

ORIOLA

GRI supplement 2020



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Reporting principles

Oriola's sustainability information for 2020 is reported in two parts. This GRI supplement has been prepared in accordance with the Core option of the GRI Standards from the Global Reporting Initiative (GRI Standards 2016, 2018). Key sustainability topics are reported also in the disclosure of non-financial information in the Board of Directors' Report according to the Finnish Accounting Act. Since 2017, Oriola has been reporting on its sustainability progress and data annually. More information on Oriola's sustainability work is available on the website oriola.com.

This GRI supplement defines the scope and principles of Oriola's GRI reporting, the selected topics and the topic boundaries. The supplement contains data about Oriola Group, unless otherwise stated. The GRI 101 Foundation Standard's reporting principles for defining report content have been taken into account in the preparation of sustainability information. The information related to disclosed indicators is presented in different sections of this supplement and the Financial review 2020. The GRI index of this supplement specifies where the information of each indicator can be found.

Mitopro Oy, as an independent third party, has provided limited assurance on the environmental information presented in this GRI supplement. The scope of assured information is indicated in the independent assurance statement on page 14 of this report.

Oriola's sustainability governance and management

Oriola's Board of Directors decides, steers and guides sustainability strategy, follows up progress against targets and approves relevant policies. Oriola's Group Management Team prepares and follows up Group's sustainability strategy including plans, targets and performance indicators. The Group Management Team is responsible for sustainability strategy implementation, follows up regularly sustainability progress against targets and supports sustainability work in the Group.

Communications and Sustainability function in Oriola is managed by VP, Communications and Sustainability who reports to CEO and is a member of the Group Management Team. Communications and Sustainability function is responsible for sustainability development in line with the strategy, follow up the implementation, coordination and reporting.

VP, Communications and Sustainability is responsible for the development and management of the sustainability strategy and actions in Oriola. Head of Sustainability reports to VP, Communications and Sustainability and is responsible of the coordination of the sustainability strategy, development and implementation of sustainability initiatives in compliance with the Group's strategy, policies and principles. Duties include developing, implementing and monitoring of Group's sustainability objectives, sustainability reporting as well as implementation of sustainability projects and initiatives together with the business.

Oriola's sustainability management approach by focus area is described on page 9 of this report.

Abbreviations

FR Financial review
GRI GRI Supplement

SDG United Nations Sustainable Development Goals
UNGC United Nations Global Compact

GRI topic	Disclosure number	Disclosure title	Location	Additional information	Cross reference
General disclosures GRI 102 (2016)					
Organisational profile					
GRI 102	102-1	Name of the organisation		Oriola Oyj	
GRI 102	102-2	Activities, brands, products, and services	FR p. 17 Non-financial information		
GRI 102	102-3	Location of headquarters		Orionintie 5, P.O. Box 8 FI-02101 Espoo, Finland	
GRI 102	102-4	Location of operations	FR p. 3 Business review		
GRI 102	102-5	Ownership and legal form	FR pp. 20-23 Information on Shares		
GRI 102	102-6	Markets served	FR pp. 3-5 Business review		
GRI 102	102-7	Scale of the organisation	GRI p. 7, FR pp. 4-6 Business review		
GRI 102	102-8	Information on employees and other workers	GRI p. 7	Not possible to disclose data on employment type, calculation method will be developed	SDG 8 UNGC 6
GRI 102	102-9	Supply chain	FR p. 19 Non-financial information		SDG 8 UNGC 1
GRI 102	102-10	Significant changes to the organisation and its supply chain		No significant changes in 2020	
GRI 102	102-11	Precautionary principle or approach	FR p. 14 Governance		
GRI 102	102-12	External initiatives	GRI p. 7		
GRI 102	102-13	Membership of associations	GRI p. 7		
Strategy					
GRI 102	102-14	Statement from senior decision-maker	Oriola.com/sustainability FR p. 17-19 Non-financial information		
Ethics and integrity					
GRI 102	102-16	Values, principles, standards, and norms of behavior	FR pp. 17-18 Non-financial information		SDG 8 UNGC 1, 4, 5, 10
GRI 102	102-17	Mechanisms for advice and concerns about ethics	FR pp. 17-18 Non-financial information		SDG 8 UNGC 1, 4, 5, 10
Governance					
GRI 102	102-18	Governance structure	FR p. 9, 15-16 Governance, GRI p. 2		
Stakeholder engagement					
GRI 102	102-40	List of stakeholder groups	GRI p. 8		
GRI 102	102-41	Collective bargaining agreements	GRI p. 7		
GRI 102	102-42	Identifying and selecting stakeholders	GRI p. 8		
GRI 102	102-43	Approach to stakeholder engagement	GRI p. 8		
GRI 102	102-44	Key topics and concerns raised	GRI p. 8, FR pp. 17-19 Non-financial information		

