our commitment to honest and transparent communication

This ensures the consumer can make an informed choice about any Secom® supplement.



We invite you to discover the selection process [here](#) and the Secom® Honest Label.

Good Routine Plan

As a natural extension of the previous program, where we explained the neuroscientific concepts necessary for adopting new habits, in 2023 we relaunched a social media project of the same name. Through which we aimed to transmit the energy of good routines to communities, via key opinion leaders from different fields.

As part of this project, we collaborated with Radu Restivan (founder of 321 Sport, the largest running community in Romania), Alexandra Năstase (psychologist and psychotherapist, specializing in mental health), Ruxandra Hajoș (yoga instructor, specializing in meditation and breathing techniques), Laura Oncescu (fitness instructor, who led session on building a workout routine in the gym) and Oana Trifu (geriatrician, functional nutrition enthusiast, and lifestyle change expert).



We invite you to discover the educational videos created by these specialists on the [Good Routine® Instagram](#) page.

The project has a total reach of over 250,000 users on Instagram.



Health in Focus



The Good Supplement (formerly **Health in Focus**) is an educational project we launched in 2019, designed to provide reliable and well-researched information from leading experts to help people adopt healthy routines and maintain a balanced lifestyle.

In 2022, we increased the impact of the project by signing strategic media partnerships to ensure the widest possible audience had access to the educational information on offer.

In 2023, to increase the impact of the project, we relaunched the podcast under a new name, **The Good Supplement**. We have broadened the scope of topics by working with experts from a range of fields, including health-related areas such as wellbeing, to provide a broader and more diverse perspective.

This update reflects our commitment to providing relevant, diverse educational resources that support a healthy and balanced lifestyle to all audiences: consumers, business partners, and colleagues. Colleagues are also the first to be notified by email when a new edition of the **The Good Supplement** is launched, providing a constant reminder of the importance of healthy routines and inspiring them to maintain a balanced lifestyle.

From September 2019 to December 2023, 41 editions were published. These recorded a 9.7 million reach in 2023 through Secom®'s social media channels and media partners promoting the initiative.

Sep. 2019 → Dec. 2023

**41 editions**

2022

**reach:
6,7 million**

2023

**reach:
9,7 million**

a 43.82% increase in reach on Secom®'s social media channels and through media partners promoting the initiative



Good Routine Saturday

Good Routine Saturday is a Good Routine® by Secom® and 321 Sport project that promotes running in nature. The running sessions have been organized regularly since 2023 in the Băneasa Forest near Bucharest, aiming to encourage as many people as possible to exercise as part of the largest community of amateur runners in Romania.

Participation is free, the only requirement is your physical presence and willingness to run alongside the 321 Sport and Good Routine® running community.

In 2023, two such editions were held, with an average of 50 amateur runners participating in each run.



The Good Place

We also promote the principles of a balanced lifestyle through consumer education articles published on The Good Place blog at good-routine.com.

In 2022, we published ten articles on various topics related to health, sport, and active ingredients in supplements, which gathered over 360,000 views, with an average time of 2 min 20 seconds spent on each article.



Health Guide

The entire Health Guide section on secom.ro contains over 400 educational articles on health and balanced lifestyle topics, written and updated by our Innovation & Scientific Support team in collaboration with doctors and specialists in various fields.

The articles present the latest discoveries and research in the field of integrative medicine, thus facilitating access to useful, expert-validated information for the general public.

Community Social Projects

Our Strategy

As the company has grown, we have sought to ensure that the social investments we make are closely aligned to the needs of the communities in which we operate, thus contributing to the creation of a sustainable society. Therefore, since 2020, we have consulted with both the team and our external stakeholders to identify priority areas where Secom®, by the nature of its business, can add value.

Following this analysis, we identified three pillars on which to focus our future efforts, directly linked to three Sustainable Development Goals:



Good health and well-being

- > Reduce premature mortality from non-communicable diseases through prevention, treatment, and promotion of mental health and well-being.
- > Improve population access to health products and services.
- > Promote mental health.



Quality education

- > Ensure access to free, equitable, and quality primary and secondary education.
- > Increase the number of young people and adults with relevant skills, including technical and vocational skills, to facilitate employability.
- > Provide health education for young people of all ages.



Responsible consumption and production

- > Promote the use of packaging made from renewable materials.
- > Encourage the recovery and recycling of packaging.
- > Implement a system for the collection of expired food supplements.

The total value of Secom® sponsorship (including the value of donated products)

795,776 lei 2022

469,842 lei* 2023

To this, 265,000 lei of Secom® corporate income tax for 2023, donated by the company through Form 177, is added.

Therefore, the total amount allocated by Secom® to social projects through sponsorship in 2023 was 734,842 lei.

Supported Projects



In 2021, we launched the **Together in the Service of Good** (*Împreună în slujba binelui*) program, an initiative designed to promote a culture of engagement throughout the Secom® team. This program consists of 5 internal social project competitions that encourage colleagues to actively contribute to the support and development of their communities.

Together in the Service of Good kicked off with the submission of no less than 34 social projects proposed by Secom® team members, focusing on health and education – the two priority pillars of our community investment strategy. Through an open and transparent voting process, the Secom® team selected 7 of these projects to be supported by the company throughout 2022. The winning projects, from different parts of the country, received financial support, volunteer time, and personal donations from the team.

In 2022, we supported over 4,000 direct beneficiaries and nearly 40,000 indirect beneficiaries through this program, including mothers suffering from pre- or post-natal depression, cancer patients, children from disadvantaged communities at high risk of dropping out of school, and refugees from Ukraine.

The ten projects supported were implemented with the active involvement of 40 Secom® team members, who communicated with partner NGOs, encouraged other colleagues to volunteer, and ensured the timely delivery of donations.

In 2023, the program continued to grow, supporting an additional ten social projects in collaboration with ten partner non-governmental organizations, making a positive difference in the communities where we operate.

In 2023, the number of volunteers increased to 102, more than double that of the previous edition, an important step in strengthening the culture of engagement at Secom®.

