2020

# First Sustainability Report

Reporting Period 2018/19 and 2019/20

proDERM

**proderm GmbH**

**Company Foundation**
1994

**Headquarters**
Kiebitzweg 2, 22869 Schenefeld / Hamburg, Germany

**Study Sites**
Schenefeld / Elmshorn, Germany

**Employees**
97 (2018 / 19), 109 (2019 / 20)

**Study Participants (Reporting Period)**
> 3,300

**Studies Conducted (Reporting Period)**
> 1,100

**Revenue**
> € 10 million p.a.






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At proDERM, sustainability shapes our approach to business and plays a key role in our decision-making and actions. In our first-ever sustainability report, we would like to share with you:

- How we view our corporate responsibility
- Our achievements towards sustainability as part of our corporate responsibility
- Which targets we want to achieve and which measures and initiatives we want to implement in 2021/22 and 2022/23. The United Nations' 17 Sustainable Development Goals (SDGs) have guided our decision-making on this journey.

Our report is addressed to various interest groups. This includes clients, staff, business partners, study participants, political decision-makers, universities, and non-governmental organizations, as well as interested members of the public.

Since 2015, we have been reporting on our sustainability activities voluntarily in a progress report based on the principles of the United Nations Global Compact. In order to ensure that the information is both relevant and easy to compare, our first report uses the Global Reporting Initiative (GRI) indicators for reference. Specific disclosures are indicated according to the GRI Standards. This document complies with the GRI Standards' reporting principles and discloses GRI 102 data. Topic-specific GRI 400 standards (2016), specifically 403 Occupational Health and Safety, 404 Training and Education, 405 Diversity and Equal Opportunity, and 416 Customer Health and Safety are further indicated.

## Period and Scope of the Report

This report focuses on proDERM's business activities in Schenefeld, Elmshorn and Münster and includes all corporate activities of proDERM.

It covers the business period from July 1, 2018 to June 30, 2020. Any changes occurring after this date will be included in the next sustainability report. In order to provide a more comprehensive view, this report also includes information about relevant sustainability activities from other business years that overlap with the described time period. The information presented is based on data collected until June 30, 2020.

From now onwards, a sustainability report will be published every two years that presents data from the two preceding business years.

## Structure and Content of the Report

Initially, we would like to share some details on the structure of this report. In the chapter *Company*, we invite you to learn more about our company and the services we provide. The time line highlights our greatest milestones which we are proud of and which have shaped proDERM as it exists today. In the following chapter, we present how we view our corporate responsibility toward people and nature. In this chapter, the contents of the sustainability report were selected based on the principles of materiality, taking into consideration both the key expectations of our internal stakeholders and the impact of our business activities. Additionally, we also describe in this chapter how sustainability is integrated at all corporate levels and how we conduct our management processes.

The report continues to look at individual projects and measures which are presented according to the three traditional pillars of sustainable development: social matters, environment, and economy.

The appendices include a glossary, the GRI content index, a list of measures already implemented, and other potential measures based on the 17 Sustainable Development Goals (SDGs). A detailed materiality analysis concludes the report.

## Dear Readers,

We would like to present our first-ever sustainability report.

We are very pleased that you have decided to learn more about our company and our commitment to sustainability.

But before we dive in, we would like to talk about what sustainability actually is. Where does this notion come from?

The principle of sustainability is said to have been developed by Hans Carl von Carlowitz (born 1645, died 1714), the chief mining officer at the Kursachsen chief mining office in Freiberg. After a timber shortage in the late 17th century, von Carlowitz wrote in his 1713 book *Sylvicultura oeconomica* that timber should only be felled as fast as it can regrow through planned reforestation. This idea not only laid the foundation for sustainable raw-material consumption in German forestry; it led to a responsible approach to resources, too.

As a successful family-run company that specializes in dermatological contract research, we also seek to preserve resources for future generations in the way we do business. We take full responsibility for the social impact of our business activities and make sure our value chain meets the conditions needed for sustainable operations. We are a socially-minded company with values that correspond to the guiding principles of the United Nations Global Compact. We started reporting our sustainable practices in 2014/15 with the release of our first progress report according to the United Nations Global Compact. In this first progress report, we described our activities for promoting sustainable development.

While the first progress report was developed rather incidentally, over the years, the importance of the topic "sustainability" has become more and more firmly established and has grown into a dedicated function within the company.

Sustainability is now a core component of our corporate culture, which is why we decided to publish our first sustainability report in connection with our 25-year anniversary in 2019.

The UN's 17 Sustainable Development Goals (SDGs) – launched in 2016 and which are supposed to be met by 2030 – have also become part of our company's sustainable way of doing business and have been integrated into our sustainability report. Together with our employees, the SDGs have also become more important within our company. We have not yet been able to fully integrate the SDGs into our company and there is still plenty of work ahead of us, as much in this area is new to us. However, now, in our first sustainability report, we would like to share with you where we currently stand.

We hope you enjoy reading this report and invite you to share with us any questions, comments, and suggestions for improvement you might have.

*Dorothea and Klaus-Peter Wilhelm*

# COMPANY

## Profile

proDERM is an internationally leading contract-research organization. Owner and Chief Executive Officer Professor Klaus-Peter Wilhelm established the company in 1994 with a specialization in dermatology. The product portfolio was expanded over the years to include services in the fields of oral care, ophthalmology, hair care, and intimate hygiene. We now conduct studies for medicines, medical devices, cosmetic products, dietary supplements, and consumer products with regard to the various regulatory and legal requirements. proDERM operates sustainably. This means to us conserving natural resources and growing organically as well as a respectful interaction with study participants (patients and subjects), clients, contractors, test centers and coworkers in an appreciative manner.

In addition to its sites in Schenefeld and Elmshorn in Germany, proDERM also operates from an office in Münster, also in Germany, and further expands its operations through a constantly growing network of qualified study centers. We are a full-service contract-research organization, conducting studies for medicines, medical devices, cosmetic products, dietary supplements, and consumer products, from the early advisory stages to the final reporting. Our collaboration with clients includes all stages from developing a suitable study design and obtaining regulatory approvals, as well as recruiting appropriate study populations, conducting the studies, performing analyses in our Data Management and Statistics departments, and concluding the study with the final report by our Medical Writing department.

Through our many years of experience, an innovative range of services and attention to quality, proDERM has gained an excellent international reputation as a premium research organization. This reputation is based on the expert knowledge of its committed team, its unique technical equipment, and its regular participation in audits and recertifications.

**1994**
**Opening of proDERM**
The Schenefeld shopping mall offers the ideal location for our test center. The potential for locally recruiting study participants and the proximity to the Hamburg metropolitan region provide optimal recruiting conditions.

**1995**
**Topical Medicines**
Already one year after opening, we undergo restructuring and reorganization, thus allowing us to conduct of studies with medicines according to the relevant guidelines in addition to cosmetics studies.

**1997**
**Operation of the SPF Laboratory**
We invest in and acquire new facilities where we can perform *in vitro* as well as *in vivo* studies for sun-care products.

**2000**
**Full-Service CRO**
By establishing the departments Data Management and Statistics, we further expand our services. Since then, we have offered the full study service, including the compilation of the final report for our clients.





### History

Since the founding in 1994, proDERM has performed research at its site in Schenefeld – near Hamburg – on behalf of well-known pharmaceutical and cosmetic companies, as well as on behalf of manufacturers of medical devices and dietary supplements. We initially specialized in dermatology and allergology, before expanding into ophthalmology, dentistry, gynecology, and other medical fields. In those days, contract research in Germany – at least in the field of dermatology – was mainly performed at universities. Our goal from the beginning was to offer and conduct dermatological studies based on international standards with reliable on-time performance.

Since then, we have steadily expanded our range of services. We started conducting studies with pharmaceuticals back in 1995 and then opened our SPF laboratory two years later. Our new antiperspirant/deodorant unit followed in the year 2000. Thereafter, our services grew to include eye-tolerability studies, a hair laboratory, oral-hygiene studies, and a laboratory for clinical photography. Since 2005, we have been attesting to products'"high skin tolerability" by awarding our seal label *Dermatologically approved*.

Now, after 26 years, we have conducted over 11,000 studies for more than 1,000 different businesses at our two sites in Schenefeld and Elmshorn. We have built an extensive and detailed database of study participants over time (see page 29, Data Protection). We continuously enhance our methods, tools, and study designs in all areas of our company in order to cater best to the requirements of our clients in the future and to enable further sustainable growth.

*Table setting and decoration for our 25-year anniversary*

Our work on digital transformation is continuously expanding and improving. Since our founding, we have recorded study data in a centralized database, specially developed by us. With this database, we were able to digitally capture processes from the early stages. In 2019, we started our latest digital transformation by participating in the "go digital" funding program run by Germany's Federal Ministry for

**2000**
**Operation of the AP/DEO Unit**
We conduct our first studies in our new antiperspirant (AP)/deodorant (DEO) units, featuring a hot room and sauna.

**2001**
**ISO 9001 Certification**
We are the first dermatological institute in Germany to receive ISO 9001 certification.

**2002**
**Expansion of our Medical Expertise**
Ophthalmologists join our team of doctors for the first time in 2002. Eye tolerability studies have since then been an integral part of our range of services.

**2002**
**Operation of the Hair Laboratory**
We expand our premises to open a hair laboratory. From now on, we use biophysical measurements to study the efficacy of hair care products.

Economic Affairs and Energy. As a result of this, we were able to modernize our website and integrate a more user-friendly surface for our study participants. We started another, much more extensive project in mid-2020 to digitize our client and study participant processes, investing over € 650,000. This will help to improve the collaboration with our clients and study participants. Moreover, through improved communication with external stakeholders, we could achieve an increased efficiency internally and externally. For a period of three years, this project is receiving support from the Wirtschaftsförderung und Technologietransfer Schleswig-Holstein GmbH (Business Development and Technology Transfer Corporation of Schleswig-Holstein) – based on the Guidelines for Granting Funds to Support Business Innovation in Processes and Organizational Structures (the "POI Guidelines") – drawing on financing from the European Regional Development Fund (ERDF).

The **name proDERM** represents our corporate vision. "DERM" reflects our dedication to dermatology. The prefix "pro" stands for professionalism as well as for the Latin word for, meaning "for dermatology."

The **proDERM logo** is a pyramid. A pyramid requires a solid foundation and is built layer by layer before finally reaching its apex. We associate our pyramid with solidity, which means to us orientation of corporate goals for long-term success and at the same time the aspiration to deliver excellence reliably and continuously. Hence, the pyramid represents our core company values: responsibility, professionalism, scientific knowledge, and reliability.

The **proDERM vision** was developed by the company's staff in a process spanning several stages. It serves as a guide to all employees in their day-to-day work, helps new recruits to settle in, and informs interested applicants as well as our clients about the proDERM corporate culture. We present our vision in detail in the chapter *Our Responsibility* (see page 18).

### Finances

During the quarter-century of its existence, proDERM has grown organically with lucrative increases in its revenue. This revenue exceeded the € 10 million mark for the first time in the 2018/19 business year. Covid-19 only had a small impact on the company's success during the 2019/20 business year. For competitive reasons, more specific financial figures cannot be published.

In order to steadily develop our strong focus on quality and clients, we invest in our infrastructure on an ongoing basis. Our main priority is investing in new methods (equipment) and facilities (air conditioning). During the reporting period, we improved our infrastructure markedly with an investment campaign, thus preparing well for future challenges.

**2005**
**Introduction of the proDERM Quality Seal**
Products with particularly high skin tolerability can now be awarded a "Dermatologically approved" label.

**2006**
**Oral Care Studies**
We further expand our team of doctors to include dentists and we invest in dental equipment. Since then, oral care studies have been an integral part of our study portfolio.

**2008**
**Over 100,000 Individual Studies**
In 2008, we celebrate our 100,000th recruit for a study. It is important for us to maintain a good relationship with our study participants. For this reason, we define corresponding values that are firmly anchored in our mission statement.

**2010**
**Clinical-photography Laboratory**
To produce clinical photographs with maximum resolution, reproducibility, and standardization, we develop the proDERM USR-CliP (Unit for Standardized and Reproducible Photography), a laboratory for clinical photography.

*The proDERM Mission Statement Tree*

*The nine elements of the proDERM mission statement, developed by and with the employees*

Starting in 2018/19, we modernized the technology in all operational study areas and redesigned them over three years by investing roughly € 2 million. Furthermore, we have also invested significant amounts in new research methods. In 2019/20, for instance, one of the things we invested in was a higher-performance, second-generation Raman spectrometer (see page 14, Special Measuring Equipment).

| Investments | 2018/19 | 2019/20 |
|---|---|---|
| Software | € 38,000 | € 47,000 |
| Hardware | € 16,000 | € 27,000 |
| Equipment | € 99,000 | € 280,000 |
| Facility | € 110,000 | € 132,000 |
| Installation | € 89,000 | € 563,000 |
| Facility maintenance | € 746,000 | € 208,000 |

**2014**
**proDERM Academy Opens**
Following several preceding events, and at the request of a number of clients, we launch the official proDERM Academy in 2014. From that point on, it offers regular seminars for industry professionals.

