

## Customer Newsletter July 2020

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## Continuity of business guaranteed at all times

**Gerresheimer has faced up to its responsibility and has always been able to deliver**

During the COVID-19 pandemic, Gerresheimer is focusing on aspects including business continuity, customer demand, and supply chain. In 2019, we paved the way for profitable growth. We are investing and working to grow our innovation pipeline. These efforts continue undiminished.



“As a key supplier to the pharma and health-care industry, we have significant responsibility for ensuring patients receive the medication they need and thus in maintaining our customers’ delivery capacity. We have guaranteed this over the past few months and maintained our own delivery capacity at all times. Numer-

ous pharmaceutical customers have expressly thanked us for this. Our high delivery reliability, in difficult times, strengthens the partnership with our customers and is essential for the future. What is very high demand for injection vials for future Covid-19 vaccination campaigns is currently providing tailwind. Our clear-cut goal is to set our Gerresheimer on the path to sustainable, profitable growth,” said Dietmar Siemssen, CEO of Gerresheimer AG.

### **A global crisis-management**

The health of our employees is our top priority. In recent weeks and months, we have taken numerous protective and preventive measures to this end and set up a global crisis team to coordinate the activities of the

crisis teams set up at all our sites. In February, we implemented a multi-stage pandemic plan at all our plants worldwide, which goes far beyond the normal scope of many other plants. In addition to the classic measures such as hygiene regulations, restrictions on visits and travel, temperature measurements and the use of home office, the extensive division of the production teams into small isolated groups of 3-5 employees helped us. This, in combination with staggered shift schedules, has reduced potential risks of infection to small groups. All our plants are fully operational.



## BUSINESS CONTINUITY IN THE PANDEMIC

# Committed to supply for Covid-19 fight

Stevanato Group, SCHOTT, and Gerresheimer confirm the readiness to support future Covid-19 Vaccine with pharmaceutical containers



The CEOs of Gerresheimer, Stevanato Group, and SCHOTT are committed to ensuring ample supply of pharmaceutical containers for any Covid-19 vaccine and treatment that is developed, and that no patient shall be left behind, no matter what region of the world they live in. Also, the companies will make every effort to support the pharma industry's priorities for overall medication supply in addition to Covid-19 drugs. Each of the three companies manufactures billions of type 1 borosilicate glass vials, the most proven and most widely available material used to store and deliver vaccines around the world. They are making the statement to provide confidence in the global pharmaceutical supply chain in times of uncertainty.

"We stand ready to support the pharmaceutical companies in the fight against the pandemic," said Dr. Frank Heinrich, Chairman of SCHOTT's Management Board. "We will do our utmost to provide the required containers in the best quality. The fact that 50 billion borosilicate glass containers are already deployed each year for a wide variety of vaccines and treatments, and that we have made significant investments to expand capacity makes us optimistic this can be achieved."

"Since the outbreak of the coronavirus pandemic, we implemented all safety measures to protect our employees and deployed all available assets to secure our supplies to pharma companies," said Franco Stevanato, CEO of the Stevanato Group. "To support the mass vaccination campaign and the ramp-up industrialization needs, we invested in increasing the manufacturing capacity of vials from borosilicate glass. Conscious of the role we play, we are committed to ensuring all patients around the world have access to the vaccines and treatments."

"Facing the very challenging situation of a global pandemic we will do everything to support any upcoming Covid-19 vaccine campaigns in close cooperation with our customers. In 2019 and 2020 we are investing more than ever to deliver the highest quality products with additional capacity. We are fully prepared to support the global market demand for potential Covid-19 vaccines with our vials and syringes being produced in our large production facilities in the US, Mexico, Europe and Asia," said Dietmar Siemssen, CEO Gerresheimer AG.



## Injection vials for vaccines

The vaccines under development to protect against Covid-19 are, like many other drugs, filled in so-called injection vials made of type 1 borosilicate glass. The large worldwide demand for vials is met by the Gerresheimer Group's plants in Europe, America and Asia, where they are manufactured to high quality standards for customers in the pharmaceutical industry. The Company has already received initial orders for vials for drugs and vaccines against Covid-19.

"Our injection vials, manufactured according to ISO standard, have been successfully used by our customers for decades and have proven themselves in the use with vaccines. Thanks to the continuous development of our portfolio, we are now able to produce a broad portfolio of injection vials. The keyword patient safety is at the heart of all our developments," says Hans-Ulrich Pieper, Senior Director Sales Pharma Parenteral Solutions Europe & MENA PPG, who is responsible for tubular glass products (Tubular Glass Converting).