AbbreviationsFR Financial review
GRI GRI SupplementSDG United Nations Sustainable Development Goals
UNGC United Nations Global Compact

GRI topic	Disclosure number	Disclosure title	Location	Additional information	Cross reference
Reporting practice					
GRI 102	102-45	Entities included in the consolidated financial statements	FR p. 60 Group structure		
GRI 102	102-46	Defining report content and topic boundaries	GRI p. 9		
GRI 102	102-47	List of material topics	GRI p. 9		
GRI 102	102-48	Restatements of information		Some previously reported data has been restated due to internal data validation review or change in calculation method. Restated data is indicated for each reported information.	
GRI 102	102-49	Changes in reporting		No changes	
GRI 102	102-50	Reporting period		1 January 2020 - 31 December 2020	
GRI 102	102-51	Date of most recent report		Oriola Annual Report, 10 February 2020	
GRI 102	102-52	Reporting cycle		Annual	
GRI 102	102-53	Contact point for questions regarding the report		tuula.lehto@oriola.com katja.tolkki@oriola.com	
GRI 102	102-54	Claims of reporting in accordance with the GRI Standards	GRI p. 2	This supplement has been prepared in accordance with the Core option of the GRI Standards from the Global Reporting Initiative (GRI)	
GRI 102	102-55	GRI content index	GRI pp. 3-6		
GRI 102	102-56	External assurance	GRI p. 14	Limited external assurance on the environmental information by Mitopro Oy.	

Management approach GRI 103 (2016)

Management approach

GRI 103	103-1	Explanation of the material topic and its boundary	GRI p. 9		
GRI 103	103-2	The management approach and its components	GRI pp. 2, 9		
GRI 103	103-3	Evaluation of the management approach	GRI pp. 2, 9		

Topic-specific disclosures (2016, 2018)

Economic performance

GRI 201 (2016)	201-1	Direct economic value generated and distributed	GRI p. 10		
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Anti-corruption

GRI 205 (2016)	205-2	Communication and training about anti-corruption policies and procedures	FR pp. 17-18 Non-financial information, GRI p. 10		UNGC 10
GRI 205 (2016)	205-3	Confirmed incidents of corruption and actions taken	GRI p. 10		UNGC 10

Energy

GRI 302 (2016)	302-1	Energy consumption within the organisation	GRI p. 10		SDG 12, 13 UNGC 7, 8
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Abbreviations
 FR Financial review
 GRI GRI Supplement

