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# **Sustainability REPORT 2018**

Sustainability at Euroapotheca group

## SUSTAINABILITY AT EUROAPOTHECA GROUP

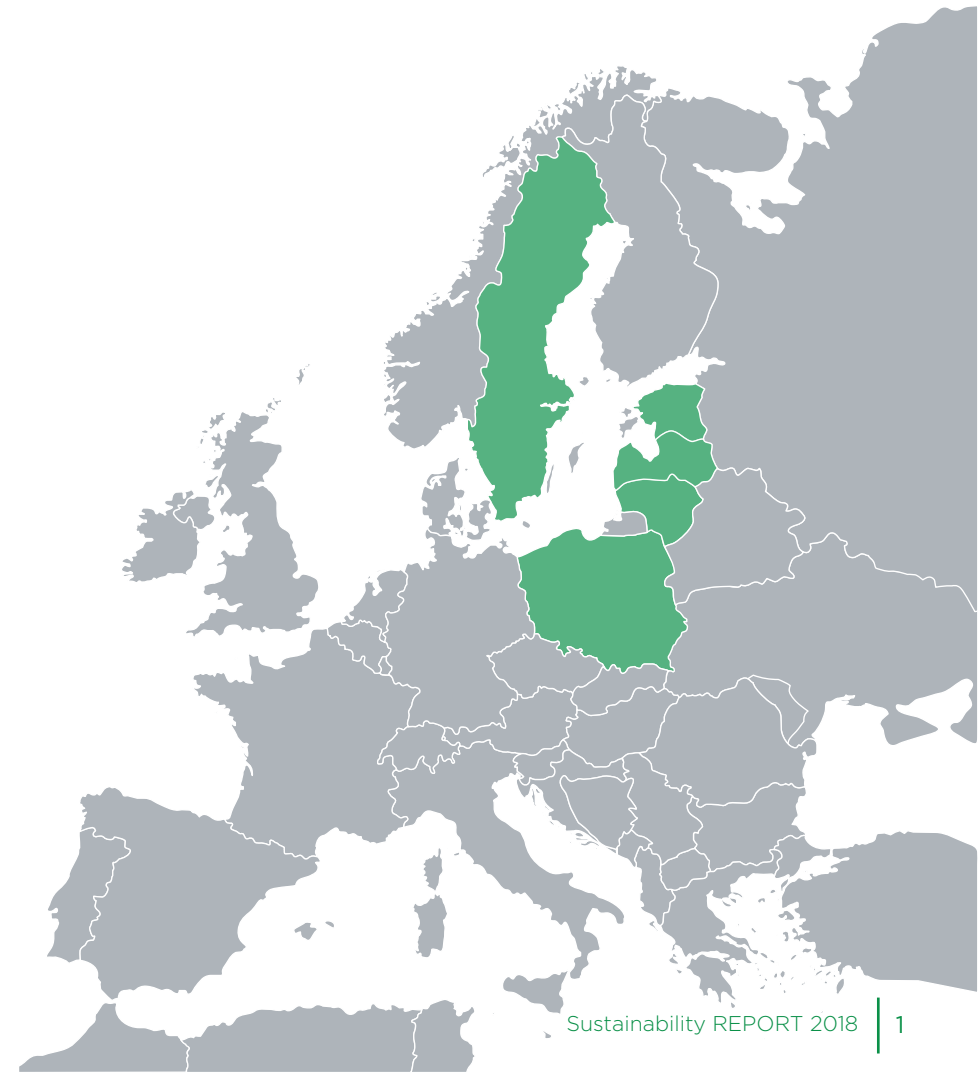


Euroapothecca is an international group of companies operating in Northern, Central and Eastern Europe which unites retail pharmacies and wholesale companies in **Lithuania, Sweden, Latvia, Estonia and Poland**. The year 2018 was a historic one for the group; due to new acquisitions Euroapothecca has doubled in size, becoming a leading Northern Europe pharmacy network. Due to its rapid development and growth, Euroapothecca started to review group Sustainability Strategy in order to balance all the actions in all the countries the group is present.

Euroapothecca's sustainability platform embraces all actions how we interact with our stakeholders to be a successful, profitable and sustainable corporate citizen which adds value to **economic growth** in all Euroapothecca **communities** and environment.

WE DRIVE SUSTAINABILITY ACTIONS IN LINE WITH OUR VALUES, WHICH ARE

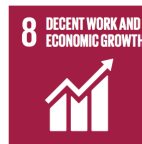
PROFESSIONALISM  
RESPECT  
SIMPLICITY TEAMWORK  
PASSION TO WIN



## SUSTAINABLE DEVELOPMENT GOALS



## ECONOMIC GROWTH



### Global economic growth and contribution to Northern European economies

As one of the biggest pharmacy networks in Northern Europe, Euroapothecca adds value to economies both as a global and local corporate citizen for clients, society, employees, partners and shareholders.