Gerresheimer's product range includes vials for conventionally manufactured pharmaceutical drugs as well as for biotechnologically produced and other specialty pharmaceuticals. In order to meet the different requirements, Gerresheimer produces not only standard vials but also a corresponding range of different qualities of injection vials. All Gx® Vials (Standard, Pharma-Plus, Elite and RTF) are manufactured and inspected using the latest technology and image processing techniques. The quality level of the agreed specification is decisive. Gerresheimer can use its camera systems for a wide range of parameters with or without restricted tolerances and for differently agreed quality levels, also known as AQLs (Acceptable Quality Levels).

## BUSINESS CONTINUITY IN THE PANDEMIC

**Standard Vials – classic and proven**

In addition to glass ampoules, injection vials are the standard for the primary packaging of parenterally administered drugs and vaccines. Gerresheimer produces the vials in all sizes in accordance with international standards and the requirements of pharmacopoeias.

**Pharma Plus Vials injection vials exceeding the standard**

Pharma Plus injection vials are designed to exceed the pharmaceutical industry's requirements for critical dimensions and cosmetic quality. The vials are manufactured using state-of-the-art technology and are inspected during production using image processing technology.

**Gx® Elite Vials – Extremely stable and free from cosmetic defects**

A Gx® Elite Vial is a flawless container (cosmetic defects less than 100 microns) with two to three times the strength, a high process capability (Cpk) for critical features and improved delamination resistance. Gx® Elite is a product development that exceeds all known market requirements for a Type I borosilicate injection vial.

**Gx® RTF Vials – sterilized and ready for filling**

The Gx® RTF injection vials are made of borosilicate glass type I and are formed according to cGMP, washed in a clean room, packed in trays or nest and tub and sterilized. Gerresheimer offers its own packaging configurations, but also the well-known Ompi EZ-fill® packaging format. This means that the vials are ready for the subsequent process steps in filling. All Gx Vials are the patient-safe packaging material of choice for vaccines

**Packaging material of choice for vaccines**

The Gerresheimer Vial portfolio leaves no customer wishes unfulfilled because it can be tailor-made. All vial qualities are suitable as packaging material for numerous vaccines and have proven this many times over. The future vaccines for protection against Covid-19 will be equally patient-safe in Gerresheimer's vials.

**Best practice example Gerresheimer Lohr (Germany)**

# Crisis management in production operations



Photo: Plant Manager Dirk Wypchol and Chairman of the Works Council Harald Merz

**Working safely and healthily in the event of a pandemic**

With the start of the wave of infection by the corona virus SARS-CoV-2 in February 2020, Gerresheimer AG set up a Group-wide crisis team to develop uniform hygiene standards and support the sites in their implementation. In the glass plant in Lohr am Main in Lower Franconia the local crisis team met first daily by video conference and then twice a week. At these meetings, the plant management, company doctor, works council, occupational safety specialist, representatives of the human resources department and a number of other managers discussed the current situation on site in consultation with the health authorities. The crisis team assessed the effectiveness of the protective measures taken and determined necessary adjustments. The employees received the latest information from the shift supervisors immediately or at the beginning of each shift. Employees had permanent contact persons and an internal emergency telephone at their disposal.

In addition to general hygiene rules, such as the cough-sneezing behavior and the distance regulations, employees received information on the use of the additionally provided hygiene dispensers on central notice boards. Additional cleaning of handrails and door handles also contributed to infection prevention. The procedure for domestic quarantine in the event of suspected corona had to be regulated, as did the care of relatives or the application for emergency care for children.

**Fixed teams and changed shift times**

Glass production takes place in the Gerresheimer plant in Lohr in a fully continuous four-shift operation. In order to reduce the risk of infection within a shift, the Company has divided employees into fixed teams. The team members wore colored T-shirts, with each team assigned a specific color. In order to maintain the minimum distances at the beginning and end of a shift, the crisis team decided to shift the shift times of the various teams every quarter of an hour. As unnecessary contact was also to be avoided during breaks, there were fixed break times and individually assigned seats in the extra extended works canteen. The tables were marked according to the team colors (red, blue, green or yellow table).

The company provided mouth and nose covers to its employees. For example, the shift supervisors at the hot and cold end of production wore mouth and nose covers, as they work across groups. For all other workplaces, mouth and nose covers were provided on demand and on request. In addition, there were two mouth and nose covers for private use.

In addition to these measures, Gerresheimer – like many companies – increasingly relied on home office and video conferencing for office staff. Meeting rooms which became free were used as additional individual offices. In addition, the Company recommended that car-pooling should be avoided and imposed restrictions on business trips, access by external persons and the use of external companies. In this way, it was possible to effectively protect employees from infection at the workplace. "The fact that the measures introduced at our plant were so successful is primarily thanks to our employees who followed the rules. We can also profit in future from further positive effects such as safe and faster machine conversion in the permanent teams," explains Dirk Wypchol, plant manager of Gerresheimer Lohr GmbH.