**2017**
**New Site in Elmshorn**
With an additional site north of Hamburg, we expand our recruitment capabilities and our flexibility in the conduct of studies.

**2018**
**Multicentric Studies**
We expand our services to include multicentric studies, where we incorporate other sites from our network when needed.

**2018**
**Over 100 Staff Members**
Our number of employees exceeds 100 for the first time. We see our team as the foundation of our success in the past and for our development in the future.

### Quality Seal

The proDERM Quality Seal – "Dermatologically approved" – stands for quality and credibility. The strategy behind the seal is based on corporate independence, a rigorous approach to research, and setting a high bar for minimum requirements. To award the proDERM seal, we first assess the ingredients and formulation for compliance with dermatological/toxicological requirements. We then perform at least two tests focusing on tolerability; these are usually a repetitive epicutaneous patch test and a dermatological application test that includes either a dermatological, allergological, gynecological, or pediatric assessment. The latter test involves the product application at home over a prolonged period of time. In order to award the proDERM Quality Seal, the test results must attest to good or excellent skin tolerability. Products that only have average skin tolerability will not qualify for the seal. During the reporting period, six clients used the seal for a total of 70 products.

## Company Structure

Work activities at proDERM spread across three main business units:

- proDERM Consumer Care
- proDERM Medical
- proDERM Scientific Consulting

Through the interaction of these business units, we can cater to an extremely wide variety of challenges and projects successfully. In developing and applying new methods, proDERM set standards, created a unique selling point, and emerged as a global market leader for contract research in dermatology.

»»» Virtual tour of our research area "Solaris."

### proDERM Consumer Care

proDERM Consumer Care specializes in performing clinical studies on cosmetic products, consumer products, and dietary supplements.

proDERM was founded in 1994 with an aim of performing cosmetic contract research according to high scientific standards. This is possible due to the unique combination of experience, innovative technology and methodology, and scientific expertise.

To this end, we offer an array of scientifically recognized research methods which cater to the diversity of the cosmetic sector and which provide the optimal structures for a wide variety of testing requirements. For example, our testing covers the market segments skin care, hair care, sun care, and oral care. We also maintain dedicated study rooms for research on antiperspirants and deodorants as well as for clinical imaging.

Due to our ongoing development and application of innovative technologies and methods, we can respond to the continuously increasing testing requirements. proDERM Consumer Care consists of an interdisciplinary team of experts who stand for scientific excellence, agility, and extensive experience from over 10,000 performed studies on a total of over 50,000 products.

### proDERM Medical

The expertise of proDERM Medical is focused on the further development and authorization of products for the treatment of medical conditions and injuries related to the surface of the human body. With respect to this, systematic and topical applications are tested (skin, mucous membrane, gynecology, oral care, hair, and eyes).

With our constantly growing network of internal and external test centers, we are able to tailor projects according to our clients' needs. Over the years we have developed a database of patients featuring an array of people with chronic indications (rosacea, psoriasis, atopic dermatitis, etc.). Combined with our flexible network structure, we can successfully recruit different study populations.

From the very beginning, our studies are designed based on the expertise and knowledge of medical experts to achieve the best result possible. This helps in raising the visibility of the study results among the scientific community. Our aim is to collaborate with our clients to optimally cater to the patients' medical needs.

proDERM Medical collaborates with reputed international clients, has successfully completed a large number of projects on their behalf, and has treated and studied many thousands of study participants. We are a member of the Federal Association of Contract Research Organisations (BVMA) and, as such, we are committed to upholding the association's quality standards. Regular audits assess our compliance with these criteria.

### proDERM Scientific Consulting

Our business unit Scientific Consulting is further divided into three areas: Consulting, Science and Innovation, and the proDERM Academy.

Consulting caters to our clients' increased need for scientific advice, for example if a large number of testing options are available or if a specific method is not yet established. Various regulations applying to different study types also often lead to uncertainty among manufacturers and developers. Our Scientific Consulting team puts together the important aspects of methodology, choice of measuring equipment and regulatory requirements, and develops the best solution possible for each of our clients.

*Demonstrating the UVA protection method*

Our consultants are on top of the latest research and maintain intensive exchange with the scientific community. proDERM's scientists regularly publish new research findings, sometimes independently and often in collaboration with clients. Our scientists also work in professional academic groups and consortia and support initiatives for exchanging technical knowledge and improving quality.

Science and Innovation focuses on the equipment and methods used in our studies. The team identifies and selects highly sophisticated scientific methods and technologies, further develops them, and makes them available for use in our clinical studies. These methods include confocal microscopy, Raman spectroscopy, and skin-surface profilometry.

**2019**
**Over 10,000 Studies**
During our anniversary year, we perform our 10,000th study in the shopping mall of Schenefeld.

**2019**
**Expansion of the Institute**
We open proDERM Solaris, a new unit at our main site in Schenefeld. From that point on, we perform studies focused on antiperspirants and deodorants as well as on sun care products.

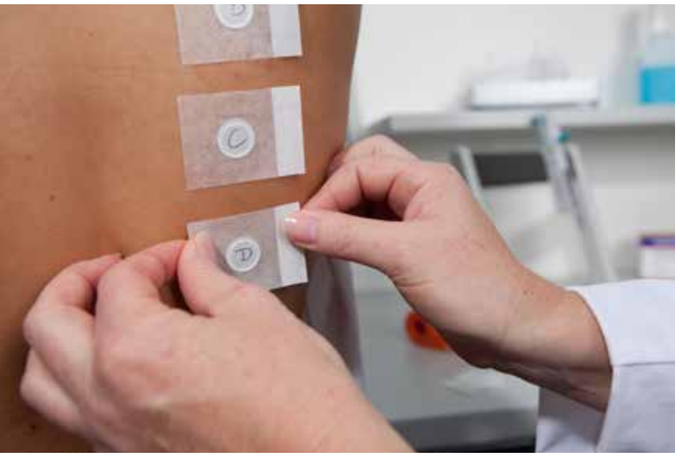
**2020**
**proDERM's 25-Year Anniversary**
We celebrate our 25th birthday together with all our employees.

**2020**
**Installation of New Air Conditioners**
The water chiller for the air-conditioning system is lifted onto the roof of the shopping mall in Schenefeld by a mobile crane.

In addition, we also develop, validate, and publish our own entirely new methods, especially in the field of hot topics such as antipollution or microbiome research.

## Studies

Among other differentiators, our clinical studies can be divided into tolerability and efficacy studies. When conducting studies, we draw on an extensive catalog of established test designs and also design new, tailor-made tests.



*Example of a study conduct based on epicutaneous patch testing*

### Tolerability Studies

In tolerability studies, a product's skin tolerability is assessed using people with healthy skin. The condition of the skin is documented before and after application of the product. The duration of a study depends on the type of study and may vary from a few days to multiple weeks or months.

In a patch test, for example, the product is applied to the skin and fixed with an adhesive tape in order to model an intensified exposure to the product. Afterward, any potential skin reactions are evaluated. In case the product is intended for use on particularly sensitive skin, or on mucous membranes or on delicate skin, a special test design will be chosen. In this case, the tolerability of a product may be assessed on deliberately pre-damaged skin.

### Efficacy Studies

In efficacy studies, a range of classic *in vivo* and biophysical methods are employed to measure standardized parameters. Similar to tolerability studies, a test product is applied and measurements are usually carried out before the application, at set points of time during the application, and at the end of the study. In other studies, a treated area of skin is compared with an untreated area of skin. The duration of a study depends on the product's efficacy profile. For example, a study which is to prove immediate efficacy may be limited to one day, while a study on wrinkle reduction may continue for several months.

The spectrum of products tested and their efficacy is extraordinarily broad. It ranges from moisturizing lotions to roll-on deodorants, sunscreen sprays, self-tanning products, antiwrinkle or cell-regenerating creams, and anticellulite gels as well as toothpastes, throat lozenges, and eye drops for dry eyes.

All studies involve trained raters (an independent person on the study staff who rates potential skin reactions based on predefined scales) and modern, validated equipment for measurement. The spectrum includes over 100 different measurement parameters and ranges from classic *in vivo* and biophysical measurements for assessing standardized parameters, such as skin hydration, skin barrier function, skin pH, skin color, blood flow, and roughness, to studies on the penetration of active ingredients into different layers of the skin or to studies assessing the skin microbiome. In addition, we use a wide variety of photographic systems, some of them in-house customized and all of them setting benchmarks for reproducibility, standardization, and color fidelity. Complementary to these photographic systems, we use quantitative image-analysis.

When performing clinical studies with medicines and medical devices, the requirements of the European and, if relevant, the American regulatory authorities must be considered. All these studies are conducted in compliance with the corresponding regulatory specifications, guidelines, and standards for the relevant medicines and medical devices. As part of the pharmaceutical development (phase I – IV), proDERM performs clinical studies with medicines, ranging from safety studies to dose-finding and post-marketing studies.





## Measuring Equipment

The technical basis and foundation for performing studies is our extensive equipment for measuring, which is essential for performing innovative medical research and studies. As such, our equipment represents the technical heart of our company. In our studies, we largely use instrumental measuring equipment for assessments which lays the basis for evaluating studies.

In total, we have approximately 300 different measuring equipments and approximately 100 different types of measuring equipment in our portfolio. Furthermore, if a sponsor requests the use of special measuring equipment which is not in our portfolio, we offer to qualify rental measuring equipment.

When selecting and procuring new measuring equipment, scientific aspects are specifically important:

- For a certain parameter, the measuring equipment must yield accurate, precise, reproducible, and reliable results
- Ideally, scientific publications on the method or the measuring equipment are already available

All measuring equipment used in proDERM's studies is qualified before it is put to use, thus assuring the reproducibility of the measurement within set ranges and the desired result. Through our qualification process, we also ensure that the measuring equipment is safe for use.

A key part of the qualification process is the safety approval which comprises a hazard and risk assessment. The safety approval also serves as evidence that the application of the measuring equipment during a study is safe for participants and third parties. The standard cycles for the maintenance of the measuring equipment are also defined during the qualification stage. Our extensive portfolio of measuring equipment is divided into two categories: standard measuring equipment and special measuring equipment.

### Standard Measuring Equipment

In the following, we would like to present some of our measuring equipment together with the parameter that they measure:

*Two multiport solar simulators waiting for use in a sun-care study*

- Skin hydration measurement (Corneometer®)
- Skin elasticity measurement (Cutometer®, Dermal Torque Meter®)
- Measurement of the skin-barrier function (AquaFlux®, Tewameter®)
- Skin pH measurement (pH meter)
- Measurement of the melanin content (Mexameter®)
- Sebum measurement (Sebumeter®)
- Skin color/redness/tan measurement (Chromameter®, Spectrophotometer)
- Skin temperature measurement (skin-surface thermometer) (Chromameter®, Spectrophotometer)

### Clinical Photography and Image Analysis

We have various options for producing standardized, reproducible images for clinical photography and image analysis. We use in-house customized measuring equipment as well as commercially available systems, such as USR-CliP, Visia®, and Colorface® Photobox. Moreover, we can produce high-resolution macroscopic images of a defined test area using various camera systems (DermLite®, MaCls XL, or Macroscopic Imaging System XL).

Using a confocal laser-scanning microscope (Vivascope®), photographs of individual skin layers can be taken at a depth of up to 350 µm. Based on the natural differences in the refractive indices of the skin, a high-contrast image is produced.

*Raman spectroscopy in use*

Thermal images can be generated with an infrared camera and temperature can be imaged in a very precise way by simultaneously measuring the skin blood flow (peripheral blood flow) through the application of the full-field laser perfusion imaging technique (Moor FLPI®).

Skin structures can be imaged up to a maximum depth of 10 mm and skin thickness can be determined using ultrasound.

### Measuring Equipment for the Oral Cavity

Studies of the oral region use devices for measuring tooth sensitivity (Yeaple® Probe or Air Pressure Dental Multisyringe Unit) and mouth odor (Halimeter® or Oral Chromameter®).

### Special Measuring Equipment

**Raman Spectroscopy – One of Our Stars!** In order to provide some insights into working with an internationally leading and innovative contract-research organization, in this part of the sustainability report we would like to introduce our confocal Raman spectrometer. It is an example of our special measuring equipment.

In 2009, we became one of the first research organizations to acquire a Raman spectrometer which we then upgraded to the latest generation Raman spectrometer in 2019. At the same time, we also obtained additional analysis software. Not only did this reduce the testing times by 50%, but also measurements with improved resolution and quantitative assessment of molecule concentrations are now possible, as compared to semi-quantitative measurements only. *In vivo* Raman spectroscopy is particularly suitable for the determination of molecular concentration profiles from the skin surface through to the dermis at a high spatial resolution.

This includes the concentration and distribution of amino acids, perspiration components, lipids, proteins, water, and topically applied materials. Consequently, we can now study the penetration and transdermal administration of topically applied products.