The year 2018 was a historic one for strategic development in the Euroapothecca group. In 2018, Euroapothecca purchased the Apoteksgruppen pharmacy chain and became the owner of the fourth largest pharmacy network in Sweden. Simultaneously, Euroapothecca significantly increased its business volume in Estonia by purchasing the Ülikooli Apteek network of pharmacies.

The strategic development project to acquire new businesses has been completed with a total investment of over EUR 300 million in economies in Northern Europe.

With the purchase of pharmacy networks in Sweden and Estonia, Euroapothecca group became the largest pharmacy network in Northern Europe and ranks among the TOP 15 European pharmacy retail groups (in 11th place).

In 2018, the turnover of Euroapothecca group was EUR 682.9 million, i.e. 86 % higher than in 2017. If the turnover of franchise-based companies is included, the turnover of the Group was EUR 738.4 million, which is a 98 % increase compared to 2017.

In 2018, the group's net profit amounted to EUR 17.8 million, i.e. 1.3 million lower than in 2017, when the group's net profit was EUR 19.1 million. The lower profit was due to investment costs for development.

### Contribution to local economies



The turnover of the group in Lithuania was EUR 251.5 million, which is a **5 % increase** compared to 2017, when it was EUR 239.4 million.



In Latvia, the group's turnover was EUR 57.7 million, and was **4.9 % higher** than in 2017, when it was EUR 55 million.



In Estonia the group's turnover was EUR 45.4 million, which is **43 % more** than in 2017, when it was EUR 31.7 million (the result included the turnover of the Ülikooli Apteek pharmacy network of March – December 2018).



In Poland, the turnover of the group was EUR 40.5 million, which is **1 % lower** than in 2017, when turnover was EUR 40.9 million (eliminating 9 pharmacies from the network).



In Sweden the turnover of the group was EUR 287 million (In March – December 2018, when the network became part of the Euroapothecca group).

## COMMUNITY INVOLVEMENT



Euroapothecca is an active partner in local communities. Euroapothecca group arranges various initiatives serving health and engaging in a healthy lifestyle and illness prevention advisory services. In 2018, Euroapothecca has significantly increased its presence in local and global projects and initiatives.

## Local to global leadership

### Lithuanian Global Leaders Awards 2018

As an investor of Lithuanian origin, Euroapothecca took the lead in a partnership to promote the Global Lithuanian Leaders Awards and further growth of the country's economy joining the network as the main partner for 2018.



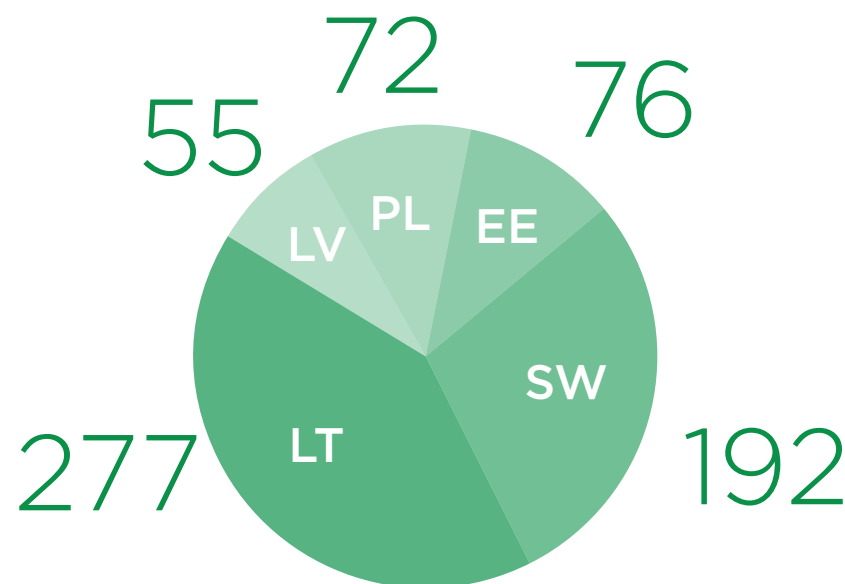
### Pharmacists without frontiers

Euroapothecca continued to support the Pharmacists without frontiers initiative, led by Apoteksgruppen in Sweden. The company contributed with essential medicines, education and training in pharmaceutical care in developing countries.