## BUSINESS CONTINUITY IN THE PANDEMIC



## Gerresheimer supplies PET bottles for urgently needed hand sanitizer

At the height of the pandemic hand sanitizers were urgently needed everywhere to protect against infection from coronavirus. This particularly applies to hospitals, retirement homes, health authorities and advice centers, physicians' surgeries, and emergency service vehicles. Gerresheimer has been working flat out to produce a high number of PET bottles so that they can be filled with the required disinfectant and supplied to recipients.

"A major customer has ordered hundreds of thousands of bottles from us to fill with hand sanitizer, and we're doing everything we can to supply them as quickly as possible," says Christian Haas, Sales Manager at Gerresheimer. The bottles are being manufactured in a variety of sizes at Gerresheimer's plant in Zaragoza and sent straight to Berlin in Germany for nationwide use to meet what is currently a very high level of demand.

For interested parties and customers, Gerresheimer has recently revised and updated its online PET program so that the desired bottle can be found quickly and easily using various search criteria.

### Production at full capacity

The plant producing the PET bottles in Zaragoza is currently at full capacity: "We're facing an unprecedented challenge in our day-to-day work in these times that all of us are going through at present. The safety of all our employees is our top priority and we're taking all the necessary precautions to keep them healthy. We're extremely proud to be able to play our part in the battle against COVID-19 by supplying our customers with the containers they have requested to help fight against this terrible pandemic that has swept across the world," says Jose Luis Reche, Operations Manager at Gerresheimer's Zaragoza plant in Spain.

### Versatile PET bottles

PET bottles are very versatile and can also be made from recycled PET. You will encounter them everywhere, be it in the drugstore, in the doctor's office, in the household or at the hairdresser. In addition to the current strong demand for hand disinfectants, PET bottles are also suitable for hair- and body care products, shampoo, soap, body lotion and shower gel.



### Product catalogue extended

In recent weeks, the PET bottle section of our online product catalogue has been significantly improved to meet the increased demand for packaging for disinfectants. For this purpose, product photos, texts and keywords used to search for our products have been updated.

[www.gerresheimer.com/catalogue/products/pet-bottles-for-hand-sanitizer.html](http://www.gerresheimer.com/catalogue/products/pet-bottles-for-hand-sanitizer.html)

## BUSINESS CONTINUITY IN THE PANDEMIC

# Remote instead of on site

## Remote audits and a remote installation



### Germany and India: Virtual certifications

In Corona times virtual audits take place in many Gerresheimer plants. In spring 2020, various certifications were pending for the German glass manufacturing plants in Essen, Tettau and Lohr and the distribution company Moulded Glass. As face-to-face meetings could not be held the certification companies decided to conduct the required audits remotely, i.e. virtually or via video conferencing.

“It worked seamlessly,” says Thomas Rau, Global Senior Director of Quality based in Essen. The plants’ quality managers carried out online audits with the auditors from DQS/ DQSmed via Microsoft Teams and were even sometimes connected with auditors in Australia and Hamburg. All the relevant documents were viewed using screen sharing and, when required, it was even possible to show video clips of the processes in the plants. The end result was more than satisfactory, as all plants and sales passed the audits without any critical or major deviations.

Our newly built plastic packaging plant in Kosamba, India, even carried out its first certification audit as a virtual audit. After completing the two-day certification audit, the plant is now recommended for ISO 9001:2015 and ISO 15378:2017.

### Poland: Customer audits with MS Teams

Our Polish tubular glass plant in Boleslawiec also successfully conducts customer audits digitally, guaranteeing efficient continuity of their business in a secure, flexible, and efficient manner. In particular, a number of customer audits were held “remotely” with top customers to review quality. The layout of the plant and the production halls was presented to the customer during MS Teams meetings, the requirements for various production-related tests were explained, and the procedure for validating the vials and the suitable selection of subcontractors were discussed.

Quality Manager Iwona Araucz reported: “Regular performance feedback from our customers allows us to develop a joint understanding of quality-related requirements and thus identify preventative quality measures, such as joint improvement teams.” All the participants were very satisfied with the audit results achieved.

### Mexico – when the machine builder is in Italy

In our Mexican plant in Queretaro even the development and commissioning of a new

RTF1 machine had to be carried out remotely due to the Corona restrictions.

A new fully automated and fully flexible RTF1 machine had been tested and validated at the Italian manufacturer, but when the machine arrived in Mexico, no local technician was familiar with the machine in detail. With joint video conferences, together with the Italian suppliers, a first mechanical installation of the machine and wiring could be carried out as described. But after that it became much more complicated. A special Microsoft device, the “Hololens2”, which enables joint work from a distance, took the project a big step forward. With a lot of effort, patience and countless video conferences, new small successes were finally achieved every day.