The Raman spectrometer measurements are typically performed directly on participants. This application enables studies which no longer require biopsies. We recently published a new research paper using this method and a reference to the publication Laing et al. 2019 is given on our website in the "Publications" section.

**The Raman Spectrometer in Use.** In order to illustrate the potentials of the application of the Raman spectrometer, we would like to present a study that we recently conducted and which was published in collaboration with our sponsor. The aim of this study was to measure the presence of a specific substance (gum arabic) in the participants' saliva.





As the smallest concentration of a substance can be detected by the Raman spectrometer, we could directly measure the saliva samples using Raman spectroscopy. This approach proved to be well suited for demonstrating the presence of gum arabica. This newly developed method was used in some of the participants in the clinical study and delivered good results in this group. With this innovative approach, we offered a tailor-made solution to our client.

## Stakeholders

People have played the most important role in our success so far. When the company was founded, we placed people at the center of our actions which is captured in our guiding principle: **"Together with our employees and the help of our study participants, we work for our sponsors to the benefit of the consumers."** This idea still guides us today.

### Employees

Our 109 employees in Schenefeld, Elmshorn, and Münster as well as in various other cities in Germany and England (working from home) create an energetic mix of different fields of specialization, personalities, and nationalities. Together our employees accomplish great things every day.

We put great trust in our employees and encourage them to individually organize their work in alignment with our company and regulatory requirements. Our open corporate culture and various employee benefits also reflect their value to our company (see page 26).

### Study Participants

We are particularly grateful for our more than 6,000 study participants. Many of them have been very reliable study participants and have been continuously taking part in our studies. We highly value our study participants - it is also due to their contribution and trust in us that proDERM established itself as a successful contract research organization. Therefore, it is of great importance to us that the safety and health of our study participants comply with the principles of the Declaration of Helsinki. By informing and offering advice to each of our study participants before the start of a study, we commit to our obligation towards the participants' safety and health (see page 28).

*Stephan Bielfeldt, our vice president, giving a presentation at the proDERM Academy*

### Sponsors / Clients

The trust of our sponsors/clients is very important to us. Our actions toward our clients are shaped by service, friendliness, and cooperation. By constantly improving our processes and expanding our range of services, we wish to meet their high standards. Our clients are mainly manufacturers, distributors, contract manufacturers, and suppliers of raw and active materials, operating primarily in the following sectors/industry:

- Cosmetics
- Personal care
- Pharma
- Medical devices
- Food items and dietary supplements
- Textiles

We value the diversity of our international clients/sponsors from different sectors and industries and cater to their individual needs. Customer satisfaction is important to us and we feel very proud about the high degree of satisfaction among our clients/sponsors, confirmed by one of our client surveys (rating of 9.65 out of 10). We are also proud to have maintained a consistently high proportion of regular clients over the years, who account for over 85% of our business. Recurring projects and long-term partnerships offer benefits both for us as a contractor as well as

*Our clients come from all around the world*

*Confocal microscopy can produce images of individual skin layers at a depth of up to 350 µm without injuring the skin*

for our clients. Both parties become familiar with each other's operations and requirements, which increases efficiency during the continuing collaboration.

### Suppliers

We support sustainable procurement and supplier management that meets ethical, social, and environmental quality standards for products and services. It is important to us that our suppliers operate at the same level of engagement and we seek to collaborate based on a fair partnership on a long-term basis. Besides precision and quality, the long-term application in studies and tests is important to us when acquiring new measuring equipment at proDERM.

Moreover, as a contract-research institute in dermatology, we only use medical devices such as dressing materials, instruments, and dental products which are manufactured in accordance with Germany's Medical Devices Act and authorized accordingly.

Where possible, we purchase food items and general consumables from local businesses. Furthermore, if needed and if reasonable from an economic point of view, we hire local contractors and service providers for services such as file destruction or technical maintenance of equipment.

### Industry and Research

The proDERM Academy has offered our clients seminars and practical workshops for professionals in industry and academic research since 2014. Our presenters are internationally acclaimed experts who present the latest in methods and techniques (see page 36).

## Innovation

In the area of innovation, we work on developing and establishing new methods at proDERM. As science and technology advance at a rapid pace, we continuously work on new methods in order to stay abreast of state-of-the-art technologies and to use the latest technologies in our studies.

We develop clinical methods, which for example comprise the design of new, subjective assessment scores for our clinical studies, as well as methods with new or modified measuring equipment.

One new clinical method of ours is the photographic ranking to assess photoaging of the skin. Sunlight, and especially the UVA light contained therein, degrades the collagen fibers of the skin and the skin becomes thin, wrinkled, and more susceptible to injury. It also causes irregular pigmentation of the skin. For a master's thesis project, we took high-resolution standardized photographs of participants with different signs of skin photoaging. Experts ranked the photographs according to the degree of photoaging. Since then, this method has already been put to use and achieved excellent results in terms of comparability of results when compared with a method determining the collagen level of the skin.

With another innovative method, we can measure the degree to which human skin protects against harmful environmental impacts. Air pollution is an important and harmful environmental factor to the skin. Polluted air arises

*With this smoke chamber, cigarette smoke can be applied in a standardized manner to small areas of the skin*

mainly from vehicle emission, industrial emission, fireplaces, and other heating systems. In order to simulate the impact of polluted air on the human skin, cigarette smoke served as a model substance. Products for skin protection, such as special skin creams, can be studied in the smoke chamber system by exposing small areas of skin to cigarette smoke for a certain period of time. Subsequently, the amount of oxidized skin lipids is measured. Since this method involves the assessment of the upper, non-vital layer of skin only, there is no damage caused to the skin applying this method. If there are fewer oxidized skin lipids observed in the test product-treated area than in the untreated, smoke-exposed area, the test product has a protective effect.

# OUR RESPONSIBILITY

## Statement

Sustainability –a term that was still quite abstract to us just a few years ago – has today become enormously important for us, our clients, and for society as a whole. For a service-oriented company like proDERM, the potential for sustainable development is often less tangible and more difficult to define and realize than for traditional manufacturing businesses. Nonetheless, as a market and innovation leader, we are committed to assuming responsibility beyond the minimum legal requirements.

*We take responsibility together as a team*

As a contract-research organization operating in the personal-health sector, we have a special responsibility for people's health. Firstly, caring for the health of people who use the products we test is at the center of our corporate activities. Secondly, we are aware of our responsibility toward our study participants and employees. Above all, we define sustainability as a responsibility toward our employees, their family members, and our study participants. Our aim is to consider environmental, social, and economic aspects equally in all our actions and decision making. With this report, we wish to set another milestone on our journey and lay the foundation for developing our corporate sustainability strategy.

## Sustainability Management

**Our Mission Statement**

- Competence. Estabishing a lead.
- Quality. Maintaining high standards.
- Information & Communication.
  Maintaining an open and constructive dialog.
- Employees. Willing to do the extraordinary.
- Study Participants & Partners.
  Simply invaluable.
- Health & Safety. Important to us.
- Clients. Our focus.
- Viability. Acting economically.
- Sustainability. Conserving resources.

Due to the high relevance, the sustainable development of proDERM falls under the responsibility of the company's management. In 2016, our mission statement was developed by our employees using a bottom-up process featuring multiple stages. It is intended to guide the current team in their day-to-day work, make it easier for new recruits to settle in, and introduce interested applicants as well as our clients to the proDERM corporate culture.

Based on this vision of sustainability management, we organized five teams that are dedicated to individual areas of our mission statement. Three to five employees per team volunteered to work on the tasks defined by the groups. This process has led to sustainable development becoming an important area of action at proDERM. Thanks to the commitment of all teams and the hard work of our staff, we have successfully implemented many important sustainability initiatives.

| Team | Topic |
|---|---|
| Team 1 | Competence and Quality |
| Team 2 | Clients and Viability |
| Team 3 | Information, Communication, and Employees |
| Team 4 | Health, Safety, and Sustainability |
| Team 5 | Study Participants and Partners |

Another milestone is the development of our sustainability strategy. We created the foundation for this strategy by performing a detailed materiality analysis.

## Materiality Analysis

The materiality analysis serves as an analytical tool to identify areas that are relevant for proDERM with respect to company's sustainability development and to sustainability reporting from different perspectives. The topics that are relevant for the sustainability report (and, in the future, the sustainability strategy), have been identified by the following three groups:

**Group 1: Expert Team**

The first group comprises sustainability experts (composed of independent internal and external sustainability specialists).

**Group 2: Employees**

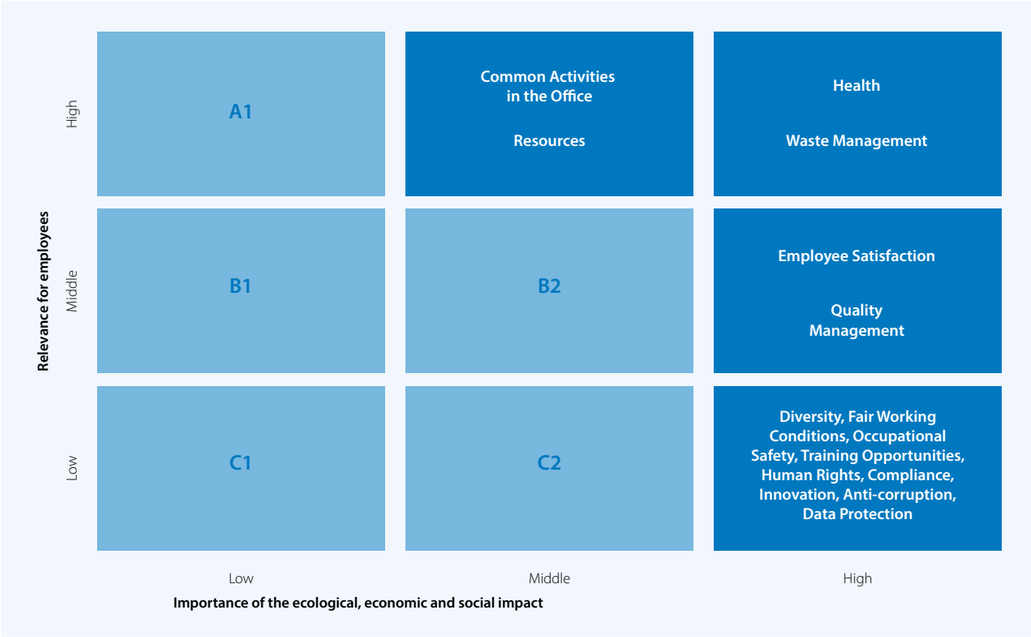
proDERM's employees constitute the second group (the composition of this group varies, as the group comprises members of different teams that are focusing on various key areas of the company's mission statement).

**Group 3: Working Group**

The employees who are particularly engaged in the topics of sustainability, social and safety matters, and health form the third group (key topic: **team 4 Health, Safety, and Sustainability**).

*Employees on a company outing at the Port of Hamburg*

The expert team identified relevant topics following in-depth discussions over a period of six months. An employee survey was designed based on these topics. By answering the survey questions, the employees indicated which aspects are relevant for the sustainability report from their perspective. The working group assessed the past, current, and future initiatives with respect to the SDGs in order to evaluate the company's strategic alignment.




After ranking the expert teams' and employees' findings by importance and comparing them with each other, the matrix of relevance shown above (see illustration) was developed with respect to the environmental, economic, and social impact of various aspects.

The topics that were defined are discussed in the three main chapters *Social Matters/Health, Environment,* and *Economy.* They represent the key topics for proDERM's sustainability report. The topics that are less relevant (A1, B1, B2, C1, and C2) to proDERM are listed in this sustainability report's appendices for the sake of completeness. The full materiality analysis is appended to this sustainability report (enclosed in German in the German version of the sustainability report, page 59).

The working group's findings are intended to provide orientation in addressing individual SDGs in this first sustainability report and for referencing these SDGs. The relevant icons for the individual SDGs are inserted above the text in each chapter for the sake of clarity.

The materiality analysis also serves as a basis for the development of a sustainability strategy by the company's management, which will be presented in the following sustainability report.

## Sustainability at proDERM

Every journey starts with a single step, and the initial integration of sustainable concepts such as reduced paper consumption within the company has, over time, become the foundation for sustainable action at proDERM. We have followed the suggestions of, for example, specialized journals and discussions, included employees with expert knowledge, integrated the company's management, and accomplished a number of achievements which we are proud of. For example, we created an oasis of well-being with our urban-gardening project and offered an option for ecological commuting with JobRad bicycles. Our company has also restructured its premises, providing a working environment that is more modern, efficient, and future-oriented. We have cut down on transport routes and also switched to green energy. proDERM has always been a company focused on social matters and its employees, and the region surrounding us is particularly important to us, too.

We have started to act according to the framework of a three-pillar model with the equal importance of environmental, economic, and social aspects. The three-pillar model helps us to keep on track with our corporate social responsibility (CSR) goals in order to achieve them. To achieve our goals, we intend





to improve ourselves continuously. This will help us to consolidate our efforts to improve sustainability in a targeted way.