In addition to **Together in the Service of Good**, we sponsored other initiatives totaling:

- **1.5 million lei invested in social projects** in 2022-2023
- **62 organizations supported** (NGOs, hospitals, educational institutions)

Together in the Service of Good program in 2022 and 2023

Indicator	2022	2023
Implemented projects	10	10
Partner NGOs	10	10
Cities with social projects	Braşov, Timișoara, Iași, Buzău, Călărași, București	București, Iași, Timiș, Mureș, Vrancea, Călărași, Buzău
Volunteers	40	102 (including 5 Project Managers)
Donated products	≈7,000 because 5,000 products were donated in the context of the pandemic	≈300
Direct beneficiaries	>4,000	8,580
Indirect beneficiaries	40,000	16,814
Sponsorship	208,566 lei	361,248 lei
Additional donations from Secom® team members	12,300 lei	18,540 lei

Social projects supported by Secom® through the **Together in the Service of Good** program in 2022:

Pre- and Postnatal Depression Awareness campaign

The campaign was carried out with the Association "Together in Pre and Postnatal Depression" and included: the development of the platform aidp.ro and the distribution of 2,500 information leaflets in the maternity hospital in Braşov, the organization of the first event in Romania dedicated to the mental health of mothers. This event raised awareness of this condition with participation from prestigious names in the field of medicine and opinion leaders in the public sphere.

Stronger and Better Together

With the help of the friendly team from Fabrica de Daruri, the Secom® volunteer team distributed smiles, hugs, and 200 fully equipped backpacks, clothes, and food to dozens of families in Lupşanu, Răzvani, Nucet, Cuza-Vodă, and Călăraşii-Vechi in Ilfov County.

Reaching Out to Cancer Patients

An initiative of the Father Arsenie Boca Oncology Association in Timişoara, through which Secom® helped ten oncology patients by covering the costs of their medications, investigations, nutrition, and psychotherapy consultations.

Renovation of the Auditorium of Mihail Kogălniceanu School in Buzău

With the exemplary involvement of the school's management and together with the Buzău Community Foundation, Secom® financially supported the renovation and equipping of the auditorium for non-formal education activities. By doing so, Secom® helped to reduce the high dropout rate in the community due to financial difficulties.

Sterile Room in the "Sfânta Maria" Hospital in Iaşi

This project was developed by Secom® together with the Conventus Mirabilis Association, which has equipped the oncology ward of the "Sfânta Maria" Hospital in Iaşi with the necessary equipment to allow the medical staff to handle and store, in complete safety, the essential drugs used in the chemotherapy treatment of the little patients. In addition, the Secom® team from Iaşi paid a surprise visit to the children on June 1st, bringing colorful toys and balloons.

Secom® Helps Ukraine

The company stood by its Ukrainian neighbors through three projects: it donated more than 5,000 nutritional supplements for physical and psycho-emotional support through the Zi de Bine Association, and with the support of the Margareta of Romania Royal Foundation and the Autism Voice Association, it assisted more than 500 refugees in Bucharest from March to June 2022, providing them with accommodation, food, childcare, and social counseling.

Modern Kitchen for the Casa Share Educational Center in Iaşi

Secom® also joined the wonderful initiative of the Tănasă family, by fully equipping and furnishing the kitchen of the new Educational and Crafts Centre, which was inaugurated with a homemade pasta-making session with the children.

Together for Sofia

Also in Iaşi, Secom® joined the efforts of the Little Noel Association and contributed financially to the necessary treatment for the baby Sofia Maria Guru, who, at just one and a half years old, suffers from plurimalformative syndrome and requires multiple interventions.

Social projects supported by Secom® through the **Together in the Service of Good** program in 2023:

Learning Life's Lessons Together

As part of the "Learning life's lessons together" project, Secom®, in partnership with the Zi de Bine Association, organized educational and personal development sessions for children from disadvantaged communities. These workshops were designed to provide children with essential life skills, including emotional management, effective communication, and conflict resolution. The program has had a profound impact on the participants, helping to build self-confidence and develop healthy relationships.

Anti-bullying Borkshops at "Ionel Teodoreanu" 36 School

Secom® supported the implementation of anti-bullying workshops at "Ionel Teodoreanu" 36 School in Bucharest, in collaboration with the Zi de Bine Association. These sessions aimed to educate students on how to recognize and combat bullying behavior, thus promoting a safe and inclusive school environment. The workshops included interactive discussions and practical exercises to help children understand the negative impact of bullying and develop effective intervention and prevention strategies.

Renovation of the Canteen at "Ionel Teodoreanu" 36 School

The project to renovate the canteen at the "Ionel Teodoreanu" 36 School aimed to create a modern and functional space for the students. With the support of Secom® and the Zi de Bine Association, the canteen has been renovated and equipped with new furniture and the necessary equipment to ensure adequate conditions for eating in a comfortable and hygienic environment. This initiative has helped to improve the quality of life of the students and school staff.

Nutrition Workshops at "Ionel Teodoreanu" 36 School and "Pia Brătianu" School

Secom® and the Zi de Bine Association organized nutrition workshops for the students of "Ionel Teodoreanu" 36 School and "Pia Brătianu" School. These sessions aimed to educate children about the importance of a balanced and healthy diet. Through interactive activities and educational presentations, students learned about the main food groups, meal planning, and healthy eating habits, contributing to the development of long-term beneficial nutritional practices.

Educational Workshops in the Village

As part of this project, Secom® and the Village Education Association, in partnership with the Zi de Bine Association, organized educational workshops for children in rural areas. The aim was to provide children from rural areas access to quality education and personal development opportunities. The workshops included learning through play, basic skills development, and mentoring sessions, promoting equal opportunities in education and supporting the harmonious development of children in these communities.

June 1st at the "Sfânta Maria" Children's Emergency Hospital

On Children's Day, Secom®, in collaboration with the Conventus Mirabilis Association, brought smiles to the faces of children hospitalized at the "Sfânta Maria" Children's Emergency Hospital in Iași. Our team organized recreational activities and offered gifts to the children, transforming an ordinary hospital day into a joyful experience. The aim was to bring comfort and moments of happiness to the young patients and their families, demonstrating the importance of emotional support in the healing process.