Today, the line is already functioning at 100% without a product inside it. Project manager Daniel Chavez explains proudly: “We have achieved something which, for us, was unimaginable: we started up a line remotely without being familiar with it. We are delighted at what we have managed to do.” The robot movements will be reviewed and adjusted over the next few weeks, before testing them again with the product in the machine.



The ready-to-fill procedure (RTF for short) is a common procedure that enables the manufacture of sterile, prefillable syringes and increasingly also injection vials that are ready to be used in the next stages of a customer’s filling process without further processing. The new fully automatic RTF1 machine replaces the previous cleanroom

process with washing, depyrogenation (a special kind of hot air sterilization) and packaging. This means that, in future, our Mexican colleagues will be able to serve the increased demand from our customers for Gx RTF® syringes and Gx® RTF vials even more quickly and in an even better manner.

**BUSINESS CONTINUITY IN THE PANDEMIC**

# Continued investments

## Centor expands storage capacity

On April 20, Gerresheimer Group company Centor Inc. laid the foundations for a new warehouse covering 72,000 square meters. The new storage facility is being built right next to the existing one on Centor's site in Berlin, Ohio (U.S.). This new warehouse will enable Centor to store all of its products on site, reducing the need for external storage.

"With the new warehouse, we will be able to improve the way we serve our customers and further consolidate our position on the U.S. market for prescription medicines packaging," said Mitch Stein, Centor Plant Manager,

who has been working for the company for 32 years.

Centor is the leading manufacturer of plastic packaging and closures for prescribed oral medication on the U.S. retail market. All products are manufactured in the USA by the only production facility in Berlin, OH (USA). Centor has been part of Gerresheimer since 2015.

**More information**  
[Centor Inc., a Gerresheimer Group company](#)



In light of the coronavirus pandemic, Centor has decided not to hold an official opening ceremony for safety reasons and plans to make up for this at a later date. This symbolic photo marks the groundbreaking. From left to right: Barry Sprang, 1st shift Warehouse Crew Leader; Bill Miller, Warehouse and Distribution Manager; Mitch Stein, Plant Manager; Mark Weaver, President, Ivan Weaver Construction; Beverly Raber, Plant Controller and Tim Carter, Maintenance Manager.



Centor was founded in 1968 and has its headquarters in Perrysburg, Ohio, while its plant is based in Berlin, Ohio (U.S.). In the U.S., a common feature on the market for prescription medicines is the "pour-and-count" system. This means that the exact quantity of the oral medicine stated in the prescription is measured into plastic containers specifically for each individual patient. Centor boasts a strong product portfolio for this area, including the Screw-Loc and 1-Clic product lines – the top two varieties of plastic packaging in the U.S. Centor supplies regional and national drugstore chains, supermarkets, and wholesalers.

In addition to Centor in Berlin and Perrysburg (Ohio), Gerresheimer's holdings in North America also include production sites for glass and plastic pharmaceutical containers and products in Chicago (Illinois), Peachtree (Georgia), and Vineland (Morgantown and Forest Grove, New Jersey).

### Progress in Skopje (North Macedonia)

# First production in September



The construction of our new modern production site in North Macedonia is making good progress. In February 2020 the plant achieved ISO 9001 and ISO 13485 certifications. Production start is planned for September.

Plastic systems for both the pharmaceutical industry and the medical technology sector will be manufactured in Skopje. In the first phase, the plant will cover 12,500 m<sup>2</sup>, including production space in modern clean rooms of around 7,500 m<sup>2</sup>. In a further expansion phase, production lines for prefillable glass syringes will also be built.

# The circular concept in the pharmaceutical industry



## Kunststoffe: Mr. Düring, how restrictive are you finding regulations on the path to more sustainable pharmaceutical packaging?

Niels Düring: Pharmaceutical packaging is justifiably not concerned primarily with the question of how much waste is generated by the packaging, but above all, with minimizing losses of medicines and risks to patients. Therefore, the choice of materials is very important when manufacturing packaging. In the past this has mainly meant using materials from petrochemical sources specifically earmarked for pharmaceutical applications.