SDG United Nations Sustainable Development Goals
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GRI topic	Disclosure number	Disclosure title	Location	Additional information	Cross reference
Emissions					
GRI 305 (2016)	305-1	Direct (Scope 1) GHG emissions	GRI p. 10		SDG 12, 13 UNGC 7, 8, 9
GRI 305 (2016)	305-2	Energy indirect (Scope 2) GHG emissions	GRI p. 10		SDG 12, 13 UNGC 7, 8, 9
GRI 305 (2016)	305-3	Other indirect (Scope 3) GHG emissions	GRI p. 11		SDG 12, 13 UNGC 7, 8, 9
Effluents and waste					
GRI 306 (2016)	306-2	Waste by type and disposal method	GRI p. 11		SDG 6, 12 UNGC 7, 8
Employment					
GRI 401 (2016)	401-1	New employee hires and employee turnover	GRI p. 12		SDG 5, 8 UNGC 3, 6
GRI 401 (2016)	401-3	Parental leave	GRI p. 12		SDG 5, 8 UNGC 1, 6
Occupational health and safety					
GRI 403 (2018)	403-1	Occupational health and safety management system	GRI p. 12	Data reported in 403 disclosures includes only employees. Calculation method will be developed to cover other workers, e.g. facility services' workers.	SDG 8, UNGC 1
GRI 403 (2018)	403-2	Hazard identification, risk assessment, and incident investigation	GRI p. 12		SDG 8, UNGC 1
GRI 403 (2018)	403-3	Occupational health services	GRI p. 12		SDG 8, UNGC 1
GRI 403 (2018)	403-4	Worker participation, consultation, and communication on occupational health and safety	GRI p. 12		SDG 8, UNGC 1
GRI 403 (2018)	403-5	Worker training on occupational health and safety	GRI p. 12		SDG 8, UNGC 1
GRI 403 (2018)	403-6	Promotion of worker health	GRI p. 12		SDG 8, UNGC 1
GRI 403 (2018)	403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	GRI p. 12		SDG 8, UNGC 1
GRI 403 (2018)	403-9	Work-related injuries	GRI p. 13	Kronans Apotek employees and rental workers are excluded due to availability of data. Calculation method will be developed to cover also total recordable injuries.	SDG 8, UNGC 1

Abbreviations
 FR Financial review
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SDG United Nations Sustainable Development Goals
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GRI topic	Disclosure number	Disclosure title	Location	Additional information	Cross reference
Training and education					
GRI 404 (2016)	404-2	Programs for upgrading employee skills and transition assistance programs	GRI p. 13		SDG 8
GRI 404 (2016)	404-3	Percentage of employees receiving regular performance and career development reviews	GRI p. 13		SDG 8, UNGC 6
Diversity and equal opportunity					
GRI 405 (2016)	405-1	Diversity of governance bodies and employees	GRI p. 13		SDG 5, 8 UNGC 6
Non-discrimination					
GRI 406 (2016)	406-1	Incidents of discrimination and corrective actions taken	GRI p. 10		SDG 5, 8 UNGC 1, 6
Oriola's own topic: Medicine availability and promoting health					
Own indicator		Medicine availability and promoting health	FR pp. 17-19 Business model and Social responsibility	Key performance indicator will be developed	SDG 3, 12 UNGC 1

Information on general disclosures

This section provides information on the general disclosures that are not reported in the Financial review or the GRI index.

Information on employees and other workers (102-8)

Category	Indicator	2020
Number of employees	Total	4,334
Employees by employment contract, by gender %	Female	
	Permanent	74
	Temporary	26
	Male	
	Permanent	78
	Temporary	22
Employees by employment contract, by gender %	Finland	
	Permanent	96
	Temporary	4
	Sweden	
	Permanent	70
	Temporary	30

Employee data is based on headcounts

External initiatives (102-12)

Oriola joined the UN Global Compact initiative in 2018. Oriola is committed to communicating annually on the UN Global Compact website on company's actions and progress in alignment with the 10 principles of the Global Compact.

Membership of associations (102-13)

Oriola is involved in various professional organisations in the sector. Below are listed the international memberships and key memberships in Finland and Sweden.

International memberships

- European Association of Pharmaceutical Full-line Wholesalers, (GIRP), Oriola's representative is a board member
- The International Federation of Pharmaceutical Wholesalers' (IFPW)
- United Nations Global Compact

Finland

- Lääke- ja terveyshuolto, LTH ry, 2 Oriola's representatives are board members
- The Association of Products and Services Trade ETU, Oriola's representative is a board member
- Finnish Commerce Federation
- FIBS, Finland's leading promoter of sustainable business

Sweden

- Sveriges apoteksförening, Oriola's representative is the chairman of the board
- Läkemedelsdistributörernas Förening LDF, Oriola has 2 representatives in the board
- Farmaceuter utan Gränser Sverige
- Svenskt Näringsliv
- Västsvenska Handelskammaren
- Nordic Council of Shopping Centers
- Svensk Handel
- Trygghetsrådet

Collective bargaining agreements (102-41)

Oriola supports the freedom of association and the right to collective bargaining of all its employees. In 2020, approximately 80% of Oriola Group's employees were covered by collective agreements.