During the past ten years, the 17 Sustainable Development Goals (SDGs) defined by the United Nations have moved increasingly into focus not only globally, but particularly at proDERM. They have consequently become an important component of our sustainability report and sustainability strategy. We will consolidate this development and provide precise detail on it in the coming reporting period. Since 2015, we have voluntarily prepared a progress report in accordance with the United Nations Global Compact, which is now replaced by this sustainability report.

Our goal is to develop and adopt a long-term sustainability strategy together with the company's management. This strategy will then be described in detail in our next sustainability report. To achieve this goal, in the process of restructuration of the teams working on the mission statement, a new team focusing on sustainability will be created. This sustainability team will ensure that our goals are realized in cooperation with the sustainability officers.

In the process, we wish to establish a leitmotif as a direction for our future projects and goals where the ideas and wishes of the employees should be integrated.

Our sustainability strategy will be based on the 17 SDGs and on the guidelines called "The SDGs for and by SMEs" (Die SDGs für und durch KMU) developed by the organization RENN-nord. We will identify the SDGs relevant to proDERM so that we can develop target-oriented concepts for the areas mentioned in this sustainability report (social matters, health, environment, and study participants). The definition of potential SDGs as defined by team 4 is appended to this sustainability report. The resulting processes are integrated into the existing process maps. Of course, the activities and goals that are sorted by SDGs

*The "Black-eyed Susan," a plant from our urban-gardening project together with the three-pillar model for sustainability*

as part of the materiality analysis by team 4 will also be evaluated so they can be incorporated into the sustainability strategy.

*The United Nations' 17 Sustainable Development Goals*

# SOCIAL MATTERS / HEALTH

Social sustainability refers to the expertise and motivation of individual staff members and the social relationships between all stakeholders of the company. It is one of the three pillars of sustainability and just as important as the other two pillars described in the next two sections of this report. Together they form the three-pillar model of sustainability.

*Two of our employees at an important meeting point in our company – the coffee machine*

## Social Matters

People are proDERM's top priority. We conduct our studies with and for people. Socially responsible interaction has been part of the proDERM DNA since we founded our company more than 25 years ago, when also the term "social sustainability" emerged. What we consider essential for our study participants also applies to our staff. In our understanding, the health and well-being of our employees and study participants are the natural foundation of our work.

## Health

As a partner for reliable clinical studies on the efficacy and tolerability of medicinal products, medical devices, and cosmetics, health is particularly important to us. We consider it our social responsibility to assist our sponsors in placing products on the market that can be used by their customers without any health concerns. We are aware of our responsibility toward patients and study participants. Our goal and motivation for constantly doing our best is to provide people safe access to new therapies and treatments and the best possible support to our clients/sponsors during the development stage of their products. We are therefore a critical link between innovative research, methodology development, study participants, and consumers.

We support our employees' health with a range of health-care programs, including an annual skin-cancer screening, as well as an annual check-up and consultation with the company doctor. We have a company health awareness day and various stress-management programs where the staff can learn various relaxation techniques to keep their own welfare in mind at work. All employees are unique and therefore we take all the different personalities into account to offer a wide range of relaxation techniques (for example breathing exercises, autogenic training, yoga, progressive muscle relaxation, or imaginary journeys).





| Health | 2018/19 | 2019/20 |
|---|---|---|
| Health-care programs | 3 | 4 |
| Percentage of employees participating in health-care programs | 90 % | 90 % |
| Stress-management programs | 2 | 3 |
| Percentage of employees participating in stress-management programs | 10 % | 14 % |

## Occupational Saftey

We have developed a concept for occupational safety at work and performed risk assessments together with our external occupational safety specialist, which we review on a regular basis. We thereby ensure that we are well prepared for emergency situations and can respond appropriately to them. We have an emergency kit in every department and employees attend compulsory training every year. They learn how to react in an emergency situation, where evacuation routes are located, and who the first-aiders are. We have 12 first-aiders and 13 fire protection assistants at the moment.

In the last two years, 18 minor accidents were reported. The absence rate due to accidents was 0 %.

The external occupational safety specialist and an external company health physician ensure that the corresponding training is carried out properly. They also monitor the compliance with safety regulations in all building areas. All employees can contact these persons directly at any time without having to inform the management or Human Resources department in advance. This approach is a core element of our vision (see page 18, Our Mission Statement).

| Accidents at work and sick days | 2018/19 | 2019/20 |
|---|---|---|
| Frequency of injuries in proportion to total working hours | 7.2 % | 11.0 % |
| Occupational diseases in proportion to total working hours | 0 % | 0 % |
| Sick days per employee | 3.3 % | 4.7 % |

### Hygiene Precautions during the SARS-CoV-2 Pandemic

Our company immediately responded to the outbreak of the SARS-CoV-2 pandemic in 2020 with hygiene and pandemic plan, protecting employees, clients, study participants, and visitors.

Our SARS-CoV-2 pandemic plan is aligned with the Robert Koch Institute's "Options for managing close contacts among medical staff […] in doctor's offices and hospitals" (Optionen zum Management von Kontaktpersonen unter medizinischem Personal […] in Arztpraxen und Krankenhäusern) and the German Social Accident Insurance's "Recommendations for suspected or actual cases at work" (Empfehlungen zu Verdachts-/Erkrankungsfällen im Betrieb). The pandemic plan regulates our procedures in the event of suspected or confirmed cases of SARS-CoV-2 among the staff, study subjects, or their close contacts. Moreover, this plan defines the responsibilities and ways of communicating with the relevant health office in such situations.

*Poster of hygiene measures, which are displayed before entering our study sites*

Our hygiene plan is based on the Robert Koch Institute's (RKI) recommendations and the SARS-CoV-2 workplace health and safety standards provided by the German Federal Ministry of Labour and Social Affairs, dated April 16, 2020. It is regularly adjusted in line with the recommendations of the Robert Koch Institute, the Federal Ministry of

Labour and Social Affairs, and local authorities and regulations issued by the Schleswig-Holstein state government and by the district of Pinneberg. The hygiene initiatives are divided into different sections and regulate the measures according to contacts and premises.

In addition to regular ventilation, rooms without windows have been equipped with ventilators featuring special filters.

*Poster displayed in our offices with the request to ventilate the room regularly*

Since the beginning of the pandemic, proDERM has issued FFP2 masks to its employees. At the time of writing this report, all employees have the option of taking a voluntary rapid antigen test twice per week. Our study participants and all external visitors are also regularly tested for potential infections.

All these measures, combined with responsible conduct, compliance with social-distancing, hygiene, and mask rules, and the option of working from home have contributed to the fact that the company is faring well so far during these times. There was not a single known case of virus transmission at proDERM during the reporting period in the first half of 2020 or during the entire 2020 calendar year.

## Diversity

At proDERM, diversity means recognizing and valuing different political, ethnic, and sociodemographic backgrounds, world views, genders, and ages. For us, practicing diversity means integrating these differences into our company and learning from each other.

At proDERM, 15 different languages are currently spoken. So far, we have had master's students from five different countries doing their thesis or an internship at our institute. There have been no cases of discrimination. We also see diversity as something that goes beyond multiculturalism. At proDERM, people of all genders are treated equally and get the same opportunities.

| Employee numbers | 2018 / 19 | 2019 / 20 |
|---|---|---|
| Total employees | 97 | 109 |
| Female / male / diverse | 79 / 18 / 0 | 88 / 21 / 0 |
| Full-time | 65 % | 61 % |
| Part-time | 35 % | 39 % |
| Holding university degree | 58.18 % | 57.72 % |
| Aged 50 or above | 23 % | 28 % |
| With migration background | 13 % | 17 % |
| New recruits | 18 % | 22 % |
| In leadership position | 13 % | 16 % |
| Nationalities | 16 | 15 |

| Students / interns | 2018 / 19 | 2019 / 20 |
|---|---|---|
| Interns | 2 | 7 |
| Students | 5 | 9 |
| Performing a master's project | 1 | 1 |





Women make up 81 % of our employees. The upper and middle management is made up of nine members; four of these members are women.

All employees who have taken parental leave have been able to keep their positions at proDERM. The take-up of parental leave among male employees is 100 %. Between 90 % and 100 % of employees returning from parental leave were still in employment with proDERM twelve months after their return.

| Parental leave | 2018 / 19 | 2019 / 20 |
|---|---|---|
| Total employees eligible for parental leave | 7 | 5 |
| Taken parental leave | 100 % | 100 % |
| Returning from parental leave | 85 % | 100 % |
| Not returning from parental leave | 15 % | 0 % |
| Still at the company 12 months after returning from parental leave (male / female) | 81 % / 100 % | 100 % / 100 % |

## Fair Working Conditions

Each employee's salary is determined based on their qualifications. Salaries are equal in comparable positions regardless of gender. Flexible working hours and reasonable pay contribute to the fact that fluctuation is kept at a constant level. The company pension plan is used by 30% of our staff. What's more, every permanent employee receives a monthly subsidy of 15 euros for a public-transit pass or for the car park at the shopping mall.

proDERM emphasizes flat hierarchies and a culture of respect, which is manifested, for example, in a "Thank You Tree," or the "proDERM Ear," which is a tool for unbureaucratic solutions when people have concerns. New employees are assigned mentors to help them acclimate to the company more quickly. Additional six-month coaching is also provided under certain circumstances.

| Fluctuation | 2018 / 19 | 2019 / 20 |
|---|---|---|
| Fluctuation | 23 % | 19 % |

*Our staff planted a "Thank You Tree" that now boasts many "Thank You Leaves"*

## Professional-development Options

Each employee is promised a yearly opportunity for professional development. We also actively support our employees in finding a suitable program during their annual employee review. Such programs include nutrition seminars and courses for conducting studies, using devices, or learning languages. We also support ongoing academic education. Last year 95% of employees engaged in professional development. Employees can also attend training sessions organized by proDERM for clients free of charge.

| Employee PD | 2018 / 19 | 2019 / 20 |
|---|---|---|
| Annual reviews (permanent part-timers and full-timers) | 100 % | 100 % |
| Number of internal PD programs | 68 | 60 |
| Number of external PD programs | 18 | 12 |
| Percentage of employees participating in internal or external PD | 95 % | 95 % |

*The entire team is offered training and professional development*

### Employee Training

Employee training is held continually within a consistent framework. This covers both legally mandated training as well as training that proDERM designates as compulsory for relevant employees. Training takes place as relevant and as needed. In addition to the training that is offered for the entire team, there is also subject-specific training held for relevant sections of the company.

| Training | Frequency | Audience |
|---|---|---|
| IT-Security | Annually | Everyone |
| OHS | Annually | Everyone |
| Data protection | Annually | Everyone |
| Quality assurance / management | Annually | Everyone (except Human Resources, Administration, and Marketing) |
| Hygiene | Annually | Test coordinators and project managers |
| Chemicals | Annually | Test coordinators |
| Chemicals | Every 2 years | Project managers |
| Fire safety | Every 3 years | Fire wardens |
| First aid | Every 2 years | First-aid officers |

## Group Activities in the Office

Good cohesion among employees encourages motivation and team spirit. Group activities such as exercise during breaks, a jogging group, or yoga course not only improve togetherness, but also foster friendships among coworkers. During the pandemic in particular we continued these group activities and added various virtual channels to them (virtual cooking, painting, Tabata, quiz challenge, sports, etc.).

We launched an urban-gardening project on our rooftop terrace in 2017. Together we are growing vegetables, herbs, and lettuce around the tables and chairs that we use as a dining and break space. The project encourages a community feel among team members and the harvested plants are consumed either directly for lunch or taken home. All employees can make use of our small vegetable garden. It attracts many insects which find nectar and pollen in the variety of plants. Nine employees participated in the urban-gardening project in 2018 and 2019. The Covid-19 pandemic put the project on somewhat of a pause with roughly 50% of the workforce working from home on a rotating basis, however it has picked up pace again in 2021.

*Our urban-gardening project on the rooftop terrace*

We also have a permanent proDERM flea market where unwanted items can be given to others for free. In addition to our office-based activities, we also invite staff on group excursions to events such as "Hamburg Sings," Christmas markets, bowling, and so on. We provide an annual subsidy for activities that teams do internally. Our company organizes two events for all employes each year: a company outing in spring/summer and a New Year's event. Attendance is voluntary, though more than 80% of employees take part in them.





## Employee Satisfaction

A job only becomes a vocation when the person can identify with it, likes doing it, and is fulfilled by it. All these aspects help to improve employee satisfaction. However, if anyone has something that they wish to share, they always have the option of speaking to a person they trust within the company or submitting an anonymous statement into a mailbox specially set up for this purpose (the "proDERM Ear").

When personnel decisions are pending, the employees that are affected by the decision are consulted at the earliest time possible.