## Could manufacturing waste be reused?

It must always be virgin material; this means that the polymer used is only melted once in the production cycle. Recycled materials and self-sorted waste from our own production are not yet permitted. This is one of the points that we are currently investigating with our

## Primary plastic packaging: Steps to more sustainable packaging in the medical and pharma industries

Niels Düring, Global Executive Vice President, is responsible for Primary Plastic Packaging at Gerresheimer. With drugs the contents are often sensitive, valuable and expensive. In the following interview Niels Düring explains what this means for steps towards sustainability of the packaging. In an interview with Dr. Karlhorst Klotz, Editor-in-Chief of Kunststoffe international, Niels Düring reports on some of the latest progress in the field of sustainable pharmaceutical packaging and the mixed reactions of the industry.

customers as well as the approval authorities. Recycling sorted internal waste would be a comparatively quick and effective measure to ensure a more sustainable use of resources. In my opinion, the risk that this change to processing poses is acceptable and would also be a clear step in regulatory terms towards helping the environment.

## Could materials from chemical recycling be used?

Even after chemical recycling, pharmaceutical packaging would be difficult to reuse because the material was in contact with drugs and we do not know how they interact with the materials used for packaging.

## I thought chemical recycling should supply once more the raw materials that correspond to a given virgin material.

In theory perhaps, but in practice the material must be approved for use – and today no material from chemical recycling has this kind of approval for drug packaging.

## Gerresheimer already introduced packaging based on biomaterials some time ago. How did you find this experience?

We started the first tests on biomaterials four or five years ago that are obtained from cane sugar waste material. We have investigated all our bottles and other PET containers to see if there is any interest in the market for a bio-based version. There was a lot of interest in this at first, but when potential customers saw that this would mean a price increase they have all withdrawn so far. In addition to the price, uncertainties in the supply chain when obtaining the raw materials have been a reason for our customers' reluctance.

## Has this improved in the meantime?

In the last six months, customers have been requesting these solutions more actively and specifically. This shows that awareness of the environment is much higher on the agenda today. The willingness to pay extra for material from renewable sources has grown.

Continued on the next page



## SUSTAINABILITY – CORPORATE SOCIAL RESPONSIBILITY

**We are referring to medicinal products that are comparatively expensive goods as a general rule. Does a small extra charge on the packaging really matter?**

Pharmaceutical companies have come under considerable pressure from generic drugs in recent years because this development has reduced the profitability of their branded products. This is why cost awareness has also increased significantly in this industry. Even an extra charge of less than one thousandth on the end product was apparently enough to question more sustainable packaging. But now a change seems to be on the cards as individual companies are recognizing that this small extra charge could bring them advantages in the market. And we must also bear in mind that packaging plays a different role compared with other products: people buy what the doctor prescribes – packaging only plays a secondary role.

**So, does sustainable packaging in the pharmaceutical sector hardly stand a chance at the moment?**

First, policymakers would have to create the framework to ensure – assuming the products

in question are equally effective – that health insurance providers pay for the most sustainably produced option, rather than the cheapest, as is currently the case throughout Europe. This is also a political decision, as is the question of whether internally recycled production waste can be used again for the manufacture of primary pharma packaging.

**Are you still driving forward the development of sustainable packaging even after the bad experiences with bio-based packaging?**

We are continuing to optimize resources through reuse or weight reduction, and we also believe in the use of biomaterials for primary pharmaceutical packaging. There are some markets that are more ready for these kinds of sustainability arguments such as the cosmetics market. Some of our customers in that market are already demanding that more than 40% of PET be made from recycled raw materials and are actively using the sustainability argument in their communications.

**Why 40%?**

We are not aiming for packaging made of 100% recycled material in cosmetics, but customers want a substantial proportion. Achieving more than 40% was ambitious at first, mainly because of the uncertain supply of recycled materials. From a technical point of view, it would not be a problem to get to 80%. The bigger the container, the higher the share of recycled material mixed in, as with a master batch.



**Niels Düring**, Global Executive Vice President at Gerresheimer, began his career in 1982 and became Owner and Managing Director of Dudek Plast A/S in 1996. After the sale of his company to Superfos, he became CEO in 1999 and developed the pharma packaging business there. Since Gerresheimer took over Superfos in 2006, he has managed the Primary Plastic Packaging business unit and is currently driving forward its global presence.

## Occupational health and safety and health

## First ISO 45001 certifications



ISO 45001 will become the international standard in occupational health and safety protection for the entire Gerresheimer Group. At the same time, the company wants to show that it is living up to its social responsibility by achieving internationally recognized ISO 45001 certification.

Gerresheimer makes every effort to demonstrably reduce the risk of injuries, accidents and work-related illnesses among its employees and is constantly improving occupational safety and health protection using suitable methods and instruments as part of its management system. ISO 45001 was published in March 2018 and will replace the previously most widely used standard

BS OHSAS 18001. Gerresheimer employs employees at each location who are responsible for occupational safety and health.

**On the way to ISO 45001**

The first Gerresheimer plants in Europe and Asia are currently certified. At most plants the measures for the forthcoming certification have been successfully launched or are nearing completion.