Stakeholder engagement (102)

List of stakeholder groups (102-40), Identifying and selecting stakeholders (102-42), Approach to stakeholder engagement (102-43), Key topics and concerns raised (102-44)

Oriola's stakeholders include current and potential customers (including e.g. pharmaceutical companies, pharmacies, grocery stores and consumers), current and potential employees, investors and analysts, suppliers and subcontractors, authorities and media. Understanding stakeholder expectations requires regu-

lar dialogue with them. The table describes the key stakeholders' expectations, how Oriola responds to them and examples of stakeholder interaction.

In 2020, the main concern among stakeholder groups was related to the COVID-19 pandemic. The need for health security increased rapidly during the year and Oriola started to bring new services to the market to support people's wellbeing and healthcare's carrying capacity, for example with COVID-19 antibody testing.

To ensure health and safety of employees, new health security guidelines were introduced related to for example remote work, use of protective equipment and mass testing for the COVID-19 infections in the Swedish sites. In addition, e-learning about remote leadership were created to help leaders to keep their teams up to date in quickly changing situations.

Key stakeholder	Stakeholder expectations	How Oriola responds to stakeholder expectations	Examples of stakeholder interaction
Customers	Safe and timely delivery of pharmaceuticals and other healthcare products Taking forward health and wellbeing in society Minimise environmental impacts	Strategic programme to develop customer experience Internal processes to ensure quality Business Continuation Planning Regulatory compliance Continuous improvement of environmental work	Daily customer interactions Customer forums and service channels Customer surveys Social media
Employees	Competence and development of personnel Taking health, wellbeing and safety forward as an employer An equal and fair workplace supporting diversity	Learning and development opportunities Continuous development of leadership skills Promotion of non-discrimination and fair employment Code of Conduct	Daily interactions Development discussions Employee engagement surveys Cooperation with employees Whistleblower channel
Investors and analysts	Transparent and reliable financial reporting Sustainable growth and financial profitability Minimise environmental impacts Excellent risk management	Financial and non-financial reporting ESG communication Risk management processes	Annual General Meeting Results announcements Investor meetings Stock exchange releases Press conferences
Suppliers and subcontractors	Reliable operations Market insight Open and transparent information sharing	Supplier co-operation Ethical business practices	Supplier events and meetings Supplier assessments Business Partner Code of Conduct
Authorities	Regulatory compliance in operations	Internal processes to ensure quality Reporting and license processes	Close cooperation and information sharing

Management approach

Defining report content and topics boundaries (102-46)

List of material topics (102-47)

Management approach (103-1, 103-2, 103-3)

Society	Description
GRI topics	Oriola's own topic: medicine availability and promoting health, GRI 201: Economic performance, GRI 205: Anti-corruption
Material topics	Safe and timely delivery of medicines Sustainable usage of medicines Taking forward health and wellbeing in the society Cooperation with ethical partners
Targets	Sustainability goals, FR pp. 17-18 Non-financial information, more information on oriola.com/sustainability
Policies, processes, management model	Code of Conduct, Oriola Common Management System, Quality management, Business Partner Code of Conduct, Purchasing Policy, Global Compact
Actions and results	FR pp. 17-18 Non-financial information, oriola.com/sustainability
Disclosures	Oriola's own topic: medicine availability and promoting health, 201-1, 205-2, 205-3
Topic boundary	External impacts within value chain: customers, authorities, suppliers, employees