Social projects supported by Secom® through the **Together in the Service of Good** program in 2023:

Casa Share Welcomes Saint Nicholas

Our project aimed to bring a touch of magic into the lives of the children supported by Casa Share. We were happy to take part in gifting presents and organizing festive activities to make their holidays even more special. Each gift was prepared with their happiness in mind, and the smiles on their faces were the best reward.

Laslău Mare Summer School

At Secom®, we were delighted to take part in the Laslău Mare Summer School, offering resources and logistical support to bring this educational program to life. Designed for children from rural areas, the project offered a variety of educational and recreational activities that supported their academic and social growth.

We are delighted that, through this initiative, we have been able to give children the chance to learn and explore new things in a warm, friendly, and inspiring environment.

Gifts from Santa Claus for Underprivileged Children

At Secom®, we wholeheartedly partnered the Gift Factory Association to bring the magic of Christmas to underprivileged children who wrote to Santa Claus. Through this project, we carefully prepared and delivered personalized gifts answering their heartfelt letters with joy.

We wanted to make the winter holidays a time of joy and warmth for these children, while fostering a spirit of generosity and hope.

Renovation of the "Respiratory Functional Investigations" Department at the Marius Nasta Institute

Secom® supported the renovation of the 'Respiratory Functional Investigations' Department at the Marius Nasta Institute in Bucharest, in partnership with the Association of Respiratory Disease Education. The project focused on upgrading the medical facilities and equipping them with state-of-the-art technology to enhance the diagnosis and treatment of respiratory diseases. This initiative directly improved the quality of medical services for patients and significantly enhanced the Institute's capacity to deliver specialized care.

5



MOVING TOWARDS A SUSTAINABLE FUTURE

Materiality Analysis

Our Sustainability
Strategy

Evolution and Updates

Materiality Analysis

Materiality analysis is an essential tool for Secom® to identify and address the most relevant sustainability topics for both the company and its stakeholders.

This process helps us identify, prioritize, and manage topics with a significant impact on our business as well as on society and the environment.

This analysis ensures that our sustainability initiatives align with the expectations and needs of the market, customers, and communities.

Methodological Aspects in 2023

A key step in developing the sustainability report was to identify the material topics. To achieve this, we created and distributed online questionnaires to the company's key stakeholder groups, previously mapped during a workshop with the Secom® sustainability team.

The materiality analysis began with identifying potentially material topics, areas where Secom®, through its business activities and relationships, has or may have a positive and/or negative impact from economic, social, environmental and human rights perspectives. For this year's report, we included separate requests for feedback on both positive and negative impact areas in the questionnaires, an approach different from the previous year, aligned with the new requirements of the GRI standards.

The list of potentially material topics was determined after analyzing our operations and reviewing our business relationships.

Based on this list, we developed two online questionnaires for the company's stakeholders/partners (external analysis) and one for the company's department managers, specialists, and experts (internal analysis).

To accurately assess the impact of each topic, the questionnaires were divided into two distinct sections, considering both the positive and negative impacts. Since some topics can have a positive impact through our activities (e.g. community investment), and others can have a negative impact (e.g. energy consumption), the sections were adapted accordingly.

For example, the negative impact section covered 16 topics, while the positive impact section covered 18 topics. Additionally, the questionnaires included sections for respondents to provide qualitative (open-ended) feedback on other areas where the company could have a potential positive or negative impact.

The main stakeholder groups consulted:

- | | |
|--------------------------|--|
| 1 Team members | 7 Manufacturers and international partners |
| 2 Consumers | 8 Business partners |
| 3 Physicians | 9 NGO representatives |
| 4 Pharmacists | 10 Media/influencers |
| 5 Regulatory authorities | 11 Industry representatives |
| 6 Support partners | |

SECTION:

Positive Impact Assessment

TOPICS:

- 1

Direct and indirect economic impact
- 2

Procurement practices
- 3

Anti-corruption
- 4

Anti-competitive behavior
- 5

Ensuring access to products and services
- 6

Supplier environmental assessment
- 7

Human resources policy
- 8

Occupational health and safety
- 9

Training and development
- 10

Combating discrimination
- 11

Diversity and equal opportunities
- 12

Supplier social assessment
- 13

Responsible consumption
- 14

Consumer health and safety
- 15

Responsible marketing/Marketing policy
- 16

Product labeling
- 17

Healthy lifestyle
- 18

Volunteering and community investment

SECTION:

Negative Impact Assessment

TOPICS:

- 1

Direct and indirect economic impact
- 2

Procurement practices
- 3

Anti-corruption
- 4

Anti-competitive behavior
- 5

Human resources policy
- 6

Occupational health and safety
- 7

Diversity and equal opportunities
- 8

Consumer health and safety
- 9

Responsible marketing/Marketing policy
- 10

Product labeling
- 11

Materials
- 12

Energy consumption
- 13

Packaging and waste
- 14

Emissions
- 15

Animal welfare
- 16

Personal data privacy

Each potentially material topic was rated on a scale of 0 to 3 (no impact, low impact, moderate impact, and high impact) to assess the extent of both positive and negative impacts. Additionally, each topic was accompanied by an explanation of the potential forms of impact.

Respondents were also given the option – " n/a" – if they did not know or preferred not to answer a question.

The process took place between March and May 2023, with a total of 643 responses recorded. These responses were centralized and analyzed to identify the positive and negative impacts of our operations as perceived by internal and external stakeholders.

The analysis produced two impact scores for each assessed topic, reflecting the extent of the positive and negative impacts. These scores were based on management and external stakeholder assessments and are presented in the materiality matrix.

Impact



Top material topics:

ECONOMIC

In terms of positive impact, the economic topics were rated in the moderate to high positive impact range from both internal and external perspectives.

In terms of negative impact, the economic topics were rated in the low to moderate negative impact range from the external stakeholder perspective and in the zero to low negative impact range from the internal perspective.