**Asia:** At the beginning of the year the Tubular Glass Converting plant in Kosamba became the first plant in the Gerresheimer Group to receive ISO 45001 certification. This was followed by Triveni Polymers in New Delhi (India) and all three plants of our Chinese Shuangfeng Group. The plant for the production of

container glass in Kosamba is currently preparing for certification.

**Europe:** The first European plants in Vaerloese and Haarby (both Denmark) have just received ISO 45001 certification after a 6-day audit. At these sites, primary packaging made of plastic of the well-known brands Duma and Dudek is produced. The German plants and sites in Pfreimd, Wackersdorf, Regensburg and Bünde as well as the Czech plant Horsovsky Tyn already work with an integrated management system that has certified the areas of environmental protection and energy management. The next important step here is the implementation of the new ISO 45001 standard based on the Integrated Management System.



## SUSTAINABILITY – CORPORATE SOCIAL RESPONSIBILITY

## EcoVadis: Silver status in sustainability audit

With 58 out of a maximum possible 100 points, Gerresheimer currently belongs to the top 6 percent of companies evaluated by EcoVadis in the comparative sector of pharmaceutical suppliers and medical technology. Numerous international pharma and cosmetics customers regularly review Gerresheimer with regard to sustainable corporate management. Many carry out this through recognized external CSR auditing agencies such as EcoVadis. EcoVadis scorecards make it easier for customers as well as investors and other stakeholders to assess the performance of their suppliers and third-party suppliers and to track their continuous environmental, social and ethical improvements.

### Silver status improved with 58 points

In 2018 Gerresheimer succeeded in making the leap from bronze to silver rating with 46 points in the annual EcoVadis evaluation. In

2019 the company improved within this rating to 58 points and is therefore one of the top 6% of companies assessed.

### Sustainability is a strategic Gerresheimer goal

At Gerresheimer sustainability is one of the five strategic pillars. As a global production company the company bears a major responsibility for its products, for customers as well as patients, employees, partners, suppliers, neighborhoods and the environment. Competence in sustainability with a focus on ecology, economy and social responsibility is Gerresheimer's goal.

[www.gerresheimer.com/en/company/corporate-social-responsibility.html](http://www.gerresheimer.com/en/company/corporate-social-responsibility.html)

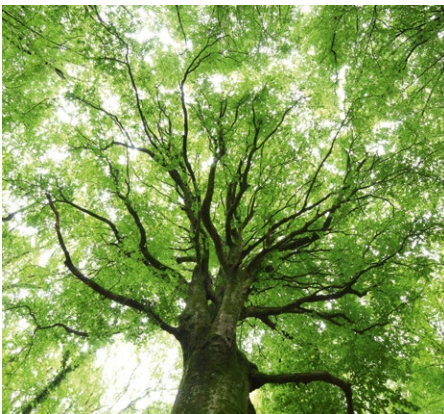


### The EcoVadis methodology

EcoVadis is a sustainability assessment platform. The methodology is based on international CSR standards such as the Global Reporting Initiative, the United Nations Global Compact and ISO 26000 and takes into account 198 purchasing categories and 155 countries. The EcoVadis scoring model is based on 21 criteria from the four subject areas of environment, social affairs, ethics and sustainable procurement. Suppliers demonstrate the extent to which they meet these criteria in whole or in part and are evaluated on this basis. Once a year EcoVadis then produces a company-specific sustainability ranking, which is accompanied by a scorecard. As of this year, the scorecard has four instead of three evaluation categories, ranging from bronze to silver and gold to platinum.

## Sustainability award from AstraZeneca

### Gold Status for Gerresheimer Horšovský Týn and Pfreimd locations



The two Gerresheimer production locations of Horšovský Týn (Czech Republic) and Pfreimd (Germany) have been awarded gold status for the year 2019 by the customer AstraZeneca. Gerresheimer met the required standards in all 3 areas and is therefore receiving the highest distinction for its sustainability management.

Gerresheimer already established the principles of Sustainability and Corporate Responsibility years ago in its corporate values and in a comprehensive Corporate Social Responsibility (CSR) guideline. The AstraZeneca pharmaceuticals group pursues a similar strategy and has target that at least 75% of its manufacturing partners achieve at least the bronze

standard of the sustainability framework by 2025. The Gerresheimer production locations of Horšovský Týn and Pfreimd, which are producing for AstraZeneca, go well beyond this basic level with their sustainability management and were therefore rewarded with gold certificates for the past year.

### Requirements of the AstraZeneca Sustainability Framework

In the **Inclusive category**, the fields of human rights, diversity, and inclusion, as well as the health and safety of employees and the advancement of health in the local community are evaluated. The **Resilient category** encompasses the company's performance in the fields of energy and greenhouse gases, water, waste, and ecological balance

of products, as well as environmental strains caused by drugs. In the **Transparent category**, the public CSR reporting, as well as participation in measures to increase transparency are evaluated. The performances are measured through assessments of recognized external institutions like EcoVadis and PSCI EcoDesk.