People	Description
GRI topics	GRI 401: Employment, GRI 403: Occupational health and safety, GRI 404: Training and education, GRI 405: Diversity and equal opportunity, GRI 406: Non-discrimination
Material topics	Competence and development of personnel Taking health, wellbeing and safety forward as an employer An equal and fair workplace supporting diversity
Targets	Sustainability goals, FR pp. 17-18 Non-financial information, more information on oriola.com/sustainability
Policies, processes, management model	Code of Conduct, People strategy, People management process
Actions and results	FR pp. 17-18, Non-financial information, oriola.com/sustainability
Disclosures	401-1, 401-3, 403-1-403-7, 403-9, 404-2, 404-3, 405-1, 406-1
Topic boundary	Internal impacts within operations: employees

Planet	Description
GRI topics	GRI 302: Energy, GRI 305: Emissions, GRI 306: Effluents and waste
Material topics	Minimise environmental impact of pharmaceutical waste Minimise waste and increase recycling rate Energy efficiency Reduce CO ₂ emissions
Targets	Sustainability goals, FR pp. 17-18 Non-financial information, more information on oriola.com/sustainability
Policies, processes, management model	Environmental policy, Oriola Common Management System, The United Nations Global Compact
Actions and results	FR p. 18, Non-financial information, GRI pp. 10-11, oriola.com/sustainability
Disclosures	302-1, 305-1, 305-2, 305-3, 306-2
Topic boundary	External impacts within value chain: customers, authorities, suppliers

Materiality assessment

Oriola's sustainability work is based on material topics gathered under three themes: Society, People and Planet. To ensure Oriola's sustainability programme is focusing on relevant topics, materiality assessment was conducted in 2018 with key stakeholders. Over 460 replies were received, and the results were supplemented with interviews with selected investors and customers.

In addition to materiality assessment, Oriola's sustainability programme is aligned with United Nations Sustainable Development Goals (SDGs).

The material topics are presented in the table together with topic boundaries.

Information on topic-specific disclosures

This section provides information on the topic-specific disclosures that are not reported in the Financial review or the GRI index.

Economic performance (201)

Direct economic value generated and distributed (201-1), MEUR

	2020	2019	2018
Economic value generated	1,810.2	1,732.2	1,572.6
Revenues ¹	1,810.2	1,732.2	1,572.6
Economic value distributed, total	1,793.9	1,714.1	1,545.1
Operating costs ²	1,597.3	1,519.4	1,354.4
Wages and benefits ³	172.3	173.4	165.8
Payments to providers of capital ⁴	20.7	19.5	19.3
Income taxes ⁵	3.6	1.8	5.6
Donations ⁶	0.0	0.0	0.0
Economic value retained	16.2	18.1	27.5

¹ Revenues include income from the sale of goods, distribution fees and the sale of services as well as other operating income. Sales are adjusted with indirect taxes, discounts and currency translation differences resulting from sales in foreign currencies.

² Operating costs include purchases of goods and services from suppliers, rental costs as well as other operating expenses.

³ Wages and benefits include wages, salaries and bonuses paid to employees as well as share-based payments, pension benefits and social costs for the financial year.

⁴ Payments to providers of capital include interest paid and other financial expenses less interest received and other financial income as well as dividends distributed to the parent company shareholders during the financial year.

⁵ Income taxes include income taxes based on the taxable profit for the financial year as well as prior period adjustments to the income taxes. Changes in deferred taxes are excluded.

⁶ Donations include contributions to non-profit organisations.

Anti-corruption (205), Non-discrimination (406)

Communication and training about anti-corruption policies and procedures (205-2), Confirmed incidents of corruption and actions taken (205-3), Incidents of discrimination and corrective actions taken (406-1)

Oriola's anti-corruption and non-discrimination principles are included in Oriola's Code of Conduct, which is available in Finnish, Swedish and English. Oriola has a Code of Conduct online training and it is included in onboarding process for employees. The training has been completed by over 3,500 employees from the end of the year 2017, when the Code of Conduct was published.