*Our colleague gives her all for the Bowling Cup*

Employee reviews take place once per year. These reviews aim firstly to find out how satisfied employees are with their working situation in general and with their particular role, the mood in their department and the company, and their supervisor. Secondly, supervisors give feedback about their employees' performance. This feedback is intended to be descriptive, non-judgmental, objectively accurate, and understandable, and give employees the opportunity to improve. Supervisors and employees also discuss opportunities to develop the latter's potential. Joint target agreements are developed at the end of the review and include concrete deadlines along with suggestions for how the targets can be achieved.

## Study Participants / Study Subjects

Our study participants are essential to our studies. That is why we have a page dedicated specifically to our work with study participants. We see ourselves as having an obligation toward our study participants' safety and well-being before, during, and after a study.

Our study participants are indispensable. We would not be able to offer our services without their help. Our study participants' health and safety are always our top priority. We obtain insurance for our study participants and document it in the study documents. All data is collected and analyzed in a strictly confidential way and fully in compliance with the General Data Protection Regulation. The study participants are informed of this and give their written consent. Each of our studies follows the Declaration of Helsinki, while clinical studies featuring drugs or medical devices also follow EMA and/or FDA guidelines. We use the Good Clinical Practice (GCP) guidelines as a foundation for conducting clinical pharmaceutical studies and a large number of clinical cosmetic studies.

*Employees with medical training assess a skin reaction*

In the last two years, there was only one incident involving study participants.

Our door is always open for our study participants. They can write to us anonymously using our complaints mailbox or contact our employees at any time through various channels. We process and respond to complaints systematically. We make it possible for an extremely wide variety of groups to mix with the local communities surrounding our two sites. Many study participants get to know and socialize with other study participants when they take part in our studies. This gives singles and elderly people an opportunity to maintain or expand their social connections.

When our study participants take part in our studies, they make an important contribution to society by testing product safety and tolerability. Over 3,300 study participants took part in more than 1,100 studies at proDERM over the last two years. We pay particular attention to safety in our studies that include children. We have pediatricians in private practice on our team and we involve them in such studies so that the children's safety is assured.

| Study Participants / studies | 2018 / 19 | 2019 / 20 |
|---|---|---|
| Active study participants | 2039 | 2505 |
| Studies conducted | > 600 | > 500 |
| Female study participants | 63.5 % | 68.3 % |
| Male study participants | 36.5 % | 31.7 % |
| Gender-diverse study participants | 0 % | 0 % |





## Data Protection

Employees refresh their knowledge of data protection regulations each year with data-protection training. We adhere to the EU General Data Protection Regulation (GDPR), which is a binding requirement. All employees attended the training last year. The subsequent test was passed by 96 % of staff. Employees who did not pass the test received follow-up training.

*Data protection is essential for our work*

### Data Protection for Study Participants

Our studies involve collecting, storing and analyzing participants' personal data. We use this data in accordance with legal regulations and require our study participants to provide a voluntary declaration of consent before they participate. We inform them of their rights resulting from the General Data Protection Regulation (GDPR).

The study participants' voluntary written consent within the meaning of GDPR Arts. 6(1)(a) and 9(2)(a) constitutes the legal grounds for processing personal data concerning them. Other legal grounds provided in GDPR Art. 6(1) may become relevant once studies begin.

### Duration of Personal-data Storage

Personal data is stored for up to 15 years after a study is completed or canceled. When this period has ended, the personal data is erased unless there are other legal retention periods or retention periods stipulated in contracts with the client.

## Human Rights

Human rights are very important to us. We are fully committed to upholding human rights according to the specifications of the United Nations as well as the definition from the OECD. Moreover, we always adhere to the Declaration of Helsinki when we conduct studies. Our employees are required to read our ethics policy as part of their onboarding. This ethics policy is also available on the employee-information page at all times.

*Human rights are a fundamental element of our studies as well as our collaboration with clients and suppliers*

We also have a whistleblower policy which is communicated to every new employee. We reject child labor as a matter of principle and regularly have stakeholders review us on this matter. We have no incidents to report in relation to it.

# ENVIRONMENT

The importance of protecting the environment was already recognized in the Middle Ages. However, it was not until the second half of the 20th century that it became a significant field of interest in economy and society. Since the establishment of the three-pillar model of sustainability, environmental protection has converged with the ecological component of sustainability. As a result of the Convention on Biological Diversity (Rio de Janeiro 1992) and the Paris Climate Agreement (Paris 2015), which 196 and 195 countries respectively signed, environmental sustainability has moved increasingly into the focus of politics and society. Environmental sustainability describes the use of natural resources with consideration and foresight.

*By using a new water chiller for cooling down spaces of 470 square meters, we reduced the amount of cooling agent to a minimum*

Above all, we define environmental sustainability as the responsible use of resources in all aspects of our work. By committing ourselves to environmental sustainability, we wish to inspire and motivate our employees, participants, partners, and clients to save resources where possible.

## Energy and Carbon Emissions

For proDERM, facility management has the greatest potential for energy-saving initiatives. Since we have rented our premises in a shopping mall, our options for lowering energy consumption are limited. Our company's consumption mainly relates to our employees' desk work and the studies we perform.

We have gradually replaced all lighting on our premises with energy-saving LED lamps and motion sensors in order to reduce electricity consumption. When we acquire new technical devices, we consider the energy-efficiency class on the EU energy label. When we purchase new computers, we also make sure to buy them from certified manufacturers who can verify adhering to sustainable production, distribution, and recycling. The computers and laptops we purchase comply with the ENERGY STAR 8.0 specification, have an EPEAT Silver rating, are part of the China Energy Conservation Program (CECP), and feature the Japanese ecolabel for computers. The manufacturer of our printers and copy machines holds an ISO 14001 certification and the products all meet the Blue Angel and Energy Star guidelines.

When we purchase new devices for conducting studies, we select devices in the A+++/A++ categories wherever possible. However, in case of prototypes, we cannot always meet this standard. In 2019/2020, we installed new ventilation and air-conditioning system, taking environmental aspects into account. Eco-friendly air conditioners are among the largest improvements that we implemented in recent years. We took this opportunity to examine our existing system closely.

We balanced the strict requirements for our studies (climatic conditions such as relative humidity and temperature) with environmental requirements as best as possible and installed the most suitable air-conditioning system. In the future, we plan to connect this system located in the study rooms directly with the study-planning system so that these rooms are only air-conditioned when special climatic conditions are needed. To further lower our energy consumption, a new sauna (in exchange for the old sauna, which used much more energy) has been built in the new rooms.

Technical devices consume valuable resources even when they are on standby. To save resources, employees are instructed to shut down their computers completely instead of leaving them on standby. We use two types of power outlets at proDERM. For nonessential outlets, the electricity supply is automatically cut off by deactivating the main power switch when the last employee leaves the building, by switching on the alarm system at the end of the day. The second type of power outlets are required for the network connection and must remain connected to the electricity supply to keep the data center running at night. During this time, backups and necessary data transfers are carried out, which must not be interrupted and also must not impact regular operations during the day. We have been able to reduce our consumption of heating-energy by installing time-controlled thermostats. They can also be adjusted manually by employees according to their needs. The thermostats are programmed to prevent excessive heating on weekends and public holidays. Since we have had an increasing number of "hot room" studies which require high temperatures, our responsible and efficient use of heating energy in the offices is not reflected in our overall energy consumption.

Since 2020, we have been obtaining 100 % of our electricity from renewable energy sources, thereby reducing our carbon emissions. Moreover, we have implemented various measures to reduce emissions from transport, for example by offering employees an option to lease a "JobRad" bicycle and by providing a shuttle bus for our events. However, we cannot provide a reasonable comparison of our energy consumption over different business years, as it highly depends on the number of studies conducted and their specific requirements, i.e. the use of technical devices.

Since 2018, we have been mailing all packages and letters using carbon-neutral delivery services. In the medium term, we wish to offset all emissions that we cannot reduce.

*For proDERM, protecting and preserving the environment is one of the most relevant current and future topics*

| Energy | 2018/19 | 2019/20 |
|---|---|---|
| Power consumption Schenefeld, in kWh | 305,888 | 259,877 |
| Power consumption Elmshorn, in kWh | 5,112 | 6,123 |
| Gas consumption (heating) Schenefeld, in $m^3$ | 9,788 | 11,490 + 21,533 * |
| Gas consumption (heating) Elmshorn, in $m^3$ | 10,707 | 10,203 |

* The second figure for 2019/20 is due to the fact that we no longer consume gas only for heating, but fitted the new Solaris unit with its own gas meter. The higher value represents energy consumption for Solaris.

| Technical devices | 2018 / 19 | 2019 / 20 |
|---|---|---|
| Electrical devices (high energy-efficiency classes) (A+++/A++) | 0 % / 25 % | 0 % / 25 % |
| Electrical devices (low energy-efficiency classes) (A+ or less) | 33 % / 42 % | 33 % / 42 % |
| LED lighting, Schenefeld | 0 % | 25 % |
| LED lighting, Elmshorn | 0 % | 100 % |
| Air conditioners | 31 | 45 |
| Air conditioners, modernized | 0 | 22 * |

* Eleven air conditioners operate with a central water chiller, which means that the amount of cooling agent used is lower than with conventional air conditioners.

*Using our new whirlpool purchased in 2020, we can test sunscreen protection while evaluating its water resistance*

## Water

Water is an important resource. We have been able to optimize all our hygiene facilities, installing water-saving buttons on toilets and sensors on taps. Our employees have each received a personal glass water bottle made in Germany to encourage them to buy less water in plastic bottles. They can fill up their water bottle at the tap as they wish.

We optimized this initiative even further by installing a soda mixer tap. Employees can now fill up their water bottles with sparkling water as well and we can keep reducing the amount of bottled drinking water that is bought.

When it comes to conducting studies, our consumption of water and water vapor – and thus, also energy – depends on the number and type of studies performed. For example, we test the sun-protection factor and water resistance of sun-care products in a whirlpool where the water must be kept at a temperature of 29 °C. The participants each sit in this whirlpool for a period of 20 minutes. As a result, this procedure is both water- and energy-consuming. In 2020, we got a new whirlpool that meets the highest current efficiency standards and we reduced our number of whirlpools from two to one. We expect to reduce our energy and water consumption even further with our new acquisition and by optimizing the utilization of the whirlpool.

To counteract our water consumption, we took part in a local tree-planting campaign in 2019 and donated to the association Naturflächen e. V. for its "Hamburg and Schleswig-Holstein Plant Drinking Water" project (see page 40).

| Water | 2018 / 19 | 2019 / 20 |
|---|---|---|
| Water consumption Schenefeld | 1,668 $m^3$ | 1,960 $m^3$ |
| Water consumption Elmshorn | 22 $m^3$ | 19 $m^3$ |
| Drinking water purchased Schenefeld | 6,307.2 l | 8,602.8 l |
| Drinking water purchased Elmshorn | 336 l | 336 l |



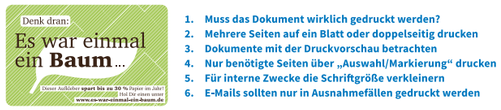


Our increased orders for mineral water are due to the fact that the number of employees has increased and that the entire shopping mall had an issue with legionella for a period of nine months in 2019/20. Tap water could not be used for drinking during this time. The pipes also had to be flushed out, which resulted in higher water consumption.

## Other Resources

We are fully aware of our responsibility to save resources and we carefully analyze the environmental impact of any resources that we use. Moreover, we seek to replace them where possible with more environmentally friendly alternatives.

We monitor paper consumption carefully. Small signs on employees' computers remind them to reconsider whether the document needs to be printed and that double-sided printing should be enabled where possible, which is the default configuration of our printers.




*Sign placed on the employees computer reminding them to reconsider whether a document needs to be printed*

Furthermore, we have replaced the paper towels in our bathrooms with energy-efficient hand dryers.

When conducting studies, we have made efforts to avoid plastics in our equipment, such as petri dishes and similar utensils, by switching to other materials such as glass, insofar as this is permitted by regulations. On top of that, we have replaced plastic cups in our studies with paper cups wherever possible.

| Paper | 2018 / 19 | 2019 / 20 |
|---|---|---|
| Paper consumption in metric tons | 1.77 | 1.30 |

We wish to encourage eco-friendly behavior by setting a good example for our staff.

Moreover, we offer our employees eco-friendly alternatives to plastic and paper bags for shopping during their lunch break or after work by providing free cloth and vegetable bags.

In 2019, we transitioned from using conventional milk to organic milk upon our employees' suggestion. Since then, they have made up the price difference with voluntary donations.

*Lettuce, freshly harvested from our urban garden*

### Urban Gardening

We have a team that dedicates itself to growing a number of edible plants and herbs on our terrace, which can be consumed by employees during breaks. With our urban gardening project, we have taken the first step towards contributing to fewer $CO_2$ emissions by harvesting our proDERM-grown vegetables and herbs without the need for plastic packaging. We grow various types of herbs and vegetables, also in winter using our hydroponic system.

## Waste Management

For proDERM, preventing and sorting waste are the most important measures in waste management. We try to replace disposable items with reusable ones wherever possible, as we have already done with the plastic cups in our study rooms. Since a replacement is not always possible in our daily business, we have introduced consistent waste separation in highly frequented rooms and in study rooms. There are only a few forms of waste, especially those that partially include biological waste, which cannot be included in our waste separation.

