

QUALITY STATEMENT

Opening Statement

Our vision is to be the partner of choice for simple and direct access to healthcare products and services across Europe.

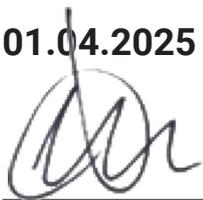
For us, this means providing each customer group with the best possible services and products along the entire pharmaceutical supply chain.

- 1** PHOENIX group's mission is to deliver health across Europe.
- 2** We understand and respond to our customers' and regulators' requirements through a process of continuous improvement, assessing, and monitoring performance.
- 3** Quality is in the ownership of all employees, including senior management.
- 4** We enable our employees to deliver high Quality by providing them with appropriate training and development programmes in order to achieve the necessary skills.
- 5** Employees are encouraged to raise opportunities for improvement.
- 6** Our aims are to preserve Product and Service Quality, Patient Safety and Data Integrity.

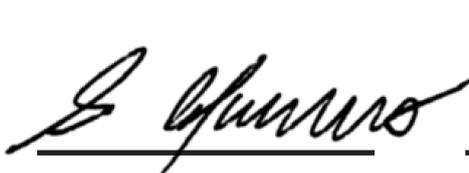
Closing Statement

We align our actions to customer needs because the success of our customers also benefits us. Excellent performance is our success factor. This means, we strive for excellence in everything we do, continuously optimise our operations to get better every day and use resources efficiently to become more sustainable.

01.04.2025



Sven Seidel
Chief Executive Officer



Stephen Anderson
Member of the Executive Board
Operations & Logistics

Dr. Ingo Florian
Head of Corporate Quality Management