Oriola has a confidential channel where violations of Code of Conduct can be anonymously reported. The Board of Directors monitors compliance with the Code of Conduct. In 2020, the channel received 16 reports (2019: 17) related to, among other things, leadership, occupational safety and discrimination.

In 2020, one report received via confidential channel was related to discrimination. The case was investigated, and a written warning was given.

Oriola expects its business partners to follow the same ethical principles and to adhere to the Business Partner Code of Conduct.

In 2020, no corruption cases were reported.

Energy (302)

Energy consumption within the organisation (302-1), MWh

	2020	2019	2018
Electricity ¹	22,114	22,990	23,259
Heat ²	5,086	5,423	6,230
Total energy consumption	27,200	28,413	29,489

¹ Data for 2019 has been updated based on actual consumption.

² Data for 2019 has been updated based on actual consumption. Kronans Apotek consumption data is not included.

Emissions (305)

Direct GHG emissions (Scope 1) (305-1), Energy indirect GHG emissions (Scope 2) (305-2), tCO₂

	2020	2019	2018
Scope 1 emissions ¹	860	473	284
Scope 2 emissions (location based) ²	1,275	1,527	1,897
Scope 2 emissions (market based) ²	917	1,635	1,717

¹ Data for 2018 and 2019 have been restated due to change in calculation method. Leased cars moved to Scope 3 Category 6: Business travel. Scope 1 emissions include fugitive emissions. Source for emission factors of fugitive emissions is EPA.

² Data has been restated based on actual consumption and new emission factors for location based emissions. Source for Scope 2 emission factors is AIB, Fingrid and energy suppliers.

Other indirect GHG emissions (Scope 3) (305-3), tCO₂

	2020	2019	2018
Category 1: Purchased goods and services ¹	875	846	726
Category 4: Upstream transportation and distribution ²	2,887	2,318	2,140
Category 5: Waste ³	310	327	318
Category 6: Business travel ⁴	645	1,113	941
Category 7: Employee commuting ⁵	116	196	207

¹ Category purchased goods and services covers purchased packing materials. Data for 2019 has been updated due to internal data validation review. Source for emission factors is DEFRA database for material use.

² Category upstream transportation and distribution covers transportation and distribution of goods. Kronans Apotek transportation data excluded from 2018. Emission data is obtained from the suppliers.

³ Category waste covers non-hazardous waste generated in everyday business operations and collected from Oriola Group facilities, excluding Kronans Apotek pharmacies. Emission factors: GHG emission factors for waste components produced, treated and re-covered in the HSY area, Julia 2030 project.

⁴ Category business travel covers business travel by air, car and use of leasing cars. Data for 2018 and 2019 have been restated due to change in calculation method. Emission data is obtained from travel agencies, leasing companies and for business travel by car calculated using emission factors from VTT Lipasto.

⁵ Category employee commuting covers travelling between home and workplace. Data for 2018 and 2019 have been restated due to change in calculation method. Calculations are based on an employee commuting survey conducted in 2020. Data covers only employees in Finland.

Oriola reports Scope 1, 2 and 3 greenhouse gas (GHG) emissions according to the GHG Protocol Standard. Greenhouse gas emissions reporting covers only CO₂.

Oriola has analysed its Scope 3 emission categories. Based on the analysis, five emission categories were identified: purchased goods and services, transportation and distribution, waste, business travel, and employee commuting.

Effluents and waste (306)**Waste by type and disposal method (306-2), tons**

Non-hazardous waste ¹	2020	2019	2018
Recycling	1,354	1,303	1,090
Recovery (energy)	473	543	538
Landfill	0	0	0
Total	1,827	1,846	1,628

Hazardous waste ²	2020	2019	2018
Recycling	0	0	0
Recovery (energy)	603	631	625
Landfill	0	0	0
Total	603	631	625

¹ Figure does not include non-pharmaceutical waste collected from Kronans Apotek pharmacies.

² Hazardous waste is pharmaceutical waste that is used for energy. Most of this pharmaceutical waste is collected from consumers at Kronans Apotek pharmacies.