*Sorting waste consistently is a must*

In our offices, only paper can be disposed of, which helps us to separate waste consistently. The remaining waste is collected at central points throughout the company so that it can be properly disposed of.

Employees attend annual training courses to refresh their knowledge of handling and disposing of hazardous substances (see page 26).

For this reporting period, we are unable to list figures about waste management, as the volumes are recorded centrally by the property management. Despite multiple requests, an accurate accounting for 2018, 2019, and 2020 could not be provided by our property manager by the time this report was published.

## Compliance

Compliance with all regulations and transparency are of great importance to us. Our actions are based on the adherence to legal requirements and international standards. We report annually in accordance with EcoVadis and Global Compact standards. Each year, we publish our progress report on our website, which also includes various environment-related topics.

*It is important to us that our partners share our vision of sustainable management*

We consider it very important that our partners also share our vision of sustainable development. Wherever possible, we work with local and sustainable service providers (see page 37).

In our company, no breaches of regulations have been reported.



# ECONOMY

This chapter is dedicated to economic sustainability. Focusing on this business aspect is especially essential for the successful continuing existence of small- and medium-sized companies. In order to secure and promote profitability as a sustainably operating company, aspects such as quantity increase, continuing innovation and networking with stakeholders are very important.

## Quality Management

Our understanding of quality is to demand the highest standards of ourselves and our work. For us, quality means knowing our clients' needs and fulfilling their expectations in every aspect of the work, while at the same time adhering to our ethical and scientific standards. Our customer relations and sales team receives clients' feedback and regularly analyzes this data. Additionally, at the end of a study, our project managers request our clients' feedback on their experience and satisfaction while working with us (see page 15). At proDERM we pay great attention to the informative value and precision of the methods, the qualification of our technologies, and the expertise of our staff. It is our philosophy to conduct research based on the highest standards.

Our organizational structure is captured in a process map which depicts and differentiates between management processes, core processes, study processes, and auxiliary processes. We have established a process for continuous improvement by forming numerous teams with a special focus.

Standard operating procedures (SOPs) and work instructions (WIs) describe our processes and thus enable optimal onboarding for new employees in various departments. SOPs and WIs are revised periodically, updated, and individually adapted; see page26 (chart Training) for further information.

Regular training (e.g., GCP training or raters' training) and the participation in inter-laboratory comparisons ensure long-term development of our employees' competencies. The company's targets are described and evaluated against key performance indicators (KPIs) as part of an annual management review.

*The ISO 9001 standard for quality management defines the minimum requirements that apply to our quality-management system*

An internal quality-assurance unit (QAU) operates independently and monitors the compliance of proDERM's quality-management system. Our proDERM quality-management system has been ISO 9001-certified standard since 2001. We are also audited every three years (BVMA) and periodically by our clients. Our CSR-management system has achieved EcoVadis' Gold status.

## Innovation

We are constantly working on new innovations for our measuring equipment and methodologies, thus optimizing our portfolio for future research. During the reporting period, we published 16 research articles in scientific journals and staged eight advanced scientific training courses for and with our stakeholders. We see ourselves as an innovative part of academia and regularly share our latest developments in test methods and some of our study findings in our free, open-access webinars. Depending on the topic presented, between 50 and 350 people from around the world participate in our seminars.

| Stakeholder Training | 2018 / 19 | 2019 / 20 |
|---|---|---|
| Research articles published | 10 | 6 |
| proDERM webinars held | 3 | 5 |
| proDERM Academy, in-person events | 1 | 3 |

*Study results are demonstrated at the proDERM Academy*

The proDERM Academy was established in 2014 with the idea in mind to exchange knowledge between our stakeholders in the fields of statistics, cosmetic claims, innovation, and hair. Every one or two years, we host an academic conference for several days, covering topics of all fields and with the aim of sharing our innovations with others as well as to learn about other latest scientific findings.

## Stakeholder Dialog – the proDERM Academy

The proDERM Academy has developed into a recognized scientific event in recent years. It is hosted multiple times each year, offering events on a range of different topics and the opportunity to enter into dialog with different stakeholders.

During the reporting period, proDERM hosted four proDERM Academy events with internationally respected experts from well-known businesses in the pharmaceutical/medical and cosmetics sectors. The participants come from various interest groups and include, among others, product developers, cosmetic-claim strategists, marketers, brand owners, and regulatory-affairs managers. Through our proDERM Academy we get in touch with a range of different stakeholders and we can easily identify their needs and share the latest developments on regulatory and methodical topics.

Due to the Covid-19 pandemic, we had to cancel all in-person events in 2020. Nevertheless, we continued our dialog with our stakeholders by expanding our digital web-seminar program.

| proDERM Academy | Event | Attendees |
|---|---|---|
| Nov. 28 – 30, 2018 | Claims Support for Cosmetic Products from Regulation to Effective Implementation | 68 |
| May 22 – 24, 2019 | Local Tolerance Seminar Fundamentals, Requirements and Advanced Claims | 39 |
| Nov. 7, 2019 | Applying Confocal Raman Microspectroscopy in Clinical Skin Research | 37 |
| Dec. 2 – 4, 2019 | Claims Support for Cosmetic Products from Regulation to Effective Implementation | 57 |
| All in-person events planned for 2020 were canceled due to the coronavirus pandemic. | | |

| Webinar | Event | Attendees |
|---|---|---|
| July 5, 2018 | Testing Strategies for Antiperspirants and Deodorants | 58 |
| Feb. 6, 2019 | Healthy Scalp and Hair Conditions<br>Testing Methods for Anti-Hair-Loss, Anti-Dandruff, Hair Color and Shampoos | 153 |
| Mar. 19, 2019 | Styling Hair – Testing Methods for Styling Products | 133 |
| Jan. 30, 2020 | Hot Topics in Cosmetic Claims Support<br>Anti Pollution, Blue Light, Microbiome | 209 |
| Feb. 27, 2020 | Imaging and Image Analysis in Cosmetic Claim Support | 155 |
| Mar. 11, 2020 | Oral Care – Clinical Investigation of Parameters such as Malodour, Colour, Sensitivity and more | 69 |
| May 14, 2020 | Local Tolerance of Topical Products<br>The proDERM Webinar about Skin Compatibility | 92 |
| May 28, 2020 | Raman Anti Age – In vivo Analysis of Chemical Skin Compounds in Different Skin Layers | 100 |

## Compliance and Anti-corruption Measures

Anti-corruption measures and compliance with legal requirements are a matter of course for us.

As an experienced and highly competent full-service partner for clinical trials that require authorization and must adhere to good clinical practice (GCP), we serve our clients with internationally recognized study protocols which meet the requirements of European and American regulatory authorities. We conduct our studies in compliance with relevant legal requirements, guidelines, and standards. We work according to international guidelines and their principles are embedded in our WIs and SOPs. Through audits and our WIs and SOPs we provide transparency for our stakeholders. Our study plans are compiled in accordance with legal requirements and many international specifications. The blinding of test products and statistical analysis of the results are part of our daily routine. We describe, analyze, track, and report on all the side effects observed in our studies. As a research institute, our main activities also include the consultation in regulatory and medical-ethical decisions.

We train our staff on the guidelines and on the anti-corruption measures. All employees have access to the information on anti-corruption measures at any time on the employee information page. Since our company's existence, there have been no incidents of corruption or legal processes based on anticompetitive conduct, antitrust breaches, or monopoly formation. This includes our clients' and suppliers' dealings with our staff.

We are a member of the United Nations Global Compact and have regularly submitted a progress report since 2014. In addition, our actions are governed by our ethics and whistleblower policies.

# ENGAGEMENT IN SOCIETY

While we seek to take on responsibility for our products and services, social engagement outside of our company is also highly important to us. The projects and initiatives that proDERM supports, focus on societally relevant issues such as; fighting poverty, education for continuous development, and nature conservation.

In collaboration with our employees, we decide each year on the projects that will be financially supported. Our staff can choose from among various projects and vote on the percentage of funding that is donated to each project.

To give an example of how this works, we will describe seven projects in more detail in this initial report.

## Projects Supported

### HIT – Help in Time gGmbH

HIT – Help in Time is a German organization with operations focusing on African countries, though it is also active in Germany. HIT – Help in Time coordinates various projects to provide a place of refuge and enable recreational activities to socially disadvantaged children in particular. HIT – Help in Time also supports a hospital in Mombasa, Kenya, which was started by the association Likoni – Healthcare for all e. V. proDERM donated a sterilization device to the hospital in 2019 and organized an ultrasound device through physician friends. proDERM coordinated and financed the shipment of the equipment from Germany to Kenya.

Ubomi, a charity for children, receives donations for specific purposes from proDERM through HIT – Help in Time. Ubomi works with children in the South African townships, following the mission of keeping them off the street and helping them to find a future. proDERM has supported Ubomi since 2018. Florian Wilhelm, son of our company's founder, went there for a sabbatical in 2019 and said, "The children in Gugulethu are all incredibly strong, even if their

families often seem to barely tolerate them. Ubomi tries to help these kids by giving them recognition, spirit,

feedback, and – above all – love along the way. In our 'Flo Time,' for example, we talked about what beauty and love actually are. We did trust-fall exercises to boost trust and we played games to develop the children's observational skills and perceptiveness. We held presentations, made posters, and gave each other feedback. We danced as if no one was watching and sang as if no one was listening. We let the kids simply be themselves and tried to tell them what wonderful and lovable people they were."

We are currently supporting a local soup kitchen so that the children receive the most basic necessities. Florian Wilhelm will be there again for three months in 2021 to help distribute food and other necessities of life.

### Mitternachtsbus

proDERM has supported the "Mitternachtsbus" (Midnight Bus) for a number of years now. The Mitternachtsbus has been helping the homeless and needy in Hamburg since 1996. Its team of volunteer helpers travels the inner city every evening from 8 p.m. to midnight with coffee, tea, cocoa, soup, bread rolls, cakes, blankets, and sleeping bags. Each of their trips reaches up to 160 homeless people. The team of volunteers is driven by the Mitternachtsbus motto "Nobody should have to freeze on Hamburg's streets."

### Schenefelder Tafel e. V.

We have supported Schenefelder Tafel e. V. (Schenefeld Food Bank) for many years now. A high proportion of all food products in Germany ends up in landfills rather than on people's plates. At the same time, there are needy people in Schenefeld and Halstenbek who cannot afford this food. A large number of those affected are children and the elderly.

Schenefelder Tafel e. V. collects discarded food from retailers which is still good for eating. The food's edibility is inspected and the food is sorted in order to be distributed once a week to those in need. To support locals in need, this project, located in our direct neighborhood, is particularly important to us.

### Kinderbauernhof Kirchdorf e. V.

The "Kinderbauernhof" (Kids' Farm) is run by volunteers and does not receive any government funding. Hence, support from donations is highly appreciated. proDERM donates to the "Kinderbauernhof". A group of committed parents came up with the initiative for the Kinderbauernhof Kirchdorf e.V. in 1987 and a fallow property in Kirchdorf was spotted as the perfect location. It is a space for playing close to nature, an environment for social and intercultural interaction, and a place for ecological school-complementary learning.

With a diverse offering and age-specific pedagogical concepts, children of a wide range of ages are introduced to interactions with animals, the way that animals live, and the links they have to the environment. A "mobile kids' farm" reaches children who, for a variety of reasons, have not yet had access to the kids' farm or had a hard time visiting due to changes in schooling conditions.

### Naturflächen e. V.

In 2019, proDERM supported the project "Hamburg und Schleswig-Holstein pflanzen Trinkwasser" (Hamburg and Schleswig-Holstein Plant Drinking Water) with a donation, and their employees and their families had the opportunity to participate actively in a reforestation event in Klövensteen Forest, which has been existing since 2015.

The project aims to turn a monoculture spruce plantation into a mixed broadleaved forest, helping to enrich and filter the local groundwater.

Every broadleaved tree planted supports the formation of an additional 200 liters of groundwater every year. More than 50,000 trees in total have been planted by forestry workers, school classes, and our employees and business partners as part of this project. For the region's schoolchildren, there is also a pedagogical element. They become familiar with the forest's role as a habitat, study the water cycle, and learn how to support biodiversity.

### Initiative gemeinsam leben & lernen e. V. (Initiative for living and learning together)

(For inclusion of disabled children)

The "Initiative gemeinsam leben & lernen – igll e.V." is a volunteer charity in Neuss that has been committed to the inclusion of disabled children in kindergarten, school, work, and recreational pursuits since 1997. In particular, the organization advises

and supports the parents of children with and without disabilities. Furthermore, the association is engaged in many aspects of public life, society, and formation of political opinion to achieve the inclusion of disabled people.