## CREATING AND MAINTAINING JOBS

During 2018, Euroapotheca has maintained over **3,800 jobs** within the Euroapotheca system, embracing over 800 new employees due to acquisitions in Sweden and Estonia and group-wide integration. At the end of 2018, the group had 3 867 employees, an increase of 830 (27.3 %) compared to the end of 2017. At the end 2018, there were 1,858 employees in Lithuania, 517 in Latvia, 383 in Poland and 780 in Sweden.



### SERVING FOR HEALTH

At the end of 2018, there were **670 pharmacies** in the pharmacy network of the Euroapotheca group – 213 pharmacies (46.6 %) more than a year ago. In 2018, Euroapotheca provided everyday pharmaceutical healthcare and beauty advice at local networks in Lithuania – Eurovaistinė chain (277 own pharmacies), Poland – Euro-Apteka chain (72 pharmacies), Estonia – Euroapteek (76 pharmacies), Latvia – Euroaptieka (55 pharmacies) and in Sweden – Apoteksgruppen chain (192 pharmacies).



## ENGAGING FOR HEALTH



During 2018, Euroapotheca group companies actively engaged society in various healthy life and well-being initiatives.

# Engaging all

## GET-TOGETHER RUNNING EVENTS

During recent years, Euroapotheca in the Baltics has taken an active part in engaging society in mass sport events, particularly various distance running events, providing participants with an opportunity to get free measurements and advice during the events. In 2018, Euroapotheca companies in Lithuania and Latvia engaged over 30,000 professional and non-professional runners and their family members in various get-together running events and initiatives as main partners and co-organizers of the events.





## ENGAGING FOR HEALTH

3 GOOD HEALTH AND WELL-BEING



Eurovaistinė Trakai Half-marathon Run, **Lithuania**  
3,000 participants.



Eurovaistinė Christmas Run, **Lithuania**  
Over 3,500 participants



Euroaptieka Run Riga, **Latvia**  
7,800 participants



Euroaptieka Womens' Run, **Latvia**  
4,500 participants



Big Bank Run Latvia Partnership, **Latvia**  
19,485 participants





## ENGAGING FOR HEALTH



### GOOD WORDS HEAL INITIATIVE

Eurovaistinė in Lithuania was one of the main partners in organizing Pope Francis' visit to Lithuania. A "Good words heal" initiative was launched in 2018. During the awareness-raising campaign people wrote more than 10,000 unique postcards, specially issued by Eurovaistinė, which were sent free-of charge to **60 different** countries.



### MEDIA ADVICE

Euroapotheca companies in the Baltics and Sweden provide free healthy life style, beauty and well-being, and illness prevention advice using both own and engaging external media channels – Internet media, TV, Radio and Social media.



## ENGAGING SOCIALLY VULNERABLE GROUPS

### SMILES RETURNED CAMPAIGN

“The Smiles Returned” campaign is a partnership initiative to help socially vulnerable women to fix their teeth. From 2018 joint activities with charity and support fund of Lithuanian odontologists to fundraise money to help socially vulnerable woman to have a social life with the help of dental treatment. The campaign has helped for women who have lost teeth after childbirth and breastfeeding, accidents, critical illness or violence in the family.



Euroapotheca builds strength and meets the needs of those in society who need it the most. There are many vulnerable groups that need some extra support.





## ENGAGING SOCIALLY VULNERABLE GROUPS

### COOPERATION WITH RIMANTAS KAUKĖNAS CHARITY FOUNDATION

Eurovaistinė in Lithuania developed a close relationship with Rimantas Kaukėnas, a prominent former basketball player, in his charity foundation. The foundation helps socially vulnerable people, with a particular focus on seriously ill children. A joint fundraising initiative helps fulfil the dreams of seriously ill children.

### COOPERATION WITH THE MULTIPLE SCLEROSIS “FENIKSAI” ASSOCIATION

Funds were raised for the basic needs of members of the association at Eurovaistinė sports events in Lithuania. Eurovaistinė brought together and sponsored the “Challenge team”, which ran for those who cannot run.

### VOLUNTEERING

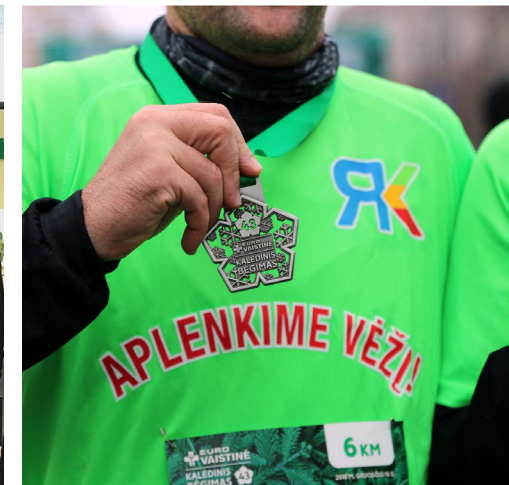
Employees volunteer at Christmas initiatives (“Good to wait for doing good”). Eurovaistinė in Lithuania invited employees to volunteer at nine NGO and non-profit organisations, focusing on seriously ill children, single elderly people and socially vulnerable women. The Alone Christmas tree looking for claps initiative in Sweden was an initiative to provide gifts for those who might otherwise not have any.