The waste disposal method is determined based on information provided by the waste disposal contractor.

Employment (401)

New employee hires and employee turnover (401-1)

Category	Indicator	Number of new hires	% of total no. of new hires	New hire rate %
New hires by age group	< 30	123	35	21
	30–49	191	54	11
	> 50	40	11	5
New hires by gender	Female	239	68	10
	Male	115	32	15
New hires by region	Finland	97	27	12
	Sweden	257	73	11
Total new hires	Total	354	100	11

Category	Indicator	Number of leavers	% of total no. of leavers	Turnover rate %
Leavers by age group	< 30	96	29	16
	30–49	182	55	10
	> 50	54	16	6
Leavers by gender	Female	239	72	10
	Male	91	27	12
	Undeclared	1	0	N/A
Leavers by region	Finland	115	35	14
	Sweden	217	65	9
Total leavers	Total	332	100	10

New hires are calculated as new permanent employees per total number of permanent employees during the reporting period.
Leavers are calculated as resigned permanent employees per total number of permanent employees during the reporting period.

Parental leave (401-3)

Category	Indicator	2020	% of total no. of employees
Number of employees that took parental leave.	Female	479	14
	Male	102	11

Part time and hourly parental leaves are not included in the calculation.

Occupational health and safety (403)

Disclosures from 403-1 to 403-7

Occupational healthcare activities aim to healthy and safe work and working environment, a well-functioning work community, prevention of work-related illnesses and accidents, and maintaining and promoting work and functional capacity at different stages of working life. All Oriola employees are covered by occupational health services.

Occupational health and safety is organised in compliance with local legislation. In Finland, the statutory labor protection activity is represented by an occupational safety organisation in which all personnel groups are represented. Occupational healthcare is also involved in labor protection activities. Labor protection committee meets at least four times a year to promote the health, safety and working capacity of Oriola's employees, and to prevent occupational accidents and diseases. Together with occupational healthcare and supervisors, the labor protection committee plays a key role in developing and providing information on health and safety issues.

In Sweden, occupational health and safety is organised in compliance with Swedish legislation, with support from occupational health suppliers and in cooperation with local unions. All unions have cooperation agreements with legal employer company and have regular meetings with employer representatives (HR and manager) to cooperate according to labor laws and regulations within safety and security work environment topics according to a set agenda.

Oriola's businesses provide tailored occupational safety training as needed. Managers have a responsibility to work continuously with risks and improvements to guarantee a safe workplace. In addition to occupational healthcare activities, Oriola offers a wide range of voluntary health promotion services from wellbeing lectures to substance abuse programs, tips to improve self-management skills and break exercise application.

Work-related injuries (403-9)

	2020
Number of fatalities and high-consequence work-related injuries	0
Number of lost-time injuries	5
Lost-time injury rate*	3.19

*Lost-time injury rate reflects the number of injuries resulting in an absence of at least one workday per million hours worked.

Incidents included: Accidents at work, no work travel injuries. Kronans Apotek employees and rental workers excluded.

Main injury types include working with hand-held tools and movement.

Training and education (404)

Average hours of training per year per employee (404-1)

Professional development of Oriola's personnel is a critical success factor in a rapidly changing market. Oriola provides its employees with in-house training programmes and encourages employees to participate in individual professional trainings. At the moment, Oriola has no training hours tracking system, but company will develop training monitoring, reporting and impact assessment.

Programmes for upgrading employee skills and transition assistance programs (404-2)

Oriola encourages its personnel to continuously develop their skills throughout their career. Oriola operates in a heavily regulated sector and provides training for its personnel in line with industry requirements. In Sweden, Oriola's pharmacy chain Kronans Apotek has a trainee programme for pharmacists to become pharmacy managers, and the chain also provides training for pharmacists from other EU countries. In Finland, Oriola's training programmes coach pharmacists to work in expert roles in the pharmaceutical sector, but also to return to customer work in pharmacies. Employees can also seek external training that meets the needs of their current job or enhances skills needed in the future. Offering of online training opportunities is increasing. In 2020, Oriola for example launched leadership e-learning courses for managers.