## Further Sponsor Projects

| |
|---|
| Alumni of the University of Lübeck |
| Geschenke der Hoffnung (Weihnachten im Schuhkarton) (Gifts of Hope [Christmas in a Shoebox]) |
| Society for Dermopharmacy |
| International Biometric Society, German Region (2018/19) |
| Paten für StrassenKids in HH (Mentors for Street Kids in Hamburg) |
| Plan International |
| United Nations Global Compact |
| Wikimedia Deutschland e.V. |

# APPENDIX

## Organizations

| Certifications | |
|---|---|
| | ISO 9001 |
| | EcoVadis |

| Industry Memberships * | |
|---|---|
| | American Academy of Dermatology (AAD) |
| | Bundesverband Medizinischer Auftragsinstitute (BVMA) |
| | Deutsche Dermatologische Gesellschaft (DDG) |
| | Deutsche Gesellschaft für Kosmetik |

** Representation in the following organizations by the company directly and/or by senior employees*





| Industry Memberships * | |
|---|---|
| | Deutsche Gesellschaft für Pharmazeutische Medizin e.V. (DGPharmed) |
| | European Academy of Dermatology and Venereology |
| | European Society of Contact Dermatitis (ESCD) |
| | Gesellschaft für Dermopharmazie |
| | Society of Investigative Dermatology |
| | The International Society for Biophysics and Imaging of the Skin (ISBS) |

| Further Memberships* | |
|---|---|
| | Alumni Universität Lübeck |
| | Die Familienunternehmer e.V. |
| | United Nations Global Compact |

## GRI Content Index

| GRI | Indicators | References | Comments |
|---|---|---|---|
| **GRI 101** | **Foundation 2016** | | |
| **GRI 102** | **General Disclosures 2016** | | |
| **Organizatinal profile** | | | |
| GRI 102-1 | Name of the organization | At a Glance, Publication Details | |
| GRI 102-2 | Activities, brands, products, and services | Company | |
| GRI 102-3 | Location of headquarters | At a Glance, Publication Details | |
| GRI 102-4 | Location of operations | At a Glance | |
| GRI 102-5 | Ownership and legal form | About this Report | |
| GRI 102-6 | Markets served | Company, Economy | |
| GRI 102-7 | Scale of the organization | At a Glance, Company | |
| GRI 102-8 | Information on employees and other workers | At a Glance, Company, Social Matters / Health | |
| GRI 102-9 | Supply chain | Company, Economy | |
| GRI 102-10 | Significant changes to the organization and its supply chain | Economy | |
| GRI 102-11 | Precautionary principle or approach | Company, Our Responsibility, Economy | |
| GRI 102-12 | External initiatives | About this Report, Our Responsibility, Environment, Economy, Engagement in Society | |
| GRI 102-13 | Membership of associations | Engagement in Society | |
| **Strategy** | | | |
| GRI 102-14 | Statement from senior decision-maker | Foreword | |
| **Ethics and integrity** | | | |
| GRI 102-16 | Values, principles, standards, and norms of behavior | Company, Our Responsibility, Social Matters / Health, Economy | |
| **Governance** | | | |
| GRI 102-18 | Governance structure | Company, Our Responsibility | |





| GRI | Indicators | References | Comments |
|---|---|---|---|
| **Stakeholder engagement** | | | |
| GRI 102-40 | List of stakeholder groups | Company, Economy | |
| GRI 102-41 | Collective bargaining agreements | Social Matters / Health | |
| GRI 102-42 | Identifying and selecting stakeholders | Company, Economy | |
| GRI 102-43 | Approach to stakeholder engagement | Company, Economy | |
| GRI 102-44 | Key topics and concerns raised | Our Responsibility, Sustainable Development Goals – SDGs | |
| **Reporting practice** | | | |
| GRI 102-45 | Entities included in the consolidated financial statements | Foreword | |
| GRI 102-46 | Defining report content and topic boundaries | About this Report | |
| GRI 102-47 | List of material topics | Our Responsibility | |
| GRI 102-48 | Restatements of information | About this Report, Foreword, Our Responsibility | |
| GRI 102-49 | Changes in reporting | About this Report, Foreword, Our Responsibility | |
| GRI 102-50 | Reporting period | About this Report | |
| GRI 102-51 | Date of most recent report | Publication Details | |
| GRI 102-52 | Reporting cycle | About this Report | |
| GRI 102-53 | Contact point for questions regarding the report | Publication Details | |
| GRI 102-54 | Claims of reporting in accordance with the GRI standards | About this Report | |
| GRI 102-55 | GRI content index | GRI Content Index | |
| GRI 102-56 | External assurance | | Not applicable |

| GRI | Indicators | References | Comments |
|---|---|---|---|
| | **Occupational Health and Safety** | | |
| **GRI 103** | **Management approach 2016** | | |
| GRI 103-1 | Explanation of the material topic and its boundary | Materiality Analysis | |
| GRI 103-2 | The management approach and its components | Health, Occupational Saftey | |
| GRI 103-3 | Evaluation of the management approach | Health, Occupational Saftey | |
| **GRI 403** | **Occupational health and safety 2018** | | |
| GRI 403-1 | Workers' representation in formal joint management – worker health and safety committees | Social Matters | |
| GRI 403-2 | Types of injury and rates of injury, occupa-tional diseases, lost days, and absenteeism, and number of work-related fatalities | Our Responsibility, Social Matters | |
| GRI 403-3 | Workers with high incidence or high risk of diseases related to their occupation | | No information accessible; data collection will be checked for the future |
| GRI 403-4 | Health and safety topics covered in formal agreements with trade unions | Our Responsibility | |
| | **Training and Education** | | |
| **GRI 103** | **Management approach 2016** | | |
| GRI 103-1 | Explanation of the material topic and its boundary | Materiality Analysis | |
| GRI 103-2 | The management approach and its components | Professional-development Options | |
| GRI 103-3 | Evaluation of the management approach | Professional-development Options, Employee Training | |
| **GRI 404** | **Training and education 2016** | | |
| GRI 404-1 | Average hours of training per year per employee | | No information accessible; data collection will be checked for the future |
| GRI 404-2 | Programs for upgrading employee skills and transition assistance programs | Our Responsibility, Social Matters | |
| GRI 404-3 | Percentage of employees receiving regular performance and career development reviews | Social Matters | |





| GRI | Indicators | References | Comments |
|---|---|---|---|
| | **Diversity and Equal Opportunities** | | |
| **GRI 103** | **Management approach 2016** | | |
| GRI 103-1 | Explanation of the material topic and its boundary | Materiality Analysis | |
| GRI 103-2 | The management approach and its components | Diversity | |
| GRI 103-3 | Evaluation of the management approach | Diversity | |
| **GRI 405** | **Diversitiy and equal opportunity 2016** | | |
| GRI 405-1 | Diversity of governance bodies and employees | Our Responsibility, Social Matters | |
| GRI 405-2 | Ratio of basic salary and remuneration of women to men | Social Matters | |
| | **Customer Health and Safety** | | |
| **GRI 103** | **Management approach 2016** | | |
| GRI 103-1 | Explanation of the material topic and its boundary | Materiality Analysis | |
| GRI 103-2 | The management approach and its components | Study Participants p. 15, p. 28, Suppliers, Measuring Equipment | |
| GRI 103-3 | Evaluation of the management approach | | No information accessible; evaluations will be documented in the future |
| **GRI 416** | **Customer Health and Safety 2016** | | |
| GRI 416-1 | Assessment of the health and safety impacts of product and service categories | Social Matters | |
| GRI 416-2 | Incidents of non-compliance concerning the health and safety impacts of products and services | Environment | |

## Glossary

**AHA**
A German acronym standing for "Abstand halten, Hygiene beachten und im Alltag Maske tragen," meaning "practice social distancing, maintain good hygiene, and wear a mask"

**Antigen test**
An antigen test, also referred to as a rapid antigen test, provides evidence of infection with a specific virus (e.g., presence of certain viral proteins)

**Audit**
An audit examines if processes, requirements, and guidelines meet the standards demanded

**Biodiversity**
Or biological diversity. Biodiversity refers to the diversity of species, the diversity of ecosystems, and genetic diversity within individual species

**Blinding**
The groups to which participants are assigned (treatment or control) are kept secret from the participants, study doctors, or analysts taking part in the study. Blinding helps to prevent systematic errors

**Blue Angel**
The Blue Angel, called the "Blauer Engel" in German, is an ecolabel that has been issued in Germany since 1978 for particularly environmentally friendly products and services

**Brand owner**
The owner of a brand or branded product

**BVMA**
Germany's Federal Association of Contract Research Organizations ("Bundesverband Medizinischer Auftragsinstitute e. V.")

**Carbon neutrality**
Refers here to net-zero carbon emissions. This is achieved firstly with measures to prevent emissions and to reduce emissions, and secondly through carbon offsetting (translated from German Wikipedia)

**CECP**
China Energy Conservation Program

**Central water chiller**
A technical appliance that lowers water temperature through process cooling in order to cool rooms

**Claim**
A claim can communicate the positioning of services offered or a brand, a central "promise" or product benefit, or a company's or brand's mission, vision, or unique selling point

**Climate agreement**
An agreement that was made on December 12, 2015, at the UN Climate Conference in Paris by all parties to the UN Framework Convention on Climate Change (UNFCCC), which at that stage included 195 states and the European Union. It provides for the limitation of man-made global warming to well below 2 °C as compared to preindustrial values

**Compliance**
The term "compliance" in a narrow sense means compliance with laws and regulations by a company and its employees. Accordingly, compliance management is none other than the structured development of internal rules and guidelines which a company's employees follow

**Contract-research organization (CRO)**
A contract-research organization helps industrial companies plan, carry out, and analyze clinical studies of medicinal products (pharmaceuticals) and medical devices

**Covid-19 pandemic**
Covid-19 is a respiratory disease that has spread quickly worldwide since 2019, causing large numbers of people to contract the infection

**Corporate social responsibility (CSR)**
A company's responsibility to society with respect to doing business sustainably

**Declaration of Helsinki**
A declaration by the World Medical Association concerning ethical principles for medical research. It is considered the general standard for ethics in medicine

**Dermatology**
The branch of medicine dealing with the skin and skin diseases

**Diversity**
"Diversity" comes from Latin and means variety and the state of being diverse

**DNA**
An acronym standing for "deoxyribonucleic acid;" it describes a person's entire genetic information that is contained within each cell. It carries genetic information in all living beings and in many viruses

**EcoVadis**
A ratings platform for rating corporate social responsibility and sustainable procurement

**EKZ**
A German acronym standing for "Einkaufszentrum," that is, a shopping mall





**EMA**
The European Medicines Agency (EMA) safeguards the scientific evaluation, monitoring, and safety assessment of human and veterinary medicines in the EU

**Emissions**
Here "emissions" means the discharge of greenhouse gases into the atmosphere

**Energy Star**
The Energy Star is a US ecolabel for energy-saving devices, building materials, public/commercial buildings, or housing. On electronic devices, for example, it certifies that they meet the energy-saving criteria set by the US Environmental Protection Authority and Department of Energy

**EPEAT**
Electronic Product Environmental Assessment Tool

**Epicutaneous test**
The epicutaneous test (also referred to as epicutaneous patch test) serves for the assessment of the potential of a substance to cause contact allergy

**Ethics policy**
proDERM's ethics policy specifies the general conditions required for responsible conduct that serves the needs of employees, sponsors, participants, and suppliers

**Fair trade**
The trade of products from developing countries on terms that the producers themselves see as fair and reasonable

**FDA**
The US Food and Drug Administration (FDA) is the United States' regulatory authority for food products and medicines

**GCP**
Good clinical practice

**GDPR**
The General Data Protection Regulation (GDPR) is a regulation issued by the European Union to harmonize the rules for the processing of personal data by most data controllers, private and public, across the EU

**Global Compact**
The Global Compact or United Nations Global Compact is the name of a global pact made between businesses, NGOs, and the UN to make globalization more socially and environmentally responsible

**GRI**
The Global Reporting Initiative is a non-profit organization that has established the internationally recognized GRI guidelines for sustainability reporting

**GRI content index**
The GRI content index is a list of each of the GRI standards applied and all disclosures made in a report

**Gugulethu**
A township (see "Township") located 15 kilometers from Cape Town in South Africa

**Gum arabic**
Also known as acacia gum, it is a gum found in acacia trees

**Hot topics**
Fields which we believe represent the latest scientific methods at the moment

**Indicator**
Indicator here means a measurement parameter, figure, or factor that is relevant to sustainable company development

**In vivo**
In science, in vivo (Latin for "in a living organism") refers to processes performed or taking place in a living organism

**Inter-laboratory comparisons**
Participating in inter-laboratory comparisons is a method for external quality assurance for measuring methods and measuring and test laboratories

**ISO 9001**
Internationally accepted standard for quality management

**ISO 14001**
Certification for environmental-management systems

**JobRad**
A company that offers a leasing service for bicycles

**KPI**
An acronym standing for "key performance indicator." It refers to figures that can be used to determine the success or performance of activities within a company

**Legionella**
A genus of rod-shaped bacteria that are carried in water and are responsible for 90% of Legionnaires' disease cases