### ENGAGING BIG FAMILIES

In Latvia, Euroapteika has provided families with 3 or more children with the Family Card 3+ card. By the end of 2018, over 32,530 cards had been issued.

### ENGAGING SENIORS

Informal Senior clubs in local communities were organised by the Eurovaistinė team in Lithuania to meet and engage with elderly people for health and well-being, using pharmacy premises. Euroapteika in Latvia provides consultations for older people. Senior associations were approached to explain the introduction of the E-health system in Latvia in 2018.





## ILLNESS PREVENTION AND WELL-BEING WITH SERIOUS ILLNESS INITIATIVES

### HEART AND BLOOD MEASUREMENT INITIATIVES

The blood measurement initiative was organized by Eurovaistinė together with the Lithuanian Hypertension Society to provide free-of-charge blood pressure measurements; this was supported by a joint Euroapothecca and Eurovaistinė employees' blood donation initiative.

### CARDIO SCHOOL

The Cardio school initiative run by Euroapotieka in Latvia provides advice to clients on how to live a healthy life and thus prevent heart disease, measurements are carried out free of charge in pharmacies. Free-of-charge blood pressure, sugar and cholesterol level measurements are also provided.

### HEARTBEAT PAGE

A special web page was created in Latvia, where heartbeats were added according to heartbeat measurement places at [www.veselilatvijai.lv](http://www.veselilatvijai.lv) to mark the most responsible cities activities. A total of 128,223 measurements were done free of charge in Latvia.

Euroapothecca companies are active in engaging society through various awareness raising, fundraising and free-of-charge consulting initiatives to prevent illnesses and in educating people how to live with serious illnesses.



Charity boxes in cooperation with [www.ziedot.lv](http://www.ziedot.lv) have been installed in 11 Latvian pharmacies to allow people to donate to oncology patients.

## ILLNESS PREVENTION AND WELL-BEING WITH SERIOUS ILLNESS INITIATIVES

### DIABETES PREVENTION

In Lithuania, Eurovaistinė has organized free diabetes tests inviting people to pay attention to the importance of early diagnosis of diabetes. Free tests were taken at pharmacies in Vilnius, Kaunas, Klaipėda and Šiauliai. Diabetes school events were organized by Euroapotieka in Latvia to provide advice about the importance of a healthy lifestyle in the prevention of diabetes.

### CLINICAL PHARMACIST

In Latvia, Euroapotieka has established clinical pharmacist consultations to provide advice to clients on how to use drugs properly and to understand all the possible interactions, contraindications and side effects of different types of drugs. Pre-arranged consultations were held in 6 pharmacies.



### CANCER PREVENTION

Pink ribbon fundraising initiative to prevent breast cancer – campaign Colourful against cancer and Blue moustache fundraising initiative to prevent prostate cancer have been implemented by Apoteksgruppen in Sweden.



## ENVIRONMENTAL SUSTAINABILITY



In 2018, Euroapotheca continued its efforts to reduce negative impacts on the environment, to minimize energy consumption and waste reduction by contributing to decreasing emissions through choosing more advanced and sustainable data and resources management options. A detailed environmental sustainability strategy is to be elaborated in the next few years. The work includes waste, water, recycling, reuse, energy efficiency, packaging issues, logistics.

### SUSTAINABLE RESOURCE MANAGEMENT

In 2018 Euroapotheca calculated and prepared for the implementation phase in 2019 Q1 to upgrade data storage equipment to modern Next-generation technologies equipment, which allows the transfer of the data warehouse to TIER III, and ISO 27001, ISO 20000 standards; this will allow energy consumption to be decreased by 30%, including a decrease of 39% in electricity consumption.

In 2018 Euroapotheca decided to use only rechargeable elements in Euroapotheca offices to increase efficiency of resources and contribute to waste reduction.

### UNUSED DRUGS COLLECTION

In 2018, Euroapotheca companies in all countries collected and will continue to collect unused drugs from customers to reduce the environmental impact of discarded drugs on the environment.





**together**

**we**

**are**

**better**