**PEOPLE**

**Paul Senn becomes Managing Director of respimetrix**



In addition to his functions at Sensile Medical, Dr. Paul Senn became managing director of respimetrix GmbH as of May 1, 2020, where he will lead respimetrix together with managing director Dr. Michael Lauk and drive the development of the innovative inhalation measurement system. Respimet-

rix is part of our new innovation unit Advanced Technologies. Paul Senn joined Sensile Medical in 2017 and is currently responsible for the business development of Advanced Technologies. The doctor of chemistry has previously worked in various international pharmaceutical and medical technology companies. There he was involved in the development of drugs and devices.

**Stefan Rieder heads Moulded Glass Commercial  
Paul Wienen moves to Global Key Account Management**



As of May 01, 2020 Stefan Rieder has taken over the function of Global Senior Vice President Commercial Moulded Glass. Together with Andreas Kohl, he will thus head the Moulded Glass Global Business Unit. Stefan Rieder was most recently Chief Commercial Officer at Altmis GmbH, formerly Alcoa, since 2016. Prior to this, he held various management positions at Borealis AG, Vienna, a leading plastics manufacturer, from 2011 to 2016. From 1999 to 2011, he worked for SCHOTT AG in the Pharmaceutical Packaging division as Vice President Asia and most recently as Vice President Europe.



Paul Wienen became Senior Global Vice President Key Account Management on 1.5.2020. Before Gerresheimer he has built up global key account organizations for the automotive and electronics industries. He therefore brings with him the ideal qualifications to strengthen the Global Key Account Management Team. Paul Wienen and his team will support several Global Key Accounts worldwide. Paul Wienen was Global Senior Vice President Sales, Resource Planning and Administration Moulded Glass since 2016.

**Bettina Kempin leads the Global Key Account Management**



Bettina Kempin has become Global Senior Vice President Strategic Key Account and thus leads the new Global Key Account Management (GKAM) Team as of June 1, 2020. Paul Wienen and Michel Colliot are already part of the GKAM team. Bettina Kempin brings extensive experience in glob-

al key account management from the pharmaceutical and chemical industries. Since 2016 she was Director of Global Strategic Account Management at Merck KGaA. Prior to that she held similar key account management and business development positions at Sigma Aldrich. Before that, she was responsible for pharmaceutical customers in Europe for Becton

**Kevin Carroll is Plant Director Vineland (Forest Grove) Tubular Glass**



Kevin Carroll has been appointed as Plant Director Vineland (Forest Grove) Tubular Glass, effective June 1, 2020. Kevin joined Gerresheimer Glass Inc. in

the USA in June 2011 as an SAP Specifications Intern. In his last functions he was Commercial Controller PPG Tubular Converting and Plant Controller Forest Grove Tubular Glass.

**Strengthening our  
North American  
and Plastics  
business:**

**Gary Waller & Ben Scheu  
Heads of Region North**

**Niels Düring & Ben Scheu  
leading  
Primary Packaging Plastics**



“Our strategy process formula G aims at accelerating our profitable sustainable growth. Building a real One Gerresheimer is a crucial part of that. North America is an important market and we want to grow significantly there”, announced our CEO Dietmar Siemssen today. “In order to foster our growth and strengthen our customer focus we will introduce a matrix organisation, define clear North America responsibilities and bring Centor and Plastic Packaging closer together”.

Gary Waller and Ben Scheu are appointed jointly Heads of Region North America (USA, Canada, Mexico). They have joint responsibility for driving sales and growth for us in North America. Gary Waller will be responsible for the Tubular Glass and Moulded Glass business in the region. Ben Scheu will be responsible for Primary Packaging Plastics including Centor, Medical Plastic Systems and Syringes in North America.

We also foster our Primary Packaging Plastics worldwide by bringing Centor and Plastic Packaging closer together. Niels Düring and Ben Scheu will lead together the Primary Packaging Plastics business unit. Niels will be responsible for Primary Packaging Plastics globally except North America which is the responsibility of Ben.

## PEOPLE

## New Gx® Biological Solutions unit will foster our business with biotech companies

New biotech drugs, most of which are parenteral drugs often used to treat cancer, require innovative primary packaging and drug delivery system solutions. We offer innovative solutions in this area, including highly break-resistant glass (Elite Glass), coated glass, COP vials, prefillable syringe systems made of glass or COP for drugs with exacting requirements, metal-free syringes and drug-delivery devices and our micro-pump. We have a significant competitive advantage thanks to our innovation pipeline, extensive product range and high product quality.