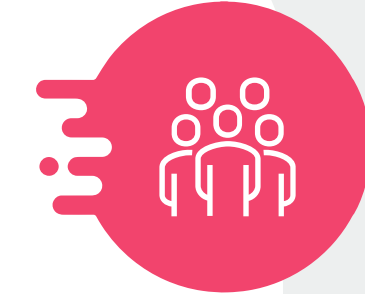


Top material topics:

ENVIRONMENT

Environmental topics were not included in the list of topics where the company can potentially have a positive impact.

In terms of negative impact, the environmental topics were rated in the low to moderate negative impact range from the stakeholder perspective, while the company's management rating placed them more in the zero to low negative impact range (with emissions, packaging, and waste at the top of the impact range).



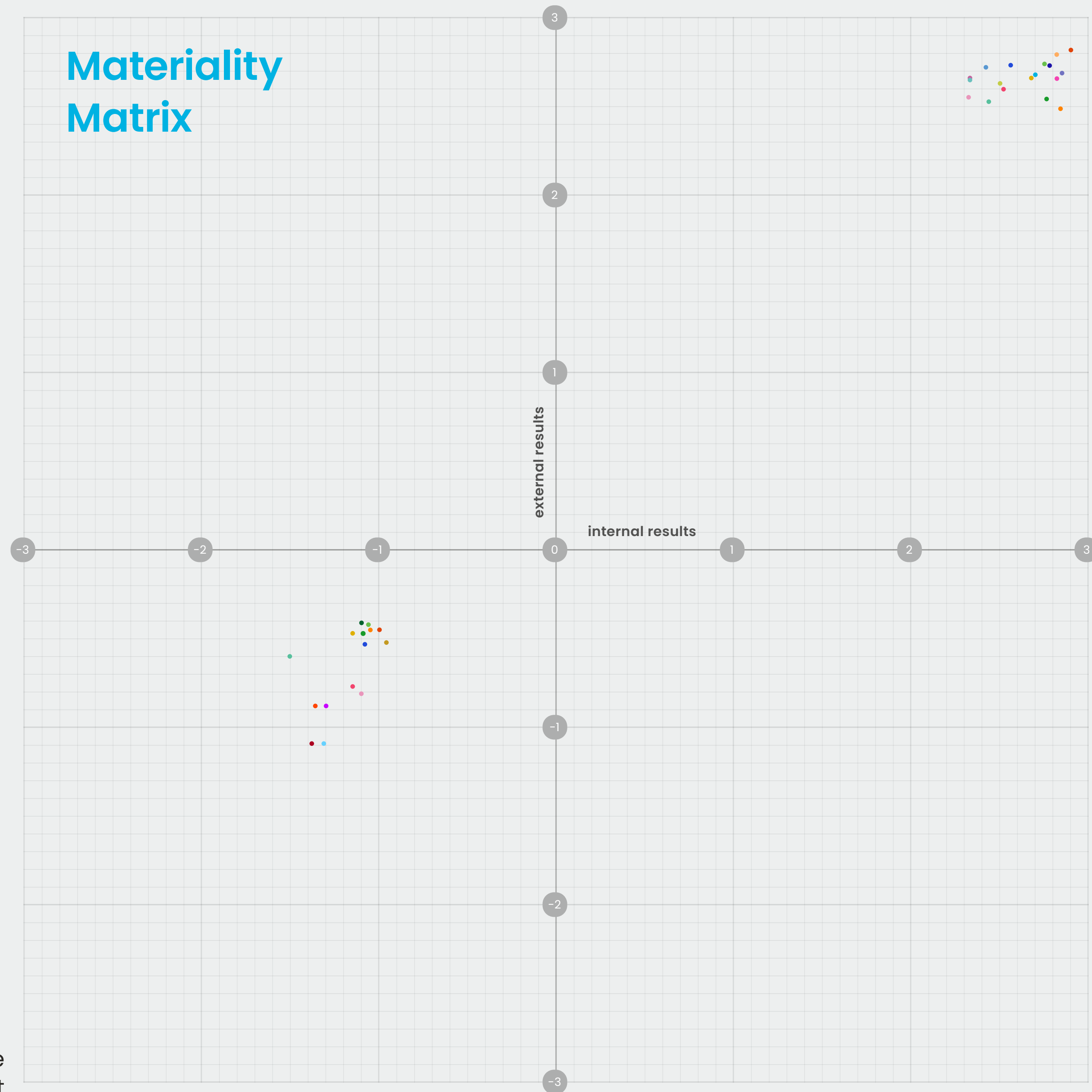
Top material topics:

SOCIAL

In terms of positive impacts, social topics were rated in the moderate to high positive impact range from both internal and external perspectives.

In terms of negative impacts, social topics were rated in the zero to low negative range from both perspectives.

Materiality Matrix



positive
impact

Material Topics:

- | | |
|--|--|
| 1 Direct and indirect economic impact | 12 Supplier social assessment |
| 2 Procurement practices | 13 Responsible consumption |
| 3 Anti-corruption | 14 Consumer health and safety |
| 4 Anti-competitive behavior | 15 Responsible marketing/ Marketing policy |
| 5 Ensuring access to products and services | 16 Product labeling |
| 6 Supplier environmental assessment | 17 Healthy lifestyle |
| 7 Human resources policy | 18 Volunteering and community investment |
| 8 Occupational health and safety | 19 Materials |
| 9 Training and development | 20 Energy consumption |
| 10 Combating discrimination | 21 Packaging and waste |
| 11 Diversity and equal opportunities | 22 Emissions |
| | 23 Animal welfare |
| | 24 Personal data privacy |


negative
impact

Our Sustainability Strategy

For the period 2022-2023, we have maintained the same strategic direction, continuing to focus our efforts and investments on the three fundamental pillars of our sustainability strategy, established in previous years:




The most recent materiality analysis (2023) has confirmed the importance of these priority topics and reinforced our commitment to implementing measures to achieve the targets set.

 Details on the status and progress of each of our sustainability strategy objectives are provided in the [Evolution and Updates](#) section.

Our sustainability strategy is based on **five dimensions** that encompass the key material topics that shape the impact of Secom®'s business:



 Click on the magnifying glass symbol next to each pillar for details of how we approach each direction.