Percentage of employees receiving regular performance and career development reviews (404-3)

All employees are in the scope on annual development discussions, in which personal goals are set to guide work, and individual development goals and measures are mapped.

Diversity and equal opportunity (405)

Diversity of governance bodies and employees (405-1)

Category	Indicator	2020	2019	2018
Board of Directors	By gender %			
	Female	57	57	57
	Male	43	43	43
	By age group %			
	< 30	0	0	0
	30–49	14	29	29
> 50	86	71	71	
Group Management Team	By gender %			
	Female	60	60	60
	Male	40	40	40
	By age group %			
	< 30	0	0	0
	30–49	50	50	60
> 50	50	50	40	
Employees	By gender %			
	Female	78	77	78
	Male	22	23	22
	By age group %			
	< 30	26	20	24
	30–49	48	55	45
> 50	26	25	31	

Independent assurance statement

To the Management and Stakeholders of Oriola Corporation

Scope and Objectives

The Management of Oriola Corporation (“Oriola”) commissioned us to perform a limited third-party assurance engagement regarding environmental performance data (“Environmental information”) disclosed in pages 10-11 in the Oriola GRI Supplement (“Report”) for the period of 1st January to 31st December 2020. The assurance engagement was conducted in accordance with the International Standard on Assurance Engagements (ISAE) 3000 revised – ‘Assurance Engagements other than Audits and Reviews of Historical Financial Information’.

Conclusion

Based on the work described in this report, nothing has come to our attention that causes us to believe that the Environmental information disclosed in the Oriola GRI Supplement has not been prepared, in all material respects, in accordance with the reporting criteria.

Responsibilities

Oriola is responsible for the collection, calculation, and presentation of the Environmental information according to the reporting criteria. The Management of Oriola has approved the Environmental information disclosed in the GRI Supplement. Our responsibility as assurance providers is to express an independent conclusion on the Environmental information subject to the limited assurance engagement. To assess the Environmental Information, which includes an assessment of the risk of material misstatement in the Report, we have used Global Reporting Initiative’s GRI-standards (2016, 2018) and Oriola’s internal reporting instructions, (the “Reporting criteria”, see page 2).

Assurance Provider’s Independence and Competence

We have conducted our assessment as independent and impartial from the reporting organisation. We were not committed to any assignments for Oriola that would conflict with our independence, nor were we involved in the preparation of the Report. Our team consists of competent and experienced sustainability reporting experts, who have the necessary skills to perform an assurance process.

Basis of Our Opinion

Assurance providers are obliged to plan and perform the assurance process so as to ensure that they collect adequate evidence for the necessary conclusions to be drawn. The procedures selected depend on the assurance provider’s judgement, including their assessment of the risk of material misstatement adhering to the Reporting criteria.

Our opinion is based on the following procedures performed:

- Interviews with Oriola’s specialists responsible for data collection and reporting of the Environmental information.
- Review of systems and procedures to generate, collect and report the Environmental information for the Report.
- Assessment of calculations and data consolidation procedures and internal controls to ensure the accuracy of the Environmental information.
- Testing the accuracy and completeness of the Environmental information from original documents and systems on a sample basis.

Inherent limitations

Our assurance relies on the premise that the data and information provided by Oriola to us as part of our review procedures have been provided in good faith. Because of the selective nature (sampling) and other inherent limitations of both proce-

dures and systems of internal control, there remains the unavoidable risk that errors or irregularities may not have been detected. For instance, greenhouse gas (GHG) emissions calculations are subject to inherent limitations, given the nature and the methods used for determining such data. Finally, the selection of different but acceptable measurement techniques may result in materially different measurements.

Helsinki, Finland, 17th March 2021

Mitopro Oy

Mikael Niskala
Independent Sustainability
Practitioner

Tomi Pajunen
Independent Sustainability
Practitioner



Oriola Corporation

Orionintie 5

P.O. Box 8

FI-02101 Espoo

www.oriola.com