The core competence of small and medium-sized biotech companies is the development of a new formula or drug. But they need extensive help and advice regarding primary

packaging and devices. They value our services such as providing the best possible packaging configuration and qualified product support for the various clinical phases for their high-end drugs as well as dedicated lab services and testing, regulatory support and qualification consulting.

“With our new Gx® Biological Solutions unit we address this fast-growing market of biotech drugs. Gx® Biological Solutions is a dedicated unit with sales and business development expertise. In this new cross-divisional setup, they have access to all our worldwide expertise and product portfolio, including product management and development, lab services, regulatory affairs and marketing”, explains Lukas Burkhardt, Management Board Member.

Next to exploring new opportunities in small and medium-sized biotech companies the Biological Solutions team will also support business growth opportunities at the fast-growing biotech units within all major pharma companies. This will be done in close collaboration with our Global Key Account Management team as well as with the respective sales teams of all our businesses globally.



The new Gx® Biological Solutions unit is led by **Stefan Verheyden**, Global VP Gx® Biological Solutions & Sales Syringes Medical Systems.

## WEB &amp; EVENT

## Annual General Meeting of Gerresheimer AG approves dividend increase to EUR 1.20 per share



Payment of a dividend of EUR 1.20 per share was approved at the virtual Annual General Meeting of Gerresheimer AG.

“In 2019, we paved the way for profitable growth and achieved a substantial improvement in the Company’s culture and dynamic. We are investing and working to grow our innovation pipeline. These efforts continue undiminished and we have not been distracted by the Covid-19 pandemic. As a key supplier to the pharma and healthcare industry, we have significant responsibility for ensuring patients receive the medication they need and thus in maintaining our customers’ delivery

capacity. We have guaranteed this over the past few months and maintained our own delivery capacity at all times. At present, we are seeing new opportunities arise in the pharma business. What is very high demand for injection vials for future Covid-19 vaccination campaigns is currently providing tailwind. Our clear-cut goal is to set our Gerresheimer on the path to sustainable, profitable growth,” said Dietmar Siemssen, CEO of Gerresheimer AG, at the Annual General Meeting.

The dividend has been raised by 4% to EUR 1.20 per dividend-entitled share, compared

with a dividend of EUR 1.15 per share distributed in the prior year. The dividend will be paid out on June 29, 2020.

A large majority voted in favor of the resolution formally ratifying the actions of the Management Board and Supervisory Board in the financial year 2019. Deloitte GmbH Wirtschaftsprüfungsgesellschaft, Duesseldorf, was elected as auditor for the financial year 2020. A resolution was also passed to amend the Articles of Association to include provisions on the proof of share ownership to be submitted by a shareholder when registering for the Annual General Meeting. This amendment was made necessary by changes to the German Stock Corporation Act.

**The speech delivered by the CEO at the Annual General Meeting is available here:**  
[www.gerresheimer.com/en/investor-relations/annual-general-meeting](http://www.gerresheimer.com/en/investor-relations/annual-general-meeting)

**The Annual Report is available here:**  
[www.gerresheimer.com/en/investor-relations/reports](http://www.gerresheimer.com/en/investor-relations/reports)

WEB & EVENT

# Chinese microsite online

Since April 2020 there has been a Chinese Gerresheimer website for customers in China. It consists of selected content and shows the entire Gerresheimer product range, our plants in China and describes Gerresheimer as an employer. Current information such as trade fair dates can also be found here. The Chinese microsite can be accessed via the Chinese language selection or this link: [www.gerresheimer.cn](http://www.gerresheimer.cn).



# Thank you for your opinion. Gerresheimer Customer Satisfaction Study 2020

In March this year, we invited over 4,000 customers to participate in our global online customer satisfaction survey. Our service company B2BInternational, which we commissioned to carry out the survey, had contacted you by e-mail and sent you a link to the survey.

employees and have explained and discussed them in a variety of ways and at various levels. Where necessary, our teams of experts are developing action plans that will be further detailed and implemented in the coming months.

Despite the difficult circumstances caused by the outbreak of the pandemic, we received a lot of constructive feedback on a wide range of topics. You have taken the time to show us which aspects are particularly important to you, where our performance already satisfies you and where we need to improve. All in all, you have given us a lot of positive feedback, but you have also pointed out weaknesses here and there - for which we would like to express our heartfelt thanks!

We ask you to stay in dialogue with us and to give us your honest feedback, also in direct exchange. With your opinion you will help us to continuously optimize our services. We look forward to continuing our trustful cooperation with you!

In the meantime, we have made the results of the study available to a large circle of



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Our responsibility:  
 employee health and  
 taking care of patients needs