How We Communicate with our Stakeholders

Ongoing and transparent communication with our stakeholders is essential for ensuring that our sustainable development actions are aligned with their needs and expectations.

This interaction allows us to identify and prioritize key actions to achieve our sustainability goals.

In addition, the feedback we receive through our various communication channels provides us with valuable insights that enable us to respond appropriately to the challenges and opportunities that arise within our business operations.

Stakeholder category	Method of engagement	Frequency
Team members	> Information by e-mail/mySecom® intranet on various topics	> Regular, mostly weekly
	> Feedback quizzes/questionnaires	> Regular
	> Online Town Hall + Q&A anonymous platform menti.com	> Monthly
	> Organizational culture meetings	> Monthly
Physicians	> Secom® product presentation visits	> Regular
	> Round tables/conference/congress medical events organized by third parties	> Regular
Pharmacists	> Pharmacy visits – product presentations	> Regular
		> Regular
	> Pharmacist-only or mixed pharmacist-physician roundtables	> Daily
	> Telephone and/or e-mail contact with partner pharmacies – via Secom® Customer Service – to assist with orders, returns, etc.	
	> Information and training sessions on Secom® products to enhance pharmacists' expertise in scientific phytotherapy	> Regular

Regulatory authorities	> Food supplements notifications (National Research and Development Institute for Food Bioresources – IBA Bucharest, Ministry of Health, Regional Public Health Centers (CRSP) of Iași, Cluj, etc.)	> Weekly, monthly, or as needed
Business partner or consultant	> Face-to-face meetings, telephone, workshops or e-mail	> Regularly or as needed, depending on company objectives
International producers and partners	> E-mail, phone, or other relevant applications	> Daily, weekly, or half-yearly
Support partners	> E-mail, telephone, face-to-face meetings, workshops	> Regularly, depending on the projects
Civil society representative/NGO	> E-mail, phone, face-to-face meetings, events	> Regularly, depending on the projects
Industry representatives	> E-mail, phone, face-to-face meetings, events	> Regularly
Media/Influencers	> E-mail, phone, face-to-face meetings, events, interviews	> Regularly

Secom® has conducted several studies and surveys to assess the satisfaction of certain categories of stakeholders and to gain valuable feedback on its product portfolio, as follows:



No.	Stakeholder	Method of engagement	Frequency	Topic raised
1	Physicians	Questionnaire-based survey	Annual	Impact and satisfaction with the Secom® medical visit
2	Physicians	Focus group	Ad hoc	Category-prescribing habits and perceived Secom® and Good Routine® brand image
3	Pharmacists	Focus group	Ad hoc	Category-prescribing habits and perceived Secom® and Good Routine® brand image
4	Consumers	Questionnaire-based survey	Annual	Consumer attitudes and habits by category, awareness of manufacturer and product brands
5	Consumers	Focus group	Ad hoc	Category consumption habits and perception of Secom® and Good Routine® brand image
6	Consumers	Questionnaire-based survey	Annual	Satisfaction with the retail experience



Evolution and Updates

Setting and monitoring targets is essential for ensuring continued progress and alignment with our sustainability strategy.

These targets allow us to continuously assess the effectiveness of our actions and to adjust our direction if necessary.

During the 2022-2023 reporting period, 70% of the 31 targets previously established, particularly those related to governance and internal structures, were successfully met.

However, following a detailed analysis, it was determined that some objectives needed to be reformulated or adjusted to better reflect current realities and priorities.

We Choose Responsibly for a Sustainable Economy



Evolution & Updates

TARGET _____

**Update the
product recall
procedure**

DEADLINE _____

2022

EVOLUTION _____



Target achieved

TARGET _____

**Update the
Internal
Regulations**

DEADLINE _____

2022

EVOLUTION _____



Target achieved

TARGET _____

**Update the
Anti-Corruption
Policy and
Competition
Policy**

DEADLINE _____

2022

EVOLUTION _____



Target achieved

The policies are publicly
available [here](#).

TARGET _____

**Develop the
Code of Business
Conduct**

DEADLINE _____

2023

EVOLUTION _____



Target achieved

The Code of Conduct is
publicly available [here](#).



We Choose Responsibly for a Sustainable Economy



TARGET

Develop a centralized system for collecting feedback from key stakeholders

DEADLINE

2023

EVOLUTION



Target achieved

At the end of 2023, the structure of the Voice of the Customer platform – Module 1 – Ticketing for operational streamlining/collecting and centralizing complaints and feedback from B2C consumers and B2B customers – was created. After a testing phase, we expect this module to be ready for daily business use by Q2 2025 at the latest. Details on the implementation of the other modules can be found in the chapter "Objectives for the Future".

TARGET

Set up & formalize the Secom® Healthcare Group Sustainability Committee

DEADLINE

2023

EVOLUTION



Target achieved

The Committee was established in 2023, with its first formal meeting in June 2023.

TARGET

Implement a whistleblowing system

DEADLINE

2023

EVOLUTION



Target achieved

The online platform is publicly available [here](#).



We Choose Responsibly for a Sustainable Economy



Evolution & Updates

TARGET _____

**Define the
Community
Investment Policy**

DEADLINE _____

2023

EVOLUTION _____

Target postponed to 2025.

TARGET _____

**Assess the
impact of
implemented
social projects**

DEADLINE _____

2023

EVOLUTION _____



Target achieved

Secom®'s umbrella community investment program, **Together in the Service of Good**, was evaluated using the methodology developed by the Azores as part of the Community Index analysis and scored 100 out of 100.

TARGET _____

**Allocate 20% of
corporate tax
to sponsorship/
donations**

DEADLINE _____

2023

EVOLUTION _____



Target achieved

The target was met and exceeded. In 2022 we donated more than the maximum deductible amount.