**Marketer**
A person who is responsible for marketing a product or service

**Materiality analysis**
An instrument that a business can use to find out what issues are important in terms of sustainable business and development

**Medical device**
Medical devices are products with an intended medical purpose and which are intended by their manufacturer to be applied on humans. For example, they might achieve their main intended effect primarily through a physical route

**Medical writing**
A comprehensible presentation of results from data and raw data from a clinical study on a medicine/medical device

**Medicines (medicinal products, pharmaceuticals)**
Medicines are substances or concoctions of substances that are intended for application in or on a human's or animal's body as a material with healing or pain-relieving properties, or are intended for preventing human or animal illnesses or symptoms of illness, or are applied in or on a human's or animal's body or can be administered to a human or animal either in order to restore, correct, or influence physiological functions through a pharmacological, immunological, or metabolic effect or to make a medical diagnosis

**Microbiome**
The entirety of all microorganisms that inhabit a human or other living being

**NGO**
Nongovernmental organization

**OECD**
The Organisation for Economic Co-operation and Development (OECD) is an international organization with a goal of improving politics to improve lives

**Pandemic**
A pandemic is an epidemic on a global scale

**Patch test**
A patch test is a test on the skin that determines if and what substances cause an allergic reaction

**PC Japan**
A Japanese ecolabel for computers and monitors

**pH**
A pH value (from Latin potentia hydrogenii) is a figure expressing the acidity or alkalinity of a water-based solution, derived from the hydrogen ion (protons) concentration

**PMR**
Progressive muscle relaxation

**Process map**
The top level of a process architecture and a graphic overview created from modeled processes, broken down into core, management, and auxiliary processes. In process management, it should be considered part of quality management (German Wikipedia)

**proDERM Academy**
The umbrella term for proDERM's expert international dermatological conferences and webinars

**QAU**
An acronym standing for "quality-assurance unit." It is an umbrella term for different approaches and measures for safeguarding defined quality requirements

**Raman spectroscopy**
Raman spectroscopy (named after Indian physicist C. V. Raman) refers to a spectroscopic examination of the inelastic scattering of photons on molecules or solids (Raman scattering)

**Regulatory-affairs managers**
Regulatory-affairs managers are responsible for organizing a product's authorization. To do this, they must present new products to authorities for approval

**RENN-nord**
The name of a network for sustainability, based in Bremen, Hamburg, Mecklenburg-West Pomerania, Lower Saxony, and Schleswig-Holstein

**RKI**
The Robert Koch Institute (RKI) is the German federal government's central agency for monitoring and preventing disease

**SARS-CoV-2**
Severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2) is a novel coronavirus (genus: Betacoronavirus, subgenus: Sarbecovirus) which was identified in early 2020 as the virus that causes Covid-19

**Science**
Knowledge or a system of knowledge concerned with the physical world and its phenomena (Merriam-Webster)

**SDGs**
See "Sustainable Development Goals (SDGs)"

**Skin-surface profilometry**
Analysis of the skin surface structure

**SME**
Small- to medium-sized companies (fewer than 250 employees and annual revenue of no more than € 50 million or net assets of no more than € 43 million annually)

**SPF**
An acronym standing for "sun-protection factor"





**SOP**
An acronym standing for "standard operating procedure," which is a binding written description of the process for individual operations, including assessing results and their documentation, particularly for critical operations with potential impacts on the environment and people's health and safety

**Sponsors**
In clinical research (which includes cosmetic and clinical research), the client is referred to as the sponsor

**Stakeholders**
The stakeholders of a business include its employees, its suppliers, its customers, NGOs, scientific institutions, governments, and more

**Study design**
Defines how a study is to be performed

**Study participant**
Study participant here refers to a person who participates in a clinical study/investigation

**Sustainable development**
Sustainable development means viewing and treating environmental considerations as equal to social and economic ones

**Sustainable Development Goals (SDGs)**
These are 17 political goals set by the United Nations (UN) which are intended to help ensure sustainable development in economic, social, and environmental respects globally

**Sylvicultura oeconomica**
Hans Carl von Carlowitz, the chief mining officer at the Kursachsen royal court in Freiberg (Saxony), wrote in his book "Sylvicultura oeconomica" in 1713 to limit the extent of timber felling to the amount that could be regrown through planned reforestation with seeding and planting. He is called the father of sustainable-yield forestry for this reason

**Township**
A settlement on a South African city's outskirts where most inhabitants are socially disadvantaged and non-white

**Three-pillar model**
A system emphasizing three main factors of equal importance for sustainability:

1. Environmental sustainability (nature's resilience)
2. Economic sustainability (stable economies)
3. Social sustainability (service of basic needs and fair distribution)

**Trust-fall exercise**
A team-building exercise where one person intentionally falls and entrusts the team to catch him or her

**UN Climate Conference**
The annual conference for states that have signed the UN Framework Convention on Climate Change

**Urban gardening**
Urban gardening is the use of urban spaces, usually of a small size, for gardening

**Mission statement**
An organization's vision of what it can and will do, including its mission

**Whistleblower**
A whistleblower is a person who reveals important information from a secret or protected source to the public

**WIs**
Work instructions

## Sustainable Development Goals – SDGs

| SDG | Description | Our Topics (Already Being Implemented) | Initial Ideas (Suggestions from Employees) |
|---|---|---|---|
| 1 NO POVERTY | End poverty in all forms everywhere | • Reimbursement of expenses for study participants<br>• Annual participation in the project<br>• Weihnachten im Schuhkarton<br>• Annual fundraising projects e.g. midnight bus | • Free annual flea market for people in need |
| 2 ZERO HUNGER | End hunger, achieve food security and improved nutrition, and promote sustainable agriculture | • Annual donations to the project *Schenefelder Tafel*<br>• Opportunity to participate in a shared lunch (soup day) every two weeks<br>• Distribution of all left-over food from the refrigerators every Friday | • Continuous lunch offer at proDERM<br>• Among other things, vegetarian/vegan soups should be offered |
| 3 GOOD HEALTH AND WELL-BEING | Ensure healthy lives and promote well-being for all at all ages | • Contributing to the development of innovative medicines is part of the company's core value<br>• Safety and tolerability testing of medical products<br>• Performing of a health day<br>• Employees have the opportunity to participate in a free dermatological skin screening<br>• Opportunity to participate in various activities at proDERM (e.g. 'bewegte Pause' (active break), running, yoga, autogenic training, etc.)<br>• Opportunity to participate in courses for stress management (breathing breaks, progressive muscle relaxation (PME), fantasy journeys)<br>• Nutrition seminars<br>• proDERM fruit day/healthy eating day<br>• proDERM mission & vision working groups (Leitbildgruppen)<br>• Financial support of a hospital in Kenya<br>• Introduction of the job bike | • Commitment to the donation and shipping of medicines to developing and emerging countries<br>• Collaboration with customers who wish to contribute to the donation of medicines to developing and emerging markets |





| SDG | Description | Our Topics (Already Being Implemented) | Initial Ideas (Suggestions from Employees) |
|---|---|---|---|
| 4 QUALITY EDUCATION | Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all | • Opportunity to participate in continuous learning programs (e.g. English course)<br>• Further training is offered to every employee<br>• Employees are encouraged to apply internally for other positions<br>• Options for internal trainings, (e.g. Open Space, PowerPoint)<br>• Book exchange for study participants<br>• Book exchange point for employees<br>• Promotion of Wikipedia<br>• Book club<br>• proDERM Academy (International congresses)<br>• Webinars | • Financial support for schools in Uganda and Afghanistan |
| 5 GENDER EQUALITY | Achieve gender equality and empower all women and girls | • Above-average women quota in management positions<br>• High proportion of women in the company<br>• Equal pay for all employees occupying the same position | |
| 6 CLEAN WATER AND SANITATION | Ensure availability and sustainable management of water and sanitation for all | • Regional water<br>• Natural water (Soul Bottles)<br>• Filtration system for drinking water<br>• Installation of water-saving flushes in the toilets<br>• Participation of employees and their families in the sustainability campaign "Plant Drinking Water" | • Purchase of a rain-water collector for the urban gardening project<br>• Installation of water-saving taps |
| 7 AFFORDABLE AND CLEAN ENERGY | Ensure access to affordable, reliable, sustainable and modern energy for all | • Moving to a new building space with more efficient energy profile<br>• Purchase of energy-efficient hand dryers<br>• Installation of motion detectors for lighting<br>• Conversion to eco electricity in all proDERM locations<br>• Automatic deactivation of the main power upon activation of the alarm system | • More efficient storage of refrigerated items, including temperature monitoring (checks for operation of refrigerators are as well as for the storage and purchase of e.g. dry ice). |

| SDG | Description | Our Topics (Already Being Implemented) | Initial Ideas (Suggestions from Employees) |
|---|---|---|---|
| 8 DECENT WORK AND ECONOMIC GROWTH | Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all | • Regional products: fruit day with regional produce<br>• Purchase of regional mineral water<br>• Cooperation with regional companies (e.g. laundry, handicraft)<br>• During winter, purchase of oranges and clementines from crowd farming | • Check of suppliers<br>• Educate employees about sustainable food (e.g. use of agricultural cooperatives, comparison of eco-labels, fair trade, Action Save Food: TooGoodToGo, etc.) |
| 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE | Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation | • proDERM brings people and partners from all over the world to Schenefeld and the Schenefeld shopping center<br>• Support of the Schenefeld shopping center, e.g. provision of shopping vouchers to the employees<br>• Reimbursement of expenses for study participants are issued in the Schenefeld shopping center | • Increased support of the Schenefeld center retail |
| 10 REDUCED INEQUALITIES | Reduce inequality within and among countries | • Equal opportunities for all, regardless of origin<br>• Language diversity within the company | • Increase acceptance of diversity among employees<br>• Increase understanding of cultural diversity through educational events<br>• Additional educational leave for employees with language deficits in German or English |
| 11 SUSTAINABLE CITIES AND COMMUNITIES | Make cities and human settlements inclusive, safe, resilient and sustainable | • proDERM contributes to the reduction of plastic consumption (e.g. only plastic cups at the water dispenser, petri dishes replaced by glass)<br>• Education and awareness of our study participants (e.g. turtle sign at the water dispenser to remind participants to consume less plastic at proDERM as well as at home) | |
| 12 RESPONSIBLE CONSUMPTION AND PRODUCTION | Ensure sustainable consumption and production patterns | • Double-sided printing as default setting<br>• Option to provide subject study questionnaires on tablet instead of paper<br>• Reduction of plastic through provision of fruit shopping bags<br>• Recycling of books<br>• Flea market on the counter<br>• Purchase of organic products (e.g. organic milk, fruits)<br>• Introduction of Soul Bottles (glass bottles) for employees and customers | • Reminder that paper should be saved where possible<br>• Encourage employees to pick up food from restaurants and snack bars from the Schenefeld shopping center by providing own crockery, set an example for sustainable consumption |





| SDG | Description | Our Topics (Already Being Implemented) | Initial Ideas (Suggestions from Employees) |
|---|---|---|---|
| 13 CLIMATE ACTION | Take urgent action to combat climate change and its impacts | • Less waste, less plastic through recycling of products<br>• Autumn campaign "Plant Drinking Water"<br>• More energy-efficient air conditioning<br>• Shorter transport routes through the collaboration with regional suppliers<br>• Better waste separation<br>• Introduction of the job bike<br>• Sustainable catering<br>• Organization of bus transfers instead of individual trips at the proDERM Academy | • Every 2 weeks offer of a vegetarian/ vegan soup option<br>• Encourage employees to use proDERM crockery for food purchase at restaurants in the Schenefeld shopping center |
| 14 LIFE BELOW WATER | Conserve and sustainably use the oceans, seas and marine resources for sustainable development | • Our contribution to the reduction in plastic (dish washer tabs, plastic cups) also benefits ocean and its inhabitants<br>• Reduction of plastic through provision of fruit shopping bags<br>• Information leaflet on the water dispenser<br>• Donation to Ocean4you | • Create a list of fish that are threatened by overfishing; thereby promote conscious shopping<br>• Educational day on the topic of life under water and its importance for our life |
| 15 LIFE ON LAND | Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss | • Participation in local eco campaign "Plant Drinking Water"<br>• Purchase of fruits from a regional organic farmer<br>• Participation in crowdfunding "Adopt A Tree"<br>• Distribution of seed balls to employees | • Insect house on the proDERM terrace (local farms could also be contacted)<br>• Rent a beehive for in-house honey |
| 16 PEACE AND JUSTICE STRONG INSTITUTIONS | Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels | • People from different cultural backgrounds and nationalities work at proDERM<br>• The proDERM Academy is an international stakeholder dialogue in which experts from all over the world participate | • Make a clear statement against racism and thus contribute to peace |
| 17 PARTNERSHIPS FOR THE GOALS | Strengthen the means of implementation and revitalize the global partnership for sustainable development | • Membership of United Nations Global Compact and EcoVadis<br>• Publication of the first sustainability report | • Publication of the sustainability report every two years |

## Publication Details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