TARGET _____

**Publish the
Secom®
Sustainability
Report every
two years**

DEADLINE _____

2024

EVOLUTION _____



Target achieved

We Choose Responsibly for a Healthy Society



TARGET

Adherence to the Romanian Diversity Charter and promote diversity

DEADLINE

2023

EVOLUTION

We have adjusted the deadline to ensure that we take concrete steps to promote diversity within Secom® in the first phase, before joining external initiatives. We have therefore adopted a phased approach to achieving our target:

- By 2025: employ at least 5 people from groups at risk of discrimination and publish at least 2 annual communications on diversity and anti-discrimination.
- By 2026: Join an external initiative to promote workplace diversity and anti-discrimination.

TARGET

Minimum 40 training hours per year

DEADLINE

2023-2024

EVOLUTION

In 2022, the average number of training hours per year per team member was 47.1, while in 2023 it was 30.2.

From 2021 when the average was 18.8 training hour, we registered significant increase in both 2022 and 2023.

In 2023 there was a decrease from the 2022 average because there were no specific training programs for the sales team.

TARGET

Equal ratio of the average number of training hours for men/year and the average number of training hours for women/year

DEADLINE

2023

EVOLUTION

The average number of training hours varies annually and across categories, depending on the willingness of team members to devote time to learning and the training programs offered by the company.

Details of the number of training hours by gender can be found [here](#).

We Choose Responsibly for a Healthy Society

TARGET _____

Develop a digital training hours monitoring system

DEADLINE _____ 2023

EVOLUTION _____

 Target achieved

Implemented at the end of 2023.

TARGET _____

Increase the total reach by 10% per year for existing educational projects

DEADLINE _____ 2023

EVOLUTION _____

 Target exceeded

The Good Supplement by Secom® podcast reach:

2022: 6,733,169

2023: 9,683,643
up 43.82% compared to 2022

TARGET _____

Increase the reach by 10% per year for existing information campaigns

DEADLINE _____ 2023

EVOLUTION _____

 Target exceeded

The integrated campaign "Now You Know Why to Buy from Secom®" benefited from TV, radio, and digital spots, while the "We Choose Well and Then Translate It for You" campaign in 2022 relied on radio and digital promotion.

2022: 2.7 mil. reach in radio and 2.3 mil. views in digital

2023: 21.4 mil. reach

TARGET _____

Conduct at least 2 observational studies for Good Routine® products

DEADLINE _____ 2025

EVOLUTION _____

 Target achieved

One study was completed in 2022, and two studies are ongoing from 2022 to 2024.

We Choose Responsibly for a Clean Environment



Evolution & Updates

TARGET _____

Develop an environmental data collection and monitoring system for all Secom® sites

DEADLINE _____ 2022

EVOLUTION _____



Target achieved

TARGET _____

Maintain 100% compliance with the legislation in force on recovery and reclaiming of waste packaging materials placed on the market

DEADLINE _____ annually



Target achieved

In communicating our packaging waste management target in the previous report, an error was made by incorrectly communicating that the target is to maintain a 100% recovery rate, above the legislative requirements. In fact, the correct target is to maintain 100% compliance with legislative requirements in this area.

TARGET _____

Monitor our packaging waste collection partner

DEADLINE _____ 2023

EVOLUTION _____

Target postponed to 2025.



We Choose Responsibly for a Clean Environment



Evolution & Updates

TARGET _____

Produce at least 50% of the vials of newly launched Good Routine® products from recycled plastic

DEADLINE _____ 2023-2024

EVOLUTION _____

 Target exceeded

In 2023, 48.53% of all plastic containers used to package Good Routine® products (across the entire portfolio, not just new launches) came from recycled plastic.

TARGET _____

Develop an environmental policy across all divisions

DEADLINE _____ 2023

EVOLUTION _____

Target postponed to 2026.

TARGET _____

Procure renewable electricity for 35% of Secom® sites

DEADLINE _____ 2023

EVOLUTION _____

 Target exceeded

44% of Secom® buildings use only renewable energy sources as of 2023.



We Choose Responsibly for a Clean Environment



Evolution & Updates

TARGET _____

Replace household appliances with at least energy class C appliances

DEADLINE _____ **2023**

EVOLUTION _____

N/A. No new equipment was purchased that would allow classification into a specific energy class.

TARGET _____

Adhere to at least one initiative or organization promoting sustainability

DEADLINE _____ **2023**

EVOLUTION _____



Target achieved

Joined the Sustainable Romania Coalition in 2023.

TARGET _____

Inform partner producers about our sustainability initiatives and support them

DEADLINE _____ **2023**

EVOLUTION _____



Target achieved

TARGET _____

Use 100% recycled paper for administrative printing at the head office and in stores

DEADLINE _____ **2022**

EVOLUTION _____



Target achieved

We Choose Responsibly for a Clean Environment



Evolution & Updates

TARGET _____

Produce 16% of POSM promotional materials from recycled or sustainable materials

DEADLINE _____

2023

EVOLUTION _____

This target is difficult to monitor due to the wide range of promotional materials we produce and the different categories of suppliers we work with. See the updated target under [Our Objectives for 2024-2026](#).

TARGET _____

Produce 56% of POSM promotional materials from recycled or sustainable materials

DEADLINE _____

2024

EVOLUTION _____

This target is difficult to monitor due to the wide range of promotional materials we produce and the different categories of suppliers we work with. See the updated target under [Our Objectives for 2024-2026](#).

TARGET _____

Replace more than 70% of the company's fleet with hybrid cars by 2023 and 15% of the fleet with electric cars by 2026

DEADLINE _____


2023-2026

EVOLUTION _____



Under implementation

70% of the company's fleet (55 cars out of a total of 80 are mild hybrid – replacement 2023).



Our Objectives for 2024–2026

We Choose Responsibly for a Sustainable Economy



Our Objectives for 2024-2026

OBJECTIVE _____

Communicate the Secom® Code of Business Ethics and Conduct to all our partners (current and future)

DEADLINE _____ **2025**

Every year starting with 2025

OBJECTIVE _____

Include an anti-corruption chapter in the induction presentation for new colleagues

DEADLINE _____ **2025**

OBJECTIVE _____

Organize regular internal training and information on anti-corruption policy compliance

DEADLINE _____ **2025**



We Choose Responsibly for a Sustainable Economy



Our Objectives for 2024-2026

OBJECTIVE

Centralize the results of physician and pharmacist surveys in the Voice of the Customer platform to unify feedback from key stakeholders

DEADLINE

2025

OBJECTIVE

Use of the Voice of the Customer platform (ticketing module) with all relevant functions for the centralized management of complaints and feedback from B2B customers and B2C consumers

DEADLINE

2025

OBJECTIVE

Allocate 20% of corporate tax to sponsorship/donations

provided that the currently legislation on sponsorship is maintained

DEADLINE

2025

OBJECTIVE

Implement a campaign to strengthen Secom® as an ethical brand dedicated to excellence and sustainability

DEADLINE

2025

We Choose Responsibly for a Healthy Society



Our Objectives for 2024-2026

OBJECTIVE

**Employ at least 5 people
from groups vulnerable
to discrimination**

and deliver at least 2 annual
communications on diversity
and anti-discrimination

DEADLINE

2025

OBJECTIVE

**Participate in an external
diversity and anti-
discrimination initiative**

and promote diversity through at least
two internal communications per year

DEADLINE

2026

OBJECTIVE

**Defining the
Community
Investment Policy**

DEADLINE

2025



We Choose Responsibly for a Healthy Society



Our Objectives for 2024-2026

OBJECTIVE _____

Maintain a minimum of 30 training hours per year – the average number of training hours offered to team members, regardless of position in the company

DEADLINE _____ **2024, 2025**

OBJECTIVE _____

Maintain equal distribution of the average number of training hours per year for men and women

The target covers training provided by the company where attendance is compulsory.

DEADLINE _____ **2025**

OBJECTIVE _____

Increasing the total reach of the educational podcast The Good Supplement by 10% per year

DEADLINE _____ **2025**

OBJECTIVE _____

Conduct at least 2 observational studies for Good Routine® products

DEADLINE _____ **2025**



We Choose Responsibly for a Clean Environment



Our Objectives for 2024-2026

OBJECTIVE

Carry out the corporate carbon footprint assessment for Scope 1 and Scope 2 emissions

DEADLINE

2025

OBJECTIVE

Replace boxes with cardboard closure systems, eliminating the use of tape, for Secom® online orders

DEADLINE

2025

OBJECTIVE

Automate data collection for the sustainability declaration according to ESRS and CSRD standards

DEADLINE

Q1 2025

OBJECTIVE

Produce at least 60% of Good Routine® packaging (units) from recycled plastic

DEADLINE

2024

OBJECTIVE

Replace plastic film to protect fragile products with sustainable materials for Secom® online orders

DEADLINE

2025



We Choose Responsibly for a Clean Environment



Our Objectives for 2024-2026

OBJECTIVE _____

**Develop an
environmental
policy across all
divisions**

DEADLINE _____ **2026**

OBJECTIVE _____

**Procure
renewable
electricity for 50%
of Secom® sites**

DEADLINE _____ **2025**

OBJECTIVE _____

**Replace
household
appliances with
energy class C
or better**

DEADLINE _____ **ongoing**

OBJECTIVE _____

**Inform partners
about Secom®
sustainability
initiatives**

DEADLINE _____ **ongoing**



We Choose Responsibly for a Clean Environment



Our Objectives for 2024-2026

OBJECTIVE _____

Integrate sustainability criteria into company-wide procurement procedures

DEADLINE _____ **2026**

OBJECTIVE _____

Continue using 100% recycled paper for administrative printing at the head office and in stores

DEADLINE _____ **annually**

OBJECTIVE _____

Ensure 20% of the paper-based POSM promotional materials are made from recycled paper

DEADLINE _____ **2025**

OBJECTIVE _____

Replace 10% of the fleet with 100% hybrid cars

DEADLINE _____ **2026**



We Choose Responsibly for a Clean Environment



Our Objectives for 2024-2026

OBJECTIVE _____

Ensure the share of expired products in the Secom® portfolio does not exceed 1% of the total inventory value

DEADLINE _____ **2025**

OBJECTIVE _____

Formalize environmental responsibilities and include them in the job description of a dedicated person (with at least 50% of working time formally allocated to these activities)

DEADLINE _____ **2026**

OBJECTIVE _____

Include a relevant target from the sustainability strategy in the annual evaluation of sustainability team members, including the Secom® Sustainability Committee members

DEADLINE _____ **2026**

OBJECTIVE _____

Monitor our packaging waste collection partner

DEADLINE _____ **2025**

GRI Content Index

GRI Content Index

Statement of use	Secom® Healthcare SRL reported in accordance with the GRI Standards for the period January 01, 2022 - December 31, 2023
GRI 1 used	GRI 1: Foundation 2021
Applicable GRI Sector Standard	Not currently available

GRI Standard	Disclosure	Page number(s) and/or direct response	Omission		
			Omitted requirements	Reason	Explanation
General disclosures					
GRI 2: General Disclosures 2021	2-1 Organizational details	4, 6, 14-15			
	2-2 Entities included in the organization’s sustainability reporting	4			
	2-3 Reporting period, frequency and contact point	4			
	2-4 Restatements of information	There was no updated information.			

2-5 External assurance	The sustainability report has not been externally verified.			
2-6 Activities, value chain and other business relationships	14-16, 57, 59			
2-7 Employees	74-75			
2-8 Workers who are not employees	-			The company has no workers who are not employees.
2-9 Governance structure and composition	23-24			
2-10 Nomination and selection of the highest governance body	25			
2-11 Chair of the highest governance body	23			
2-12 Role of the highest governance body in overseeing the management of impacts	25			
2-13 Delegation of responsibility for managing impacts	25-27			
2-14 Role of the highest governance body in sustainability reporting	26-27			
2-15 Conflicts of interest	32			
2-16 Communication of critical concerns	33-34, 78			

2-17 Collective knowledge of the highest governance body	24			
2-18 Evaluation of the performance of the highest governance body	25			
2-19 Remuneration policies	25, 79			
2-20 Process to determine remuneration	79			
2-21 Annual total compensation ratio	79			
2-22 Statement on sustainable development strategy	3			
2-23 Policy commitments	26-27, 30-32, 113			
2-24 Embedding policy commitments	26, 29-30, 78			
2-25 Processes to remediate negative impacts	33-34, 55, 78			
2-26 Mechanisms for seeking advice and raising concerns	33-34			
2-27 Compliance with laws and regulations	30-32			
2-28 Membership associations	22			
2-29 Approach to stakeholder engagement	106-108			
2-30 Collective bargaining agreements	76			

Material Topics					
GRI 3: Material Topics 2021	3-1 Process to determine material topics	100-102			
	3-2 List of material topics	103			
Direct and indirect economic impact					
GRI 3: Material Topics 2021	3-3 Management of material topics	28-29			
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	28			
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	94			
	203-2 Significant indirect economic impacts	94-98			
Procurement practices					
GRI 3: Material Topics 2021	3-3 Management of material topics	57, 59			
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	58			

Anti-Corruption					
GRI 3: Material Topics 2021	3-3 Management of material topics	30-31			
GRI 205: Anti-corruption 2016	205-2 Communication and training about anti-corruption policies and procedures			There are no such measures at Secom® level. We have set a target for 2025 to include a chapter on anti-corruption in the induction presentation for new employees and to organize regular training on this topic.	
	205-3 Confirmed incidents of corruption and actions taken	31			
Anti-competitive behavior					
GRI 3: Material Topics 2021	3-3 Management of material topics	32			
GRI 206: Anti-competitive Behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	32			
Ensuring access to products and services					
GRI 3: Material Topics 2021	3-3 Management of material topics	14, 15			
Specific indicator	Number of points of sale for the products company portfolio	15			

Personal data privacy					
GRI 3: Material Topics 2021	3-3 Management of material topics	35			
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	35			
Supplier environmental assessment					
GRI 3: Material Topics 2021	3-3 Management of material topics	57, 59			
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	Currently, the supplier selection process is based exclusively on quality criteria, including relevant certifications. At this stage, a formal mechanism to evaluate suppliers on environmental criteria has not been implemented.			
Supplier social assessment					
GRI 3: Material Topics 2021	3-3 Management of material topics	57, 59			
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	Currently, the supplier selection process is based exclusively on quality criteria, including relevant certifications. At this stage, a formal mechanism to evaluate suppliers on social criteria has not been implemented.			

Human resources policy					
GRI 3: Material Topics 2021	3-3 Management of material topics	73, 74, 77-83			
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	76			
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	76			
	401-3 Parental leave	75			
Occupational health and safety					
GRI 3: Material Topics 2021	3-3 Management of material topics	88			
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	88			
	403-2 Hazard identification, risk assessment, and incident investigation	88-89			
	403-3 Occupational health services	88			
	403-4 Worker participation, consultation, and communication on occupational health and safety	89			
	403-5 Worker training on occupational health and safety	89			

	403-6 Promotion of worker health	89			
	403-8 Workers covered by an occupational health and safety management system	All employees are covered by the occupational health and safety management system.			
	403-9 Work-related injuries	88			
Employee training and development					
GRI 3: Material Topics 2021	3-3 Management of material topics	79, 81-83			
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	84			
	404-2 Programs for upgrading employee skills and transition assistance programs	83			
	404-3 Percentage of employees receiving regular performance and career development reviews	84			
Diversity and equal opportunities					
GRI 3: Material Topics 2021	3-3 Management of material topics	77-78			
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	75			
	405-2 Ratio of basic salary and remuneration of women to men	79			

Combating discrimination

GRI 3: Material Topics 2021	3-3 Management of material topics	77			
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	78			

Responsible consumption

GRI 3: Material Topics 2021	3-3 Management of material topics	48, 63, 90			
Specific indicator	Initiatives to promote responsible consumption of food supplements from our portfolio	90-93			

Consumer health and safety

GRI 3: Material Topics 2021	3-3 Management of material topics	37, 42-50			
GRI 416: Customer Health and Safety 2016	416-1 Assessment of the health and safety impacts of product and service categories	52-54			
	416-2 Incidents of noncompliance concerning the health and safety impacts of products and services	42			

Responsible marketing/Marketing policy

GRI 3: Material Topics 2021	3-3 Management of material topics	60-61			
GRI 417: Marketing and Labeling 2016	417-3 Incidents of non-compliance concerning marketing communications	61			

Product labeling

GRI 3: Material Topics 2021	3-3 Management of material topics	60-63			
GRI 417: Marketing and Labeling 2016	417-1 Requirements for product and service information and labeling	62			
	417-2 Incidents of non-compliance concerning product and service information and labeling	61			

Healthy lifestyle

GRI 3: Material Topics 2021	3-3 Management of material topics	41, 90-93			
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Volunteering and community investment

GRI 3: Material Topics 2021	3-3 Management of material topics	94			
Specific indicator	Total value of sponsorships	94			

Materials					
GRI 3: Material Topics 2021	3-3 Management of material topics	65-66			
GRI 301: Materials 2016	301-1 Materials used by weight or volume	67			
	301-2 Recycled input materials used	67			
Energy consumption					
GRI 3: Material Topics 2021	3-3 Management of material topics	69			
GRI 302: Energy 2016	302-1 Energy consumption within the organization	69			
	302-3 Energy intensity	70			
Packaging and waste					
GRI 3: Material Topics 2021	3-3 Management of material topics	65-66			
GRI 306: Waste 2020	306-1 Waste generation and significant wasterelated impacts	66-67			
	306-2 Management of significant waste-related impacts	68			
	306-3 Waste generated	68			

Emissions					
GRI 3: Material Topics 2021	3-3 Management of material topics	69			
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	71			
	305-2 Energy indirect (Scope 2) GHG emissions	71			
	305-4 GHG emissions intensity	71			
Animal welfare					
GRI 3: Material Topics 2021	3-3 Management of material topics	The company does not currently have a animal welfare policy. However, the company does have cruelty-free certified products in its portfolio.			



SECOM[®]
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Sustainability Report
2022 & 2023